

User Guide

Novell iPrint 1.0.1

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Novell.

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About This Guide

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

- ♦ [Chapter 1, “Overview,” on page 7](#)
- ♦ [Chapter 2, “Setting Up and Using Novell iPrint,” on page 9](#)
- ♦ [Chapter 3, “Novell iPrint Email Commands,” on page 23](#)
- ♦ [Chapter 4, “Troubleshooting Novell iPrint,” on page 27](#)

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 User Comments feature at the bottom of each page of the online documentation.

Documentation Updates

For the most recent version of the *Novell iPrint Appliance 1.0.1 Administration Guide*, visit the [Novell iPrint Appliance 1.0.1 Documentation Web site \(https://www.novell.com/documentation/iprint-appliance1/\)](https://www.novell.com/documentation/iprint-appliance1/).

1 Overview

Novell iPrint is an application that allows you to print from mobile devices. Using your mobile device, you can print to any printer on your organization's network, from any location.

1.1 How Does Novell iPrint Work?

Novell iPrint submits documents for printing using the *Share* functionality on Android, and the *Open In* functionality on iOS. To submit the print job, the app uses a direct network connection. 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
- ♦ Email Printing
- ♦ Using AirPrint

1.2 Methods of Printing Using Mobile Devices

- ♦ [Section 1.2.1, "Using the Novell iPrint App," on page 7](#)
- ♦ [Section 1.2.2, "Email," on page 8](#)
- ♦ [Section 1.2.3, "Using AirPrint \(iOS Devices Only\)," on page 8](#)

1.2.1 Using the Novell iPrint App

The Novell iPrint app prints documents from mobile devices using 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 (Postscript), and sends it to the printer for printing.

1.2.2 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 3, “Novell iPrint Email Commands,”](#) on page 23.
- ♦ *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.

1.2.3 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.

2 Setting Up and Using Novell iPrint

- ♦ [Section 2.1, “Downloading and Installing Novell iPrint,” on page 9](#)
- ♦ [Section 2.2, “Configuring the Novell iPrint App,” on page 9](#)
- ♦ [Section 2.3, “Adding a Favorite Printer,” on page 11](#)
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- ♦ [Section 2.5, “Setting the Default Print Options,” on page 13](#)
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- ♦ [Section 2.7, “Printing Documents Using Novell iPrint,” on page 16](#)
- ♦ [Section 2.8, “Printing Photos Using Novell iPrint,” on page 20](#)
- ♦ [Section 2.9, “Settings Page,” on page 21](#)
- ♦ [Section 2.10, “Signing Out of Novell iPrint,” on page 22](#)

2.1 Downloading and Installing Novell iPrint

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

2.2 Configuring the Novell iPrint App

- ♦ [Section 2.2.1, “Configuring Novell iPrint on an iOS Mobile Device,” on page 9](#)
- ♦ [Section 2.2.2, “Configuring Novell iPrint on an iOS Tablet Device,” on page 10](#)
- ♦ [Section 2.2.3, “Configuring Novell iPrint on an Android Mobile Device,” on page 10](#)
- ♦ [Section 2.2.4, “Configuring Novell iPrint on an Android Tablet Device,” on page 11](#)

2.2.1 Configuring Novell iPrint on an iOS Mobile Device

Before setting up Novell iPrint, ensure that you are connected to your company’s wireless network, and that you are able to reach the print server.

- 1 Launch the Novell iPrint app.
- 2 Specify the *Login Name* and *Password*, and the *iPrint Server* address.
To save the password, turn on *Save Password*.
- 3 Tap *Sign In*.

NOTE: If you see an Untrusted Certificate message, click *Continue*.

- 4 Tap *Printers*.
- 5 Tap the + button in the upper-left corner of the app.

- 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 type the name 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 printers is displayed.
- 8 Tap a printer to set the default print options.
- 9 Tap *Favorite Printers*.

Novell iPrint is now configured on your device, and is ready to print.

2.2.2 Configuring Novell iPrint on an iOS Tablet Device

Before setting up Novell iPrint, ensure that you are connected to your company's wireless network, and that you are able to reach the print server.

- 1 Launch the Novell iPrint app.
- 2 Specify the *Login Name* and *Password*, and the *iPrint Server* address.
To save the password, turn on *Save Password*.
- 3 Tap *Sign In*.

NOTE: If you see an Untrusted Certificate message, click *Continue*.

- 4 Tap *Printers*.
- 5 Under *Printers*, tap the printer you want to add to the Favorite Printers list.
To filter for a specific printer from the printers list:
 - 5a Tap the *Search* box, then type the name of the printer.
 - 5b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list, and the printer is displayed under Favorite Printers.
- 6 Under Favorite Printers, tap a printer to set the default print options.

Novell iPrint is now configured on your device, and is ready to print.

2.2.3 Configuring Novell iPrint on an Android Mobile Device

Before setting up Novell iPrint, ensure that you are connected to your company's wireless network, and that you are able to reach the print server.

- 1 Launch the Novell iPrint app.
- 2 If you are logging in for the first time, a license agreement page is displayed. Accept the license agreement.
- 3 Specify the *Login Name* and *Password*, and the *iPrint Server* address.
To save the password, turn on *Save Password*.
- 4 Tap *Sign In*.

NOTE: If you see an Untrusted Certificate message, click *Continue*.

- 5 Tap *Printers*.
- 6 Tap the + button in the upper-right corner of the app.
- 7 Tap the printer you want to add to the Favorite Printers list.
To filter for a specific printer from the printers list:
 - 7a Tap the *Search* box, then type the name of the printer.
 - 7b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.
- 8 Tap the back button.
The Favorite Printers list with the newly added printers is displayed.
- 9 Tap a printer to set the default print options.

Novell iPrint is now configured on your device, and is ready to print.

2.2.4 Configuring Novell iPrint on an Android Tablet Device

Before setting up Novell iPrint, ensure that you are connected to your company's wireless network, and that you are able to reach the print server.

- 1 Launch the Novell iPrint app.
- 2 If you are logging in for the first time, a license agreement page is displayed. Accept the license agreement.
- 3 Specify the *Login Name* and *Password*, and the *iPrint Server* address.
To save the password, turn on *Save Password*.
- 4 Tap *Sign In*.

NOTE: If you see an Untrusted Certificate message, click *Continue*.

- 5 Tap *Printers*.
- 6 Under *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 type the name of the printer.
 - 6b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list, and the printer is displayed under Favorite Printers.
- 7 Under Favorite Printers, tap a printer to set the default print options.

Novell iPrint is now configured on your device, and is ready to print.

2.3 Adding a Favorite Printer

- ♦ [Section 2.3.1, "Adding a Favorite Printer on an iOS Mobile Device," on page 12](#)
- ♦ [Section 2.3.2, "Adding a Favorite Printer on an iOS Tablet Device," on page 12](#)
- ♦ [Section 2.3.3, "Adding a Favorite Printer on an Android Mobile Device," on page 12](#)
- ♦ [Section 2.3.4, "Adding a Favorite Printer on an Android Tablet Device," on page 12](#)

2.3.1 Adding a Favorite Printer on an iOS Mobile Device

- 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 type the name of the printer.
 - 4b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.
- 5 Tap *Done*.

2.3.2 Adding a Favorite Printer on an iOS Tablet Device

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
The Favorite Printers screen is displayed.
- 3 Tap the + button.
- 4 Under *Printers*, 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 type the name of the printer.
 - 4b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list, and the printer is displayed under Favorite Printers.

2.3.3 Adding a Favorite Printer on an Android Mobile Device

- 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 type the name of the printer.
 - 4b Tap the printer.
A star icon indicates that the printer is added to the Favorite Printers list.

2.3.4 Adding a Favorite Printer on an Android Tablet Device

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
The Favorite Printers screen is displayed.

- 3 Tap the + button.
- 4 Under Printers, 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 type the name of the printer.
- 4b Tap the printer.

A star icon indicates that the printer is added to the Favorite Printers list, and the printer is displayed under Favorite Printers.

2.4 Removing a Favorite Printer

- ♦ [Section 2.4.1, “Removing a Favorite Printer on iOS Mobile and Tablet Devices,” on page 13](#)
- ♦ [Section 2.4.2, “Removing a Favorite Printer on Android Mobile and Tablet Devices,” on page 13](#)

2.4.1 Removing a Favorite Printer on iOS Mobile and Tablet Devices

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

2.4.2 Removing a Favorite Printer on Android Mobile and Tablet Devices

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

2.5 Setting 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 *Printers*.
- 3 Tap the printer for which you want to set the default options.
- 4 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, and A4.

2.6 Printing a Test Page

- [Section 2.6.1, “Printing a Test Page on an iOS Mobile Device,” on page 14](#)
- [Section 2.6.2, “Printing a Test Page on an iOS Tablet Device,” on page 14](#)
- [Section 2.6.3, “Printing a Test Page on an Android Mobile Device,” on page 15](#)
- [Section 2.6.4, “Printing a Test Page on an Android Tablet Device,” on page 15](#)

2.6.1 Printing a Test Page on an iOS Mobile Device

- 1 Launch the Novell iPrint app.
- 2 Tap *Printer*.
- 3 Select a printer.
- 4 Tap the printer icon in the upper-right corner.
- 5 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.
 - Copies:** Sets the number of copies to print.
 - Page Range:** Sets a page or range of pages to print.
 - Page Size:** Sets the page size, such as Letter, A3, and A4.
- 6 Tap *Print*.

NOTE: 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.

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

2.6.2 Printing a Test Page on an iOS Tablet Device

- 1 Launch the Novell iPrint app.
- 2 Tap *Printers*.
- 3 Select a printer.
- 4 Tap the printer icon in the upper-right corner.
- 5 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.
 - Copies:** Sets the number of copies to print.
 - Page Range:** Sets a page or range of pages to print.
 - Page Size:** Sets the page size, such as Letter, A3, and A4.

6 Tap *Print*.

NOTE: 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.

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

2.6.3 Printing a Test Page on an Android Mobile Device

1 Launch the Novell iPrint app.

2 Tap *Printers*.

3 Select a printer.

4 Tap the printer icon in the upper-right corner.

5 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.

Copies: Sets the number of copies to print.

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

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

6 Tap *Print*.

NOTE: 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. You are prompted to choose an email client, and the email client 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.

2.6.4 Printing a Test Page on an Android Tablet Device

1 Launch the Novell iPrint app.

2 Tap *Printers*.

3 Select a printer.

4 Tap the printer icon in the upper-right corner.

5 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.

Copies: Sets the number of copies to print.

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

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

6 Tap *Print*.

NOTE: 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. You are prompted to choose an email client, and the email client 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.

2.7 Printing Documents Using Novell iPrint

- ♦ [Section 2.7.1, "Printing Documents Using iOS Mobile and Tablet Devices," on page 16](#)
- ♦ [Section 2.7.2, "Printing Documents Using Android Mobile and Tablet Devices," on page 18](#)

2.7.1 Printing Documents Using iOS Mobile and Tablet Devices

Novell iPrint on iOS devices can print only through applications that support the *Open In* feature.

- 1 Open a document or image that you want to print.
- 2 Tap the options icon, then tap *Open In*.

The options icon is highlighted in red in the image below. 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 may look different depending on the app.



NOTE: The *Open In* feature is not available on all applications.

- 3 Tap *Open in Novell iPrint*.



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

NOTE: 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.

- 5 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.

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

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

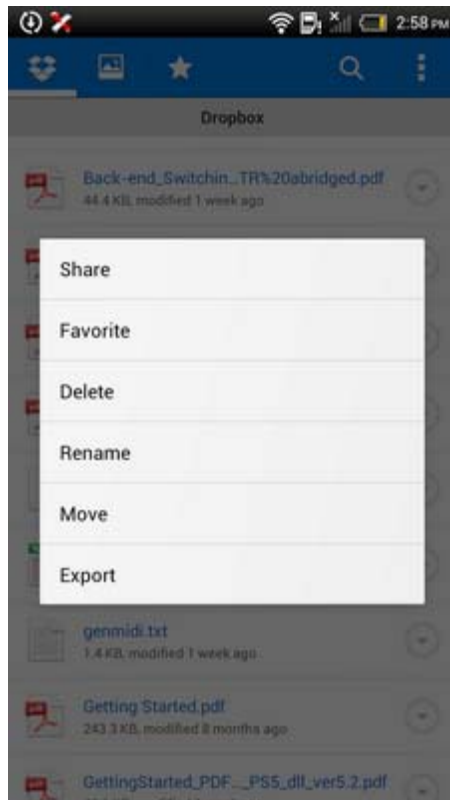
- 6 Tap *Print*.

NOTE: 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: On iOS devices, 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.

2.7.2 Printing Documents Using Android Mobile and Tablet Devices

- 1 Open a document or image.
- 2 Tap the options button, then tap *Share*.



NOTE: Some apps might have a *Send*, or *Export* option instead of *Share*.

- 3 Tap *Novell iPrint*.



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

NOTE: 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.

- 5 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.

Copies: Sets the number of copies to print.

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

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

- 6 Tap *Print*.

NOTE: 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. You are prompted to choose an email client, and the email client 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.

2.8 Printing Photos Using Novell iPrint

- [Section 2.8.1, “Printing Photos on iOS Mobile and Tablet Devices,” on page 20](#)
- [Section 2.8.2, “Printing Photos on Android Mobile and Tablet Devices,” on page 20](#)

2.8.1 Printing Photos on iOS Mobile and Tablet Devices

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

NOTE: 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*.

- 3 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.

- 4 Tap the printer icon in the upper-right corner.
- 5 Tap *Printer*, then select a printer from the Favorite Printers page.

NOTE: 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.

- 6 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.

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

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

- 7 Tap *Print*.

NOTE: 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. You are prompted to choose an email client, and the email client 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.

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

2.8.2 Printing Photos on Android Mobile and Tablet Devices

- 1 Launch the Novell iPrint app.
- 2 Tap *Photos*.
- 3 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.

- 4 Tap the printer icon in the upper-right corner.
- 5 Tap *Printer*, then select a printer from the Favorite Printers page.

NOTE: 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.

- 6 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.

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

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

- 7 Tap *Print*.

NOTE: 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. You are prompted to choose an email client, and the email client 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.

2.9 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 Specify the *Login Name* and *Password*, and the *iPrint Server* address.
- 3 Tap *Sign In*.
- 4 Tap *Settings*.

The Setting page has the following options:

- ♦ Account
- ♦ General
- ♦ Storage
- ♦ Help

NOTE: If you are using an Android device, you might see the options *About* and *License* on the *Settings* page.

2.9.1 Account

The Account page displays the *Login Name* and the *Server* to which you are logged in. You can also sign out of the app by tapping *Sign Out*.

2.9.2 General

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

2.9.3 Storage

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

2.9.4 Help

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

2.10 Signing Out of Novell iPrint

You can sign out of Novell iPrint either through the home page of the app or through the Settings page.

To sign out through the home page of the app, tap the user name in the upper-right corner of the app, then tap *Sign Out*.

To sign out through the Settings page:

- 1 Tap *Settings* on the home page of the Novell iPrint app.
- 2 Tap *Account*.
- 3 Tap *Sign Out*.

3 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.

3.1 Email Commands

- ♦ [Section 3.1.1, “Basic Print Commands,” on page 23](#)
- ♦ [Section 3.1.2, “Additional Print Commands,” on page 24](#)

3.1.1 Basic Print Commands

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`.

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

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`.

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

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

3.1.2 Additional Print Commands

In addition to the basic print commands listed above, you can use these additional commands to refine your printing:

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.

NOTE: 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.

IMPORTANT: 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`.

4 Troubleshooting Novell iPrint

You might encounter the following issues when using Novell iPrint.

- ♦ [Section 4.1, “Could Not Connect to the iPrint Server,” on page 27](#)
- ♦ [Section 4.2, “Printing Fails if Print Options Are Invalid,” on page 27](#)
- ♦ [Section 4.3, “AirPrint Printers Are Not Listed,” on page 27](#)
- ♦ [Section 4.4, “Unable to Resolve Domain Name,” on page 28](#)
- ♦ [Section 4.5, “Failed to Submit Print Job,” on page 28](#)
- ♦ [Section 4.6, ““Failed to Submit Print Job. Do You Want to Print through Email?” Message is Displayed,” on page 28](#)
- ♦ [Section 4.7, “Print Job Submitted but not Printed,” on page 28](#)
- ♦ [Section 4.8, ““You Do not Have Permission to Access this Printer” Message is Displayed,” on page 28](#)
- ♦ [Section 4.9, ““Novell iPrint Could not Receive the Document/Image in a File Format” Message is Displayed,” on page 29](#)
- ♦ [Section 4.10, ““User has Declined Access to Photos” Message is Displayed on iOS Devices,” on page 29](#)

4.1 Could Not Connect to the iPrint Server

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.

4.2 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.

4.3 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.

4.4 Unable to Resolve Domain Name

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.

4.5 Failed to Submit Print Job

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 shutdown 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.

4.6 “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.

4.7 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 due to a communication failure between the server and the printer, or if the rendering fails, or if the print ready format is not accepted by the printer.

To resolve this issue, contact your administrator.

4.8 “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.

4.9 “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 1.0 does not support printing through URLs. Try printing the file using other print options, if available.

4.10 “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, you must 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.

