



Infor Cloud Printing Service Administration Guide

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About this guide

This guide describes how to install and configure the Infor Cloud Printing Service.

Contacting Infor

If you have questions about Infor products, go to the Infor Xtreme Support portal.

If we update this document after the product release, we will post the new version on this website. We recommend that you check this website periodically for updated documentation.

If you have comments about Infor documentation, contact documentation@infor.com.

The Infor Cloud Printing Service is a Windows service that periodically makes contact to Cloud-based Infor software and retrieves print requests that are waiting to be printed on a local printer.

You can also use the service to transfer file output to a local file share.

You can configure the Infor Cloud Printing Service in a configuration console. The configuration console is implemented as a snap-in for Microsoft Management Console.

System Requirements

To run the Infor Cloud Printing Service, a Windows machine with .NET Framework 4.5 is required.

To print, you must connect to a printer that supports direct printing of PDF files. This printer must be able to handle a byte stream with PDF data that is retrieved from LN.

To install the Infor Cloud Printing Service and the configuration console:

- 1 Download the Infor Cloud Printing Service solution. See Infor Xtreme KB [1629931](#).
- 2 Run `setup.exe`.
- 3 Accept the license terms.
- 4 Accept or specify customer information.
- 5 Select **Complete install**. Alternatively, if you want to change the destination folder, select **Custom**.
- 6 If you selected **Custom**, specify the destination folder. Default is `C:\Program Files\Infor\Cloud Printing`.
- 7 Click **Install**.

Uninstallation

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To uninstall the Infor Cloud Printing Service and the configuration console:

- 1 Open the Windows Control Panel.
- 2 Select **Programs and Features**.
- 3 Select **Infor Cloud Printing** from the list and click **Uninstall**. A question window is displayed. Click **Yes** to start the uninstallation.

Configuring the Infor Cloud Printing Service

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To configure the Infor Cloud Printing Service:

- 1 To start the configuration console, select **Start > Infor > Cloud Printing > Configuration Console**.
- 2 Add a connection.
- 3 Test the connection.
- 4 Add a printer or file share.
- 5 Enable the printer.
- 6 Configure logging.

For details, see the following sections.

Adding a connection

To add a connection:

- 1 In the configuration console's main screen, click **Add Connection**. The Connection view opens.
See "Main view" on page 19.
- 2 Specify the connection properties and click **Save**.
See "Connection view" on page 20.

Testing a connection

To test the connection parameters you specified, click **Test** in the Connection view. The service must be running. You can start the service in several ways:

- On the Main View of the configuration console, click **Start**.

- In the Services Control Panel applet, locate the "Infor Cloud Printing Service" service, and start the service in the usual way.
- On a command line prompt, type `net start InforCloudPrinting`

If you perform a test while the service is not running, an error message, stating that the InforCloudPrinting service could not be reached, is displayed.

If all parameters are correct, a success message is displayed.

If the connection parameters contain errors, an error message is displayed. The message usually indicates which parameter is wrong:

- An error in the Username or Password results in this message: `Wrong username/password`
- An error in the Environment results in this message: `Environment 'xxxx' not found`
- An error in the Command may result in this message: `createManagedConnection failed`
- An error in the last part of the URL may result in this message: `Response status code does not indicate success: 404 (Not Found)`
- An error in the first part of the URL (hostname or port number) may result in this message: `An error occurred while sending the request`

If the error message is unclear, like in the last example, open the log file by pressing **View** on the main page, and inspect the end of the file for more clues. In case of a wrong port number, you may find further information: `No connection could be made because the target machine actively refused it <IP address>:<port>`. In case of a wrong hostname, you may find this information: `The remote name could not be resolved: <hostname>`.

Adding a printer

To add a printer for a connection:

- 1 Select the "Connection" node in the tree and select **Add Printer**. A dialog box where you must specify a valid UNC path for a printer is displayed.
- 2 Specify the UNC path in this format: `\\servername\printername`. If the path does not have this format, the **OK** button is unavailable.

If the service is running, select the UNC path from the drop-down list. The running service contacts the LN server and retrieves a list of printers that have been configured there. The drop-down list is not filled immediately when opening the Add Printer dialog box. It may take a few seconds to start a Bshell on the LN server and perform a query to obtain the requested data.

If the service is not running, type the required printer path.

The UNC path must exactly match the value of the **Device Queue** field of the corresponding **Windows Server Printer** device in the Device Data (ttaad3500m000) session on the LN server.

For details about Windows Server Printer devices, see the *Infor Enterprise Server - Administration Guide* and the Enterprise Server online help.

After a printer is added, it is displayed in the tree as a child node of the Connection. Select this printer node to open the Printer View.

The Printer node in the tree does not have any actions, except the standard MMC actions.

Adding a file share

To add a file share for a connection:

- 1 Select the "Connection" node in the tree and select **Add File Share**. A dialog box where you must specify a valid UNC path for a file share is displayed.
- 2 Specify the UNC path in this format: `\\servername\...\folder`. If the path does not have this format, the **OK** button is unavailable.

Authorized users must have permission to write to the designated folder on the file share.

Therefore, the owner of the designated folder must grant write access to those users. To achieve this, the owner of the designated folder must select one of these groups in the Security properties of the shared folder:

- NETWORK SERVICE
- Authenticated Users

For files to be processed, the UNC path must exactly match the value of the **Designated Printer** field in the Queued Items (ttrpi4110m000) session on the LN server.

After a file share is added, it is displayed in the tree as a child node of the Connection. Select this file share node to open the File Share View.

The File Share node in the tree does not have any actions, except the standard MMC actions.

Enabling a printer or file share

To enable a printer or file share:

- 1 In the tree, select the printer or file share. Printers and file shares are child nodes of the Connection. The Printer or File Share View is displayed.
- 2 Select the **Enabled** check box.
- 3 Go to the root node in the tree and run the **Save** action.
- 4 In the Main View, click **Reload** so that the service picks up the changes in the configuration.

Configuring logging

To configure logging:

- 1** In the main view, under **Logging**, click **Configure**. The Configure Logging dialog is displayed.
- 2** Specify the logging parameters and click **OK**.
See "Configure Logging dialog box" on page 22.

Configuring the LN UI server

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To expose the web services for "LN Client Service", you must configure the LN UI server. Otherwise the connection cannot be established.

To configure the LN UI server:

- 1 Start the LN UI Administration Webapp.
- 2 Select **Infor LN > LN Client Service**.
- 3 Select the **Enable Service** check box, and save the changes.

For details about the configuration of LN UI, see the *Infor LN UI Administration Guide* and the online help for the LN UI Administration Webapp.

This section describes the user interface of the configuration console.

Main view

If the top-level node in the tree, **Infor Cloud Printing**, is selected, the current status of the service is displayed.

This table shows the commands in the **Service Status** section:

Command	Description
Start	Starts the service.
Stop	Stops the service.
Reload	Reloads the service with new configuration settings that were made in the console, and have been saved to the configuration file.

This table shows the commands in the **Logging** section:

Command	Description
View	Opens the log file using the standard program that is associated with ".log" files. By default this is Notepad.
Configure	Opens the Configure Logging dialog box, where you can configure the logging settings.

This table shows actions you can perform for the top level node:

Action	Description
Add Connection	Opens a dialog box where you must specify a name for the new connection. After saving the connection, a new child node is present in the tree. When you select the node, a "Connection View" is displayed.

Action	Description
Save	Saves all changes that were made in the console screens to the configuration file of the Infor Cloud Printing Service. If the service is currently running, a "Reload" is required to make the service use the new settings. If the service is not running, "Start" starts the service with the new settings.
Revert	Reverts all changes that were made since the last Save action. It reloads the console with the settings from the configuration file.

These actions are available in these locations:

- The **Action** menu.
- The shortcut menu of the top-level node.
- The Action pane. You can hide or show this pane by pressing a toolbar button.

Connection view

Use this view to configure the connection to Infor LN.

This table shows the parameters you must specify:

Parameters	Description
Enabled	If this check box is selected, the connection is processed by the service.
Tenant ID	The tenant ID when connecting to a multi-tenant environment
Base URL	The base URL for the LN UI server that connects to the LN server. For example: <code>http://server.example.com:8312/webui</code> <code>https://server.example.com:8443/webui</code>
Environment	The environment name that identifies the LN server, as defined on the LN UI server.
Command	Optional command line arguments for starting the BShell on the LN server.
Username	Username used for logon to the LN server.
Password	Password used for logon to the LN server.
Polling Interval	If no more print items are available, the LN server is contacted again after waiting for the specified number of seconds.
Handle all Printers	If this check box is selected, all available printers defined in the LN server are handled. If this check box is cleared, only the explicitly defined printers are handled.

This table shows the commands in the Connection view:

Command	Description
Test	Perform a test to check the validity of the connection parameters. The service must be running, otherwise the test facility is not available. See "Testing a connection" on page 13.
Save	Saves the current settings to the configuration file.
Revert	Undo all changes on this page.

Printer View

Use this view to enable or disable a printer.

This table shows the fields in the Printer view:

Field	Description
Enabled	<p>If this check box is selected, the printer is handled by the service. If this check box is cleared, the printer is not handled by the service.</p> <p>This behavior is not influenced by the value of Handle all Printers in the parent Connection view. The Handle all Printers option only influences the "other" printers that are known on the LN server, but have not been added as Printer nodes in the tree. If Handle all Printers is selected, all printers are handled except those that have been configured here and are not Enabled. If Handle all Printers is not selected, only the configured printers that are Enabled are handled.</p> <p>After changing the enablement of a printer, go to the root node in the tree and run the Save action. Then click the Reload button in the Main View so that the service picks up the changes in the configuration.</p>
Name	The UNC path of the printer.
Status	<p>The status of the printer.</p> <p>If the printer is ready to receive print jobs, the status is Available. All other status values, such as PaperOut, Offline, and TonerLow, indicate a problem. If an invalid printer path was specified, the status is NotAvailable.</p>

This table shows the commands in the Printer view:

Command	Description
Refresh	Refreshes the printer status.

File Share View

Use this view to enable or disable a file share.

This table shows the fields in the File Share view:

Field	Description
Enabled	If this check box is selected, the file share is handled by the service. If this check box is cleared, the file share is not handled by the service. After changing the enablement of a file share, go to the root node in the tree and run the Save action. Then click the Reload button in the Main View so that the service picks up the changes in the configuration.
Name	The UNC path of the file share.
Status	The status of the file share. If the file share is ready to be published to, the status is Available . AccessDenied and Unknown indicate a problem.
Overwrite existing files	If this check box is selected, if a file is published to a file share and a file with the same name already exists, the existing file is overwritten. If this check box is cleared, a sequence number to make the file name unique is appended to the new file name when the new file is written.

This table shows the commands in the File Share view:

Command	Description
Refresh	Refreshes the file share status.

Configure Logging dialog box

This table shows the fields in the Configure Logging dialog box:

Field	Description
Log Level	Indicates which types of messages are logged: <ul style="list-style-type: none">• Off: No messages are logged.• Fatal: Only fatal errors are logged.• Error: All errors are logged.• Warning: Warning messages and errors are logged.• Info: Info messages and warnings and errors are logged.• Debug: All messages are logged.

Field	Description
Max File Size	The maximum size of the log file. If the log file exceeds this limit, log file rotation takes place.
KB / MB	The unit, kilobyte or megabyte, for the specified log file size.
Max Nr of Files	The maximum number of backup log files that are kept during log file rotation. See "Log file rotation" on page 23.
Log File	The path of the log file. You can specify either an absolute path, or a path relative to the installation folder. Click Browse to navigate to a different location or specify a different file name.

This table shows the commands in the Configure Logging dialog box:

Command	Description
Browse	Opens a file selection dialog box to specify the path of the log file. If you click Open in the selection dialog box, the selected path is displayed in the Log File field. If you click Cancel in the selection dialog box, no changes are made.
OK	Applies all changes and closes the dialog box.
Cancel	Closes the dialog box without applying changes.

Log file rotation

Log file rotation takes place when a log file is growing too large: a new log file is opened and the old log file is backed-up by appending ".1" to its name. Existing backup log files get a higher number; if the maximum number is reached, the corresponding log file is deleted during rotation.

Example

The log file name is "CloudPrinting.log". The maximum file size is 1MB and the maximum number of log files is 10. 10 backup files are already present: CloudPrinting.log.1 - CloudPrinting.log.10.

If the log file reaches its maximum size of 1 MB, CloudPrinting.log is renamed to CloudPrinting.log.1. The existing CloudPrinting.log.1 is renamed to CloudPrinting.log.2, and so on. CloudPrinting.log.9 is renamed to CloudPrinting.log.10, and the existing CloudPrinting.log.10 is deleted.

The default name for the configuration file for the Infor Cloud Printing Service, which is edited in the Configuration console, is `CloudPrintingConfig.xml`. This file is located in the installation folder.

You can change the location where the configuration file is stored. This is useful if you want to keep your configuration files in a location that is backed-up regularly. To change the location, manually edit the application configuration file for the service, `CloudPrintingService.exe.config` in the installation folder. This XML file contains a `configFilePath` property containing the path to the configuration file of the service.

```
<?xml version="1.0" encoding="utf-8"?>
<configuration>
  <startup>
    <supportedRuntime version="v4.0" sku=".NETFramework,Version=v4.5"
  />
  </startup>
  <appSettings>
    <add key="configFilePath" value="CloudPrintingConfig.xml" />
  </appSettings>
  <system.serviceModel>
  ...
```

The default value is `CloudPrintingConfig.xml`, which is interpreted as a path relative to the installation folder. To change it, replace the value by the new value. The path must either be absolute, or relative to the installation folder. For example:

```
<appSettings>
  <add key="configFilePath"
    value="C:\settings\CloudPrinting\CloudPrintingConfig.xml" />
</appSettings>
```

