OS WINDOWS

Control Requirements

Check Internet Printing Client option.

• Windows 7: Start → Control Pannel → Programs

××

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

Cerca
Ovunque 🗸
funzionalită 🔎
Programmi e funzionalità
Attiva o disattiva funzionalità di Windows

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.

	All Print	ters on rov-services.unitn.it			
Katte	Salas	Location	Jules	Maded	Comment
VF CC p0 Portheria Colare	Ready	Plane Terra Ufficio Portneria Palazzo Fedrigotti	0	Ryocara Classic Universaldriver PCL6	Fotocopiatrice Colory con modulo Frante/Ratro
VF. CC. p0. UfficiaC16. Nero	Ready	Ufficio CUS Plans Terra Corpo Centrale - Palazzo Fedrigotti	0	PCLS Oniver for Universal Print	L) Biarros/Nero con modulo Fronte/Retro
P CC p1 Abriebie alla Calore	Ready	Abro entrala prime plano Carpo Centrale	0	Rypcera Classic Universaldriver PCL8	Potocoptatorce Laser a Calori con modulo Pronte/Watere
IF CC p1 Attaintata Nero	Ready	Primo Plano Attrio Antrata Corpo Cwrittale	0	HP Universal Printing PCL 6	Blanco Nero Fronts-Refro- Prime Plane Afrie Entrata Corpo Cent
VF CC p1 Phd1 Nero	Ready	Abio Ufficia PhdD Prima Plano Carpo Cantnale - Palazzo Fedrigatti	0	Lenmark Universal v2	L) Blanco/Nerm com modulo Frante/Ratro
P CC #2 NordEst Colore	Ready	Secondo Plano Corpo Controle Lato NoniEst - Falazzo Pedropotti	0	TOSHESA #-STUDED Universal PCUS	Poteceptatrice a Colori con modulo Proste/Retro
PF CC g2 Mondlist Reep	Ready	Secondo Plano Corps Centrale Lato Nordlixt - Palazzo Fedrigotti	0	HP Universal Printing PCL 6	L3 Etanca/News con modulo Frante/Retro
VF CC p2 Overt Nere	Ready	Secondo Plano Corpe Centrale Lato Ovest - Palazzo Fedrigatti	0	HP Universal Printing PCL 5	L) Bianco/Hero can modulo Fronte/Retro
T CC #2 PresideUT Celore	Ready	Secondo Plano Corps Centrale Abrio Preside ITM - Palazzo Pedrigotti	0	PCL8 Oniver for Universal Print	L3 Colori con medule Pronte/Retro
W CC g2 Segrime: New	Ready	Ufficio Segreteria Canec Seconda Plano Carpo Centuale - Palazzo Fedirgatti	0	Learnark Universitäl sä	L2 Blanco/Nero can modulo Proste/Retto
VE CC p2 URICT Nere	Ready	Ufficio ICT Secondo Plane Corpo Centrale - Palazzo Fedrigotti	0	HP Universal Printing PCL 6	L) Biano/Hero can modulo Fronte/Retro
P. CC p3 Ext Nero	Ready	Texpo Plano Corpo Centrale Lato Est - Palazzo Pedrigetti	0	HP Universal Printing POL 6	L) Biarros/Nerol con modulo Pronte/Retro
and the second se			-	many and a second second second second	and a second second second second second second second

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**

Carla Ca http://www.ser	Nices/printers/op_0004.asp?view=q&epr /D = C / 6 PF_CC_p2_PresidenCT	Col. ×	
-ja ~ -	PF_CC_p2_PresidioICT_Colore on rov-services		
	Printer Queue: Ready Waiting Time: 0 Pending Documents: 0		
Document List Properties	Document Status	Owner	Pages
All Printers PRINTER ACTIONS		There is no document	at in the printer o
Pause Resume			
Cancel All Documents Connect			
Poccur Connect PF_CC_p2_Pr Pause	esidoICT_Colore from		
Resume Cancel			

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**.

<u>ں</u>	PF_CC_p2_PresidioICT_Colore on rov-services				
	Printer Queue: Ready Waiting Pending Documents: 0	Time: 0			
045			Printer Installation		
ents		c	hecking network connection		
		Pessword di rete			
		Per accedens alla atamparte, digti None stamparte None stamparte None uterte	tane il nome uterte e la passenord nu PF_OC_p2_PresidoICT_Colons/perter		
		Perrod	Anda		

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**

Printer Queue: Ready Waiting Time: Pending Documents: 0	0	
	Printer Installation	
	Scureza di Internet Esplorer	
	Un sito Web sta tentando di aprire contenuto Web utilizzando questo programma	
	Questo programma versi aperto al di fuori della modalità protetta, La modalità publica di attenet impiane facilita la protezione del computer. Se non-se comunidore al diretto della questo sella titto, nen opere el comparenza.	
	tome: Support are for laterest Printing	
	Nen gostrare på queste enviso per questo programme	
	Consent Bon consentine	

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

<u>RESOLUTION</u>: 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.

××

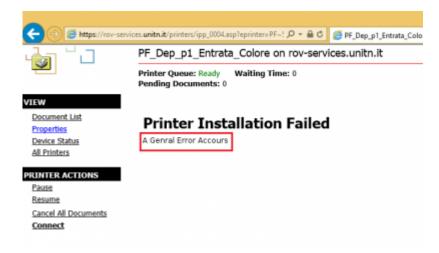
Installation fails with message: Access is Denied

 <u>RESOLUTION</u>: 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.



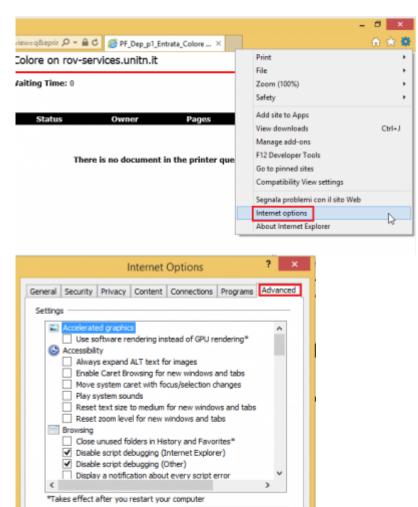
Installation fails with message: General Error Accours

• <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** \rightarrow **Internet Options**, tab **Advanced** \rightarrow button **Reset**



Restore advanced settings

Reset...

condition.

Reset Internet Explorer settings

Resets Internet Explorer's settings to their default

×

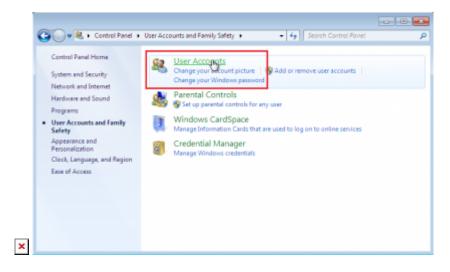
When the procedure is finished **relaunch Internet Explorer** maintaining the initial settings of **Default** and repeat the installation Printer procedure.

5/6

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

• <u>RESOLUTION</u>: It happens because the computer **has stored credentials**, you only need to clear the cache and everything is restored.

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



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.

×

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

 <u>RESOLUTION</u>: 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.

From: https://wiki.unitn.it/ - Wiki UniTn	
Permanent link: https://wiki.unitn.it/pub:print_rovereto_windows?rev=1416405337	×
Last update: 2014/11/19 13:55	