xerox ®

Xerox® Mobile Print Cloud Administrator
How To and Troubleshooting Guide

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Getting Started

Xerox Mobile Print Cloud Overview

Xerox® Mobile Print Cloud is a versatile printing option designed to accommodate customers with mobile printing needs. It is available in the app store for your mobile device. It allows you to print in a variety of ways:

- When viewing a document on your mobile device, open it with the Xerox® Mobile Print Portal. This will enable you to choose a printer and print options, and print now or upload the job to print later.

- To print documents stored on your mobile device, use **My Library** (Android and BlackBerry) or **Photos** (iOS) within the Xerox® Mobile Print Portal app to locate them.

- Forward an email with attachments to print@printbyxerox.com. The email and attachments will be available in the **Documents** list in the Mobile Print Portal app, where you can print to your desired printer.

- Use direct email printing and forward an email and attachments directly to a Mobile Print Cloud-enabled printer's email address. To find the email address for a specific printer, check the Print Portal app or the **Printers** tab on the webpage.

- Print from a PC or Macintosh computer at https://xmpc.services.xerox.com/.

  ### Note

  Helpful instructions and descriptions of Mobile Print Cloud features are available on the webpage. Move the cursor over tab names and menu selections to view a description of each feature.

When the user prints a job, the Mobile Print Cloud routes it to the selected printer. The Account Administrator configures account behaviors and manages users, agents, printers, and the print queues.

What's New with Mobile Print Cloud 2.0

Xerox® Mobile Print Cloud version 2.0 offers new capabilities, including:

- Support for user to print with iOS Native Printing
- Ability to import users into allowed/blocked access lists
- Ability for user to configure bookmarks for in-app Web page printing on iOS and Android versions of Xerox® Mobile Print Portal app
- Ability for user to print text or images from a mobile devices' clipboard on Mobile Print Portal app
- Ability for user to search Public Sites by name or QR Code on Mobile Print Portal app
- Improved user interface consistency and ease of use
- Improved Printer Discovery speed
- Support for iOS 7 on Mobile Print Portal app
- Support for installing the Xerox® Mobile Print Cloud Agent on Microsoft Windows 8 operating system
- Printer based licensing

Note

To make sure you have the latest Mobile Print Cloud functionality, make sure you upgrade to the latest agent version on the Web page, and that the Mobile Print Portal app users upgrade to the most recent version of the app on their mobile devices.

Xerox Mobile Print Cloud Help

For additional help and information using the Mobile Print Cloud:
1. Go to www.xerox.com/mobileprintcloudsupport.
2. Select the **Support** tab to view frequently asked questions.
3. Select the **Documentation** tab to view user documents.

Xerox Mobile Print Portal App Online Help

There are several help options at www.xerox.com/mobileprintportalsupport.
1. Select the **Support** tab to view online support or search for information by keyword.
2. Select the **Documentation** tab to download the following documents:

- Xerox® Mobile Print Cloud Administrator How To And Troubleshooting Guide (this guide)
- Xerox® Mobile Print Cloud User Quick Start Guide
- Xerox® Print Portal User Guides (for iOS, Android, and BlackBerry)

You can view other customers' questions and responses or post your own questions on the customer forum at http://forum.support.xerox.com/.

Mobile Print Cloud Agent

Agent Description

An Agent is software running on a PC within the customer network that communicates with the Cloud, and from where printing is initiated.

Agents - Best Practices

Printers and print queues can be serviced by more than one agent. Companies with a large number of printers and print queues should have multiple agents. Any agent that has a printer's IP address discovered and enabled will be used to print to that printer.

It is recommended that each printer or print queue is serviced by at least two agents for failover protection and load balancing.

In large deployments, it is not recommended to have all printers or print queues serviced by all agents. This increases network traffic. Using specific IP addresses or narrow IP Address ranges will decrease network traffic.

Any agent that is connected to a Lightweight Directory Access Protocol (LDAP) domain will report all available LDAP domains back to Mobile Print Cloud. In environments where LDAP domains are discovered by the agent, LDAP authentication may be enabled by the administrator.

Print Queue Enablement

Print queues are not discovered in the same way as printers. The administrator must select **Add New Print Queue** in the **Action** menu of the **Print Queue** tab and enter the new queue information to set up and enable a print queue.

iOS Native Printing

Enabling iOS Native Printing lets Xerox® Mobile Print Cloud printers use the built-in printing capability on iOS 6 and 7.1 devices. You can submit print jobs to the Xerox® Mobile Print Cloud solution using the built-in printing capability of your iOS device and release the jobs later to any Cloud Print enabled printer using the Xerox® Mobile Print Portal iOS application. A printer named "Xerox Mobile Print Cloud" (including the name of the servicing agent) will be displayed on your iOS device printers list.

To enable iOS Native Printing with Auto Discovery:
1. Install the print services software on the Agent PC:
   a) Download and install Bonjour Print Services for Windows:
      http://support.apple.com/kb/DL999
   b) Restart the Agent after the printing software is installed.
2. Set up iOS Native Printing on the Cloud Print Web Portal:
   a) Select the **Agents** tab.
   b) Select the check box for a specific print agent.
   c) Select the **iOS Native Printing** tab.
   d) Select the **Edit** (pencil) icon.
   e) Select the **Enabled** and **Automatic Discovery** check boxes.
   f) Click the **Save** button.

The print agent and iOS device must reside on the same subnet in order for the iOS device to find "Xerox Mobile Print Cloud" in native iOS apps. To enable iOS Native Printing across different subnets refer to: How to Set Up DNS-SD for iOS Native Printing

Ports That Must Be Open on the Agent Workstation

Port Number	Port Name	In/Outbound	Comment
161 (typical)	SNMP	Out	Network printer discovery, retrieve device capabilities
443	HTTPS	Out	SSL
9100	TCP/IP	Out	Printing
515	LPR	Out	Printing
389	LDAP	In/Out	LDAP Authentication
631	IPP	In	iOS Native Printing

System Requirements

Mobile Print Cloud Agent operating system requirements:

- Windows Server 2008 with Service Pack 1 and 2008 R2 with Service Pack 1

- Windows 7 Home Premium, Professional, Enterprise, and Ultimate
- Windows 8 Pro and Enterprise

Note

Windows systems running the Novell client are not supported.

Free disk space: 1 GB

Minimum operating system specifications must be met:

- Windows Server 2008 or 2008 R2, Windows 7: 1 GB of RAM (1.5 GB or higher recommended) and 1.7 GHz processor or better
- The software must be installed on the client machine using the Administrative account or using an account with administrative privileges; the software also must be configured for your organization.
- Microsoft.NET 4 Framework
- Internet connection
- Network: The TCP/IP must be loaded and operational.

The software only installs on and supports Intel (and compatible) architectures.

Supported PC Browsers for Accessing the Mobile Print Cloud Webpage

Supported PC browsers include:

- Microsoft Internet Explorer (v8 and higher)
- Google Chrome
- Mozilla Firefox

Note

JavaScript must be installed.

Note

Webpage access is not supported on mobile devices.

Supported Macintosh Browsers for Accessing the Mobile Print Cloud Webpage

Supported Macintosh browsers include:

- Google Chrome
- Mozilla Firefox

Note

JavaScript must be installed.

Note

Webpage access is not supported on mobile devices.

Unsupported Macintosh browsers include:

- Apple Safari
- Opera

Supported Mobile Operating Systems

- iOS version 6 and higher
- Android version 2.3.3 and higher
- BlackBerry version 6 or 7 (Not all features are supported on BlackBerry.)

  Note

  Webpage access is not supported on mobile devices.

Supported Languages

English, Brazilian Portuguese, Italian, German, Spanish, French, and Russian.

Xerox Global Print Driver

Xerox® Mobile Print Cloud uses the Global Print Driver (GPD). The GPD natively supports many Xerox devices and will support others and non-Xerox devices in Basic Mode. In Basic Mode, some job programming attributes, such as 2-sided or staple, may not be supported. For more information on the GPD search for Global Print Driver on www.xerox.com. Select the **Compatible Products** tab for a list of compatible products.

Supported Printer Languages

PostScript, PCL 5, and PCL 6 are supported. The default language is PostScript, but the administrator can change it to PCL 5 or PCL 6 if necessary.

Supported Printer Protocols

RAW and Line Printer Remote (LPR) are supported. The administrator can set RAW, LPR or Auto Switch.

License Options

Licenses may be offered in varying quantities and configurations. Contact your Xerox representative.

Accounting

Xerox® Mobile Print Cloud supports printing to Accounting-enabled printers for companies to track printer usage by users.

One of the following modes can be enabled to track printer usage:

- Xerox® Network Accounting
- Xerox® Standard Accounting

    Note

    These accounting modes are only available on select Xerox® devices.

Getting Started

Xerox Network Accounting

Xerox® Network Accounting automatically tracks printer usage for each user. Network Accounting is run over a network and the accounting functions are performed remotely via third party software.

Xerox Standard Accounting

Xerox® Standard Accounting automatically tracks printer usage for each user. Limits can be applied to users to restrict their usage. Standard Accounting is configured via Internet Services and requires no additional software.

Server-Based Print Queues

If your environment uses accounting packages that print through server-based queues, you will need to identify those print queue(s) on the **Print Queues** tab. They are also used by companies that print through queues, but do not use accounting. A company can use print queues with Xerox® Mobile Print Cloud, with or without an accounting package.

Note

Setting up the print queues properly is all that is required in order for a third party solution that provides Follow-You Printing® protected by Xerox® Secure Access Unified ID System® to work. Xerox® Mobile Print Cloud submits to the queue with the username or username and password. From that point forward it is up to the Xerox® Secure Access Unified ID System® and Follow-You Printing solutions to manage the print jobs.

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How To

How To Create a Mobile Print Cloud Company Account

1. Go to https://xmpc.services.xerox.com.
2. Under Connect Printers, select **Create Company Account** to connect your company for the first time. Follow the on-screen instructions.

   When complete, you will be in trial mode. To purchase a license, contact your Xerox representative for information.
3. Download and install the Mobile Print Cloud Agent. Your printers on the same subnet as the Agent PC are automatically identified, and one site is automatically created.

   More subnets and sites may be added later as needed.
4. Enable one or more printers.

The system is now ready for users to print.

How To Administer Multiple Mobile Print Cloud Company Accounts

If you are a service provider, or an administrator who will be creating multiple Xerox® Mobile Print Cloud companies, it is highly recommended that you use a service account and service email address specific to each company you are creating.

How To Enable a Home Printer on an Existing Company Account

1. The user should log in at https://xmpc.services.xerox.com and enter your Company Code.

   This will associate the user with the company so the company administrator can manage the user's permissions.

2. The Company Administrator should:
   a) Log in at https://xmpc.services.xerox.com
   b) Select the **Users** tab.
   c) Grant the user either the **Agent Administrator** or **Account Administrator** role.

3. The user should:
   a) Log out and log in at https://xmpc.services.xerox.com
   b) Select the **Agents** tab.
   c) Select **New** from the **Actions** drop-down list.
   d) Complete the Agent setup wizard, then click the **Download the Xerox Mobile Print Cloud Agent Installer** link.
   e) Install the Agent on the home computer.
   f) After the Agent installation is complete, log in to the Agent and it will search for all available printers. If necessary, click **Printer Search**.
   g) Select **Enable Printers**.

      The webpage opens.

   h) Select a printer to enable.
   i) Select **Enable Printer** from the **Actions** drop-down list.

Note

Documents printed on a home printer will be included in the total job count for the company license and user prints will be billed to their company.

How To Create a Company Account From a Mobile Device

A company account **must** be created via the website. It cannot be created on your mobile device.

How To Create a User Account Online

Go to https://xmpc.services.xerox.com/ and follow the onscreen instructions.

How To Edit a Company Profile

From the webpage, select **Account** > **Company Profile**. You can edit your company name, contact information, email prefix, contact email address, the language in which the system sends notification emails, reset your company code, set company authentication type, specify whether the company code appears on the Welcome Page, and enable in-app email printing from the Xerox® Print Portal app.

How To Set the Company Authentication Type

To use Lightweight Directory Access Protocol (LDAP) authentication, you must first register at least one Xerox® Mobile Print Cloud Agent, which must be installed on a PC that is joined to a domain. Upon activating the agent, it will attempt to discover available domains. When one or more domains are discovered, the LDAP Authentication feature in Xerox® Mobile Print Cloud (XMPC) becomes available. Any of the LDAP domains shown may be used for authentication when logging in. Users logging in to XMPC will be prompted for their workplace credentials (domain\username and password).

Note

LDAP Authentication cannot be enabled unless an agent reports available LDAP domains.

1. From the webpage, select the **Account** tab.
2. Select **Company Profile**.
3. Select **LDAP Authentication** under **Company Authentication Type**.
4. Select **Save**.

How To Set up an Agent

1. From the webpage, select the **Agents** tab and click **Actions** > **New**.
2. Complete the **Agent Wizard** and obtain the agent activation code.
3. Download and install the agent software on your local PC.

4. Provide log in information and the Agent Code. The agent then performs a discovery for available printers.

   When registering the agent, make sure you are logged into Mobile Print Cloud using the company code of the account to which that agent belongs.

How To Set the Agent Upgrade Policy

By default, agents are set to upgrade automatically when a new version of the agent software is available, but you can upgrade them manually if you prefer. If an agent is not capable of auto-upgrade, or if you have opted not to have your agents upgraded automatically, you will receive an email with a download link when new software is available.

Within your account, only one agent will be upgraded at a time. This minimizes disruption of services in your account.

Note

If an agent fails to upgrade in a timely manner after entering an auto-upgrade process, you will receive an email indicating that an agent is not responding and should be reviewed.

1. From the webpage, select **Account > Policies > Agent Upgrades**.
2. Select **Automatically upgrade my agent(s)** or **Do not automatically upgrade my agent(s)**.
3. Select **Save**.

Note

Only agents added or upgraded in Xerox® Mobile Print Cloud version 1.5 or later (agent version 2.2 and newer) are eligible for automatic upgrade. Each agent installed prior to version 1.5 must be manually upgraded once. From that point forward, agents will upgrade automatically unless you have set the Agent Upgrade Policy to not allow auto-upgrade of your agents.

Note

The Mobile Print Cloud Agent icon is normally available in the system tray of the agent PC. If the icon is not present, manually start the agent user interface from the PC's Start menu.

How To Upgrade an Agent Manually

When agents become eligible for upgrade, you will receive an email notification in the following cases:

- If you have disabled automatic upgrade of your agents

- If an agent is not eligible for auto-upgrade

This email notice indicates that an upgrade is available for the agent and provides a download link to the new agent software. Download and install the newer version. It will automatically perform an uninstall of the old Agent software before installing the new Agent. During this uninstall, the shutdown of the old Agent services may take a while, so you may receive some Windows messages. Each agent must be upgraded individually.

A message may display that indicates the setup was unable to automatically close all requested applications. Click **OK** to this message.

A message may display that indicates the Mobile Print Cloud Agent and/or Mobile Print Cloud Agent Service should be automatically closed. Ensure the radio button for **Automatically close applications** is selected then click **OK**.

A Mobile Print Cloud Agent message may display with an Error 1306. Click **Retry**. Due to the amount of time needed for the service to shut down, this may need to be done more than once.

During the upgrade process, the Agent service is shut down for a short time. To provide uninterrupted access to printers by Mobile Print Cloud users, make sure that the printers in the Discovery Settings of that agent are also covered in the Discovery Settings of another agent, or those printers will be unavailable during the agent installation and registration.

Note

The Mobile Print Cloud Agent icon is normally available in the system tray of the agent PC. If the icon is not present, manually start the agent user interface from the PC's Start menu.

How To Tell When an Agent Needs an Upgrade

On the **Agents** tab of the webpage, in the Agent detail area, a yellow triangle displays next to the version number. This indicates that agent software version is no longer supported and should be upgraded. If this agent was upgraded prior to the Mobile Print Cloud version 1.5 release, it must be upgraded manually even if you have automatic upgrade enabled. In some cases, the existing version of agent software may no longer be supported and must be upgraded in order for Mobile Print Cloud to continue working as expected.

Note

Agent software version 2.2 and newer supports auto-upgrade.

How To Find the Agent Code

Go to the **Agents** tab on the webpage. The Agent Code is listed with the details for your agent. It was also emailed to you when you created the agent. The Agent Code is used when registering an agent after an installation or upgrade.

How Removing an Agent Affects Printers

If you remove an agent, make sure that any printers that are discovered by it are also discovered by another agent or you will not be able to print to that printer any more.

How To Determine Which Agent a Printer is Connected to

A printer may be discovered by multiple agents; this enables failover and load balancing. To determine which agent(s) are discovering a particular printer, check each agent's discovery settings. From the webpage, select **Agents > Edit > Discovery Settings**.

How To Delete a Printer From an Agent

1. From the webpage, select the **Agent** tab.
2. Select the Agent from which you wish to delete the printer(s).
3. Click **Edit**.
4. Select **Discovery Settings**.
5. Locate the discovery parameter, range, or setting that applies to the printer.
6. Select **Delete**.

   Note

   To make sure the printer is no longer seen, you will need to remove the printer from each Agent that has the printer in its discovery parameters.

How To Enter a Range of Printers for my Agent

Perform a printer discovery on your agent:

1. From the webpage, select **Agents > Edit > Discovery Settings > Add Setting > IPv4 range**.
2. Enter a **Start Address** and **End Address** and click **Save**.

    You may enter individual IP addresses or a range of IP addresses to include more printers. Discovery of large ranges is slower. If the range includes many IP addresses that are not printers to be used by Mobile Print Cloud, it may create unnecessary network traffic because the solution attempts to communicate with each IP address. This IP discovery scan is run multiple times each day.

How To Edit Printer Discovery Settings for an Agent

1. From the webpage, select **Agents > Edit > Discovery Settings**.
2. Select **Edit** for the discovery setting you want to change.
3. Make the desired changes and select **Save**.

How To Change a Site's GPS Coordinates

You can change a site to pinpoint a printer more specifically by changing the Latitude and Longitude settings. From the webpage, select **Sites**, find your site, and select **Edit**.

How Agents are Associated With a Site

When an agent is created, it gets associated with a site. This site is used as a default printer site when a printer is discovered for the first time.

How To Change the Site Associated With an Agent

An agent's site cannot be changed.

Printers Action Menu Descriptions

- **Change Site**: Use this option when your printer is moved to a new building or to make the printer show up in a different location on the map.
- **Enable Printer**: Make a printer usable by Cloud.
- **Disable Printer**: Make a printer unusable by Cloud but leave it in the discovered list.
- **Print Welcome Page**: Display the Welcome Page by the printer. It may also be used as a test print. There is no Cloud charge for this; it does not consume any job credits. It contains user instructions for obtaining the Mobile Print Cloud app.
- **Mark as Public**: Make the printer a public printer. Users do not need to enter a company code to access the printer.
- **Mark as Private**: Make the printer a private printer. Users need to enter a company code to access the printer.
- **Remove**: Removes the printer from the discovered printers list. This does not remove the IP address from the Agent(s) scan.
- **Set Accounting Mode**: Select the accounting mode that is set on the printer.
- **Set Direct Email Mode**: Allow direct email printing by anonymous users.

How To Change a Site Associated With a Printer

The agent is associated with a site, and any printers discovered with that agent are automatically assigned to that site.

Note

If multiple agents are set to discover the same IP address and if these agents are associated with different sites, then the printer will be associated with whatever agent's site is set by the first agent to discover the printer.

To change the site associated with a printer:

1. Go to the webpage and select the **Printers** tab.
2. Select the check box for the printer(s) you wish to change.
3. Select **Edit > Location > Change Site**.

   Note

   You can also select **Change Site** from the **Actions** menu.

4. Select a different site, then click **OK**.

How To Check That All Printers Are Being Discovered

1. Sort the list of printers by the last discovered date, to make sure they are being discovered.
2. Check the status of any printers that are more than one day old. The printer could be turned off. If necessary, turn on the printer.
3. Check the agent and the printer to see if the IP address changed.
4. Select **Printer Search** on the Print Agent to manually search for printers.

How To Update Discovered Printers

A routine discovery is run approximately every 7 hours to update the printers supported by an agent. To initiate a manual printer discovery, do one of the following:

- Go to the Agent:
  a) Select the **Discovered Printers** tab.
  b) Select **Printer Search**.
- Go to the Webpage:
  a) Select the **Agents** tab.
  b) Select an Agent.
  c) Select **Start Printer Search**.

How To Exclude Printers or Subnets From Discovery by the Print Agent

1. From the webpage, select the **Agent** tab.

2. Select the Agent from which you wish to exclude printer(s).
3. Click **Edit**.
4. Select **Exclusions** and then select **Add Setting**.
5. Add the IP address or range you wish to exclude and select **Save**.

How To Add a Printer

In order to add a new printer, the printer's IP address must be added to the discovery settings of at least one agent. An agent must be able to discover the printer in order to direct jobs to that printer. Follow the steps below to add the necessary IP addresses to the agent(s) in the account.

1. From the webpage, select the **Agents** tab.
2. Choose an Agent you would like this printer added to and click its **Edit** link.
3. Select **Discovery Settings**.
4. Select **Add Setting**.
5. Add the printer(s).

   Options for adding printers are:

   - Description
   - IPv4 Address
   - IPv4 Range
   - IPv6 Address
   - DNS Name

6. Select **Save**.

   Note

   Once you add the printer on the **Agents** tab, you enable it on the **Printers** tab.

How To Find the Status of a Printer

To see the status of a printer:
1. From the webpage, select the **Print** tab.
2. Select **Change** under **Printer & Options**.
3. Select a printer.

   The printer status is indicated by a small colored icon at the bottom of the icon representing the selected printer.

4. Move the cursor over the status icon for more information.

5. Printer status also displays in the mobile app for favorite printers (iOS and Android only):

- Red: The printer may not be available (e.g., paper jam). Check the printer.
- Yellow: The printer is available, but may need intervention soon (e.g., low supplies).
- Green: The printer is available and ready.
- Grey: The status of the printer is unknown.

Note

The printer status is also available on the **Printers** tab:

- Select **Edit** for the printer you wish to see.
  The printer status is in the upper left of the webpage below the printer's IP address.
- Move the cursor over the status icon for more information.

How To Disable or Remove a Printer From the Printers List

Do the following to disable the printer so it is not visible to users or to remove the printer from the system entirely.

1. From the webpage, select the **Printers** tab.
2. Select the check boxes next to the printers you want to disable or remove.
3. Select **Disable Printer** or **Remove** in the **Actions** menu.

Note

Removing a printer from the list does not remove it from discovery. The next time discovery is run, the printer will reappear as disabled with the default properties, unless it has been added to the Exclusions. Refer to How To Exclude Printers or Subnets From Discovery by the Print Agent.

How To Print a Document

1. From the webpage, select the **Print** tab.
2. Browse to the desired file.
3. Select a printer or print queue and job options.
4. If required, enter accounting information or a Secure Print passcode.
5. Select **Print**.

Note

Selecting **Original File Size** or selecting a specific paper size overrides scaling and paper substitution. If the printer does not have paper of the proper size loaded in a tray, the job will be held for resources.

How To Use Print Options

User print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.

Page Range

You can select a page range for some file types. An example of the page range options is given for the selected file type.

Note

When printing from a mobile device, selecting a small page range from a large document does not save data charges.

Media Size

Mobile Print Cloud supports scaling of documents to fit an available paper size. The page size is determined by the first page of the document. This is the paper size that will be used for printing. Specific paper sizes are listed according to the capabilities of the selected printer. Selecting a specific paper size will scale your document to fit on that paper size.

Auto Scale: The document will be scaled to fit on the available paper size that is closest to the size specified in the document file. This option is available only if Paper Substitution is enabled in the company account you are connected to.

Original File Size: No scaling. The document will print on the paper size that corresponds to the size specified in the file.

Note

The Original Size selection overrides scaling. If the printer does not have the proper size paper loaded, the job will be held until the paper is replenished.

How To Make a Printer Available to Users

1. From the webpage, select the **Printers** tab.
2. Select the check boxes next to the printers you want to enable.
3. Select **Enable Printer** from the **Actions** menu.

How To Enable Direct Email Print for Anonymous Users

You may configure one or more public or private printers in the printer list to allow unregistered (anonymous) users to submit print jobs by direct email. In this mode Xerox® Mobile Print Cloud will accept an email from an unregistered email address, as long as the printer email is valid and the user's email or domain is not on the Blocked Users List.

Note

An unregistered user does not need to be on the Allowed Users list to print to private printers that allow anonymous direct email print.

1. From the webpage, select the **Printers** tab.
2. Select **Edit** for the printer for which you would like to enable anonymous direct email print.
3. Check the box next to **Allow Direct Email Print for Anonymous Users**.
4. Select **Save**.

   Or, select a printer from the list on the **Printers** tab, select **Edit > Details**, and select **Allow Direct Email Print for Anonymous Users**.

Note

Requiring Secure Print on printers that allow Direct Email Print for Anonymous Users adds a level of security to the printer.

How To Print a Welcome Page

1. From the webpage, select the **Printers** tab.
2. Select the check boxes next to the printers you want to print a Welcome Page from.

   The printer must be currently enabled.

3. Select **Print Welcome Page** from the **Actions** menu.
4. Select a language and click **OK**.

How To Change the Printer Email Prefix

The email prefix is combined with the printer name to form a unique printer email address.

1. From the webpage, select **Account > Company Profile**.

2. Enter a short, unique prefix.

   Note

   The prefix must be short and unique. If you select a prefix that is already used, you will receive an error message.

How To Change the Company Name

1. From the webpage, select **Account > Company Profile**.
2. Enter a new **Company Name**.

How To Change the Printer Name

1. From the webpage, select the **Printers** tab.
2. Select a printer and click **Edit**.

   Note

   If you change the printer name, the printer email address also changes. If a contact was created for the printer, delete the contact and create a new contact.

3. If a Welcome Page was printed and displayed on your printer, replace it with an updated Welcome Page with the new printer name. For information on printing a Welcome Page, refer to How To Print a Welcome Page.

How To Change the Printer Language (PCL5 / PCL6 / PS)

1. From the webpage, select the **Printers** tab.
2. Select **Edit** for the printer you want to change.
3. Change the **Printer Language** to what you wish to send to the printer.
4. Select the **Save** button.

How To Recreate an Agent When You Replace the Hard Drive

If your hard drive is replaced, you cannot restore the agent from a backup disk image, because Mobile Print Cloud uses the hard drive ID to uniquely identify an agent. To recreate and Agent, do the following:

1. From the webpage, select the **Agents** tab and click the Agent associated with the replaced drive.
2. Click **Edit > Discovery Settings** and record:

   - Discovery Settings
   - SNMP Settings
   - Exclusions

3. Uninstall the agent from the PC.
4. Go to the **Agents** tab and select **New** from the **Actions** menu. Follow the Wizard to create a new agent.

   Note

   Use the settings that you recorded from the original agent for the new agent.

5. Go to the **Agents** tab and remove the original agent that is no longer used.

How To Make a Printer Private or Public

Only a secure-print capable Xerox® printer can be set to public printer.

1. From the webpage, select a printer on the **Printers** tab.
2. Do **a** or **b**:
   a) Select **Edit > Access Settings** and select **Private** or **Public**.
   b) Select multiple printer check boxes and select **Mark as Public** or **Mark as Private** from the **Actions** menu.

How To Control Access to Your Company's Private Printers

From the webpage, select **Account > Policies > Access Controls**. Users who sign in with your company code automatically have access to private printers.

1. To enable other users to access your company's private printers, add new users to the Allowed Users list under **Access Controls > Allowed Users**.
2. You may also control printer access entirely by using the **Allowed Users** list.

   - **Apply to Guested Users Only** permits access to users on the Allowed Users list as well as those who sign in with your company code.

   - **Apply to All Users** (more secure) permits access only to users on the Allowed Users list. Users that are not on this list, even if they use your company code, cannot access your printers.

3. Restrict access to private printers by adding email addresses or email domains to the Blocked Users list under **Access Controls > Blocked Users**.

   Note

   - The Search field allows you to search for specific email addresses in the Allowed Users list or Blocked Users list.

   - Settings in the Private Printers section do not affect anonymous direct email printing. To prevent an unregistered user from printing, add the individual email address or the email domain to the Blocked Users list.

How To Control Access to Your Company's Public Printers

1. From the webpage, select **Account > Policies > Access Controls**.
2. To restrict access to all printers, add email addresses or email domains to the Blocked Users list:
   a) Select the **Blocked Users** tab.
   b) Under **Public and Private Printers**, select **Add** from the Actions menu.
   c) Enter the email address in the **Value** field and select the **Save** button.

How To Control Which Printer Features are Available to Users

1. From the webpage, select **Account** > **Policies** > **Print Controls**.
2. Select the radio buttons for features you want to make available:

Print Control Policy	Feature
Details	• Both Single and Double-Sided Printing are Allowed • Only Double-Sided Printing is Allowed
Color Options	• Both Color and Black-and-White Printing are Allowed • Only Black-and-White is Allowed
Paper Substitution	• Paper Substitution Enabled • Paper Substitution Disabled

3. Select **Save**.

Users will only see the printer features you make available.

How To Enable Secure Print

The Xerox® Secure Print feature allows you to control the print timing of your documents. When the user submits a document, they enter a passcode and then must enter the same passcode when retrieving the job.

By default, if they wish, users have the option to use Secure Print when printing to Xerox® Secure Print capable printers. This requires no action on the part of the administrator.

To add security to a Xerox® Secure Print capable printer you may configure Mobile Print Cloud to require that Secure Print be used for all jobs sent via Mobile Print Cloud to that printer.

1. From the webpage, select the **Printers** tab.
2. Select a Secure Print capable printer and select **Edit**.
3. On the **Details** tab, select the check box next to **Secure Print Capable**.
4. Select **Save**.

Note

Users will know if a printer requires a Secure Print passcode when printing with Mobile Print Cloud because they will see a required field (represented by a blue bar in the field), which they must fill in before submitting a print job.

For print jobs submitted via direct email print, users will receive an email containing an auto-generated passcode, which must be entered at the printer to release the job for printing.

Note

Requiring Secure Print on printers that allow Direct Email Print for Anonymous Users adds a level of security to the printer. Only a secure-print capable Xerox printer can be set to public printer.

How To Enable In-App Email Printing

When enabled, users can print email messages and their attachments directly from the Mobile Print Portal app.

When printing an email body, in-app email printing has an advantage over forwarding the email to print@printbyxerox.com or the printer's direct email address. The advantage in using in-app email printing is that print options and accounting information can be specified. Secure Print may also be used, even if it is not required.

The Xerox® Mobile Print Portal app does not store any emails on the device; it fetches them from the server each time the user requests them from the app.

Note

Enabling in-app email requires a connection to an Internet Message Access Protocol (IMAP) or Post Office Protocol (POP) email server. Refer to the appropriate Print Portal User Guide (iOS or Android) for setup instructions.

1. From the webpage, select **Account > Company Profile**.
2. Select the check box for **Enable Xerox Mobile Print Portal In-App Email Printing**.
3. You may optionally set default values that assist users in configuring the Print Portal app.
4. Select **Save**.

How To Enable User Accounting Information to be Saved

When you allow user accounting to be saved, the user's last entered accounting data will be saved for each printer to which they have printed. They will not have to re-enter the accounting information each time they print. In addition, this setting will enable direct email printing to printers when accounting is enabled at a printer, or when server-based accounting is used.

1. From the webpage, select the **Account** tab.
2. Select **Accounting**.
3. Select the check box for **Allow User Accounting Data to be Saved** as the Accounting data retention policy.
4. Select **Save**.

How To Include Accounting Data in the Job History Report

1. From the webpage, select the **Account** tab.
2. Select **Accounting**.
3. Select the check box for **Show User Accounting Data in Job History Report** as the Accounting retention data policy.
4. Select **Save**.

How To Allow Direct Email Printing When Accounting is Enabled

Direct email printing is sending an email directly to a Xerox® Mobile Print Cloud-enabled printer's email address.

The administrator must allow user accounting data to be stored in the system to enable the email printing feature. Because there is no way to enter accounting information when using the direct email printing feature, users must have already printed to that printer through the app or webpage and have entered their accounting information.

When printing from the webpage, users must enter their accounting information on the **Print** tab, save it, and print. If the user does not print, the accounting information that they entered is not saved. If users previously printed to that printer or print queue, and have entered their accounting information, Mobile Print Cloud will apply the saved information on subsequent email submissions.

Note

Xerox® Mobile Print Cloud does not store user passwords.

1. From the webpage, select the **Account** tab.
2. Select **Accounting**.
3. Select **Allow User Accounting Data to be Saved**.
4. Select **Save**.

How To Send User Domain Information to Server-Based Accounting Queues

Some accounting systems require that the user domain be provided when submitting jobs to print queues. If your accounting system requires this, set the accounting options as follows:

1. From the webpage, select the **Account** tab.
2. Select **Accounting > Accounting Options**.
3. Select the check box for **User domain will be sent to the accounting system** under **Server-based Accounting**.

   This check box is not available unless an agent reports available LDAP domains.

   When this check box is selected, users will be prompted for the domain and username (i.e., domain\username) when entering accounting information for submitting jobs to print queues.

4. Select **Save**.

Note

Xerox® Mobile Print Cloud does not store user passwords.

How To Allow Welcome Page Printing When Accounting is Enabled

When accounting is enabled on a printer or server-based accounting is used, accounting information is required with each job in order to print. To print Welcome Pages when accounting is enabled, default accounting information must be set. Default accounting information can be saved for each form of accounting on a company basis. To set the defaults:

1. From the webpage, select the **Account** tab.
2. Select **Accounting**.
3. Select **Administrative Defaults**.
4. Select **Set Defaults** for your accounting mode.
5. Enter the default information and select **Save**.

How To Set a Default Accounting Mode for Your Company's Printers

When each printer is first discovered, it is automatically configured with the default accounting mode. Selecting a Xerox® accounting mode is recommended only when most printers in the environment have Xerox® accounting enabled. Settings for existing printers can be changed on the **Printers** tab.

Note

This setting does not affect print queues.

1. From the webpage, select the **Account** tab.
2. Select **Accounting**.
3. Select **Accounting Options**.
4. Select an accounting mode under **Set the default printer Accounting mode for your Company's Printers**.
5. Select **Save**.

How To Configure Printer Accounting on the Webpage (For Environments That Have Non-Xerox Printers)

When you enable Xerox® Network Accounting or Xerox® Standard Accounting, make sure it is for Xerox printers only. Non-Xerox printers are not compatible with these accounting methods.

For non-Xerox printers, it is recommended not to set Xerox® Accounting as a default for your company. This option should only be used with Xerox devices that support the accounting mode selected. See the documentation that came with the printer for specific accounting information.

When Xerox® Network Accounting or Xerox® Standard Accounting is the default accounting mode, and a non-Xerox printer is automatically enabled at discovery, you must manually remove accounting from that printer separately.

1. From the webpage, select the **Printers** tab.
2. Select a printer and click **Edit Printer**.
3. Select **Accounting**.
4. Select **No Accounting** under **Accounting Mode**, then select **Save**.

How To Set Accounting Information to be Sent With a Job

The accounting mode should only be set in environments where Xerox® Network Accounting or Xerox® Standard Accounting is used. When this mode is set in Mobile Print Cloud, the user accounting information is sent with the job.

1. From the webpage, select the **Printers** tab.
2. Select one or more printers from the list.
3. Select **Set Accounting Mode** from the **Actions** menu.
4. Select one of the following:

   - **Xerox Network Accounting**

   - **Xerox Standard Accounting**

5. Select **Set Accounting Mode** and then select **OK**.

   Users are prompted for their accounting information when they print through the webpage or the Print Portal app.

Note

The accounting mode selected must match the accounting mode that is set at the printer. Setting the accounting mode on the Mobile Print Cloud webpage does not affect any printer settings.

How To Specify the Protocol Used to Send a Job to the Printer

Mobile Print Cloud supports printing with Raw or Line Printer Remote (LPR) for each printer.

1. From the webpage, select the **Printers** tab.
2. Select a printer and click the Edit icon, then select the **Details** tab.
3. From the **Protocol** menu, select one of the following:

   - Auto Detect

   - Raw

   - LPR/LPD

   If you choose:

   - Auto Detect, Mobile Print Cloud defaults to Raw.

   - Raw, you have the option to enter the Raw TCP Port.

     If you leave the Raw TCP Port field blank, the default port is 9100.

   - LPR/LPD, the LPR Queue Name is optional.

     It is recommended to leave the LPR Queue Name blank, unless you know the specific queue name needed to send to a specific printer.

     If the queue name is blank, Mobile Print Cloud will try to auto detect the queue name.

You can select the port number for each protocol.

Note

These queue names refer to print queues on the **printer**, not to server-based print queues configured on the **Print Queues** tab. For more information on print queues, see Server-Based Print Queues.

How To Identify Your Company's Print Queues

1. From the webpage, select the **Print Queues** tab.
2. Select **Add New Print Queue** from the **Actions** menu.
3. Enter the queue information on the available tabs.

   Note

   Hover the cursor over the fields on the tabs to view a description of the fields.

How To Test the Communication Between Mobile Print Cloud and the Print Queue

Print queues are not automatically discovered by agents like printers are. You must manually add a print queue on the **Print Queues** tab. Once you enter the print queue information and save it, the print queue is added in an enabled state. It does not indicate that there is communication with the print queue. Print a welcome page to the print queue to validate that the information you entered is correct and the printer is working properly.

If you are unable to print using print queues, do the following:

1. From the webpage, select a print queue from the **Print Queues** tab and click **Edit Print Queue**.
2. Make sure the:
   a) Print queue has an Assigned Agent on the **Agents** tab.
   b) Agent is on the network and available.
   c) Line Printer Daemon (LPD) Server, LPR/LPD Port, and Line Printer Remote (LPR) Queue Name are correct.
3. If the print queue is being used with an accounting package, make sure you have **Server-based Accounting** selected on the **Accounting** tab.
4. Verify that your agent PC can communicate with the print queue.

How To Set or Change a Site Associated With a Print Queue

1. From the webpage, select the **Print Queues** tab.
2. Select one or more print queues.
3. Select **Change Site** from the **Actions** menu.
4. Select a site and select **OK**.

How To Enable or Disable a Print Queue

Enabling a print queue will make it display for users on the **Print Queues** tab. The print queues also display with the printers on the **Print** tab for the user to select when printing. Disabling a print queue will remove it from the **Print Queues** and **Print** tab.

1. From the webpage, select the **Print Queues** tab.
2. Select one or more print queues.
3. Select **Enable Queue** or **Disable Queue** from the **Actions** menu.

How To Remove a Print Queue

1. From the webpage, select the **Print Queues** tab.
2. Select one or more print queues.
3. Select **Remove** from the **Actions** menu.

How To Set Accounting for a Print Queue

1. From the webpage, select the **Print Queues** tab.
2. Select **Edit Print Queue** for the required print queue.
3. Select the **Accounting** tab.
4. Select the mode in the **Set Accounting Mode** field and select **Save**.

How To Identify What Agent(s) Should Service a Print Queue

Each print queue should be serviced by at least two agents for failover protection and load balancing.

In large deployments, it is not recommended to have all print queues discovered by all agents. This increases network traffic.

1. From the webpage, select the **Print Queues** tab.
2. Select **Edit Print Queue** for the required print queue.
3. Select **Agents**.
4. Select from the **Available Agents** list and use the arrows to add your selections to the **Assigned Agents** list.
5. Select **Save**.

   Make sure the agent that you assign is on the network and available.

How To Identify Domains Communicating with an Agent

An agent installed on a PC joined to a domain will display available domains. When using Lightweight Directory Access Protocol (LDAP) Authentication it is recommended that you have at least two agents on the domain for failover protection.

1. On the Agent PC, open the Agent and select the **Configuration Settings** tab.
2. In the **LDAP Support** section, select **View LDAP domains**.

   A list of available domains displays.

Note

To enable LDAP Authentication by an Agent, you must login to the Agent PC with a domain account. This must be done on each agent PC in order for it to discover domains.

Note

If LDAP domains are not shown in the Agent UI, try the following:

* Log out of the Agent, then log in with your workplace credentials (domain\username and password).
* Manually restart the Mobile Print Cloud Agent service.
* Restart the Agent PC.

How To Print a Welcome Page for a Print Queue

1. From the webpage, select the **Print Queues** tab.
2. Select a queue.
3. Select **Print Welcome Page** from the **Actions** menu.
4. Select a language and select **OK**.

How To Enter Proxy Settings for the Agent

By default, the browsers proxy settings are picked up when the agent is installed. They may be updated in the Mobile Print Cloud Agent on the **Configuration Settings** tab.

How To Tell What Company You Are Logged In To

The company you are logged into is shown in the upper right corner of the webpage.

How To Find What Company Codes You Have Used

This is not available in the Mobile Print Portal app.
1. From the webpage, click your email address in the upper right corner of the screen.
2. Select **User Profile** under User Options. The company codes you have used are listed under **My Companies**.

How To Change Your Password on the Webpage

1. From the login screen of the webpage, enter your email address and click **Submit**.

2. On the password page, select **Reset Password**.

3. Check your email for a temporary password.

4. Enter the temporary password on the webpage. The temporary password that is issued is valid for 24 hours after it is requested.

5. Create a new password and select **Submit**.

   Passwords must contain at least 8 characters and have:

   - 1-Uppercase alpha character

   - 1-Numberic character

How To Find the Status or History of a Job

Xerox® Mobile Print Portal App

1. Select **Documents** in the App.

   Note

   To find detailed steps, refer to the User Guide for your mobile device. Go to http://www.xerox.com/mobileprintportalsupport and click the **Documentation** tab.

2. If the Job Retention policy is set to **Immediate**, jobs may not show up in the Document History because they are deleted after they are printed. Jobs sent to public printers outside of Mobile Print Cloud, however, will always display in the jobs history for 7 days. The Retention Policy settings only apply to your company's printer (private or public).

   Note

   Sometimes jobs will display for a short time while they are waiting to be deleted.

Webpage (Mobile Print Cloud Users Only)

1. From the webpage, select **Jobs > History**.

2. Hover over the status for each job to see more information (e.g., job credit, used, reason for failure, etc.):

   - Upload: (only shows in the app) The job is being sent to Mobile Print Cloud.

   - Conversion: The job is being converted to print-ready format in Mobile Print Cloud.

   - Pending: The job has been converted and is waiting to print.

   - Processing: The job is being sent to the printer.

   - Completed: The job was successfully sent to printer. Printer Welcome Pages do not consume any job credits.

- Rejected: The job did not print. (e.g., The file type was not supported, or the license is not available.)

- Failed: The job did not print. (e.g., An error occurred during the conversion of the job, or the agent failed to process the job. The job did not consume any job credits.)

- Expired: The system was unable to process the job in a timely manner. Resend the job.

  Note

  The Job history lists up to 7 days or 50 jobs, whichever is reached first.

How To Print a Document From a Mobile Device

You can print from a mobile device in the following ways:

App

When viewing a document on your mobile device, open it with the Print Portal. This will enable you to choose a printer and print options or upload for printing later.

To access documents stored on your mobile device, use the following to locate them:

- Android and BlackBerry users: My Library

- iOS users: Photos

Note

User print preferences are initially set to match the company account, but can be changed. Some print options may not be available on certain printers.

Note

Selecting **Original File Size** or a specific paper size overrides scaling and paper substitution. If the printer does not have the proper paper size loaded, the job will be held for resources.

Note

Printing a small page range from a large document does not save data charges.

Email

- **Print now**: Send or forward an email (and attachments) directly to a Xerox® Mobile Print Cloud-enabled printer's email address. To find the email address for a specific printer, check the mobile app.

- **Upload for printing later**: Send or forward an email (and attachments) to print@printbyxerox.com. It will be added to your document library in the Mobile Print Cloud where it can be retrieved with the app and printed at a later time.

  Print jobs may be retained up to 7 days, depending on the company Retention Policy.

  Note

  If you frequently use the upload for printing later feature, you may want to add print@printbyxerox.com to your contacts.

How To Reprint a Document

Go to **Documents** in the Print Portal app and follow the printing procedures.

This applies only if the Retention Policy is set to 7 days. The default behavior is for the document to be deleted immediately after printing. The Account Administrator can modify this setting to save documents for 7 days after submission so that they are available for reprint.

Jobs sent to public printers outside of Mobile Print Cloud will always display in the job history for 7 days. The Retention Policy settings only apply to your company's printer (private or public).

How To Submit a Document to Print Later

In the mobile app, you may upload your document to save for printing later.
1. In the print window, select the option to upload the job.
2. Attach the document to an email and send to print@printbyxerox.com.

   It will be added to your document library in Mobile Print Cloud, where you may retrieve it with the app and print it later. It will be retained for up to 7 days depending on the company retention policy.

How To Print Using a Print Queue on the Webpage

1. From the webpage, select the **Print** tab.
2. Select **Browse** and navigate to your file.
3. Select a print queue.

   Unique icons are used to differentiate Printer icons from Print Queue icons.

4. Select your print options and click **Print**.

How To Use the Mobile Print Portal App

1. Go to http://www.xerox.com/mobileprintportalsupport.

2. Select the **Documentation** tab to view the User Guide for your mobile device.

How To Reset a Company Code (Account Administrators Only)

1. From the webpage, select **Account > Company Profile**.

2. Click **Reset Code** next to your Company Code.

3. Communicate the new code to your users.

   Note

   In the Company Profile settings you can choose to include or exclude the company code on the Welcome Page.

4. Create new Welcome Pages to display with each printer. For more information, refer to How To Print a Welcome Page.

How To Make Sure a User Can No Longer Access Your Company Printers

When a user is removed from your company account, the user can still access the account when he or she logs in again and enters the company code. To ensure that a user can no longer access the account, do the following:

1. From the webpage, select **Account > Policies > Access Controls > Blocked Users**.

2. Select **Add** from the **Actions** menu.

3. Enter the user's email address and select **Save** to add it to the Blocked Users list.

Alternatively, you can go to **Account > Policies > Access Controls**, select **Apply To All Users** and set up the Allowed Users list. Only email addresses or domains listed there will have access to your company's printers.

How To Log in to the Webpage with a Different Company Code

1. Log out from the webpage.
2. Go to the login page at https://xmpc.services.xerox.com/ and select the **Change Company** check box.

   This will prompt for the company code when you log in. You will receive a verification email that includes an authorization code.
3. Log in to the webpage and enter the authorization code to complete the company code change process.

How To Control How Long Print Jobs Remain in the System

1. From the webpage, select **Account > Policies > Data Retention**.
2. Select one of the following for the Data Retention policy:

   - Immediate - Print jobs will be deleted immediate after printing.

   - 7 Days - Print jobs will be deleted 7 days after submission.

   Jobs sent to public printers outside of Mobile Print Cloud will always display in the job history for 7 days. The Retention Policy settings only apply to your company's printer (private or public).

How To Manage User Access to Other Companies' Printers

1. From the webpage, select **Account > Policies > Public Printing**.
2. Select a Public Printing policy and select **Save**:

   - Allow users to access only your company printers

   - Allow users to access printers enabled by other companies

How To Allow Users to Print to Public Print Providers

Administrators can allow users to see and print to Xerox® Mobile Print Cloud printers that have been made available by other companies. It also allows users to view and print to other Public Print providers in the mobile app, as they become available.

Printing to public print providers outside of Mobile Print Cloud is only available from the Xerox® Mobile Print Portal app. It is not available from the webpage.

Note

When printing to public printers outside of Mobile Print Cloud, users will receive a code from the public print provider that they will use to retrieve their printed output.

1. From the webpage, select **Account > Policies > Public Printing**.
2. Select a Public Printing policy and select **Save**:
   - Allow users to access only your company printers
   - Allow users to access printers enabled by other companies

How To Export a User Audit Report

You can export a **.csv** file of user events, such as account registration and login attempts.
1. From the webpage, select the **Account** tab.
2. Select **Reports > User Audit**.
3. Select an option from the **View** pull-down menu.
4. Select **Export This Page** or **Export All Pages** from the **Actions** menu.
5. Choose **Open** or **Save** for the exported **.csv** file.

How To Add a License

The Account Administrator can add new licenses.
1. From the webpage, select **Account > Licensing**.
2. Enter your Activation code and Serial Number.

How To Purchase More Print Jobs

To purchase additional licenses, contact your Xerox representative.

To add a new license, refer to How To Add a License.

For more information on how to acquire and purchase a license online, go to www.xerox.com/mobileprint.

Note

You will receive an email notification 30 days prior to the expiration of your license, and every 9 days thereafter.

How To Change a License Type

Important

Only the Account Administrator can change the license type.

1. Select **Account > Licensing** from the webpage.
2. Enter the Activation Key and Serial Number for the new license.

Note

- If you are changing from a Job type license to a Printers type license, all unused jobs will be lost.

- When Printers type licenses are expired, cancelled or changed to Job type licenses, printers that were most recently enabled will be the first to be removed.

How To Enable / Disable Paper Substitution

When Paper Substitution is enabled and paper tray information is available for the selected printer, the system scales the entire job to the closest available paper size needed by the first page of the job. With Paper Substitution disabled, jobs may be held at the printer if the correct paper size is unavailable. Most paper sizes are supported; for example Letter will be resized to A4, A3 will be resized to Ledger, etc.

1. From the webpage, select **Account > Policies > Print Controls**.
2. Make a Paper Substitution selection and select **Save**:

- Paper Substitution Enabled

- Paper Substitution Disabled

Note

- Whether or not paper substitution is enabled, users may select a specific media size for their job to be printed on.

- When all paper trays are empty, the paper size settings for paper trays may not be detected and auto-scaling may not be applied.

- Paper substitution is not available when printing through print queues because paper tray information cannot be determined.

How To Enable iOS Native Printing Across Multiple Subnets

For instructions on enabling iOS Native Printing across multiple subnets, refer to How To Set Up DNS-SD for iOS Native Printing.

How To Set Up the DNS-SD for iOS Native Printing

Introduction to DNS-SD for iOS Native Printing

Purpose of this section

This section will help you advertise a service called "Upload to Xerox Mobile Print Cloud" for all users in a large enterprise network.

When a Xerox® Mobile Print Cloud Agent is installed and enabled to use iOS Native Printing with automatic discovery turned on, any iOS 6 or 7.1 mobile device connected to the same subnet will be able to discover the Xerox® Mobile Print Cloud agent and upload documents to the cloud. For larger networks, it may not be suitable to install an agent per subnet. In order to advertise the Xerox® Mobile Print Cloud Agent on all WiFi subnets for mobile devices on the WiFi, the network administrator must configure the following DNS-SD solution.

What's DNS-SD

Domain Name System - Service Discovery (DNS-SD) is a solution that uses normal DNS queries to discover services on a network. For additional information go to: http://dns-sd.org/

To implement the DNS-SD solution, the network administrator must add several DNS records to the DNS server of the company and may be required to make additional changes on the DHCP server configuring WLAN clients. See How To Configure a DHCP Server.

When do I need DNS-SD?

Set up the DNS-SD solution if you:

- have a WLAN subnet that is different from your LAN subnet
- want better control over what is displayed in your clients
- want to control the services advertised in your subnets

How To Configure the Microsoft Windows DNS Server

This procedure explains how to configure the Microsoft Windows DNS Server to achieve DNS-SD. The following example uses the domain name **internal.xcp** to illustrate changes.

DNS Zone

1. Identify the DNS Zone that will serve the Xerox® Mobile Print Cloud Agent. In **DNS Manager > Forward Lookup Zones**, create a new primary zone called: **print.internal.xcp**

2. Create the following domains:

```
❖  _tcp
        •   _tcp._ipps
                o    _tcp._ipps._sub
❖  _udp
        •   _dns_sd
```
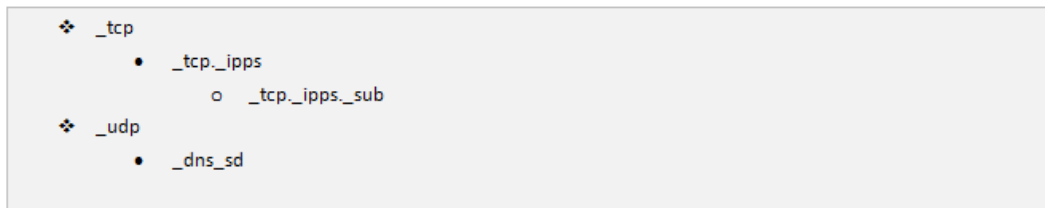
Record for the Xerox Mobile Print Cloud Agent Machine

It is necessary to give a fully qualified DNS name to the machine that hosts the Xerox® Mobile Print Cloud Agent. If this machine is not already associated with a name:

- Create one A entry in the **print.internal.xcp** zone with the IP address of the machine hosting the Xerox® Mobile Print Cloud Agent. In the example it is called - **upload**.

- This machine will now be resolved if called **upload.print.internal.xcp** (keep for future reference). You do not need this if your machine already has a fully qualified DNS name.

DNS SD Domain Structure
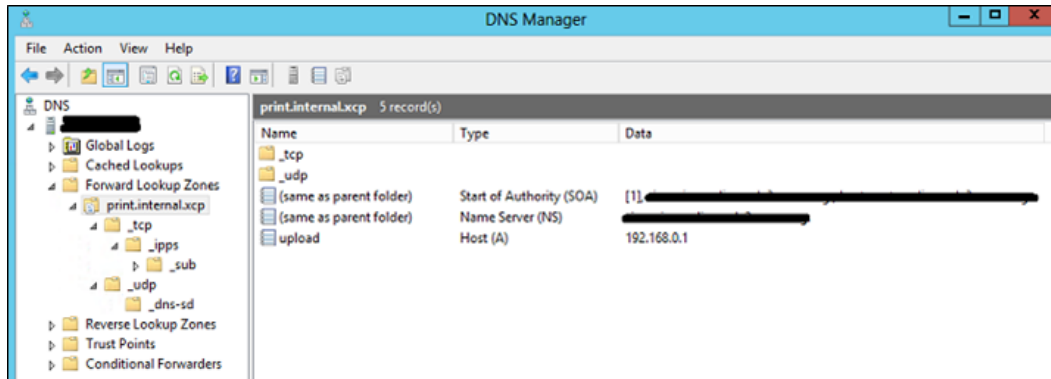
Records for DNS-SD

Add the following PTR records to the **_udp._dns-sd** domain:

b	PTR	print.internal.xcp.
db	PTR	print.internal.xcp.
dr	PTR	print.internal.xcp.
lb	PTR	print.internal.xcp.
r	PTR	print.internal.xcp.

The result should look like this:

DNS-SD Records
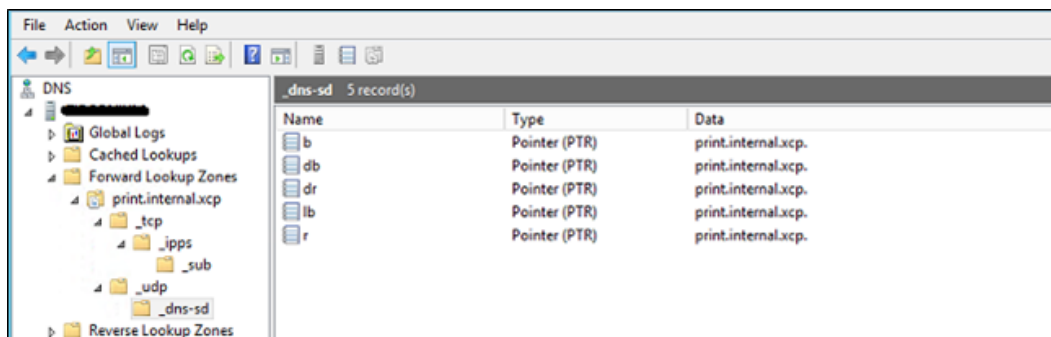
Records for the Xerox® Mobile Print Cloud Agent Service

Choose a name (with no spaces or non-ASCII characters) for your upload service.

The following uses **xeroxmobileprintcloud** as an example.

1. In the **_tcp._ipps._sub** domain, add the following record:

    _universal PTR xeroxmobileprintcloud._ipps._tcp.print.internal.xcp.

Universal Sub Type DNS Record
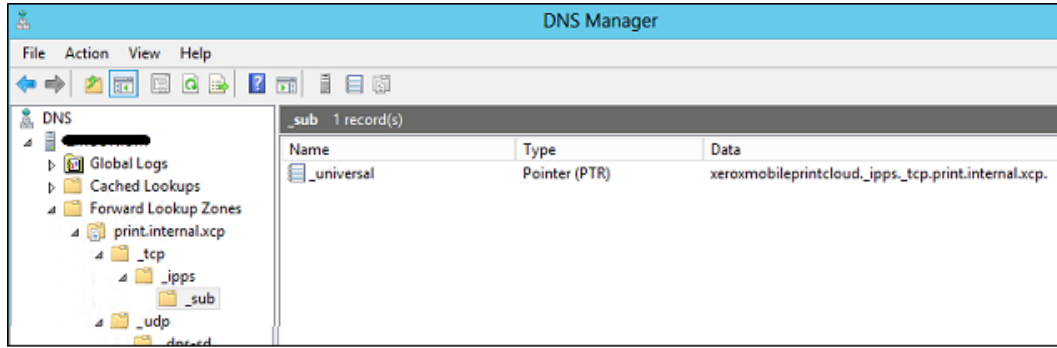
2. In the **_tcp domain**, add the following SRV record: **xeroxmobileprintcloud SRV 0 0 631 upload.print.internal.xcp.**, but replace upload.print.internal.xcp. with the fully qualified domain name of your agent's machine as set in the Record for the Xerox Mobile Print Cloud Agent Machine section above.

Creating the SRV Record

Xerox® Mobile Print Cloud Administrator
How To and Troubleshooting Guide
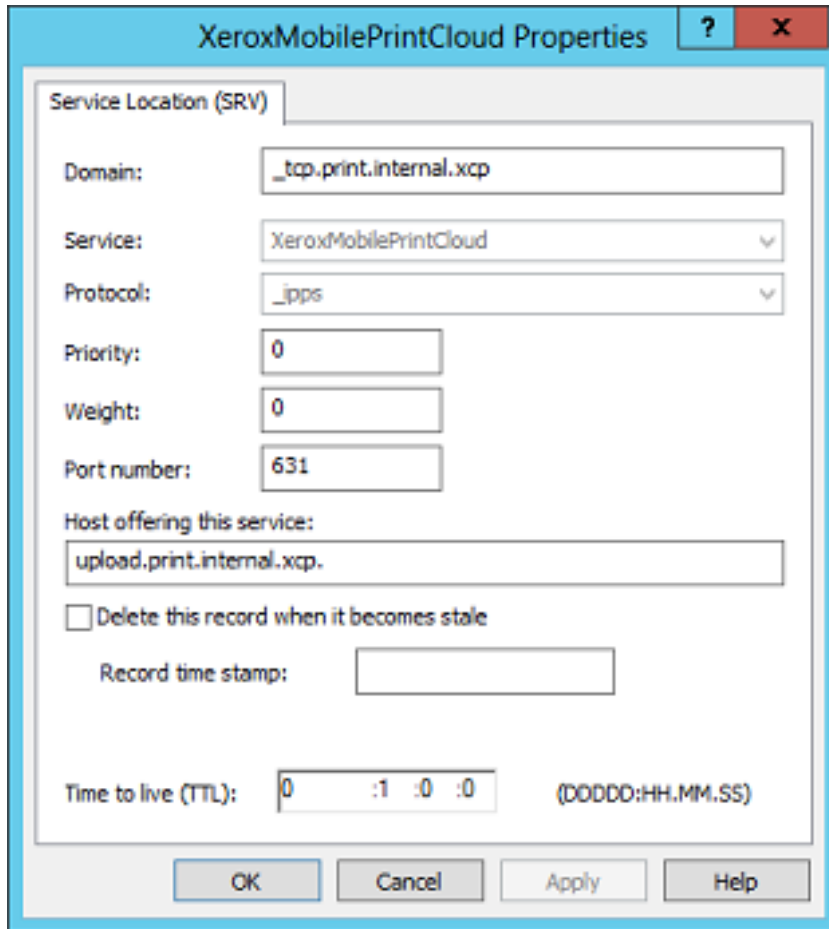
3. In the **_tcp._ipps** domain, add the records:

```
. PTR xeroxmobileprintcloud._ipps._tcp.print.internal.xcp.xeroxmobileprintcloud TXT (see below for text data)
```

Note

Text for the text record should be in the following format. The highlighted values can be changed.

```
txtvers=1
qtotal=1
priority=0
ty=Xerox Mobile Print Cloud Printer
product= (Xerox Mobile Print Cloud Printer)
pdl=application/pdf,image/jpeg,image/urf,image/pwg-raster
adminurl=https://xmpc.services.xerox.com
TLS=1.2
UUID=af3ad2b9-6920-491f-a924-89b22ac23874
note=Xerox Mobile Print Cloud Upload Agent/Site Name
Duplex=T
Color=T
URF=V1.3,CP255,OB10,IS1,IFU0,DM1,FN3-4,PQ3-4-5,SRGB24,RS300-60
kind=document,envelope,label,photo
PaperMax=legal-A4
rp=XeroxIPPPrintQueue1
```

Agent Machine DNS-SD Entries. Summary
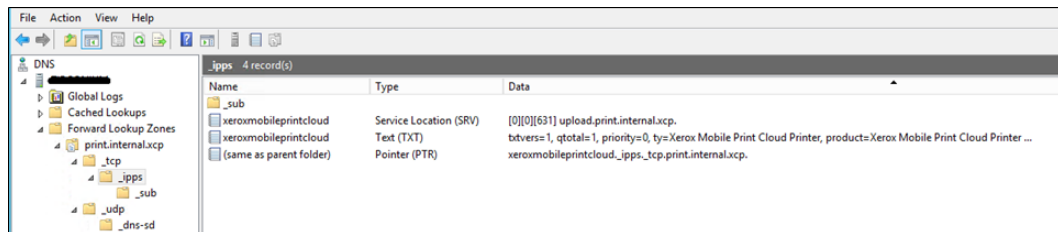
How To Configure a BIND Server

This procedure explains how to configure a BIND Server to achieve DNS-SD.

DNS Zone

1. Find your BIND server add a new primary zone. This is usually configured in **/etc/bind/named.conf** or its dependencies (i.e. /etc/bind/named.conf.default-zones):

2. Add a new primary zone. This is usually configured in **/etc/bind/named.conf** or its dependencies (i.e. /etc/bind/named.conf.default-zones)

```
zone "print.internal.xcp" IN {
    type master;
    file "/etc/bind/db.print.internal.xcp";
};
```

Zone File Creation - DNS Records

1. Create the file for: **/etc/bind/db.print.internal.xcp**

```
$ORIGIN print.internal.xcp.
b._dns-sd._udp.print.internal.xcp.        IN PTR print.internal.xcp.
r._dns-sd._udp.print.internal.xcp.        IN PTR print.internal.xcp.
lb._dns-sd._udp.print.internal.xcp.       IN PTR print.internal.xcp.
db._dns-sd._udp.print.internal.xcp.       IN PTR print.internal.xcp.
dr._dns-sd._udp.print.internal.xcp.       IN PTR print.internal.xcp.
```

2. If your agent's machine has a fully qualified DNS name, go to the next step. Otherwise add a fully qualified name and change the IP address to your Agent's IP address.

```
upload A 192.168.0.1
```

3. Choose a name for your printer. If you are using non-ASCII characters or spaces, prefix the Unicode with a back slash (\).

   - The TXT record should be on one line.

   - Add spaces between different values.

   - The SRV record highlight should match your agent's machine fully qualified DNS name as defined above.

   ### Note
   The highlighted values can be changed.

```
_ipps._tcp PTR._ipps._tcp
_universal._sub._ipps._tcp PTR \226\152\129\032Xerox\032Mobile\032Print\032Cloud._ipps._tcp
\226\152\129\032Xerox\032Mobile\032Print\032Cloud._ipps._tcp SRV 0 0 631 upload.print.internal.xcp.
\226\152\129\032Xerox\032Mobile\032Print\032Cloud._ipps._tcp TXT "txtvers=1" "qtotal=1"
"pdl=application/pdf,image/jpeg,image/urf,image/pwg-raster"  "TLS=1.2" "Duplex=T" "Color=T"
"URF=V1.3,CP255,OB10,IS1,IFU0,DM1,FN3-4,PQ3-4-5,SRGB24,RS300-60"  "product=(Xerox Mobile Print Cloud
Printer)" "priority=0" "adminurl=https://xmpc.services.xerox.com" "rp=XeroxIPPPrintQueue1" "ty=Xerox
Mobile Print Cloud Printer" "note=Xerox Mobile Print Cloud Upload Agent/Site Name"
```

How To Configure a DHCP Server

In order to find the new service, mobile devices must look for it. When a mobile device joins a WLAN network, it gets the network configuration through a Dynamic Host Configuration Protocol (DHCP) server. The DHCP server must be configured to send a search domain to its clients.

1. On a dhcpd server configuration, it can be added as follows:

```
option domain-search "print.internal.xcp";
```

Mobile clients should display it in the search domain configuration. This can be configured manually in the clients.
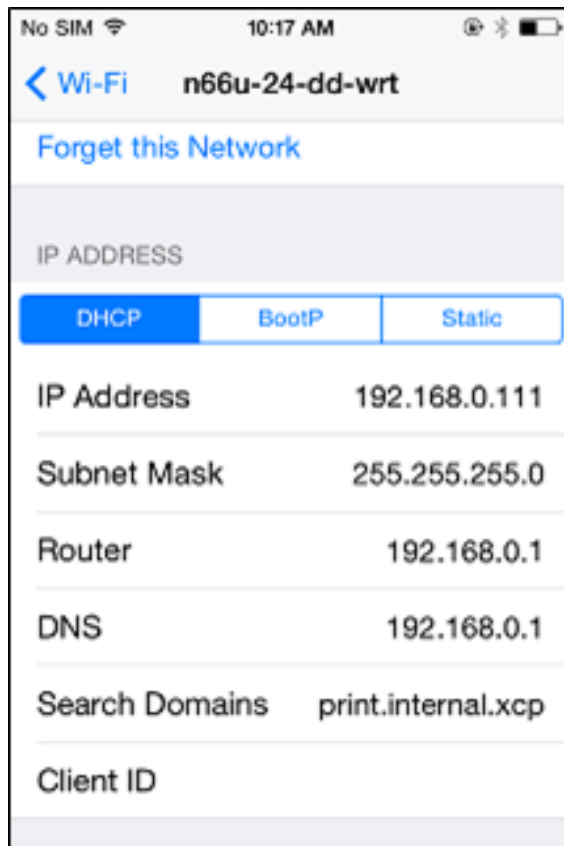
2. Check that a new printer shows in the printer list of your mobile device to verify that everything is configured correctly.
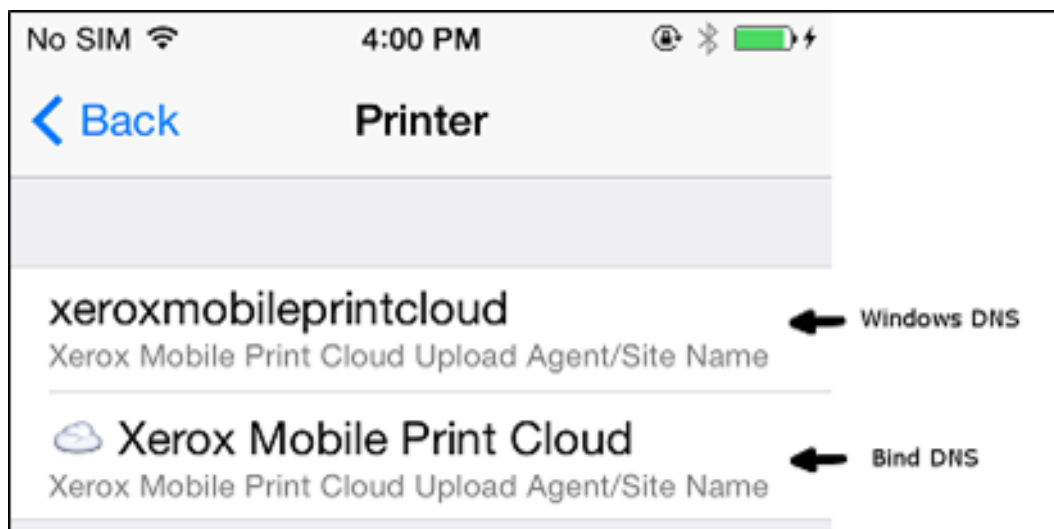
Frequently Asked Questions

1. What should I do if everything looks configured correctly, but the Xerox® Mobile Print Cloud Agent does not show up?

    -   Check that the Xerox® Mobile Print Cloud Agent is up and running.

    -   Make sure iOS Native Printing in the Agent is enabled.

    -   The DNS cache on your mobile device may take some time to refresh, or require that you turn off and turn on the mobile device.

2. If I am using a Windows DNS server, can I change the icon?

    -   The icon is represented as non-ASCII characters in the name and the interface does not provide a way to enter them.

3

Troubleshooting

Account Issues

User Cannot Print to Company Private Printers

1. Go to **Account > Policies > Access Controls > Allowed Users** and check the selection for Allowed Users list for private printers.

   - When **Apply To Guested Users Only** is the selected access control setting for private printers, the user must either be logged in with your company code or be on the Allowed Users list for private printers.

   - When **Apply To All Users** is the selected access control setting for private printers, the user must be on the Allowed Users list. Users whose email address or domain is not on this list do not have access to private printers, even if they log in with the correct company code.

2. Go to **Account > Policies > Access Controls > Blocked Users** and check the Blocked Users list. A user whose email address or domain is on this list for private and public printers has no access to your company's printers.

   If a user's email address or domain is on both the Allowed Users list and the Blocked Users list, the Blocked Users listing will override. For example, if a user email address is in the Allowed Users list, but their domain is in the Blocked Users list, the user will not be able to print to your company's printers.

User Cannot Print to Company Printers

1. Go to **Account > Policies > Access Controls > Blocked Users** and check the Blocked Users list. Make sure that the user's email address or domain is not on the Blocked Users list. A user whose email address or domain is on this list for private and public printers has no access to your company's printers.

2. Go to **Account > Policies > Access Controls > Allowed Users** and check the selection for Allowed Users list for private printers.

- When **Apply To Guested Users Only** is the selected access control setting for private printers, the user must either be logged in with your company code or be on the Allowed Users list for private printers.

- When **Apply To All Users** is the selected access control setting for private printers, the user must be on the Allowed Users list. Users whose email address or domain is not on this list do not have access to private printers, even if they log in with the correct company code.

If a user's email address or domain is on both the Allowed Users list and the Blocked Users list, the Blocked Users listing will override. For example, if a user email address is in the Allowed Users list, but their domain is in the Blocked Users list, the user will not be able to print to your company's printers.

Unwanted or Unauthorized Users Print to Company Printers

A user that does not have a Mobile Print Cloud account may still print to a public or private printer that has Anonymous Direct Email Printing enabled, even if the user's email address or domain are not on the Allowed Users list, as long as the following are true:

- The user's email address or domain are not on the Blocked Users list

- The user has the printer's email address

Prompted to Create New Account When Your Account Already Exists

Make sure the email address was entered correctly.

The system automatically begins a new account creation process. When a prompt appears requesting you to enter a company code, click **Cancel** to return to the login screen and enter your correct email address.

Why Would a Company Code Need to be Reset?

When you create a company account, you distribute the Company Code to the users that you designate as authorized to use the account. When you remove users, change the company code to ensure that removed users cannot continue to access the account.

User Type is Blank on the Users Page

When users do not complete the end user account registration process, they show up in the list of users with the **Type** column blank on the **Users** page.

User List is not Updated When an Account Administrator Removes a User From a Company Account

User functionality is not updated while users remain logged in. Users will continue to have connectivity and the ability to print for 24 hours or until they log out (whichever occurs first).

Note

A login attempt after logging out will fail if the user has been removed from the Company Account.

User Access Rights Not Updated

When an administrator removes a user from a company account or changes permissions for that user, the changes will not take effect until the user logs out and logs back in again.

Account Settings are not Being Saved

Make sure you select **Save**, **Accept**, or **OK** before navigating away from a page after you have made changes. Changes will not take effect until the user logs out and logs back in again.

Windows Messages Display in Mixed Languages

In some cases, if the installer, operating system, and browser language do not match, Windows messages may display in mixed languages. To alleviate this issue, install the Agent software in the same language as the PC operating system.

Messages Display With Question Marks (???) or Nonrecognizable Characters

Do one of the following:

- Load the operating system language pack in the same language that was used to install the Mobile Print Cloud software.
- Reinstall the Agent software in the same language as the PC operating system.

Agent Issues

Agent Communication Issues

1. Check that the agent is still communicating with the server by verifying that the last communication date on the **Agents** tab on the webpage is within the last 24 hours.
2. Check the proxy settings of the agent in the configuration tab and ensure that the proxy is configured properly to communicate with the internet from within your network location.
3. Check your PC services menu to be sure that the Xerox® Mobile Print Cloud Agent Services is started. The Agent must be running on your PC at all times for Mobile Print Cloud to work.
4. If the agent is still not communicating with the server, restart the machine running the agent. Run a device search once the machine comes back on-line and verify that there is no communication error on the UI of the agent.
5. If the agent is still not communicating with the server after all these steps have been taken, please **reinstall the agent**:
   a) At the Agent PC, uninstall the current agent software.
   b) From the webpage **Agents** tab, select **Download the Xerox Mobile Print Cloud Agent Installer**.
   c) Install and register the agent.
   d) Retry a print submission to the device.

LDAP Connectivity Issues

The Mobile Print Cloud Agent will report available domains.

To see all available domains:

1. Make sure the Agent PC is joined to a domain.
2. Open the agent on the Agent PC to display the Agent UI.
3. Select the **Configuration Settings** tab.
4. Under **LDAP Support**, select **View LDAP domains**.

If your domain is not displayed in the Available LDAP Domains, try the following:

- Log out, then log in with your workplace credentials (domain\username and password).
- Manually restart the Mobile Print Cloud Agent service.
- Restart the Agent PC.

To enable Lightweight Directory Access Protocol (LDAP) Authentication by an Agent, you must log in to the Agent PC with a domain account. This must be done on each agent PC to enable domain discovery.

If LDAP connectivity is not available, administrators will be able to log in with Mobile Print Cloud account credentials.

Note

This login procedure is available for administrators only.

Agent Icon Not in System Tray

If the icon is not present in the Agent PC system tray, manually start the agent user interface from the **Start** menu. The icon in the system tray is a shortcut to the user interface; it does not indicate whether or not the Agent service is running.

Received a Print Agent Not Responding Message

Verify that the PC where each agent is installed is powered on and has internet access. Also, verify that the proxy settings within each print agent are correct.

A routine discovery is run every 7 hours to update information about the printers supported by an agent. The administrator receives a Print Agent not responding message if there is no communication with the agent for 5 days.

Unable to Install or Register Agent Software

If you receive an error message when registering the agent, it may be that your email address is not associated with the company the agent is set up for. You must be currently logged into that company account, or your last login to Mobile Print Cloud must have been to that company.

Unable to Upgrade or Uninstall the Agent

If you receive persistent errors when attempting to upgrade or uninstall the agent software, cancel the agent installation process and manually shut down the agent service. In the Services window in the Windows operating system, stop the Xerox® Mobile Print Cloud Agent Service (CloudPrintAgentService.exe). Begin the agent installation process again. See How To Set up an Agent.

If you receive a Windows Installer Error, **Error opening installation log file. Verify that the specified location exists and is writable**, refer to the Microsoft Support knowledge base at, http://support.microsoft.com/kb/2564571 for more information.

Agent Does Not Upgrade Automatically

If the agent software indicates it is eligible for auto-upgrade (auto-upgrade is enabled), but the yellow icon persists, you must manually upgrade the agent software.

Note

Agent software version 2.2 (and newer) supports auto-upgrade. Older agent software must be manually upgraded to the new version before it is capable of auto-upgrade.

Printer Search Status Shows "Unable to Communicate with Agent"

In the **Agents** tab, an agent status displaying "Unable to Communicate" indicates that there was a communication issue when Cloud attempted to contact the agent. Check the agent PC connectivity and ensure that the agent software is running:

1. Validate that the agent PC is connected to the Internet.
2. Manually restart the agent service. In the Services window in the Windows operating system, restart the Xerox® Mobile Print Cloud Agent Service (CloudPrintAgentService.exe).

   Once restarted, the agent should regain communication.

Received a Print Agent is Not Installed for This Printer Message

There is a communications problem between the agent and the device.

1. Check the last communications date for the device. Correct the configuration to fix the communication of the existing agent, rather than installing a new replacement agent as it may have the same communications problem.
2. SNMP can stop working on a device. The symptoms are that either the device is not discovered initially, or that it is discovered, but at some point printing to the device fails and a message states that there is no agent for that device. Make sure the Mobile Print Cloud Agent Service is running:

   a) Reboot the device.
   b) Log into the Agent PC.
   c) Start the Mobile Print Cloud Agent Service.
   d) Reinitiate a discovery on the device.

3. The agent is not communicating with Mobile Print Cloud. Check the proxy settings.
4. If you changed your SNMP Community Name to be something other than **public**, a setting must be added for that SNMP Community Name in **Agents > Edit > SNMP Settings**.
5. If you make changes to the hard drive on the PC that has the agent, you will need to register the agent again.

Mobile Print Cloud Agent Shows as Not Connected on Agent PC

Do the following to reconnect the Mobile Print Cloud Agent:

1. Verify the Agent PC is connected to the Internet.
2. Manually restart the Agent service.
3. In the Control Panel for the Windows operating system, navigate to **Administrative Tools** and select **Services**.
4. Select **Xerox Mobile Print Cloud Agent Service** and restart the service.

Once the service is restarted, the Agent should reconnect and regain communication.

Print Agent Installation Failed

One of the following may be the issue:

- Connectivity issue (proxy setting or other)

- Unsupported operating system

- The PC does not meet minimum system requirements

- Try performing the installation in two steps: download and save the agent installer, and then run the installer from the PC

Discovery on a Subnet Range Takes Too Long

If scan settings are left blank, all the local subnets for the Agent PC will be scanned. It may be more efficient to split discovery ranges across multiple agents. This scan takes several minutes.

Do the following to manually identify a subnet range for scan settings when setting up an agent.

1. Select the **Agents** tab.
2. Select **New** for the **Actions** menu.
3. Enter a friendly name for the new Print Agent and click **Next**.
4. Select your site and click **Next**.
5. Select **Add Setting**.
6. Select the **IPv4 Range** search type.
7. Enter a start and end address and click **Save**.
8. Click **Next**, verify that the settings are correct, and click **Next** again.
9. Select **Download the Xerox Mobile Print Cloud Agent Installer**.
10. Select a language.
11. Follow the agent setup wizard.

Printer is Not Discovered by Agent

- It could be a connectivity problem. The printer's IP address may have changed or it may no longer have network connectivity. Make sure you can ping the printer.

- Make sure your discovery criteria is correct. The printer's IP address or Domain Name System (DNS) name must be in the Discovery Settings range, and not in the Exclusions range. If you have changed the printer Simple Network Management Protocol (SNMP) Community Name, it must be listed in the agent SNMP Settings.

What Last Discovered Means

This is the last time that an agent was able to communicate with that printer. This time should not exceed 7 hours for printers that are powered on continuously. If it has been longer than 7 hours, make sure the agent is powered on and connected and the printer is connected to the network. You can also select **Printer Search** to manually discover a printer.

Printers Are Not Discovered After Printer Search Was Initiated on the Webpage

If a printer search for a particular agent was initiated on the webpage and the printers do not appear under the **Enabled** tab as Discovered:

1. Check the agent to be sure it is powered on and connected to the internet.
2. Verify that the IP address of the printer is in the scan settings list of the agent that services the printer's print jobs. If the IP address is not in the scan settings list:
   a) Add the IP address to the list.
   b) Run a device search on the agent.
   c) Verify that the last communication date is updated on the printer.
   d) Check that the printer is listed under the **Enabled** tab of the webpage.
3. Attempt to print again.

Unable to Delete a Site

You cannot delete the site that you originally set up when you created the account. You can rename a site and change its coordinates.

Printer Issues

Printing Issues

If you encounter printing issues, check the following:

Network

1. Check the network.

Job

1. Make sure the job did not already print. By default, jobs are deleted after printing.
2. The filename may contain unsupported characters.

3. If you received an Aborted status email for your job, this usually means that there is a problem in the print path. Check the print path.

4. The document may contain unsupported fonts or unsupported language. Refer to Supported Languages.

File Type

1. Make sure the document you printed is a supported file type: doc, docm, docx, xls, xlsx, xlsm, png, ppt, pptx, pptm, pdf, txt, rtf, tif, tiff, jpg, gif, jpeg, odt, ods, odp, odg, odf, zip, or eml. Adobe Portfolio files are not supported.

Note

Zip files are a supported file type, but they may contain file types that are not supported. Supported file types in a zip file will print even if the zip file also contains unsupported file types.

Agent

1. Check your PC services menu to be sure that the **Xerox Mobile Print Cloud Agent Services** is started. The Cloud Agent must be running on your PC at all times for Mobile Print Cloud to work.

Note

On the agent, an icon with a printer and a triangle with an exclamation mark displays when a printer was discovered within the past five days, but was not discovered during the last discovery run. An icon with two printers displays when a printer is successfully discovered. An icon with a printer and check mark displays for a print queue.

2. The computer with the Cloud Agent installed on it may:

- be turned off

- not be working

- no longer be communicating

a. Check the **Agents** tab on the webpage and identify if an agent is no longer communicating.

b. Restart the computer with the Mobile Print Cloud Agent installed on it.

3. Install agents on additional computers if possible for redundancy.

Note

Every 5 days the system checks all the printers and agents to see when each printer last had communication with an agent. After 5 days with no communication, the printer is removed from the user's view and remains in the administrator's **Printers** tab until the Agent Administrator removes it manually.

Printer

1. Make sure you are using the correct email address for that printer.

2. The printer's IP address may have changed. Check with the owner of the printer.

   Note

   Administrators can use the Mobile Print Cloud Agent to rediscover printers and find the target printer, or update discovery settings on the Mobile Print Cloud Agent to include a target printer IP address.

3. The owner of the printer may be out of licenses. Check with the owner of the printer.

4. You can enable print submission notifications and print completion notifications to receive emails about job processing (the default is no notifications). Notification emails detail if the job was successful or if it failed along with failure details.

5. There may no longer be communication with the Cloud Agent because the printer is turned off. Turn on the target printer if it is off. Orphaned printers get removed from the user's printer list after 5 days of no communication.

6. If the printer is not on the enabled list:

   a. Find the printer on the **All** printers list.

   b. Select **Enable Printer** from the **Actions** menu.

   c. Try to print again.

   Note

   A printer can only be enabled on one Mobile Print Cloud account at a time.

7. If the last communication date on the printer is older than 24 hours:

   a. Verify that the IP address of the printer has not changed by getting the IP from the printer and comparing it to what is on the **Printer** tab on the webpage. If the IPs do not match then update the agent(s) with the new IP address, run a search for devices from the agent and attempt to print again.

   b. Go to the **Agents** tab and make sure that the agent(s) able to route jobs to the printer, have reported within the last 24 hours.

8. Check that the printer supports PDF, PCL5 or PCL6 and is configured correctly on the webpage under **Printers** and the last communication date is within the last 24 hours.

9. Make sure the printer is being discovered by the agent. For the following printers, make sure each is minimally at the recommended release:

   • WorkCentre 7525/7530/7535/7545/7556: Release 061.121.222.06507

   • ColorQube 9301, 9302, 9303: Release 061.180.222.08700

   • WorkCentre 7755/7765/7775: Release 061.090.222.09401

Paper Size

1. Check the printer to determine if the output is being held for resources. There is a paper substitution feature that will resize most page sizes (e.g., Letter for A4, A3 for Ledger). The page size determined for the entire document is based on the size of page 1. The administrator can enable or disable this feature. If it is enabled, and the paper size needed to print the job is not loaded in the selected printer, the job will be scaled to fit the available paper.

    Note

    When all paper trays are empty, the paper size settings for paper trays may not be detected and auto-scaling may not be applied.

    Note

    Selecting **Original File Size** or selecting a specific paper size overrides scaling and paper substitution. If the printer does not have paper of the proper size loaded, the job will be held for resources.

2. Printers may have configuration settings for paper substitution. Even if the solution is not set to scale on paper mismatch, check the printer settings to ensure that the printer is either configured for that paper size or is set to perform paper size substitution.

Note

Paper substitution is not available when printing through print queues because the paper tray information cannot be determined.

Unable to Enable Printer

A printer can only be enabled by one Xerox® Mobile Print Cloud account at a time.

Company Printers Do Not Display on the Account

If you entered the wrong company code, you may now be connected to a different company.

If you see printers with your app that you do not recognize:
1. Log out of the mobile app and log in again using the correct company code.
2. Contact your administrator to make sure the printer is enabled in Mobile Print Cloud.

Documents Do Not Display on the Account

Check the following:

*   Documents are available on a user account no matter which company code they are logged in with. The exception is when a user uploaded a document while logged into a Mobile Print Solution Account (onsite Mobile Print Server); it will not be available from within their Mobile Print Cloud account.

- The document may already have been printed or have been in the system longer than 7 days. The default is that jobs are deleted after printing. To check the company Retention Policy setting, go to the **Account > Policies > Data Retention**.

When Using Open in Function in Apple iOS, Print Portal Does Not Display as an Option

There may be a limit to the number of items shown in the item chooser, so all of the options may not be shown. On the iPad, make sure you use the hidden scroll bar to see all available items. Refer to Apple documentation for more information.

Printer Search Status Shows "Unable to Communicate with Agent"

In the **Agents** tab, an agent status displaying "Unable to Communicate" indicates that there was a communication issue when Cloud attempted to contact the agent. Check the agent PC connectivity and ensure that the agent software is running:

1. Verify that the agent PC is connected to the Internet.
2. Reboot the agent PC and manually restart the agent service.

   Once restarted, the agent should regain communication.

The GPS Coordinates of the Printer Changed

When you change a site to which a printer is assigned, the printer inherits the GPS coordinates of the new site.

Job is Not Displayed in the History

You may have more than one account. Select **Account > Company Profile** and view the company code to verify that you are looking in the correct account.

Note

Job history shows up to 7 days or up to 50 jobs, whichever occurs first.
When printing to public printers outside of Mobile Print Cloud, the job will always display in the job history for 7 days.

Job Did Not Print as Expected

The printer may not support all features of the print job. Mobile Print Cloud output will work with most non-Xerox devices that implement industry-standard PCL 5, PCL 6 or PostScript commands. If non-Xerox devices implement features in a proprietary manner or don't adhere to industry standards, the output may not print as expected.

The administrator should check which Page Description Language (PDL) Mobile Print Cloud is using and make sure the printer supports that PDL.

It is recommended that you keep the selected defaults. If you experience image integrity or finishing issues, try different options to determine which give the best results.

Once a print job is transferred from the agent to the printer, Xerox Mobile Print Cloud charges for that job. It is the user's responsibility to confirm that a print device is compatible with Xerox® Mobile Print Cloud. It is strongly recommended that you use a trial account or download the Xerox® Global Print Driver to test the compatibility of your devices.

Job Printed 2-Sided Instead of 1-Sided

The administrator can set the **Print Control Policy** to print all Mobile Print Cloud jobs 2-sided.

Job Printed in Black and White Instead of Color

The administrator can set the **Print Control Policy** to print all Mobile Print Cloud jobs in black and white. If the user forwarded an email to a color printer and it printed in black and white, the company setting may be set to prohibit color printing or the printer may have a default set that overrides the user's preference.

Unable to Select Color Printing

The administrator can set the **Print Control Policy** to print all Mobile Print Cloud jobs in black and white. Users only see the color option if allowed by the administrator.

Charged For a Blank Email or Blank Attachment

Some email clients may convert email components (e.g., signatures) to attachments and may appear as a blank job. They will print and your company will be charged for the job.

Printer is Requesting for Paper to be Loaded When it Should Substitute

The paper substitution feature depends on information received from the printer. Some printers do not supply the required tray information for Mobile Print Cloud to substitute a loaded paper size.

Paper substitution is not available when printing through print queues because the paper tray information cannot be determined.

The user may have selected Original File Size or a specific paper size for the print job.

Missing Images in Printed Output

Linked images will not print if the linked content is password- or login-protected.

Job Did Not Print With Correct Font

Documents containing custom or non-standard fonts may not print as expected, due to the font not being available to the Mobile Print Cloud. For example, in order for Microsoft Office documents to print as expected, the font used in the document needs to be a default Microsoft Office font and be supported by the target printer. To ensure your documents print as expected, replace the non-standard font with one that is supported by the application used for creating the document, and that is supported by the printer model you have selected.

Unable to Find Printed Output

Your default printer may have changed. The default printer is the last printer you printed to. Even if you set a printer to be your default at one time, the default will always be the printer you last printed to.

1. Go to https://xmpc.services.xerox.com/ (Mobile Print Cloud users only):
   a) Select the **Jobs** tab.
   b) Select the **History** tab and view where your print jobs were sent

2. If Secure Print is enabled on the printer, you must enter a passcode at the printer to release your job for printing:
   a) If the job was submitted from the app or from the webpage, you created a passcode that must be entered at the printer to release the print job.
   b) If Direct Email Printing was used, an email was generated by Mobile Print Cloud that included a passcode that must be entered at the printer to release the print job.

Direct Email Print Job Fails

If the printer has Xerox® Network Accounting or Xerox® Standard Accounting enabled, the administrator must allow accounting data to be stored in the system to enable the email printing feature. When printing from the webpage, users must enter their accounting information on the **Print** tab and save it before printing. If users do not print, the accounting information that they entered is not saved. If users previously printed to that printer or print queue, and have entered their accounting information, Mobile Print Cloud applies the saved information on subsequent email submissions.

Unable to Find the Printer When Scanning ConnectKey Mobile Print Links With the Xerox Mobile Print Portal App

Do the following on the webpage:
1. Select the **Printers** tab, and make sure the **Last Discovered** communication date with the printer is within the last 24 hours.
2. Select the **Agents** tab, then:
   a) Select the agent.

b) Select the **Discovery Settings** tab.

c) Verify that printer's IP Address is on the agent's **Settings** list.

d) Make sure the agent is online and available.

3. Check to see if this printer is served by a print queue rather than directly discovered by Mobile Print Cloud. In the follow me print workflow, multiple printers are served by a print queue, and the individual QR codes do not apply. Print a Welcome Page for that print queue and instruct users to scan the Welcome Page QR code.

Unable to See Printer or Print Queue

Check that the user is logged into the correct company. When users access their Mobile Print Cloud account and enter a company code, they see the printers and print queues that are associated with that company and those that other companies have made available.

Unable to Print Using Print Queues

It is recommended that you print a welcome page to the print queue to make sure the information you entered is correct and the print queue is working properly.

If you are unable to print using print queues, do the following:

1. From the webpage, select a print queue on the **Print Queues** tab to place it in edit mode. Make sure the print queue has an agent assigned on the **Agents** tab and that the agent is on the network and available.

2. Make sure that the **LPD Server**, **LPR/LPD Port**, and **LPR Queue** names are correct on the **Details** tab.

3. If the print queue is being used with an accounting package, make sure you have **Server-based Accounting** selected on the **Accounting** tab.

4. Make sure your agent PC can communicate with the print queue.

Job Did Not Print (When Accounting is Enabled)

Xerox® Mobile Print Cloud cannot determine if the user entered valid accounting information or has sufficient credits to print. It will send the job to the printer or print queue with the user-entered accounting information.

If user-entered accounting information is invalid or they have insufficient credits, the printer will delete the job. The job will be charged to the Mobile Print Cloud company account.

Did Not Receive Job Submission or Job Completion Notification

1. Verify that the job is not in your junk folder.

2. Make sure your mailbox is not full.

3. Make sure your email notification preferences are set correctly:

a) Go to the webpage and click on your email address in the upper left corner.

b) Select **User Preferences**.

c) Verify that your **Email Notification Policy** preferences are selected.

4. Select the **Jobs** tab then the **History** tab and view the job status.

Devices running on Wi-Fi inside a secured-corporate environment will not receive push notifications if the firewall does not allow an outgoing connection to:

- iOS: port 5223

- Android: port 5228 (TCP+UDP)

  Note

  BlackBerry does not currently support push notifications.

Unable to View and Print to Printers That Are Outside the Company

It is at the discretion of your company to allow users to see and print to non-company printers.

To allow non-company printers, select **Account > Policies > Public Printing > Allow users to access printers enabled by other companies**.

When a user prints a document, the job will be charged to the company account that enabled the printer being used.

Printer Model Name Contains Special Characters

Printer model names are read directly from the printer. If the printer manufacturer has included special characters in the name, they will be displayed within Mobile Print Cloud.

Unable to Find My Public Printers

Beginning with the release of Mobile Print Cloud version 2.0, any printer that is not Secure Print capable will no longer be designated as a public printer. These printers will be changed to private printers. Printers that are Secure Print capable and have that feature enabled, will remain public printers.

iOS Native Printing Issues

Unable to See the Xerox Mobile Print Cloud When Using iOS Native Printing

1. When user and agent PC are on the same subnet:

   a) Check that the iOS Native Printing and Automatic Discovery features are enabled on an agent. If the DNS Service Discovery (DNS-SD) has been configured, Automatic Discovery does not need to be enabled.

Note

There is a bug in iOS 7.0.x which prevents Xerox® Mobile Print Cloud from being discovered and displayed in the printer list of a mobile device when using DNS-SD. This issue does not exist in iOS 6.0.x and has been fixed in iOS 7.1. It is recommended that all mobile device users upgrade to the latest iOS version.

b) Check that the iOS device and the agent are on the same subnet.

Note

To enable iOS Native Printing across different subnets see How To Set Up DNS-SD for iOS Native Printing.

c) Check the user's current wireless profile and ensure that the DCHP Search Domain matches the one configured when setting up the DNS Service Discovery.

Note

For more information on DNS Service Discovery setup, see How To Set Up DNS-SD for iOS Native Printing.

2. When user and agent PC are on different subnets:

a) Check that the iOS Native Printing is enabled on an agent.
b) Check that the DNS Service Discover has been properly configured. See How To Set Up DNS-SD for iOS Native Printing.
c) Check the current wireless profile of the user's device and ensure that it is pointing to the DNS server where is Service Discovery configured.

User Authorization Fails when printing through iOS Native Print

1. Check that the user has created a Xerox® Mobile Print Cloud account, preferably through the Print Portal App. For additional assistance refer the user to "How To Create a Mobile Print Cloud Account From a Mobile Device" in the Xerox® Mobile Print Cloud User How To and Troubleshooting Guide.
2. Check that the user is associated with the correct company. To do this, have the user log in to the Print Portal App using your Company Code.
3. The user may not be using the correct log in credentials. These credentials are based on your company authentication type:

If Xerox® Mobile Print Cloud Authentication is enabled:

- iOS Native Print Username: Email Address
- iOS Native Print Password: Xerox Mobile Print Cloud Password

If LDAP Authentication is enabled:

- iOS Native Print Username: Domain Username
- iOS Native Print Password: Domain Password

> **Note**
>
> Select **Account > Company Profile** on the Xerox® Mobile Print Cloud webpage to determine which Company Authentication Type that is being used.

User Does Not Receive Push Notifications When Printing Through iOS Native Printing

Push notifications may not be allowed, depending on your network configuration.

Push notifications may be disabled in the Print Portal app. To enable push notifications:
1. Open the user's Print Portal app.
2. Go to the app's main screen.

   You need to log out of the app if you are currently logged in.
3. Tap the gear icon.
4. Enable **Push Notifications**.

User Print Job Not Uploading When Printing Through iOS Native Printing

1. Check that user's iOS device is connected to the network.
2. Check that the agent is functioning correctly.
   a) Open the agent on the Agent PC to display the Agent UI.
   b) Select the **Configuration Settings** tab.
   c) Check for error messages under **iOS Native Printing**.
3. Restart the agent.

Document Printed in a Format that was Not Expected when Printing Through iOS Native printing

Xerox® Mobile Print Cloud cannot automatically adjust the formatting of PDF documents, when printed through iOS Native Printing. Try printing the document from the Print Portal app:
1. Open the PDF document in the iOS device.
2. Choose the "Open in…" option from the **Actions** menu.
3. Select the **Print Portal** app.
4. Print the document.

Printer Appears Offline When Using iOS Native Printing

Check that the IPP Service Port 631 is open and allowing inbound requests.