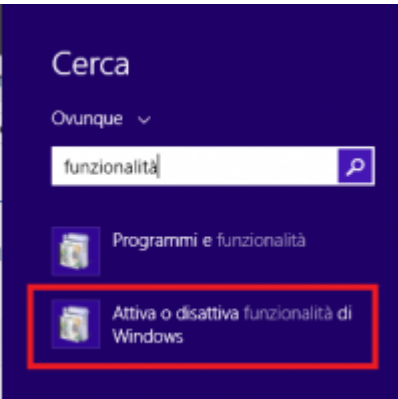# OS WINDOWS

## Control Requirements

Check **Internet Printing Client** option.

- Windows 7: **Start → Control Pannel → Programs**

 

- Windows 8: **Menù search → Functionality**



select **Turn Windows features on or off"** and Install the feature **Internet Printing Client**
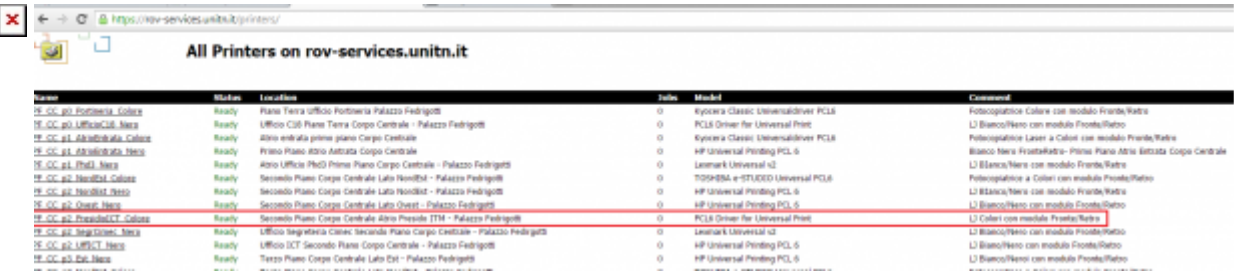


## Connecting Printers

With **Internet Explorer** (and olny with Internet Explorer) go to the following:
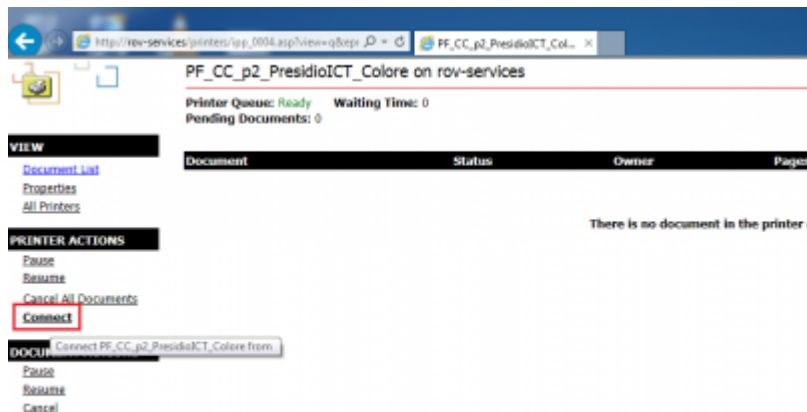https://rov-services.unitn.it/printers/

once you enter your **UNITN credentials**, with **@unitn.it**, make sure the **Remember Password** is check. It will then be shown the list of available printers in Rovereto.
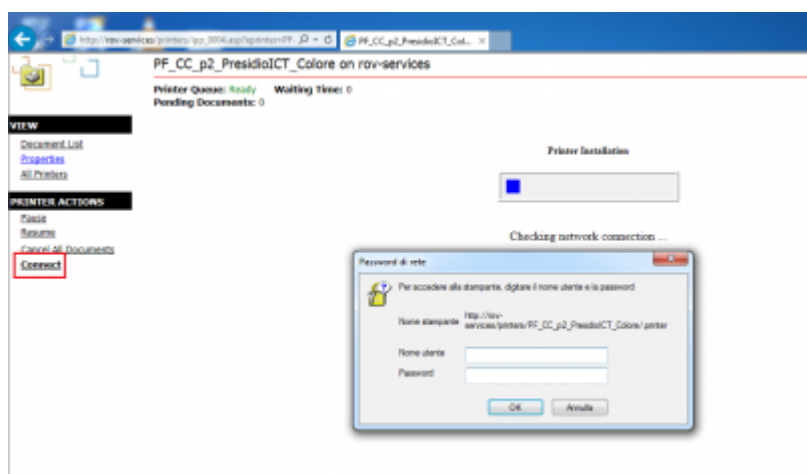


The printers all have a name (it also appears on the label on them) composed as follow:
**PI_p0_Portineria_Colore**

- **PI** (o PF) = Palazzo Istruzione (o Palazzo Fedrigotti)
- **p0** = Ground Zero
- **Portineria** = Place identification where the printer is located
- **Colore** = Printer type (Color or Black and White)

Once you click on the name of the printer you want to install (eg PF_CC_p2_PresidioICT_Colore), the menu that appears on the left should be a display item ***Connect***
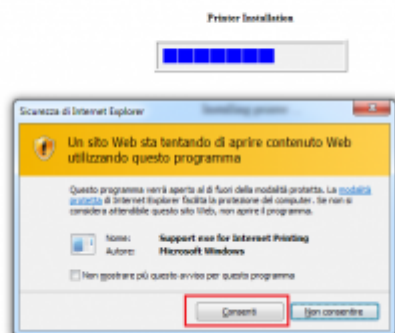


Click on ***Connect*** and then proceeding with the installation is likely, it all depends on different configurations of the browser, they are prompted again for **login credentials UNITN**, where the account is always shown complete **@unitn.it**.



Subsequently, based on different configurations of Internet Explorer, you may see a message requesting permission to install a plug-in necessary to enable the connection to the printer choice. Allow the installation by clicking on ***Allow***

Once you have done the printer will be installed on the PC and will always be ready to use once connected to the network.

# Anomalies Resolution:

## The browser don't shows me the **Connect** button

- RESOLUTION: Check that you use exclusively for the operations indicated, **Internet Explorer** and not other browsers. If you are already using Internet Explorer then the problem is in the display of the browser itself that must be set using the *Compatibility View Settings* from the *Tools* menù . In this option simply add the domain **unitn.it** to the list, leaving the options checked as shown and then refresh the web page.
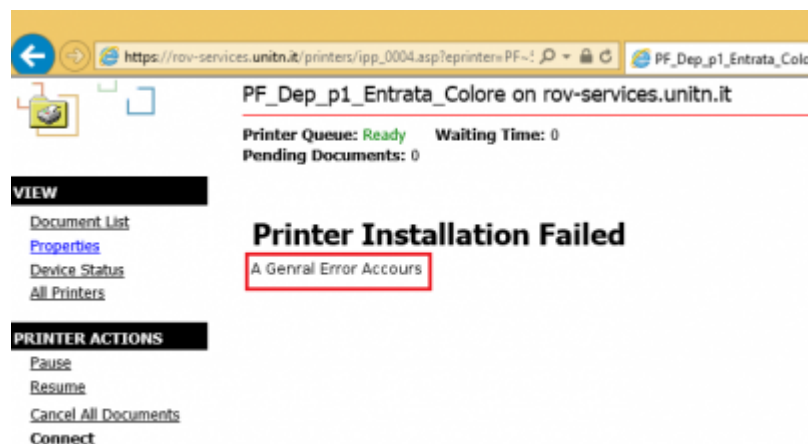
 

## Installation fails with message: Access is Denied

- RESOLUTION: The problem is the **user permissions** that have not been enabled for printing. Simply contact the ICT Service Users in Rovereto by OTRS Ticket http://servicedesk.unitn.it/ or by mail to: mailto:icts.polorovereto@unitn.it indicating the problem and request activation of your user to the press.
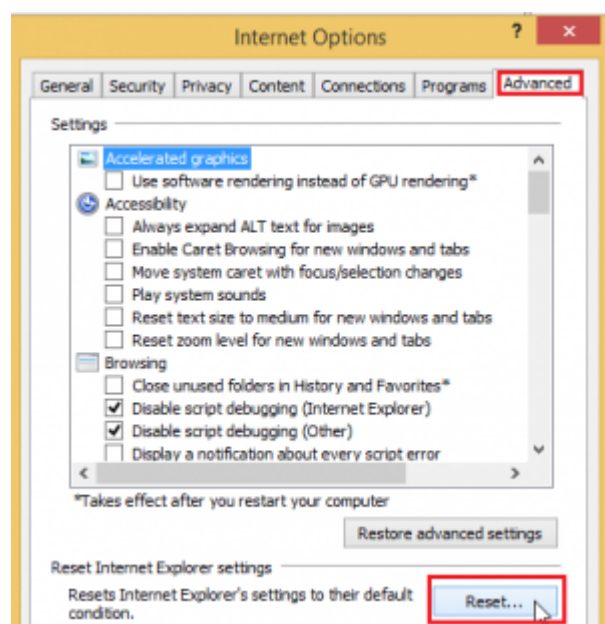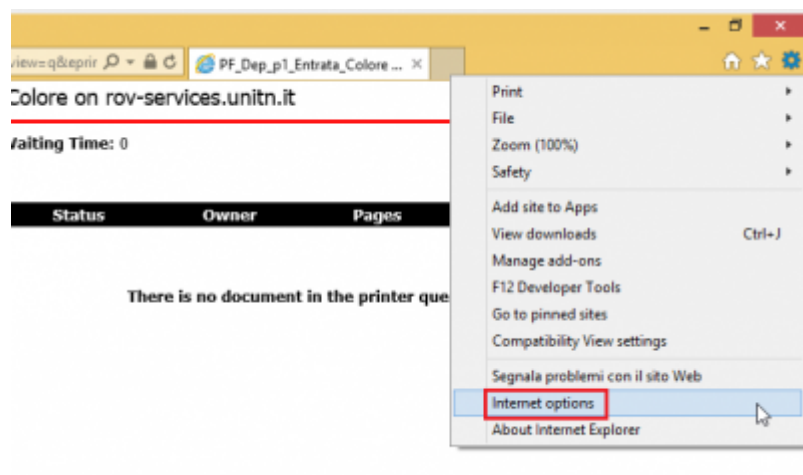
## Installation fails with message: General Error Accours

- <u>RESOLUTION</u>: It happens because Internet Explorer has saved some setting, given by the user, which is in conflict with the procedure.



It'just a **Reset** to **Default** of Internet Explorer.

From the **Tools → Internet Options**, tab **Advanced** → button **Reset**

At this point check **Delete personal settings** and click again on **Reset**
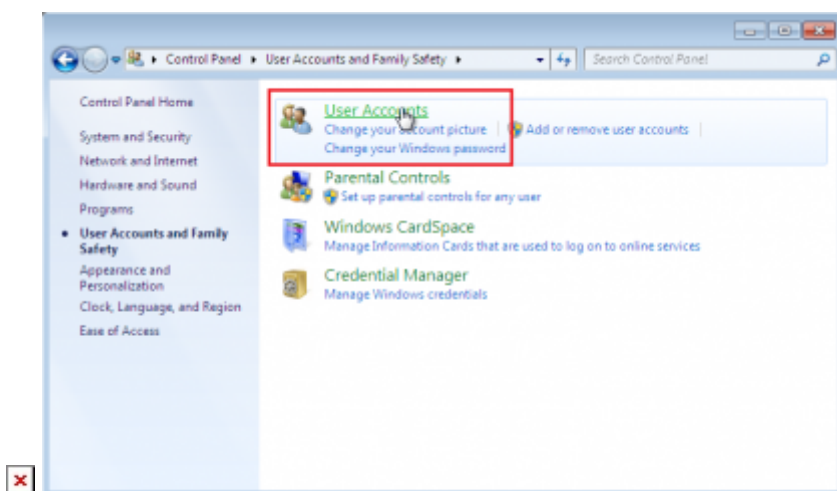
![x]

When the procedure is finished **relaunch Internet Explorer** maintaining the initial settings of **Default** and repeat the installation Printer procedure.

## The browser not asks me for authentication when I go to the link

- RESOLUTION: It happens because the computer **has stored credentials**, you only need to clear the cache and everything is restored.

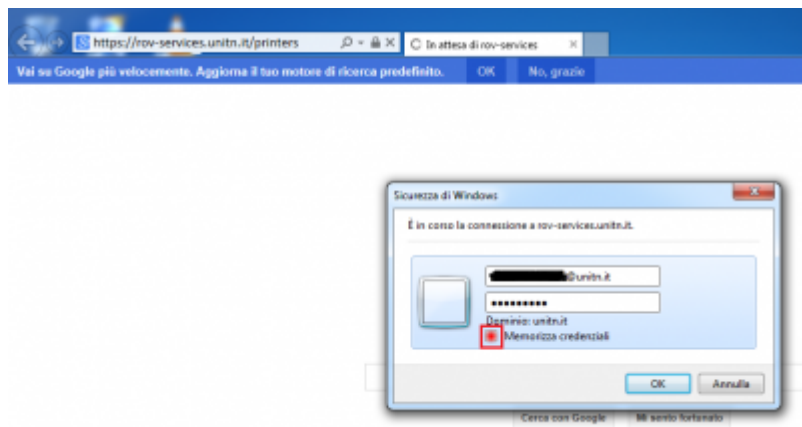We go in **Control Panel" → User Accounts and Family Safety →** and on the next screen on the → **User Accounts**

![x]

In the menu on the left find and click on "Credential Manager" that leads us to a window where we can see the credentials stored related to rov-services.unitn.it. At this point you just delete them.

In the menu on the left find and click on **Credential Manage** that leads us to a window where we can see the credentials stored related to **rov-services.unitn.it** you just **delete** them.

![x]

## I changed the password of the University and the printers do not work

- RESOLUTION: It happens because **the password is different** from that used for the installation of printers, to solve just **reconnect** to the link: https://rov-services.unitn.it/printers entering **new credentials** at the time of the request for **Username** and **Password** remembering to check **Save Credentials**; reboot the machine to complete the process.

If for some reason, the credentials are **not required**, then proceed with the resolution described in point **The browser does not asks for authentication** of this guide and then repeat the above procedure.

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