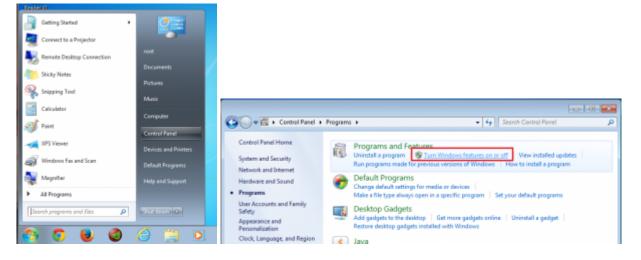
# **OS WINDOWS**

# **Control Requirements**

Check Internet Printing Client option.

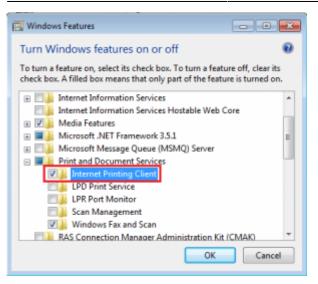
• Windows 7: Start → Control Pannel → Programs



• 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.

			ervkes uniterit (privaen)		
🕢 🔞 👩 https://www.anview.anitruit/printers	P = X O Natingfor rev services an. X	ja 🖓	All Printers on rov-services.unitn.it		
	Constigution devices.		No.         Main Status Status Status Status           Main Status Status Status Status         Status Status Status           Main Status Status Status         Status Status           Main Status Status         Status Status           Main Status         Status	Annu Carlos Conservation (Conservation)     Annu Carlos Conservation (Conservation)     Annu Carlos Conservation (Conservation)     Annu Carlos Conservation     Annu     Annu Carlos Con	Advancement     Advanceme

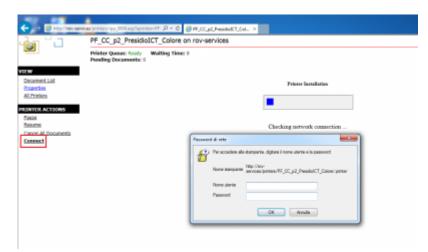
The printers all have a name (it also appears on the label on them) composed as follow: **PI\_p0\_Portineria\_Colore** 

- 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** 

Printer Queue: Ready Waiting Time: 0 Pending Documents: 0	
	Printer Installation.
	Scureza di Internet Esplorer
	Un sito Web sta tentando di aprire contenuto Web     utilizzando questo programma
	Questo programma versi aperta al di fuori della modalità protetta. La <u>modalità</u> <u>primetta</u> di trateviet flupiarer facilta la prutezione del computer. Se nan si considera el tordibile questo silo. Vieto, non aprire il programma.
	Autors: Support even for Interest Printing Autors: Hisrosoft Windows
	Nen gootrare pú questo anviso per questo programmo
	Qarsent Hor 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.

						Compatibility View Settings
Ele Edit View Feverites	res unitmit/printers/		,은 두 🔒 C 🛛 🍯 All Printers on row-see	wices	x	Add this website:
	Delete browsing history InPrivate Browsing Turn on Tracking Protection ActiveX Filtering	Ctrl+Shift+Del Ctrl+Shift+P	s.unitn.it			unitnuit Add Websites you've added to Compatibility Wew: Remove
PF_CC_p0_Partineria_Colore PF_CC_p0_UfficiaCL8_Nero PF_CC_p1_AtrioEntrata_Celory	Fix connection problems Reopen last browsing session Add site to Start menu		ria Palazzo Fedrigotti rpo Centrala - Palazzo Fedrigotti Corpo Centrale	0 0 0	Kyscera Cla PCL6 Driver Kyscera Cla	
PF CC p1 AtrioEntrata Nero PF CC p1 AtrioEntrata Nero PF CC p1 Phd3 Nero PF CC p2 NordEat Colore	View downloads Pep-up Blecker SmartScreen Filter		Corps Centrale ano Corps Centrale - Palazza Fedrigotti trale Lata NordEst - Palazza Fedrigotti	0	HP Universa Leamark Uni TOSHIDA e-	
PF CC p2 NordEst Nero PF CC p2 Ovest Nero PF CC p2 PresidioICT Colore PF CC p2 SegrCirec Nero	Manage add-ons Compatibility View settings Subscribe to this feed		trale Lato NordEst - Palazzo Fedrigotti trale Lato Ovest - Palazzo Fedrigotti trale Atrio Presido ITM - Palazzo Fedrigotti accendo Pario Carpo Cantrale - Palazzo Pedrigotti	0	HP Universa HP Universa PCL6 Driver Lexmark Uni	Display intranet sites in Compatibility View Use Microsoft compatibility lats
PF_CC_p3_UtflCT_Nero PF_CC_p3_Est_Nera PF_CC_p3_NordEst_Colore	Feed discovery Windows Update Performance dashboard	r Chil+Shilt+U	Corpo Centrale - Palazza Fedrigotti le Lato Est - Palazza Fedrigotti le Lato NordEst - Palazzo Fedrigotti	0 0 0	HP Universa HP Universa TOSHBA e-	Learn more by reading the <u>Internet Explorer privacy statement</u>
PF CC p3 NordEst Colore PF CC p3 Sud Nero	Performance dashiboard	Ctrl+Shift+U	e Lato NordEst - Palazzo Fedrigotti e Lato Sud - Palazzo Fedrigotti	0	TOSHIBA e- Microsoft en	Close

#### Installation fails with message: Access is Denied

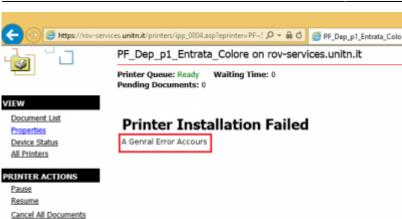
• <u>RESOLUTION</u>: The problem is the **user permissions** that have not been enabled for printing. Simply contact the ICT Service Users in Rovereto by OTRS Ticket <u>http://servicedesk.unitn.it/</u> or by mail to: <u>mailto:icts.polorovereto@unitn.it</u> indicating the problem and request activation of your user to the press.

1	Substant And Mr.	(a. 107) <b>- 1</b>
C Haulton	eense weekstigenteerige, 2004 optigen D = 0 🧃 Ryk Destrate, Salane en 🕫	
- <sup>-</sup> -	Pt_p0_Portineria_Colore on rov-services.unitn.it	
*	Printer Quran (Inst) Walling Texes 0 Preading Decements: 0	
numeri List Spelles	Printer Installation Failed	
Prodect	Access is derived.	
NTER ACTIONS		
ned Al Decements		
		1 1 0 0 7 0 2 1 0 5 P 4 100
/ V N		100000000000000000000000000000000000000

#### Installation fails with message: General Error Accours

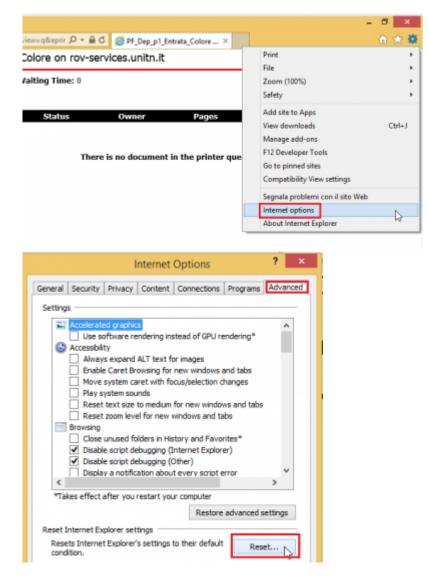
• <u>RESOLUTION</u>: It happens because Internet Explorer has saved some setting, given by the user, which is in conflict with the procedure.

Connect



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** 

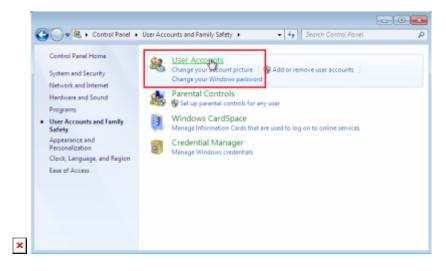
×

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

• <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** 



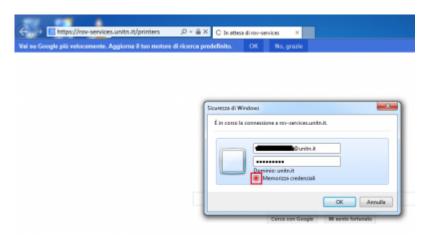
In the menu on the left find and click on "Credential Manager" that leads us to a window where we can see the credentials stored related to rov-services.unitn.it. At this point you just delete them.

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=1416405761

Last update: 2014/11/19 14:02

×