

User Guide

Novell iPrint 1.1

March 2015

Novell.



Legal Notices

Novell, Inc., makes no representations or warranties with respect to the contents or use of this documentation, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to revise this publication and to make changes to its content, at any time, without obligation to notify any person or entity of such revisions or changes.

Further, Novell, Inc., makes no representations or warranties with respect to any software, and specifically disclaims any express or implied warranties of merchantability or fitness for any particular purpose. Further, Novell, Inc., reserves the right to make changes to any and all parts of Novell software, at any time, without any obligation to notify any person or entity of such changes.

Any products or technical information provided under this Agreement may be subject to U.S. export controls and the trade laws of other countries. You agree to comply with all export control regulations and to obtain any required licenses or classification to export, re-export or import deliverables. You agree not to export or re-export to entities on the current U.S. export exclusion lists or to any embargoed or terrorist countries as specified in the U.S. export laws. You agree to not use deliverables for prohibited nuclear, missile, or chemical biological weaponry end uses. See the [Novell International Trade Services Web page \(http://www.novell.com/info/exports/\)](http://www.novell.com/info/exports/) for more information on exporting Novell software. Novell assumes no responsibility for your failure to obtain any necessary export approvals.

Copyright © 2015 Novell, Inc. All rights reserved. No part of this publication may be reproduced, photocopied, stored on a retrieval system, or transmitted without the express written consent of the publisher.

Novell, Inc.
1800 South Novell Place
Provo, UT 84606
U.S.A.
www.novell.com

Online Documentation: To access the latest online documentation for this and other Novell products, see the [Novell Documentation Web page \(http://www.novell.com/documentation/\)](http://www.novell.com/documentation/).

Novell Trademarks

For Novell trademarks, see [the Novell Trademark and Service Mark list \(http://www.novell.com/company/legal/trademarks/tmlist.html\)](http://www.novell.com/company/legal/trademarks/tmlist.html).

Third-Party Materials

All third-party trademarks are the property of their respective owners.

Contents

About This Guide	5
1 Overview	7
1.1 Methods of Printing	7
1.1.1 Using the Novell iPrint App	7
1.1.2 Using Email	8
1.1.3 Using AirPrint (iOS Devices Only)	8
1.2 Supported Mobile Devices	8
2 What's New in iPrint	9
2.1 What's New	9
3 Setting Up and Using Novell iPrint on iOS Devices	11
3.1 Printing Documents	11
3.2 Printing Photos	12
3.3 Managing Printers	13
3.3.1 Adding a Favorite Printer	14
3.3.2 Removing a Favorite Printer	14
3.3.3 Customizing a Printer Name	14
3.3.4 Customizing the Default Print Options	14
3.3.5 Refreshing the Add Printer Page	15
3.4 Managing Servers	15
3.4.1 Settings Page	15
3.4.2 Adding Multiple Print Servers	16
3.4.3 Removing Print Servers	16
3.4.4 Clearing a Saved Password	16
3.4.5 Enabling or Disabling a Server	17
4 Setting Up and Using Novell iPrint on Windows Devices	19
4.1 Printing Documents	19
4.1.1 Printing Microsoft Office Documents Using Novell iPrint	20
4.1.2 Printing Using Email	20
4.2 Printing Photos	20
4.2.1 On a Windows Mobile Device	20
4.2.2 On a Windows Tablet Device	21
4.3 Managing Printers	22
4.3.1 Adding a Favorite Printer	22
4.3.2 Removing a Favorite Printer	22
4.3.3 Customizing a Printer Name	23
4.3.4 Customizing the Default Print Options	23
4.3.5 Refreshing the Printer Page	23
4.4 Managing Servers	24
4.4.1 Settings Page	24
4.4.2 Adding Multiple Print Servers	25
4.4.3 Removing Print Servers	26
4.4.4 Clearing a Saved Password	26
4.4.5 Enabling or Disabling a Server	26

4.4.6	Uninstalling Novell iPrint on a Windows Tablet Device	27
-------	---	----

5 Setting Up and Using Novell iPrint on Android or BlackBerry Devices 29

5.1	Printing Documents	29
5.2	Printing Photos	30
5.3	Managing Printers	31
5.3.1	Adding a Favorite Printer	32
5.3.2	Removing a Favorite Printer	32
5.3.3	Customizing a Printer Name	32
5.3.4	Customizing the Default Print Options	32
5.3.5	Refreshing the Add Printer Page	33
5.4	Managing Servers	33
5.4.1	Settings Page	33
5.4.2	Adding Multiple Print Servers	34
5.4.3	Removing Print Servers	34
5.4.4	Clearing a Saved Password	35
5.4.5	Enabling or Disabling a Server	35

6 Novell iPrint Email Commands 37

6.1	Email Commands	37
6.1.1	Basic Print Commands	37
6.1.2	Additional Print Commands	38

7 Troubleshooting Novell iPrint 41

7.1	“Could not connect to the iPrint server” Message is Displayed	41
7.2	Printing Fails if Print Options Are Invalid	42
7.3	AirPrint Printers Are Not Listed	42
7.4	“Unable to resolve domain name” Message is Displayed	42
7.5	“Failed to submit print job” Message is Displayed	42
7.6	“Failed to submit print job. Do you want to print through email?” Message is Displayed	42
7.7	Print Job Submitted but not Printed	43
7.8	“You do not have permission to access this printer” Message is Displayed	43
7.9	“Novell iPrint could not receive the document/image in a file format” Message is Displayed	43
7.10	“User has declined access to photos” Message is Displayed on iOS Devices	43
7.11	Back Button from Help Page to Settings Page Does Not Work	44
7.12	Photos do not Zoom In or Out On the Camera Roll Page	44
7.13	iPrint App Fails to Print ODP File Format on a BlackBerry Device	44
7.14	Cannot Access Keypad after Minimizing it on the Login and List Printers Page on a Blackberry Device	44

About This Guide

This guide describes how to install, configure, and customize the Novell iPrint app on a mobile device.

Audience

This guide is intended for Novell iPrint users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the *comment on this topic* link at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of the *Novell iPrint Appliance 1.1 Administration Guide*, visit the [Novell iPrint Appliance 1.1 Documentation website \(https://www.novell.com/documentation/iprint-appliance1/\)](https://www.novell.com/documentation/iprint-appliance1/).

1 Overview

Novell iPrint is a Mobile App that can be downloaded from the Windows App Store, Google Play Store, BlackBerry World App store, or the Apple App Store. It allows you to print to any printer in your organization's network, from any location using your mobile device.

The Novell iPrint mobile app requires iPrint Appliance to be deployed in your organization's network to provide a seamless printing experience.

The Novell iPrint app submits documents for printing by using a direct network connection or the QR code displayed on the printer. If a direct network connection to the print server is unavailable, the app switches to email printing, and uses the email client configured on the device.

With Novell iPrint, you can print in multiple ways:

- ◆ Using the Novell iPrint app
- ◆ Using Email
- ◆ Using AirPrint (iOS Devices Only)

1.1 Methods of Printing

- ◆ [Section 1.1.1, "Using the Novell iPrint App," on page 7](#)
- ◆ [Section 1.1.2, "Using Email," on page 8](#)
- ◆ [Section 1.1.3, "Using AirPrint \(iOS Devices Only\)," on page 8](#)

1.1.1 Using the Novell iPrint App

The Novell iPrint app prints documents from mobile devices using the IPP (Internet Printing Protocol) method. IPP is a standard network protocol for remote printing and print management. The print server converts the documents to a printer friendly format, and sends it to the printer for printing. You can select any printer from the available list of printers and start printing by simply tapping the appropriate options.

Using QR Code

QR code is a machine-readable code that consists of a matrix of white and black squares. It is used to store URLs and other information that smart phone cameras can read.

The Novell iPrint app on iOS and Android platforms enables you to add printers by simply scanning the QR code of a printer.

1.1.2 Using Email

There are two kinds of email printing:

- ♦ **Printing using the email client:** Novell iPrint contains an email printing feature. You can print documents from any device capable of sending emails. Using just a few commands in the subject line of the email, you can print documents by emailing them to your printer as attachments. For more information on email printing and commands, see [Chapter 6, “Novell iPrint Email Commands,” on page 37](#).
- ♦ **Email printing through the app:** The Novell iPrint app uses Direct IPP printing by default. If Direct IPP printing fails, and if email printing is enabled by the administrator, the app switches over to email printing as a fallback option. The Novell iPrint app generates an email, attaches the document to the email, and sends the email to the print server for printing.

IMPORTANT: For enhanced security, email printing to secure printers is disabled.

1.1.3 Using AirPrint (iOS Devices Only)

AirPrint is a printing technology created by Apple for iOS devices. iOS devices can print to any AirPrint-enabled printer, wirelessly, using Apple’s driverless printing architecture. Novell iPrint takes advantage of this technology by enabling non-AirPrint-enabled printers to be published as AirPrint printers over the wireless network. You can print documents and images seamlessly from your iOS devices over the wireless network. iOS devices do not require a software download or driver installation. With just a few taps from any AirPrint-enabled iOS application (for example, Mail, Photos, Safari, and iBooks), you can print to an iPrint AirPrint-enabled printer.

NOTE: AirPrint credentials are managed by the iOS device. If you print to a secure AirPrint printer by providing your credentials, the credentials are stored, and you are not prompted for the credentials when you print to that printer in future.

1.2 Supported Mobile Devices

The Novell iPrint app is available on the following platforms:

- ♦ iOS
- ♦ Windows
- ♦ Android
- ♦ BlackBerry PlayBook and Z10

2 What's New in iPrint

This section describes enhancements in the end-user environment.

2.1 What's New

iPrint Appliance 1.1 provides the following key features:

- ♦ **Support for Windows:** You can now print using Windows mobile devices. For more information, see [Section 4.1, "Printing Documents," on page 19](#).
 - ♦ You can now print Microsoft Office Documents using Novell iPrint app on Windows Phone 8.1. For more information, see [Section 4.1.1, "Printing Microsoft Office Documents Using Novell iPrint," on page 20](#).
 - ♦ For some reason if the standard method of printing fails, the Novell iPrint app switches automatically to email printing.
- ♦ **QR code support:** Scan a QR code to quickly connect your mobile device to a specific printer.
- ♦ **Multiple print server support:** You can now connect to multiple iPrint Appliance servers.
- ♦ **User interface enhancements:** The mobile app GUI is improved for better user experience.

3 Setting Up and Using Novell iPrint on iOS Devices

You can download and install the Novell iPrint app to your device from the Apple App Store, by searching for *Novell iPrint*.

This section describes how to set up and use Novell iPrint.

- ◆ [Section 3.1, “Printing Documents,” on page 11](#)
- ◆ [Section 3.2, “Printing Photos,” on page 12](#)
- ◆ [Section 3.3, “Managing Printers,” on page 13](#)
- ◆ [Section 3.4, “Managing Servers,” on page 15](#)

3.1 Printing Documents


Before you start printing documents, you must configure the Novell iPrint app either by specifying the iPrint Mobile Server address or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a valid user ID and password by your administrator as you will be required to enter your credentials during the configuration process.

NOTE: Novell iPrint on iOS devices can print only through applications that support the Open In feature (the Open In feature is not available on all applications).

- 1 Launch the Novell iPrint app.
- 2 Specify the *iPrint Mobile Server* address or scan the QR code of a printer, then tap *Configure*.
- 3 Specify the *User ID* and *Password*, then tap *OK*.
To save the password, turn on *Save Password*.
- 4 Tap *Printers*.
- 5 Tap the + button.
- 6 Tap the printer you want to add to the Favorite Printers list.
To filter for a specific printer from the printers list:
 - 6a Tap the *Search* box, then specify the name, description, or location of the printer.
 - 6b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.
- 7 Tap *Done*.
The Favorite Printers list with the newly added printer is displayed.
- 8 Open a document that you want to print.
- 9 Tap the *Options* icon, then tap *Open In*.

The *Open In* feature is usually found when you tap on this icon. The options icon is displayed in different ways depending on the application. Some of the other options icons used widely in apps

are:  and .

In iOS 7, the options icon has been updated to . It might look different depending on the app.

10 Tap *Open in Novell iPrint*.

11 Tap *Printers*. Your favorite printers list is displayed. Select a printer from your Favorite Printers page.

11a To print the document by scanning the QR code, select *Scan using QR Code*.

If no printers are listed in the Favorite Printers page, or if you want to choose a different printer, tap the *More* icon in the upper-right corner of the screen, then choose a printer from the list of available printers.

12 Set your print preference for the following options:

Color: Enables or disables color printing.

Double-Sided Printing: Enables or disables printing on both sides of the paper.

Orientation: Prints in Portrait or Landscape mode.

Copies: Sets the number of copies to print.

TIP: If you want to print multiple copies, touch and hold the + button instead of tapping it each time to increase the number.

Page Range: Sets a page or range of pages to print.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

13 Tap *Print*.

If you are not connected to the Internet when printing, and if email printing is enabled by the administrator, Novell iPrint prompts you to switch to email printing. The email client of your device is displayed, with the content populated, and the document attached. Tap *Send*. The email is saved in your email client's outbox. After you connect to the Internet, the email is automatically sent, and the document is printed.

NOTE: If you print to a secure printer without saving the password, the specified password is still saved for the entire duration of the app's session. You are not prompted for a password when printing to a secure printer again during that session.

3.2 Printing Photos

Before you start printing photos, you must configure the Novell iPrint app either by specifying the *iPrint Mobile Server address* or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a valid user ID and password by your administrator as you will be required to enter your credentials during the configuration process.

- 1 Launch the Novell iPrint app.
- 2 Complete the steps 2 through 7 as outlined in [Section 3.1, "Printing Documents," on page 11](#).
- 3 Tap *Photos*.



To print photos, Novell iPrint requires access to your photos. If you are prompted with a message to allow Novell iPrint to access your photos, tap *OK*.

- 4 Choose the photo you want to print.

After you choose a photo, you can view it in full screen mode by tapping once on the image. You can also browse through the images by swiping left or right.

- 5 Tap the *Options* icon.

Depending on the version of iOS you are using, you may also have the *Open In* feature, which is usually found when you tap this icon. The *Options* icon is displayed in different ways depending

on the application. Some of the other Options icons used widely in apps are:  and .

In iOS 7, the *Options* icon has been updated to . It might look different depending on the app.

- 6 Tap the *Print* icon.

- 7 Tap *Printers*, then select a printer from the Favorite Printers page.

7a To print the photo by scanning the QR code, select *Scan using QR Code*.

If no printers are listed in the Favorite Printers page, or if you want to choose a different printer, tap the more icon in the upper-right corner of the screen, then choose a printer from the list of available printers.

- 8 Set your print preference for the following options:

Color: Enables or disables color printing.

Orientation: Prints in Portrait or Landscape mode.

Copies: Sets the number of copies to print.

TIP: If you want to print multiple copies, touch and hold the + button instead of tapping it each time to increase the number.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

- 9 Tap *Print*.

If you are not connected to the Internet when printing, and if email printing is enabled by the administrator, Novell iPrint prompts you to switch to email printing. The email client of your device is displayed, with the content populated, and the document attached. Tap *Send*. The email is saved in your email client's outbox. After you connect to the Internet, the email is automatically sent, and the document is printed.

3.3 Managing Printers

This section describes how to add and remove your favorite printers, customizing printer name, and setting default print options.

- ♦ [Section 3.3.1, "Adding a Favorite Printer," on page 14](#)
- ♦ [Section 3.3.2, "Removing a Favorite Printer," on page 14](#)
- ♦ [Section 3.3.3, "Customizing a Printer Name," on page 14](#)
- ♦ [Section 3.3.4, "Customizing the Default Print Options," on page 14](#)
- ♦ [Section 3.3.5, "Refreshing the Add Printer Page," on page 15](#)

3.3.1 Adding a Favorite Printer

You can add any printer that is mapped to your iPrint Mobile Server as your favorite printer.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
The Favorite Printers screen is displayed.
- 3 Tap the + button.
- 4 Tap the printer you want to add to the Favorite Printers list.
To filter for a specific printer from the printers list:
 - 4a Tap the *Search* box, then specify the name, description, or location of the printer.
 - 4b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.
- 5 Tap *Done*.

3.3.2 Removing a Favorite Printer

You can remove any printer that has been added as your favorite printer. Once you remove any printer from your favorites list, that printer will no longer appear in your favorite printers list.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Swipe across a printer, then tap *Delete*.

3.3.3 Customizing a Printer Name

Customizing a printer's name does not rename the actual printer, but it only allows you to customize a particular the printer's name as per your requirement name on your device only.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Tap a printer that you want to rename.
- 4 In the *Display Name* section, tap the pencil icon next to the printer name.
- 5 Specify a name for the printer, then tap *Done* or *OK*.

3.3.4 Customizing the Default Print Options

You can customize print options based on your printing requirements. If you set the default print options for a printer, then the chosen options are automatically applied the next time you print using that printer.

- 1 Launch the Novell iPrint app.
- 2 Tap the printer for which you want to set the default options.
- 3 Set your print preferences:
 - Color:** Enables or disables color printing.
 - Double-Sided Printing:** Enables or disables printing on both sides of the paper.
 - Orientation:** Prints in Portrait or Landscape mode.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

Display Name: Allows you to customize the display name of the printer on your device.

Printer Information: Displays information about the printer name, location, description, and the address of the iPrint Mobile Server on which this printer is configured.

3.3.5 Refreshing the Add Printer Page

You can refresh the add printers page to receive updated printer information from the iPrint server.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Tap the + button to add a printer.
- 4 Swipe down the printers list to refresh the page.
- 5 If prompted for credentials, specify your User ID and Password, then click *OK*.

3.4 Managing Servers

This section describes how to add and remove multiple print servers, clearing a saved password, and so forth.

- ♦ [Section 3.4.1, “Settings Page,” on page 15](#)
- ♦ [Section 3.4.2, “Adding Multiple Print Servers,” on page 16](#)
- ♦ [Section 3.4.3, “Removing Print Servers,” on page 16](#)
- ♦ [Section 3.4.4, “Clearing a Saved Password,” on page 16](#)
- ♦ [Section 3.4.5, “Enabling or Disabling a Server,” on page 17](#)

3.4.1 Settings Page

The Settings page of the Novell iPrint app allows you to view your account information, the server to which you are logged in, software version, licensing, and help. You can also clear the cache of the app. To access the Settings page:

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings*.

The Setting page has the following options:

- ♦ [“Servers” on page 15](#)
- ♦ [“General” on page 16](#)
- ♦ [“Storage” on page 16](#)
- ♦ [“Logging” on page 16](#)
- ♦ [“Help” on page 16](#)

Servers

The Servers page allows you to add or remove iPrint servers. If you add a server, all printers configured on that server are displayed when adding a printer. You can add multiple iPrint servers.

General

The General page displays the *Version* of the software installed on your device. You can also view the license information by tapping *License*.

Storage

The Storage page contains a *Clear Cache* button to clear information about your favorite printers and favorite printers settings.

Logging

The Logging page allows you to enable the Novell iPrint app to log all events for troubleshooting. You can send the log file through email by tapping *Email Log File*. You can also clear the log file by tapping *Clear Log File*.

Help

The Help page displays help content for the Novell iPrint app.

3.4.2 Adding Multiple Print Servers

You can add multiple print servers. When you add multiple servers, printers from all the active servers are displayed on your device.

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Tap + to add a server.
 - 3a If you are adding the server using the *iPrint mobile server* address, specify the iPrint Mobile Server address, then tap *Add*.
 - 3b If you are adding the server by scanning the QR code of a printer, tap the QR code icon to scan the QR code, then tap *Add*.
- 4 Specify the *User ID* and *Password*, then tap *OK*.

To save the password, turn on *Save Password*.

3.4.3 Removing Print Servers

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Swipe across the server you want to delete, then tap *Delete*.

3.4.4 Clearing a Saved Password

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Tap the name of a server from which you want to remove your account.

- 4 Tap *Clear Password*.

- 5 Tap *OK*.

3.4.5 Enabling or Disabling a Server

If you disable a print server, printers from the disabled server will not be listed on your Favorite Printers page.

- 1 Launch the Novell iPrint app.

- 2 Tap *Settings > Servers*.

- 3 Tap the name of a server that you want to enable or disable.

- 4 Tap the toggle switch next to *Activate/Deactivate*.

4 Setting Up and Using Novell iPrint on Windows Devices


You can download and install the Novell iPrint app to your device from the Windows App Store, by searching for *Novell iPrint*.

This section describes how to set up and use Novell iPrint.

- ◆ [Section 4.1, “Printing Documents,” on page 19](#)
- ◆ [Section 4.2, “Printing Photos,” on page 20](#)
- ◆ [Section 4.3, “Managing Printers,” on page 22](#)
- ◆ [Section 4.4, “Managing Servers,” on page 24](#)

4.1 Printing Documents

Before you start printing documents, you must configure the Novell iPrint app either by specifying the iPrint Mobile Server address or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a valid User ID and password by your administrator as you will be required to enter your credentials during the configuration process.

- 1 Launch the Novell iPrint app.
- 2 Specify the *iPrint Mobile Server* address or scan the QR code of a printer, then tap *Configure*.
- 3 Specify the *User ID* and *Password*, then tap *OK*.
To save the password, turn on *Save Password*.
- 4 Tap *Sign In*. The My Printers page is displayed.
- 5 Tap the + button.
- 6 Tap the printer you want to add to the My Printers list.
To filter for a specific printer from the printers list:
 - 6a Tap the *Search* icon on the app bar, then specify the name, description, or location of the printer.
 - 6b Tap the printer.
A star icon indicates that the printer is added to the My Printers list.
- 7 Open a document that you want to print.
- 8 Tap *Tap to Open*.
On Windows Phone 8.1, tap Novell iPrint, then tap the  icon.
- 9 Set your print preference for the following options:
 - Color:** Enables or disables color printing.
 - Page Range:** Sets the range of pages.
 - Orientation:** Prints in Portrait or Landscape mode.
 - Double-Sided Printing:** Enables or disables printing on both sides of the paper.
 - Copies:** Sets the number of copies.



Paper Size: Sets the page size, such as Letter, A3, A4, and so forth.

- 10 Tap the  icon to print.

If you have upgraded from Windows Phone 8 to Windows Phone 8.1 and if you are printing to a secure printer, the Novell iPrint app prompts you to re-enter your User ID and Password. To avoid future prompts, use the *Save Password* option.

4.1.1 Printing Microsoft Office Documents Using Novell iPrint

If you have upgraded from Windows Phone 8 to Windows Phone 8.1, you can now print Microsoft Office Documents using Novell iPrint.

- 1 Tap and open the Microsoft Office document that you want to print.
- 2 Tap the ellipsis (...) icon on the app bar, then tap .
- 3 Tap *Novell iPrint*.
- 4 Select a printer.
- 5 Set the print preferences, then tap the  icon.

4.1.2 Printing Using Email

If for some reason your standard method of printing fails, the Novell iPrint app switches automatically to email printing, if email printing has been enabled by your administrator and if an email client is configured on your device.

If the standard method of printing fails, Novell iPrint app prompts you to print through email.

- 1 Tap *Continue*.
- 2 Tap to open the email client that has been configured on your device.
The Novell iPrint app generates an email, attaches the document to the email, and sends the email to the print server for printing.
- 3 Tap *Send*.

4.2 Printing Photos

Before you start printing photos, you must configure the Novell iPrint app either by specifying the *iPrint Mobile Server address* or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a User ID and Password by your administrator as you will be required to enter your credentials during the configuration process.

4.2.1 On a Windows Mobile Device

- 1 Launch the Novell iPrint app.
- 2 Complete the steps 2 through 6 as outlined in [Section 4.1, "Printing Documents," on page 19](#).
- 3 Swipe over to the Photos menu.
- 4 Select a photo.
- 5 Tap the printer icon.
- 6 Tap *printer*, then select a printer from the My Printers list.
- 7 Set your print preference for the following options:


Color: Enables or disables color printing.

Orientation: Prints in Portrait or Landscape mode.

Copies: Sets the number of copies to print.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.



8 Tap *Print*.

On Windows Phone 8.1, tap the  icon.

If you are not connected to the Internet when printing, and if email printing is enabled by the administrator, Novell iPrint prompts you to switch to email printing. The email client of your device is displayed, with the content populated, and the document attached. Tap *Send*. The email is saved in your email client's outbox. After you connect to the Internet, the email is automatically sent, and the document is printed.

If you have upgraded from Windows Phone 8 to Windows Phone 8.1 and if you are printing to a secure printer, the Novell iPrint app prompts you to re-enter your User ID and Password. To avoid future prompts, use the *Save Password* option.

Using the Photos App

- 1 Launch the Photos app.
- 2 Select a photo.
- 3 Tap the  icon on the app bar.
- 4 Tap *Novell iPrint*.
- 5 Select a printer.
- 6 Set the print preferences, then tap the  icon.

4.2.2 On a Windows Tablet Device

You can print photos from your Windows tablet device in three different ways:

Using the Novell iPrint Photos Section

- 1 Launch the Novell iPrint app.
- 2 Swipe over to the Photos section.
- 3 Tap to select the photo you want to print.
- 4 Tap the print icon on the app bar.
- 5 Set the print preferences if required, then tap *Print* once again.

Using the Open With Option

The Novell iPrint app allows you to print photos stored on your device, SD card, or USB drive to any printer that you have configured using the Novell iPrint app.

- 1 Select the photo that you want to print.
- 2 Tap *Open with > Novell iPrint*. The print screen is displayed.
- 3 Set the print preferences if required, then tap *Print*.

Using the Photos App

- 1 Launch the Photos app.
- 2 Select the photo you want to print.
- 3 Swipe in from the right edge of the screen to the *Charms bar*, then tap *Share*.
- 4 Tap *Novell iPrint*.
- 5 Set the print preferences if required, then tap *Print*.

4.3 Managing Printers

This section describes how to add and remove your favorite printers, customizing printer name, and setting default print options.

- ♦ [Section 4.3.1, “Adding a Favorite Printer,” on page 22](#)
- ♦ [Section 4.3.2, “Removing a Favorite Printer,” on page 22](#)
- ♦ [Section 4.3.3, “Customizing a Printer Name,” on page 23](#)
- ♦ [Section 4.3.4, “Customizing the Default Print Options,” on page 23](#)
- ♦ [Section 4.3.5, “Refreshing the Printer Page,” on page 23](#)

4.3.1 Adding a Favorite Printer

You can add any printer that is mapped to your iPrint Mobile Server as your favorite printer.

- 1 Launch the Novell iPrint app. The My Printers page is displayed.
- 2 Tap the + button.

On a Windows tablet device, tap the ☆ button. A list of printers that are mapped to your iPrint Mobile Server is displayed.

- 3 Tap the printer you want to add to the My Printers list.

To filter for a specific printer from the printers list:

- 3a** Tap the *Search* icon on the app bar, then type the name of the printer.
- 3b** Tap the printer.

On Windows Phone 8.1, tap the  on the App bar to add the printer to the My Printers list.

A star icon indicates that the printer is added to the My Printers list.

4.3.2 Removing a Favorite Printer

You can remove any printer that has been added as your favorite printer. Once you remove any printer from your favorites list, that printer will no longer appear in your favorite printers list.

- 1 Launch the Novell iPrint app.
- 2 In the My Printers list, tap and hold a printer you want to remove, then tap *Ok*.

On a Windows tablet device, tap the printer once again to remove the selected printer from My Printers list.

On Windows Phone 8.1, tap *Remove*.

4.3.3 Customizing a Printer Name

Customizing a printer's name does not rename the actual printer, but it only allows you to customize a particular the printer's name as per your requirement name on your device only.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Tap a printer that you want to rename.
- 4 In the *Display Name* section, tap the pencil icon next to the printer name.
- 5 Specify a name for the printer, then tap *Done* or *OK*.

4.3.4 Customizing the Default Print Options

You can customize print options based on your printing requirements. If you set the default print options for a printer, then the chosen options are automatically applied the next time you print using that printer.

- 1 Launch the Novell iPrint app.
- 2 Tap the printer for which you want to set the default options.
- 3 Set your print preferences:
 - Color:** Enables or disables color printing.
 - Double-Sided Printing:** Enables or disables printing on both sides of the paper.
 - Orientation:** Prints in Portrait or Landscape mode.
 - Page Size:** Sets the page size, such as Letter, A3, A4, and so forth.
 - Display Name:** Allows you to customize the display name of the printer on your device.
 - Printer Information:** Displays the printer name, location, description, and the address of the iPrint Mobile Server on which this printer is configured.
 - iPrint Mobile Server:** On Windows Phone 8.1, iPrint Mobile Server displays the domain name or IP address of the server on which the printer is configured.
 - Server:** Displays the server on which this printer is configured.
 - Set as my printer:** Adds or removes the printer from the My Printers list.

4.3.5 Refreshing the Printer Page

You can refresh the add printers page to receive updated printer information from the iPrint server.

- 1 Launch the Novell iPrint app.
- 2 Tap the + button to add a printer.
- 3 Swipe down to the app bar and tap the Refresh icon.
 - On Windows Phone 8.1, tap the ellipsis (...) icon on the app bar, then tap the *Refresh* button.
- 4 If prompted for credentials, specify your User ID and Password, then click *OK*.
 - On Windows Phone 8.1, if prompted for credentials, specify your User ID and Password, then tap the *Refresh* button.

4.4 Managing Servers

This section describes how to add and remove multiple print servers, clearing a saved password, and so forth.

- ◆ [Section 4.4.1, “Settings Page,” on page 24](#)
- ◆ [Section 4.4.2, “Adding Multiple Print Servers,” on page 25](#)
- ◆ [Section 4.4.3, “Removing Print Servers,” on page 26](#)
- ◆ [Section 4.4.4, “Clearing a Saved Password,” on page 26](#)
- ◆ [Section 4.4.5, “Enabling or Disabling a Server,” on page 26](#)
- ◆ [Section 4.4.6, “Uninstalling Novell iPrint on a Windows Tablet Device,” on page 27](#)

4.4.1 Settings Page

The Settings page of the Novell iPrint app allows you to view your account information, the server to which you are logged in, software version, licensing, and help. You can also clear the cache of the app. To access the Settings page:

- 1 Launch the Novell iPrint app.
- 2 Tap the ellipsis (...) icon on the app bar, then tap *Settings*.

On a Windows tablet device, Swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings*.

The Setting page has the following options:

- ◆ [“Server” on page 24](#)
- ◆ [“Storage” on page 24](#)
- ◆ [“About” on page 25](#)
- ◆ [“Logging” on page 25](#)
- ◆ [“License” on page 25](#)
- ◆ [“Version” on page 25](#)
- ◆ [“Permissions” on page 25](#)
- ◆ [“Accessing Help” on page 25](#)

Server

The Server page allows you to add or remove iPrint servers. If you add a server, all printers configured on that server are displayed when adding a printer. You can also add multiple iPrint servers. You can also activate or deactivate a server from this page.

Storage

The Storage page contains a *clear cache* button to clear information about your favorite printers and their settings.

About

The About page displays the Version of the software installed on your device.

On Windows Phone 8.1, tapping on the *License* displays the Novell iPrint License Agreement.

Logging

The Logging page allows you to enable the Novell iPrint app to log all events for troubleshooting. You can send the log file through email by tapping *Email Log file*.

- 1 To send the log file through email, tap *Email Log File*.
 - 1a Tap and select the email client that is configured on your device.
 - 1b Specify the recipient's email address.
 - 1c Tap *Send*.
- 2 To clear the log file, tap *Clear Log File*.

License

The License page displays the iPrint Novell Software License Agreement.

Version

Displays the *Version* of the software installed on your device.

Permissions

The Permissions page displays specific hardware and software features that the *Novell iPrint App* is accessing on your device.

Accessing Help

- 1 Launch the Novell iPrint app.
- 2 On a Windows mobile device, tap the ellipsis (...) icon on the app bar, then tap *Help*.
On a Windows tablet device, swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings* > *Help*.

4.4.2 Adding Multiple Print Servers

You can add multiple print servers. When you add multiple servers, printers from all the active servers are displayed on your device.

- 1 Launch the Novell iPrint app.
- 2 Tap the ellipsis (...) icon on the app bar, then tap *Settings*.
On a Windows tablet device, swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings*.
- 3 Tap *Server*, then tap + to add a server.

On a Windows tablet device, tap *Server*, then tap the *Add* button.

- 3a** If you are adding the server using the *iPrint mobile server* address, specify the iPrint Mobile Server address, then tap *Add*.
- 3b** If you are adding the server by scanning the QR code of a printer, tap the QR code icon to scan the QR code, then tap *Add*.
- 4** Specify the *User ID* and *Password*, then tap *OK*.
To save the password, turn on *Save Password*.

4.4.3 Removing Print Servers

- 1** Launch the Novell iPrint app.
- 2** Tap the ellipsis (...) icon on the app bar, then tap *Settings*.
On a Windows tablet device, swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings*.
- 3** Tap *Server*.
- 4** Tap the server that you want to delete, then tap *Remove Server*.
- 5** On the confirmation message, tap *Ok*.

4.4.4 Clearing a Saved Password

- 1** Launch the Novell iPrint app.
- 2** Tap the ellipsis (...) icon on the app bar, then tap *Settings*.
On a Windows tablet device, swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings > Server*.
- 3** Tap *Server*.
- 4** Tap the name of a server from which you want to clear the saved password.
- 5** Tap *Clear Password*.
- 6** On confirmation message, tap *OK*.

4.4.5 Enabling or Disabling a Server

If you disable a print server, printers from the disabled server will not be listed on your My Printers page.

- 1** Launch the Novell iPrint app.
- 2** Tap the ellipsis (...) icon on the app bar, then tap *Settings*.
On a Windows tablet device, swipe in from the right edge of the screen to the *Charms bar*, then tap *Settings*.
- 3** Tap *Server*.
- 4** Tap to select the server that you want to enable or disable.
- 5** Tap the toggle switch to enable or disable the server.

4.4.6 Uninstalling Novell iPrint on a Windows Tablet Device

- 1 Swipe down to the Apps section to select Novell iPrint.
- 2 Tap and hold the Novell iPrint app.
- 3 From the App bar, Tap *Uninstall*.
- 4 On confirmation message, tap *Remove*.
 - 4a If you have not cleared your Novell iPrint password that is stored in the Windows Credential Manager, go to *Credential Manager*.
 - 4b Tap the *iPrint Mobile Server* address that is associated with the Novell iPrint app.
 - 4c Tap *Remove*.

5 Setting Up and Using Novell iPrint on Android or BlackBerry Devices

You can download and install the Novell iPrint app to your device from the Google Play Store or the BlackBerry World App store, by searching for *Novell iPrint*.

This section describes how to set up and use Novell iPrint.

- ◆ [Section 5.1, “Printing Documents,” on page 29](#)
- ◆ [Section 5.2, “Printing Photos,” on page 30](#)
- ◆ [Section 5.3, “Managing Printers,” on page 31](#)
- ◆ [Section 5.4, “Managing Servers,” on page 33](#)

5.1 Printing Documents

Before you start printing documents, you must configure the Novell iPrint app either by specifying the iPrint Mobile Server address or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a valid User ID and password by your administrator as you will be required to enter your credentials during the configuration process.

- 1 Launch the Novell iPrint app.
- 2 Specify the *iPrint Mobile Server* address or scan the QR code of a printer, then tap *Configure*.
- 3 Specify the *User ID* and *Password*, then tap *OK*.

To save the password, turn on *Save Password*.

- 4 Tap *Printers*.
- 5 Tap the + button.
- 6 Tap the printer you want to add to the Favorite Printers list.

On an Android tablet device, under *All Printers*, tap the printer you want to add to the Favorite Printers list.

To filter for a specific printer from the printers list:

6a Tap the *Search* box, then specify the name, description, or location of the printer.

6b Tap the printer.

A star icon indicates that the printer is added to the Favorite Printers list.

- 7 Tap the back button.
The Favorite Printers list with the newly added printer is displayed.
- 8 Open a document that you want to print.

On BlackBerry devices, on an Android ported file browser, navigate to the folder with the document that you want to print.

- 9 Tap the options button, then tap *Share*.

Some apps might have a *Send*, *Send to*, *Export* option instead of *Share*.

On BlackBerry devices, touch and hold the document, then tap *Send to*.

10 Tap *Novell iPrint*.

11 Tap *Printers*, then select a printer from your Favorite Printers page.

11a To print the document by scanning the QR code, select *Scan using QR Code*.

If no printers are listed in the Favorite Printers page, or if you want to choose a different printer, tap the more icon in the upper-right corner of the screen, then choose a printer from the list of available printers.

12 Set your print preference for the following options:

Color: Enables or disables color printing.

Double-Sided Printing: Enables or disables printing on both sides of the paper.

Orientation: Prints in Portrait or Landscape mode.

Copies: Sets the number of copies to print.

TIP: If you want to print multiple copies, touch and hold the + button instead of tapping it each time to increase the number.

Page Range: Sets a page or range of pages to print.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

13 Tap *Print*.

If you are not connected to the Internet when printing, and if email printing is enabled by the administrator, Novell iPrint prompts you to switch to email printing. The email client of your device is displayed, with the content populated, and the document attached. Tap *Send*. The email is saved in your email client's outbox. After you connect to the Internet, the email is automatically sent, and the document is printed.

NOTE: If you print to a secure printer without saving the password, the specified password is still saved for the entire duration of the app's session. You are not prompted for a password when printing to a secure printer again during that session.

5.2 Printing Photos

Before you start printing photos, you must configure the Novell iPrint app either by specifying the *iPrint Mobile Server address* or by scanning the QR code of the printer. Before you begin, ensure that you have been provided with a valid user ID and password by your administrator as you will be required to enter your credentials during the configuration process.

1 Launch the Novell iPrint app.

2 Complete the steps 2 through 7 as outlined in [Section 3.1, "Printing Documents," on page 11](#).

3 Specify the *User ID* and *Password*, then tap *OK*.

To save the password, turn on *Save Password*.

4 Tap *Printers*.

5 Tap the + button.

6 Tap the printer you want to add to the Favorite Printers list.

On an Android tablet device, under *All Printers*, tap the printer you want to add to the Favorite Printers list.

To filter for a specific printer from the printers list:

6a Tap the *Search* box, then specify the name, description, or location of the printer.

6b Tap the printer.

A star icon indicates that the printer is added to the Favorite Printers list.

7 Tap the back button.

The Favorite Printers list with the newly added printer is displayed.

8 Tap *Photos*.

9 Choose the photo you want to print.

After you choose a photo, you can view it in full screen mode by tapping once on the image. You can also browse through the images by swiping left or right.

10 Tap the *Print* icon in the upper-right corner.

11 Tap the *Print* icon.

12 Tap *Printers*, then select a printer from the Favorite Printers page.

12a To print the photo by scanning the QR code, select *Scan using QR Code*.

If no printers are listed in the Favorite Printers page, or if you want to choose a different printer, tap the more icon in the upper-right corner of the screen, then choose a printer from the list of available printers.

13 Set your print preference for the following options:

Color: Enables or disables color printing.

Orientation: Prints in Portrait or Landscape mode.

Copies: Sets the number of copies to print.

TIP: If you want to print multiple copies, touch and hold the + button instead of tapping it each time to increase the number.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

14 Tap *Print*.

If you are not connected to the Internet when printing, and if email printing is enabled by the administrator, Novell iPrint prompts you to switch to email printing. The email client of your device is displayed, with the content populated, and the document attached. Tap *Send*. The email is saved in your email client's outbox. After you connect to the Internet, the email is automatically sent, and the document is printed.

5.3 Managing Printers

This section describes how to add and remove your favorite printers, customizing printer name, and setting default print options.

- ◆ [Section 5.3.1, "Adding a Favorite Printer," on page 32](#)
- ◆ [Section 5.3.2, "Removing a Favorite Printer," on page 32](#)
- ◆ [Section 5.3.3, "Customizing a Printer Name," on page 32](#)
- ◆ [Section 5.3.4, "Customizing the Default Print Options," on page 32](#)
- ◆ [Section 5.3.5, "Refreshing the Add Printer Page," on page 33](#)

5.3.1 Adding a Favorite Printer

You can add any printer that is mapped to your iPrint Mobile Server as your favorite printer.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
The Favorite Printers screen is displayed.
- 3 Tap the + button.
On an Android tablet device, under *All Printers*, tap the printer you want to add to the Favorite Printers list.
- 4 Tap the printer you want to add to the Favorite Printers list.
To filter for a specific printer from the printers list:
 - 4a Tap the *Search* box, then specify the name, description, or location of the printer.
 - 4b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.

5.3.2 Removing a Favorite Printer

You can remove any printer that has been added as your favorite printer. Once you remove any printer from your favorites list, that printer will no longer appear in your favorite printers list.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Touch and hold a printer, then tap *Delete*.

5.3.3 Customizing a Printer Name

Customizing a printer's name does not rename the actual printer, but it only allows you to customize a particular the printer's name as per your requirement name on your device only.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Tap a printer that you want to rename.
- 4 In the *Display Name* section, tap the pencil icon next to the printer name.
- 5 Specify a name for the printer, then tap *Done* or *OK*.

5.3.4 Customizing the Default Print Options

You can customize print options based on your printing requirements. If you set the default print options for a printer, then the chosen options are automatically applied the next time you print using that printer.

- 1 Launch the Novell iPrint app.
- 2 Tap the printer for which you want to set the default options.
- 3 Set your print preferences:
 - Color:** Enables or disables color printing.
 - Double-Sided Printing:** Enables or disables printing on both sides of the paper.

Orientation: Prints in Portrait or Landscape mode.

Page Size: Sets the page size, such as Letter, A3, A4, and so forth.

Display Name: Allows you to customize the display name of the printer on your device.

Printer Information: Displays information about the printer name, location, description, and the address of the iPrint Mobile Server on which this printer is configured.

5.3.5 Refreshing the Add Printer Page

You can refresh the add printers page to receive updated printer information from the iPrint server.

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Tap the + button to add a printer.
- 4 Swipe down the printers list to refresh the page.
- 5 If prompted for credentials, specify your User ID and Password, then click *OK*.

5.4 Managing Servers

This section describes how to add and remove multiple print servers, clearing a saved password, and so forth.

- ♦ [Section 5.4.1, “Settings Page,” on page 33](#)
- ♦ [Section 5.4.2, “Adding Multiple Print Servers,” on page 34](#)
- ♦ [Section 5.4.3, “Removing Print Servers,” on page 34](#)
- ♦ [Section 5.4.4, “Clearing a Saved Password,” on page 35](#)
- ♦ [Section 5.4.5, “Enabling or Disabling a Server,” on page 35](#)

5.4.1 Settings Page

The Settings page of the Novell iPrint app allows you to view your account information, the server to which you are logged in, software version, licensing, and help. You can also clear the cache of the app. To access the Settings page:

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings*.

The Setting page has the following options:

- ♦ [“Servers” on page 34](#)
- ♦ [“Storage” on page 34](#)
- ♦ [“Logging” on page 34](#)
- ♦ [“About” on page 34](#)
- ♦ [“Help” on page 34](#)
- ♦ [“License” on page 34](#)

Servers

The Servers page allows you to add or remove iPrint servers. If you add a server, all printers configured on that server are displayed when adding a printer. You can add multiple iPrint servers. You can also activate or deactivate the server from this page.

Storage

The Storage page contains a *Clear Cache* button to clear information about your favorite printers and favorite printers settings.

Logging

The Logging page allows you to enable the Novell iPrint app to log all events for troubleshooting. You can send the log file through email by tapping *Email Log File*. You can also clear the log file by tapping *Clear Log File*.

About

The About page displays the *Version* of the software installed on your device.

Help

The Help page displays help content for the Novell iPrint app.

License

The License page displays the License Agreement.

5.4.2 Adding Multiple Print Servers

You can add multiple print servers. When you add multiple servers, printers from all the active servers are displayed on your device.

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Tap + to add a server.
 - 3a If you are adding the server using the *iPrint mobile server* address, specify the iPrint Mobile Server address, then tap *Add*.
 - 3b If you are adding the server by scanning the QR code of a printer, tap the QR code icon to scan the QR code, then tap *Add*.
- 4 Specify the *User ID* and *Password*, then tap *OK*.

To save the password, turn on *Save Password*.

5.4.3 Removing Print Servers

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.

- 3 Select a server, then tap *Remove Server*.
- 4 On the confirmation message, tap *Remove*.

5.4.4 Clearing a Saved Password

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Tap the name of a server from which you want to remove your account.
- 4 Tap *Clear Password*.
- 5 On confirmation message, tap *Clear*.

5.4.5 Enabling or Disabling a Server

If you disable a print server, printers from the disabled server will not be listed on your Favorite Printers page.

- 1 Launch the Novell iPrint app.
- 2 Tap *Settings > Servers*.
- 3 Tap the name of a server that you want to enable or disable.
- 4 Check the *Server Status* box to enable the server.
Uncheck the box to disable the server.

6 Novell iPrint Email Commands

You can use the email printing feature of iPrint to print documents, by mailing them to your printer as attachments. Specify the print commands in the subject line of the email.

6.1 Email Commands

- ♦ [Section 6.1.1, “Basic Print Commands,” on page 37](#)
- ♦ [Section 6.1.2, “Additional Print Commands,” on page 38](#)

6.1.1 Basic Print Commands

If you are printing to a specific printer using the printer’s private email address, you do not need to specify the printer’s name in the command. You can leave the subject line empty. Printing is carried out according to the default print options set by the administrator. However, if you want to customize the print options, you must specify the print command, along with the required print options. For example, `print landscape=y color=y pages=1-3 copies=5 duplex=y media=A3#Test Mail`.

help

Provides information on email printing commands.

list printers

To get the names of the available printers, send an email to the iPrint server address (for example, `iprint@novell.com`) with the subject line `list printers`.

print printer=<printer_name>

Prints your email along with its attachments at a given printer. For example, `print printer=hp#Test Mail`.

If you print to a specific printer by using the printer’s email address, the `print printer` command is ignored.

If you are printing through email, ensure that the printer’s name does not have a case mismatch; the printer’s name is case-sensitive.

hold printer=<printer_name>

Queues your email along with its attachments and sends you the job ID as acknowledgement.

resume

Resumes the printing of a job that you put on hold. There are two ways to print a job on hold:

- ♦ Send an email with subject `resume` followed by the job ID. For example, `resume 10`.
- ♦ Send an email with the original subject line prefixed with `resume`. For example, `resume#Test Mail`.

cancel

Cancels a job that you put on hold. There are two ways to cancel a job on hold:

- ◆ Send an email with subject `cancel` followed by the job ID. For example, `cancel 10`.
- ◆ Send an email with the original subject line prefixed with `cancel`. For example, `cancel#Test Mail`.

status

Displays the status of a job. There are two ways to check the status of a job:

- ◆ Send an email with subject `status` followed by the job ID. For example, `status 10`.
- ◆ Send an email with the original subject line prefixed with `status`. For example, `status#Test Mail`.

move

Moves a job to a new printer. There are two ways to move a job to a new printer:

- ◆ Send an email with subject `move`, the job ID, and the name of the new printer. For example, `move 10 printer=<PrinterName>`.
- ◆ Send an email with the original subject line prefixed with `move`, the name of the new printer, and #. For example, `move printer=<PrinterName>#Test Mail`.

list jobs

Lists the details of the held jobs.

default printer

Displays the default printer.

default printer=<PrinterName>

Sets a particular printer as your default printer. After you set the default printer, you do not need to include the printer name while printing to the default printer. You only need to use the `print` command followed by the email subject. For example `print#Test Mail`.

If a printer name contains spaces, enclose the printer name within double (") or single (') quotes. For example: `print printer='HP PRINTER'`.

To separate the email subject from the command, use #. For example, `print printer=hp#Test Mail`.

6.1.2 Additional Print Commands

In addition to the basic print commands listed above, you can use the below commands to refine your printing. If you do not specify any of the additional commands, your print job is carried out according to the default preferences set by your administrator.

portrait [portrait=yes/portrait=y (or) portrait=no/portrait=n]

Prints your email content in portrait mode. For example, `print printer=hp portrait=y#Test Mail`.

landscape [landscape=yes/landscape=y (or) landscape=no/landscape=n]

Prints your email content in landscape mode. For example, `print printer=hp landscape=y#Test Mail`.

color [color=yes/color=y (or) color=no/color=n]

Prints your email content in color. For example, `print printer=hp landscape=y color=y#Test Mail`.

Pages

Prints a given range of pages in your email. For example, the command `print printer=hp landscape=y color=y pages=1-3#Test Mail` prints pages 1, 2, and 3.

copies

Prints the specified number of copies of your email and its attachments. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5#Test Mail` prints 5 copies of pages 1, 2, and 3.

duplex [duplex=yes/duplex=y (or) duplex=no/duplex=n]

Prints your email and its attachments on both sides of the printing paper. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5 duplex=y#TestMail` prints 5 copies of pages 1, 2, and 3 in duplex mode.

media

Prints your email and its attachments with the specified paper type. The default paper type is "LETTER." You can change the default paper type by using the iPrint Appliance Management Console. The other available print paper types are A3, A4, and other common paper types. For example, the command `print printer=hp landscape=y color=y pages=1-3 copies=5 duplex=y media=A3#Test Mail` prints 5 copies of pages 1, 2, and 3 in duplex mode, on an A3 size paper.

mailbody [mailbody=yes/mailbody=y (or) mailbody=no/mailbody=n]

Prints either your email and its attachments or only the attachments from your email without the email body. For example, using the command `print printer=hp landscape=y color=y mailbody=n#Test Mail` prints only the email attachments in landscape mode.

7 Troubleshooting Novell iPrint

The *Logging* page allows you to enable the Novell iPrint app to log all events for troubleshooting. You can send the log file through email by tapping *Email Log File*. To access the log file, tap *Settings*, and select *Logging*.

You might encounter the following issues when using Novell iPrint:

- ◆ [Section 7.1, ““Could not connect to the iPrint server” Message is Displayed,” on page 41](#)
- ◆ [Section 7.2, “Printing Fails if Print Options Are Invalid,” on page 42](#)
- ◆ [Section 7.3, “AirPrint Printers Are Not Listed,” on page 42](#)
- ◆ [Section 7.4, ““Unable to resolve domain name” Message is Displayed,” on page 42](#)
- ◆ [Section 7.5, ““Failed to submit print job” Message is Displayed,” on page 42](#)
- ◆ [Section 7.6, ““Failed to submit print job. Do you want to print through email?” Message is Displayed,” on page 42](#)
- ◆ [Section 7.7, “Print Job Submitted but not Printed,” on page 43](#)
- ◆ [Section 7.8, ““You do not have permission to access this printer” Message is Displayed,” on page 43](#)
- ◆ [Section 7.9, ““Novell iPrint could not receive the document/image in a file format” Message is Displayed,” on page 43](#)
- ◆ [Section 7.10, ““User has declined access to photos” Message is Displayed on iOS Devices,” on page 43](#)
- ◆ [Section 7.11, “Back Button from Help Page to Settings Page Does Not Work,” on page 44](#)
- ◆ [Section 7.12, “Photos do not Zoom In or Out On the Camera Roll Page,” on page 44](#)
- ◆ [Section 7.13, “iPrint App Fails to Print ODP File Format on a BlackBerry Device,” on page 44](#)
- ◆ [Section 7.14, “Cannot Access Keypad after Minimizing it on the Login and List Printers Page on a Blackberry Device,” on page 44](#)

7.1 “Could not connect to the iPrint server” Message is Displayed

When trying to print, you might see the following message:

```
Could not connect to the iPrint server
```

This issue occurs if the iPrint server is not reachable, or if the domain name is not resolvable.

To resolve this issue, contact your administrator.

7.2 Printing Fails if Print Options Are Invalid

If a print option provided is invalid, then the iPrint Mobile Service fails to apply that option, and printing might fail. Invalid printing options include Page Range and Paper Size.

To work around this issue, verify the available page range and paper sizes before selecting those print options.

7.3 AirPrint Printers Are Not Listed

When trying to print, you might not be able to see any AirPrint printers listed.

To resolve this issue, try disabling and re-enabling the wireless connection on the iOS device.

7.4 “Unable to resolve domain name” Message is Displayed

When trying to print, you might see the following message:

```
Unable to resolve domain name
```

This issue occurs if the domain name is not resolvable by the DNS Server.

To resolve this issue, contact your administrator.

7.5 “Failed to submit print job” Message is Displayed

When trying to print, you might see the following message:

```
Failed to submit print job
```

This issue occurs if the printer’s input queue is paused, or if the server is down. This issue can also occur if the printer is shut down in the iPrint server.

To resolve this issue, contact your administrator.

NOTE: If you have an Android 2.3 device, you might see the message Failed to Submit Print Job, even if the domain name is not resolvable by the DNS server. To resolve this issue, contact your administrator.

7.6 “Failed to submit print job. Do you want to print through email?” Message is Displayed

When trying to print, you might see the following message:

```
Failed to submit print job. Do you want to print through email?
```

This issue occurs if you are not connected to the corporate network, or if you are out of the corporate network.

To resolve this issue, connect to the corporate network, or submit the print job through email.

7.7 Print Job Submitted but not Printed

When trying to print, you might see the following message, but the job might not be printed:

```
Print job submitted successfully
```

This issue occurs if there is a communication failure between the server and the printer if the rendering fails, or if the print ready format is not accepted by the printer.

To resolve this issue, contact your administrator.

7.8 “You do not have permission to access this printer” Message is Displayed

When trying to print, you might see the following message:

```
You do not have permission to access this printer
```

This issue occurs if you are not authorized to print to the selected printer.

To resolve this issue, contact your administrator.

7.9 “Novell iPrint could not receive the document/image in a file format” Message is Displayed

When trying to print, you might see the following message:

```
Novell iPrint could not receive the document/image in a file format
```

Some of the apps share the URL with Novell iPrint, instead of the actual file to be printed. Novell iPrint 1.1 does not support printing through URLs. Try sharing the file using other print options, if available.

This message is also displayed on BlackBerry Playbooks, if the file was shared with Novell iPrint using the *Open* option. To work around this issue, share the file using the *Send* option.

7.10 “User has declined access to photos” Message is Displayed on iOS Devices

When trying to print photos, you might see the following message:

```
User has declined access to Photos
```

This issue occurs if you have disabled photo sharing for the Novell iPrint app.

To resolve this issue, enable photo sharing with Novell iPrint on your iOS device.

- 1 On your iOS device, go to *Settings > Privacy > Photos*.
- 2 Look for Novell iPrint, then turn on photo sharing.

7.11 Back Button from Help Page to Settings Page Does Not Work

On a BlackBerry PlayBook, the back button does not work when trying to return to the *Settings* page from the *Help* page.

To work around this issue, close the app and launch it again.

7.12 Photos do not Zoom In or Out On the Camera Roll Page

When trying to print photos on a BlackBerry PlayBook, you might not be able to zoom in or zoom out of photos on the camera roll page.

Novell plans to fix this issue in a future release of the Novell iPrint app.

7.13 iPrint App Fails to Print ODP File Format on a BlackBerry Device

When using the iPrint app on a BlackBerry device, you might not be able to print an ODP file.

Novell plans to fix this issue in a future release of the Novell iPrint app.

7.14 Cannot Access Keypad after Minimizing it on the Login and List Printers Page on a Blackberry Device

When using the iPrint app on a BlackBerry device, you might not be able to access the keypad if you minimize it. This issue occurs on the Login and List Printers page.

To work around this issue, you can switch to another app and then return to the iPrint app. You can also close the app and launch it again.

Novell plans to fix this issue in a future release of the Novell iPrint app.