PrintConnect Installation Guide

Version 1.1AP

Contents

PrinterOn PrintConnect Overview

This guide explains how to install and manage the PrinterOn PrintConnect.

This document assumes that you have some familiarity with network configuration, including setting IP addresses, and working with DNS and DHCP servers, and proxy servers. If you need assistance in this area, please consult your network administrator or your PrinterOn reseller.

The PrinterOn PrintConnect is a compact, "plug and print" network device that provides easy and quick deployment of PrinterOn printing solutions at your location. Once installed on your network, the PrintConnect auto-configures itself from the PrinterOn web site. Print jobs are securely downloaded from the PrinterOn web site and delivered to your printers. Users can release their print jobs using the PrintValet keypad device or the privacy release web pages.

The PrintConnect uses an embedded version of PrinterOn's Print Delivery Station (PDS), which collects print jobs and releases them to your printers. You can manage the PrintConnect PDS software via a web page interface.

Before you begin

<u>Verify installation requirements</u>

Ensure that you have everything required to complete the installation:

- PrintConnect device v3.0

- PrintConnect Configuration Key, a 12 character alphanumeric string found on a label on the PrintConnect packaging

- PrintValet keypad v2.0 (included with your PrintConnect)
- Ethernet network cable
- your printer(s) and the required connectors/cabling
- (optional) USB flash drive for manual configuration of PrintConnect (see section 0 on page 7)

NOTE: PrintConnect supports multiple printers but only *one* of these can be a USB-connected printer.

Front View of the PrintConnect
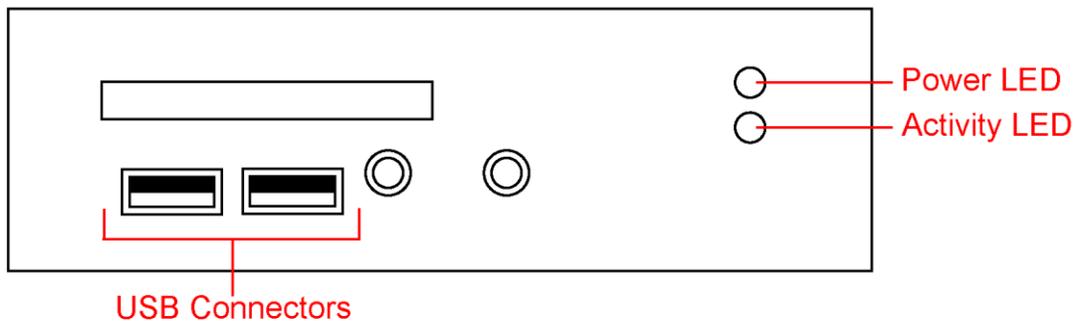
Back View of the PrintConnect
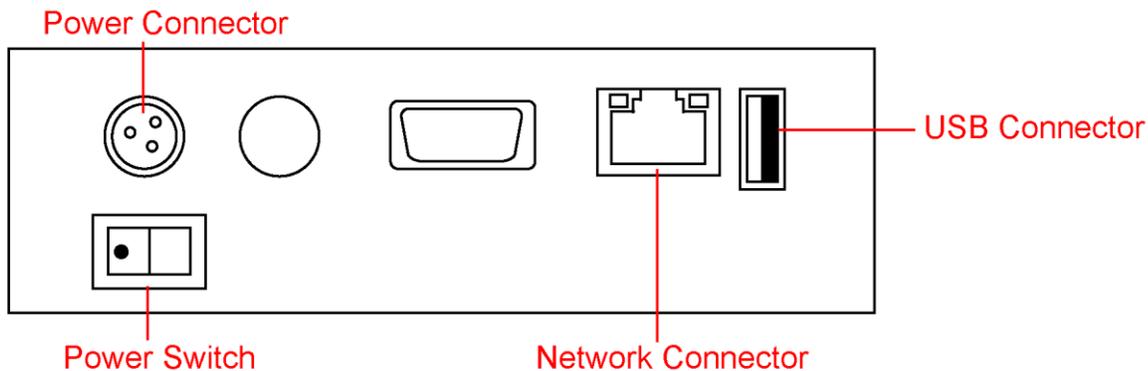
Determine the IP address of your printer(s)

If your printer is connected via an Ethernet network, you will require the IP address of the printer. You need to provide this value during installation of the PrintConnect.

If your printer is connected directly via USB, you can skip ahead to section 0 Setting up the PrintConnect on page **Error! Bookmark not defined.**.

Generally, the IP address of the printer is listed on the printer's configuration sheet, which can be printed from the printer's keypad. Consult your network administrator if you need help finding the IP address. **Record this value.**

Setting up the PrintConnect

Before you set up the PrintConnect, please review all of the requirements in the previous section.

To set up a PrintConnect, you need to:

1. Install the PrintConnect hardware
2. Configure your printing service to use PrintConnect

Install the PrintConnect

DO NOT power up the PrintConnect device until instructed to do so.

1. Connect the PrintValet keypad to any USB port on the PrintConnect device.

   You must connect the PrintValet before powering up the PrintConnect.

2. Plug the Ethernet cable into the network port on the back of the PrintConnect and connect the cable to your network.

3. If you are using a direct USB connection to your printer, attach the printer to an available USB port on the PrintConnect. You must connect the USB printer before powering up the PrintConnect.

   NOTE: The PrintConnect supports multiple printers but only *one* of these can be a USB-connected printer.

4. Plug in the PrintConnect power supply to the connector on the back of the PrintConnect device.

5. Turn on the PrintConnect using the switch on the back. Power is ON when the white dot side of the switch is pushed in.

   DO NOT unplug any USB or network cables when the PrintConnect is powered up.

The PrintConnect will take between two and five minutes to perform start-up and self-test procedures. When the device is ready, the PrintValet screen will display the message:

Print Release
Press OK

6. Press the **?** key on the PrintValet. The second line of the PrintValet screen displays the PrintConnect device Configuration key, a 12 character alphanumeric string. This number is also printed on a label on the PrintConnect packaging. **Record this value.**

⚠	If you are unable to display the Configuration key value, the network connection may be faulty or the PrintConnect may be unable to connect to your network. Verify the Ethernet cable is sound and verify there is network activity (see section 0, *Troubleshooting*, on page 15).
	If these seem fine, the PrintConnect has been unable to connect to the network. You must configure the PrintConnect's network settings using a config file on a USB flash drive. For details on creating and uploading the config file, see section 0, *Configure* network settings with a config file, on page 8.
	Once you have live communication on the network and can successfully display the Configuration key value, continue with the following steps.

7. Press the **?** key on the PrintValet again (from the main screen, press ? twice). The second line of the PrintValet screen displays the PrintConnect IP address. **Record this value.**

To complete the PrintConnect setup, you must configure a few options in your PrinterOn printing service account.

Configure your PrinterOn printing service

The PrintConnect needs to be configured in your PrinterOn printing service management pages. You must enter the Configuration key that you recorded during the PrintConnect installation (step 6 of section 0 on page 6). The Configuration key is also listed on the product package.

To complete the PrintConnect setup:

1. If you aren't already logged into your PrinterOn account, go to www.printeron.com and click Manage my service. Choose your service type and enter your login credentials.

2. On your PrinterOn printing service management page, click Software 🖳 .

3. Under PDS type, choose PrintConnect.

PDS type: PrintConnect   ▾ ❓

4. Enter the Configuration key that you recorded during the PrintConnect installation (step 6 of section 0 on page 6).

   NOTE: You do not need to specify a MAC Address; this value is obtained automatically during the PrintConnect startup sequence.

5. Select the checkbox next to the Printer Name for the printer(s) that you want to enable and connect to the PrintConnect device.

Printers:

    Printer Name

    ☑ paw-connect-1

6. Choose USB or Network for the Connection type.

    For a Network printer, enter the printer IP address that you recorded during the PrintConnect installation. For details, see section 0, *Determine the IP address of your printer(s)*, on page 5.

Connections ❓   Local IP Address   Port

Network ▾   tcp:// `127.0.0.1` : `9100`

    The Port value defaults to 9100.

7. Click Save.

    If the Save button is unavailable, all changes have already been saved.

It may take up to 15 minutes for your configuration updates to be applied. Once the startup sequence and configuration updates are completed successfully, the Configuration Key value will display in the MAC Address field. You may need to refresh the web page.

MAC Address: `12` : `3a` : `45` : `b6` : `c7` : `8d`   ❓ Reset

In addition, you can verify the license by pressing the PrintValet **?** key three times (from the main screen) to see the License status. If the PrintConnect has started up successfully, the second line of the PrintValet screen should display "License OK".

Your PrinterOn printing service is ready to use with the PrintConnect-enabled printers.

You can send a test print job to verify the PrintConnect is configured correctly. For details on printing, see section 0.

Configuring the PrintConnect with a USB drive

This section of the PrintConnect guide assumes that you are familiar with network configuration, including IP addresses, DNS and DHCP servers, and proxy servers. If you need assistance in this area, please consult your network administrator or your PrinterOn reseller before attempting to configure the PrintConnect.

If you are unable to connect to your PrintConnect device over the network, you can use a "config" text file to configure the minimum network options to allow communication on the network and to the PrinterOn web site. To do this, you require a USB flash drive. If you need to reset the device, you can use a "reset" text file on the USB drive.

For best results use a USB key with a capacity of 4 GB or lower. The PrintConnect may not recognize the presence of a higher capacity USB key. In addition, the USB key must be formatted with the FAT or FAT32 file system. The PrintConnect cannot read files on a USB key that is formatted with the NTFS file system.

NOTE: PrintConnect looks for and processes the config file first. If both a reset and a config file are present on the USB drive, the config file is processed first and then the reset file is processed. The device reboots after processing each file.

Configure network settings with a config file

To create a PrintConnect configuration file, you need the PrintConnect Config File Generator Utility, which is available at http://www.printeron.com/support/downloads.html. The utility requires JRE version 1.6.0 (also called Java Version 6) or later. The JRE can be downloaded from http://java.com/en/download/index.jsp.

To configure the PrintConnect with a config file:

1. Using the Config File Generator utility, create a config file. Specify the values for PrintConnect Hardware ID, password, log level, Fixed IP and HTTP Proxy, as required.

   The PrintConnect Hardware ID value, a 12 digit hex number, is listed as "Configuration Key" on the box that your PrintConnect came in.

   For details on any of the other options, refer to section 0, *Configuring PrintConnect via web interface* on page 9.

2. Copy the config file to your USB drive.

   Ensure there is no "reset" file on the USB drive.

3. Insert the USB drive into one of the USB ports on the PrintConnect.

4. Cycle power on the PrintConnect.

   The file is processed and PrintConnect reboots to ensure that all configuration values are updated correctly.

   After the reboot, the config file is renamed "config.bak".

5. Press the ? key on the PrintValet. The second line of the PrintValet screen should display the PrintConnect device Configuration key, a 12 character alphanumeric string.

Resetting the PrintConnect

WARNING: There is no UNDO!

NOTE: PrintConnect looks for and processes the config file first. If both a reset and a config file are present on the USB drive, the config file is processed first and then the reset file is processed. The device reboots after processing each file.

Using this method to reset the PrintConnect changes the Proxy Settings, Basic Networking options and the Super Admin password back to the default.

To reset the PrintConnect:

1. On your USB flash drive, create an empty text file called "reset" (no file extension).

2. Insert the USB drive into one of the USB ports on the PrintConnect.

Cycle power on the PrintConnect.

To ensure that all configuration values have been fully updated, the PrintConnect automatically reboots after the reset.

After the reset function, the reset file is renamed "reset.bak".

Configuring PrintConnect via web interface

The PrintConnect has a web page interface, the Print Delivery Station Administration console, for configuring operator access, changing network and proxy settings, and viewing the log file. This interface can be accessed in any web browser.

To open the Print Delivery Station Administration console:

1. Open the PDS privacy release page. In your web browser, go to *http://<localhost>:8181*, where *<localhost>* is the IP address of the PrintConnect device.

    To find the IP address of the PrintConnect, press the ? key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, for example, http://172.16.182.185:8181

2. At the bottom of the page, click on the Print Delivery Station main page link.

3. On the PDS main page, click on the Administrator login is available here link.

4. On the Print Delivery Station Administrator Log In page, enter the default login credentials (User ID = *admin*, Password = *password*) and click Log In.

    The Print Delivery Station Administration console opens.

To log out of the console:

- Click the LOG OUT button at the top right.

To open the PrinterOn web site:

- Click the **?** button at the top right.

The Administration console has five tabs: PDS Information, User List Editor, Proxy Settings, Basic Networking and Log.

NOTE: The PrintConnect does not use SSL when accessing the PrintConnect web interface; therefore passwords may be transmitted as clear text. The workstation version of the Print Delivery Station software supports SSL for the web interface if required.

PDS Information
This tab shows basic information about your PrintConnect.

PrinterOn PDS Information displays details on the PrintConnect system and software and **Printer Information** lists the PrinterOn printer IDs and the Local Names of your configured printers. Printers are set up in your printing service account at printeron.com.

The **Status/Tests** section displays the status of the PrintConnect license and status of test communication attempts with the Spool Service (spool1.cryptoprint.net, the PrinterOn hosted print delivery hub where jobs are spooled and ready for download by PrintConnect).

Click the **Test** button beside PrinterOn License or Spool Service Connection to retry the transaction. Depending on the selected Log Level, the Log tab may show more detailed information regarding these transactions. For details on the log file, see section 0 on page 13.

If you choose to, you can disable the display of the MAC address or IP address from the PrintValet keypad. **NOTE:** Unless the PrintConnect is set with a static IP address, it is not recommended to disable the IP address display. It is also possible to disable the SSH Server built into the PrintConnect.

User Types

The PrintConnect provides the ability to use 3 different types of users, Super Administrator, Local Administrator and Local Operator.

Super Administrator:

The Super Administrator is the primary user account for the PrintConnect, the Super Admin cannot be removed. The Super Admin can create additional Local Operators and Local Administrators users. The Super Administrator is also able to perform all configuration tasks available on the PrintConnect.

Local Administrator:

The Local Administrator has all the same capabilities as the Super Admin. The Local Admin can define users as well as perform configuration tasks. The Local Administrator is also able to manage print jobs available on the PrintConnect. The Local Admin may log into the PrintConnect using the Operator Login page. Once successfully logged in the Local Admin may release or delete print jobs on the PrintConnect.

Local Operator:

The Local Operator is intended to manage print jobs available on the PrintConnect. The Local Operator may log into the PrintConnect using the Operator Login page. Once successfully logged in the Local Admin may release or delete print jobs on the PrintConnect.

User List Editor

The User List Editor allows you to change the Super Administrator password and to define local Operators or Administrators, if required. Local Operators can help manage print jobs for your users.

To change the Super Admin password:

- Edit the text in the Password field and click Save.

NOTE: This password is also the login for the SSH Server. It is recommended that this be updated upon installation for security purposes.

To add an Operator or Administrator:

1. Enter a User Name.
2. Select the User Class from the drop down list. User Class can be Administrator or Operator.
3. Enter a Password.
4. Click Save.

To delete an Operator or Administrator:

1. Delete the User Name of the Operator or Administrator you wish to remove.
2. Click Save.

Proxy Setting

The Proxy Tab allows you to configure the PrintConnect to work in network situations where all traffic has to go through an HTTP Proxy. For network proxies that do NOT use these particular features, the configured values on the Proxy Tab are ignored, so the default values do not need to be changed.

To enable use of a Proxy:

3. Check the Enable HTTP Proxy option.
4. Select either Use Web Proxy Automatic Discovery or Use Manual Configuration.

   Use Web Proxy Automatic Discovery allows you to attempt automatic detection of proxy configuration information on your local network using automatic detection protocols.

5. Discover or configure the required proxy settings. (The available configuration settings for Proxy are described below)
6. Click Save and Test.

Use Web Proxy Automatic Discovery - Enable this option to use automatic proxy detection protocols.

> **Discover Now** – Click Discover Now to attempt to find a Proxy. If a Proxy is found and communication with the PrinterOn web site is successful, a "success" or "OK" message is displayed beside Proxy Resolution.

> Manual Configuration (see below) must be used for authenticating proxies (those that require username/password credentials). For non-authenticating proxies, any username/password data is ignored.

Use Manual Configuration – Enable this option to configure a proxy manually.

> **Proxy Address** – Specify the IP address for your Proxy.

> **Proxy Port** – Enter the communication port for your Proxy.

> **User Name** and **Password/Re-enter Password** – Enter the User Name and Password for proxies which require Authentication.

Save and Test – Click to save all settings and test your proxy configuration.

Basic Networking

The Basic Networking settings allow you to configure PrintConnect for DHCP or Fixed IP.

By default, PrintConnect uses DHCP (Dynamic Host Configuration Protocol). If your network has a DHCP server installed and accessible to the PrintConnect, you do not need to configure the IP address. DHCP allows the PrintConnect to automatically obtain the required networking configuration parameters such as IP Address, netmask, gateway and DNS Server addresses.

If you don't have a DHCP server on your network, you must set a Fixed IP address for the PrintConnect and configure any required network settings. If you are unsure what IP address to use, please consult your network administrator.

To set a fixed IP, check the **Enable Fixed IP** option. Specify the IP Address, netmask, gateway and at least one DNS Server address. The Fixed IP Domain value is optional. The Domain value is used in domain name resolution.

Click **Save and Apply** to update the network settings. After applying the changes, the network connection is restarted and you will see a web page with 2 links; one with IP address and the other based on domain name for the PrintConnect. PrintConnect attempts to determine these values based on your configuration; however dynamic assignment of IP addresses may mean PrintConnect cannot successfully identify the IP address, while the domain name relies on your network having an active and correctly configured DNS server. Wait about 15 seconds and click one of the links to reconnect to the PrintConnect.

If you are unable to connect using one of the provided links, you can try connecting using *http://<localhost>:8181*, where *<localhost>* is the IP address of the PrintConnect device. To find the IP address of the PrintConnect, press the ? key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, for example, http://172.16.182.185:8181

If you need further information or are unable to reconnect, consult section 0 for additional details on possible IP address configuration issues.

Software Upgrade

The Software Upgrade tab allows you to check for updated software for your PrintConnect device. If a software update is available, you can download and install it.

To check for a software upgrade:

1. Click the **Check Now** button.

Your PrintConnect device will query the PrinterOn Web site for the latest available version of the embedded PDS software and display the results on the Software Upgrade tab. The Current Version is the version of the software currently installed on your PrintConnect device. The Available Version is the version of the software available for download from the PrinterOn Web site.

To install a software upgrade:

1. When a software upgrade is available, click the **Download and Install** button.

Your PrintConnect device will download and install the software upgrade. This operation may take several minutes, depending on the speed of your Internet connection. Please wait while the software is being

downloaded and installed. Once the software upgrade is downloaded, your PrintConnect device will automatically reboot in order to install the new software. Please wait while your PrintConnect device reboots. The browser window will automatically try to reconnect to your PrintConnect after two minutes.

Log

The Log tab allows you to set the log level and to view the log file. Click on a log file button to view the log for the indicated time period. The button label indicates creation time of the log. For example, Director20080514044114.276.log was created on 2008 05 14 at 04 hours 41 minutes 14.276 seconds. PrintConnect's real time clock is set to UTC and does not use Daylight Saving Time.

To set the log level:

- Select the log level in the drop down list and click Save Log Level.

Printing

The following sections give brief instructions on how your users can print via a web browser or via email to your PrintConnect printer(s) and how to retrieve print jobs at your printers.

Sending print jobs

Users can submit print jobs to your PrintConnect printer(s) through a web interface or via email.

To print via a web browser:

1. In a web browser, go to your printing service web page (for example, *http://www.printeron.net/hotspot-libertycafe-manhattan*).

2. If your printing service has more than one printer, select the one you would like to use in the available printers list.You will see details on the currently selected printer.

3. Click Browse to locate the file on your computer that you want to print or enter the URL of the web page that you want to print.

4. Enter a Release Code and set other document options, if required. Remember your Release Code; you need it to retrieve your print job.

5. Click Next. The document is uploaded for processing.

6. After the document processing completes, click the Print button.

Your documents are now ready to retrieve at the printer using the PrintValet. See section 0 on page 14.

To print via email:

1. Forward your email message, and any attachments, to the email address assigned to the printer.

   The email address for your printer can be found on the Printer Settings page in your PrintSpots web services account. In your account, click Printers and then click on the name of the printer. Look for the Email address field on the Required Info tab, under "Using your printer with PrintWhere and Email Printing". The email address will be similar to *576318317@printspots.com* or *myprinter@printspots.com*. Ensure that "Enable Email Printing" is checked.

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2. Wait for a reply email from PrinterOn.

3. The reply email contains your Release Code. You need this code to retrieve your print job.

Your documents are now ready to retrieve at the printer using the PrintValet. See section 0 on page 14.

Retrieving print jobs

Print jobs are generally held at the printer until a user enters their security Release Code on the PrintValet keypad.

Jobs can also be released via the PrintConnect's built in web interface.

To retrieve your print jobs using the PrintValet:

1. The PrintValet should display the default screen:

   Print Release
   Press OK

   If it does not, press Cancel on the keypad to return to the default screen.

2. Press OK. The PrintValet displays the Enter ID code prompt.

3. Enter your Release Code on the keypad. Make sure you enter the Release Code as you specified it when you uploaded your document(s) online or as you received via email.

4. Press OK.

5. Print Valet searches for your print job and displays the number of jobs that match that release code, and the total number of pages.

6. To confirm and print, press OK on the keypad.

You can now retrieve your printouts from the printer.

Using the Privacy Release web pages (optional)

The Privacy Release web pages provide an alternative to using the PrintValet keypad for print job release. These web pages present a web (HTML) interface for managing print jobs and privately releasing print jobs. The pages list current and completed print jobs, and may be used to manually print and delete print jobs.

In a typical public printing environment, the Privacy Release web pages are made accessible on a computer near the destination printers. For ease of use, you can make the Privacy Release main page the default web page for the computer's browser or make it available from a link on the desktop.

To retrieve a print job using the Privacy Release web page:

1. Open the Privacy Release web page in a browser. In your web browser, go to *http://<localhost>:8181*, where *<localhost>* is the IP address of the PrintConnect device.

2. Enter the Privacy Release Code for the print job and click Find.

   The Privacy Release Code may be the code or email address used when printing or the print job reference number.

Troubleshooting

If you have any problems installing your PrintConnect, please review the following troubleshooting information before contacting PrinterOn Customer Support.

Troubleshooting setup and network communication

Slow startup

Problem: The PrintConnect device takes longer than five minutes to start up.

Symptoms: After five minutes, the PrintValet screen does not display the message:

Print Release
Press OK

Solution: Turn off the PrintConnect power using the switch on the back of the device. Attempt the power up sequence again.

> **DO NOT connect or disconnect the PrintValet while the PrintConnect is powered on.**

A normal start up sequence displays the following messages on the PrintValet screen:

LCD 2*16 Display
Command : ASCII
alternating with:

Press any key
....
Then:

Print Valet
Starting up...
After successful startup, the screen displays:

Print Release
Press OK

No network communication

Problem: No communication to the network.

Symptoms: The network activity light beside the Ethernet connector does not illuminate.

Solution: Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Cannot determine Configuration key

Problem: You are unable to obtain the Configuration key value from the PrintValet key pad.

Symptoms: Pressing the ? key once from the main screen of the PrintValet does not change the display.

Solution: Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

If the network connection is active, the PrintConnect is unable to connect to your network. You must configure the PrintConnect's network settings using a config file on a USB flash drive. For details on creating and uploading the config file, see page 8 *"Configure Network Settings with a Config File"*

Cannot reconnect to device after changing IP address

Problem: After setting an IP address on the Basic Networking tab of the web interface (Print Delivery Station Administration console), you are unable to reconnect to the device using the links provided in the web interface.

Symptoms: Clicking on one of the links leads to an "Unable to connect" or a "Page cannot be displayed" message in your browser.

PrintConnect attempts to determine the values for these links based on your configuration; however dynamic assignment of IP addresses may mean PrintConnect cannot successfully identify the IP address, while the domain name relies on your network having an active and correctly configured DNS server.

If you've set a static IP address and have specified an IP address outside of your current network range, you will be unable to connect to the device.

Solution: If you are unable to connect using one of the provided links, you can try connecting using *http://<localhost>:8181*, where *<localhost>* is the IP address of the PrintConnect device. To find the IP address of the PrintConnect, press the ? key on the PrintValet keypad twice. The number will be similar to 172.16.182.185 so, for example, http://172.16.182.185:8181.

If you changed the PrintConnect IP address to a different address space, you may need to temporarily modify your computer's IP address to the new address space to reconnect to the device. Please consult your network administrator for assistance.

If you are still unable to connect to the device, you may need to reset the device and try setting the IP address again.

DNS lookup does not work

Problem: After setting an IP address on the Basic Networking tab of the web interface (Print Delivery Station Administration console), you are unable to reconnect to the device using the DNS address link provided in the web interface.

Symptoms: Clicking on DNS address link leads to an "Unable to connect" or a "Page cannot be displayed" message in your browser.

If you have a DHCP network, the PrintConnect, when first installed, will attempt to automatically obtain an IP address from your network and will request registration of its DNS name with the DHCP server. If you later change the networking option to Fixed IP, the DHCP server and DNS server are unaware of the new IP Address for the device. When attempting a name resolution, the old information is displayed.

Solution: When switching to Fixed IP, you must add or update the DNS server with the new name-to-ip-address resolution information for the PrintConnect. Please consult your network administrator for assistance.

Error Codes

The PrintValet keypad may display an error code if problems occur during operation. The following codes may help to determine the problem.

Installation Codes

These codes may appear on the PrintValet during the installation or configuration of your PrintConnect.

Code	NET Error: 01
Description	Network cable unplugged or faulty, or network not active. May indicate that the cable was disconnected or failed, or the network went dead after having worked during initial startup. The system was unable to acquire an IP address or other required network information from DHCP. Static IP address configuration may be incorrect.
Solution	Ensure that the PrintConnect has access and can communicate with a DHCP server. If a DHCP server is not available, configure the PrintConnect's network configuration settings manually. Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Code	NET Error: 02
Description	PrintConnect was unable to contact PrinterOn's PrintConnect configuration or license service via HTTPS. PrintConnect received an unexpected or invalid response from PrinterOn's Configuration Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server.

	Required URL access: HTTPS://secure1.printeron.net:443
Solution	If communication through a proxy server is required to access the internet on your network, configure proxy server information. Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Code	DNS Error: 01 DNS Error: 02
Description	Unable to successfully resolve the URL www.printeron.net using the configured or discovered DNS servers. Required URL access: www.printeron.net
Solution	Check the PrintConnect's DNS configuration and ensure the DNS server is operational and is accessible to PrintConnect.

Code	DNS Error: 03
Description	Unable to resolve PTS transaction URL for PrinterOn web site. Indicates that DNS isn't configured properly, isn't working or isn't accessible to PrintConnect. Required URL access: secure1.printeron.net
Solution	Check the PrintConnect's DNS configuration and ensure the DNS server is operational and is accessible to PrintConnect.

Code	LIC Error: 01
Description	PrintConnect was unable to contact PrinterOn's PrintConnect Licensing Service via HTTPS. PrintConnect received an unexpected or invalid response from PrinterOn's Licensing Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server. A network connection was likely established

	but the response was an incorrect format.
	Required URL access: HTTPS://secure1.printeron.net:443
Solution	If communication through a proxy server is required to access the internet on your network, configure proxy server information. Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Code	LIC Error: 02
Description	PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service via HTTPS. PrintConnect received an unexpected or invalid response from PrinterOn's Configuration Service. DNS resolution was likely successful. If a proxy configuration is required but not configured, requests to PrinterOn may be blocked by the proxy server. A network connection was likely established but the response was an incorrect format. **Required URL access:** HTTPS://secure1.printeron.net:443
Solution	If communication through a proxy server is required to access the internet on your network, configure proxy server information. Verify that the Ethernet cable is functioning. Verify that the cable is connected to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Code	LIC Error: 03
Description	PrintConnect was unable to contact PrinterOn's PrintConnect Configuration Service within 72 hours of a successful communication attempt. Following a successful PrintConnect configuration process, the PrintConnect contacts PrinterOn to validate its license at regular intervals. **Required URL access:** HTTPS://secure1.printeron.net:443
Solution	If network connectivity is available, restart the PrintConnect device. If problems persist perform network diagnostics as described above. Verify that the Ethernet cable is functioning. Verify that the cable is connected

to a functioning Ethernet hub or switch. The PrintConnect device is compatible with 10Base-T or 100Base-TX Ethernet (automatic negotiation at power up). The network activity light will flash when network activity is detected (i.e. data is being transferred).

Printing Codes

These codes may appear on the PrintValet when sending print jobs.

Code	108
Summary	Internal Error
Description	An internal error has occurred. The print job cannot be printed.
Solution	Delete the current job (or let it expire) and resubmit the print request.

Code	110
Summary	Printer Error
Description	There was a problem transferring print job data to the printer.
Solution	Ensure the printer is turned on and connected properly. Check the printer configuration in your PrintSpots web services account. It is possible that the print job was encrypted using an expired encryption key. This error can occur when a PrintConnect device is moved from one PrintSpot to another (during testing, for example). The existing print job cannot be printed and should be resubmitted.

Code	111
Summary	Unable to Delete Job
Description	There was a problem trying to delete the print job data.
Solution	Wait and try again later. Try rebooting the PrintConnect device.