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KIZ PRINT SERVICES

Kommunikations- und Informationszentrum (kiz)

Stand: 12. August 2020

GENERAL QUESTIONS

WHAT IS THE KIZ PRINT SERVICES ?

The kiz print services is the new print system of Ulm University and driven by the kiz / Infrastructure. The system is addressed solely via the website at <https://print.uni-ulm.de>.

WHERE CAN I USE THE KIZ PRINT SERVICES?

Practically, everywhere.

- You can print by just using any 'kiz windows PC Pool' and soon from 'kiz linux PC Pools' as well.
- Within the 'university network' or within the 'wireless network Eduroam', you can print from your own laptop/computer.
- Using the university VPN, you can print from your laptop at home as well as on the campus.
- There is also an "Online-Print" option on the Website at <https://print.uni-ulm.de>, which enables you to print from mobile phones as well as from any Laptop/PC just using your preferred web-browser within and from outside the university network.

USING KIZ PRINTER - HOW CAN I DO THIS?

In general you just send all your print-jobs into a single queue called 'FollowMe' and finally start the print-job using your id/card at the release-station connected to the desired printer. Within the website at <https://print.uni-ulm.de> a short intro using the new kiz print services is available. For more detailed information this document is designed and will be constantly updated. To give a quite complete description on printing. Just feel free to give feedback with any hints or about things that are missing and should be included here. Find addresses for feedback on the last page in this document - you can come directly to our consulting hours or you may send an E-Mail to our helpdesk.

THIS DOCUMENT CONSISTS OF

- GENERAL QUESTIONS
- FAQs
- PRINTING FROM KIZ PC-POOLS (WINDOWS)
- PRINTING FROM YOUR LAPTOP/PC (WINDOWS)
- PRINTING ONLINE
- PRINTING ON UBUNTU GNU/LINUX (example:18.04 LTS)
- PRINTING ON MACOS
- HELP AND CONTACT DETAILS

FAQS

IS MY OPERATING SYSTEM SUPPORTED?

Yes, very likely. Microsoft Windows, MacOS and GNU/Linux are all supported. If you use another OS like Haiku OS or FreeDos, you may use the kiz print services from the website.

WHAT HAPPENS IF I CHANGE/RESET MY PASSWORD AT THE IDM SELFSERVICES?

If using a kiz Windows PC pool your password will be requested once and then be encrypted and saved within your profile. After changing your password in the IDM Selfservices you will be prompted to enter the new password the next time you are printing.

WILL MY PRINT JOBS BE HOLD FOREVER?

No, the print jobs in the FollowMe queue will be cancelled after 48 hours if they are not printed.

WHY DO MY PRINTJOBS DISAPPEAR?

Likely, the page size of your print job is set to "letter". Those will be denied by the kiz print services. To avoid that you need to set the page size to A4 prior to sending the print job. Make also sure that your setting there is something like "fit to page". You will be informed by email about cancelled print jobs just like non-matching page sizes. If you don't even see an entry at the 'Recent print Jobs' viewable at 'print.uni-ulm.de' it might be a result of missing credentials. To check for the credentials just have a look at the desktop-screen: it sometimes happens that the window where your credentials for printing is requested is simply below your other running apps.

WHY DO MY COMPLEX PRINTJOB DISAPPEAR?

Another reason for "lost jobs" maybe a special document failure – to verify if this is happening you simply try if you can even print a test page. If the test-page can pass through you may check your application being used – currently AcrobatReader is more robust than the MicrosoftBuiltin (Edge). Next thing is to check for the Options. It was seen that a quite complex Document (in color with pictures) that should be printed in 4-up and at the same time should only be partially printed –like page "78-90" the output was stuck. Solution there was to remove the Option "print in Gray-scale". It seems that there this option together with the other output settings simply was too much. Since the output (PostScript code with color enabled) was released anyway on a black-and-white printer, it makes no difference, but it slightly reduces the conversion, so the printing process can eventually succeed. If nothing helps you also may send that document to the helpdesk if it is not confidential or you can visit the consulting hours.

I HAVE A VERY OBSCURE GNU/LINUX DISTRIBUTION AND CANNOT INSTALL THE PRINTER

Use the cups service directly or come to the IT-Sprechstunde during office hours.

I PRINT FROM MY WINDOWS - THE OUTPUT IS SOMEHOW GARBLED AND INCOMPLETE?

Mostly this is happening using the built-in PDF viewer from Microsoft Products and using options like 4-up. Better use Firefox as Browser and better set the default pdf-viewer to **Adobe Acrobat Reader** - in general this reader has much less troubles especially when using printing options like multiple pages.

HOW CAN I CANCEL ONE OF MY PRINT-JOBS OR JUST ALL OF THEM?

The cancelling is possible at your general login located at <https://print.uni-ulm.de>. After login you select 'JOBS PENDING RELEASE' where you can check holding jobs and there you can cancel any job. If you just got more than one Job pending in 'FollowMe' then you can also cancel at the release station.

MY PRINTJOB JUST STARTED – CAN I CANCEL A RUNNING JOB?

If you are quick you may try to cancel this running Job **directly at the printer using the printer's menu**. Check for a button like 'X' - just push that button at the b/w laser panels or touch it on a touch display at the colour printer panels. This will pause the job and the printing should stop quite soon. Next step is to select and press the item similar to '**cancel all jobs**', it is normal that you are requested to send an additional '**OK**'. After that step you should see a kind of confirmation message. All printer models are similar to handle and do always start with the '**X**' to cancel jobs. Please notice that this described procedure to cancel ensures that only your printed pages are finally accounted. On colour printer it is enough to simply touch the red **X**-Button and the job will immediately be cancelled.

WHAT ABOUT THE COSTS?

All possible media/costs you can find at your general login located at <https://print.uni-ulm.de> : there you select 'Rates'. Another easy way is directly at the ReleaseStations here you can list the costs of the attached printer just by using the 'Rates' button.

FAQS -CONTINUED

CAN I PREVIEW THE COST OF MY QUEUED PRINT-JOB?

Yes, but it depends: To display the costs of your print-job just use your general login located at <https://print.uni-ulm.de> . There you select 'JOBS PENDING RELEASE' where you can see all your holding jobs and there you can see the cost of any holding job **if you will** be using/releasing that job on a black-and-white-only printer with the cheapest output. When releasing jobs at any non-black/white-only printer please be aware that the final costs may be higher than the pre-calculated.

PRINTING OPTIONS: SHOULD I TURN OFF COLOR WHEN USING A NON-COLOR PRINTER?

No, you may generally/always enable the colour option when you are customizing the print options – there is no need to disable that option. If you decide to print such a job on a black/white printer then it will be black/white for sure and the costs are reflecting this. On the other hand if you will use a colour printer then this will lead to raising costs – but the output will be in colour anyway because you have chosen this by selecting the corresponding release station. In principle you can save expenses with the possibility of turning off colour in the print option when using colour printer. The cost on monochrome output on PageWide colour-printer in the PC Pools is identical as using the b/w laser printer.

CAN I RUN OUT OF MY BALANCE?

Yes, this may happen and is possible once because the preview on costs reflect the lowest prices for black/white printer. Using a colour printer may finally cause additional costs and such a job will complete anyway but will cause an overflow of your printer credits that prevents you from printing any additional print-job.

OUT OF PRINTERQUOTA – HOW CAN I PRINT AGAIN?

To print again you need to buy printer credits at the SB-terminals. To check your balance you can easily just hold your Id at any Release Station or you log into <https://print.uni-ulm.de>

HOW CAN I PRINT IN FORMAT A3?

In PC Pool 2 and in PC Pool 5 this is possible using the colour printer there (HP PageWide) . If you need to print a Document in A3 you simply set the printing Options (after selecting 'FollowMe') to a format 'A3' and make sure to set the Option is similar to 'Fitting to page size'. After you submitted this you can

release this print job at the PageWide printer located at PC Pool 2 or 5. If you choose any other printer for printing that A3 formatted print-job then this print job will be cancelled - Please notice that the setting for your next print job maybe still at A3 so you possibly need to set the format back again to A4.

WHAT CAN I DO – NOTHING GOES RIGHT WITH THAT PRINTING?

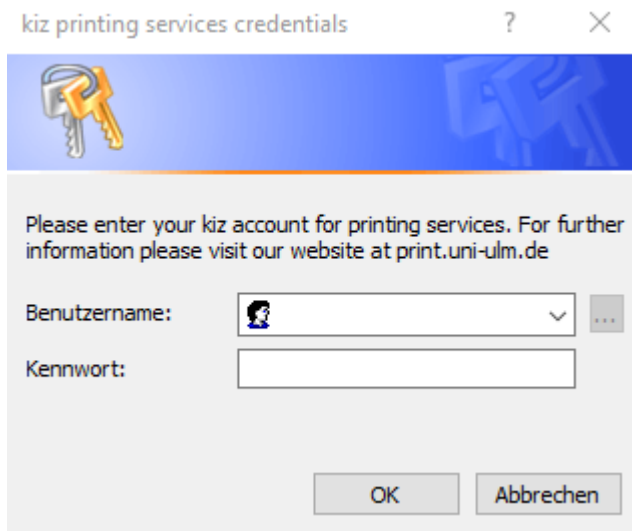
You are for sure in the right place at the IT consultation - there you will be helped. See at the end of this document for details on location and consulting hours.

MY FREQUENTLY QUESTION IS NOT LISTED?

Do not hesitate and send this question to helpdesk@uni-ulm.de – you may mark it in a special way that this question should be included here with an answer.

PRINTING FROM KIZ PC-POOLS (WINDOWS)

1. The first time you log into your account, a PowerShell password prompt will require you to provide your kiz login details. Please note that this window may take some time to display.



kiz printing services credentials ? X

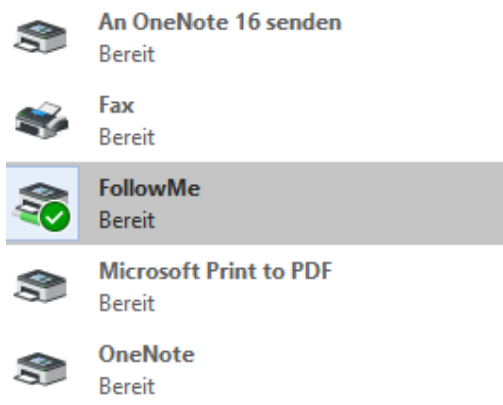
Please enter your kiz account for printing services. For further information please visit our website at print.uni-ulm.de

Benutzername: ...

Kennwort:

OK Abbrechen

2. If you enter your details, you will be able to use the FollowMe print queue on the computers of the Windows PC-Pools.

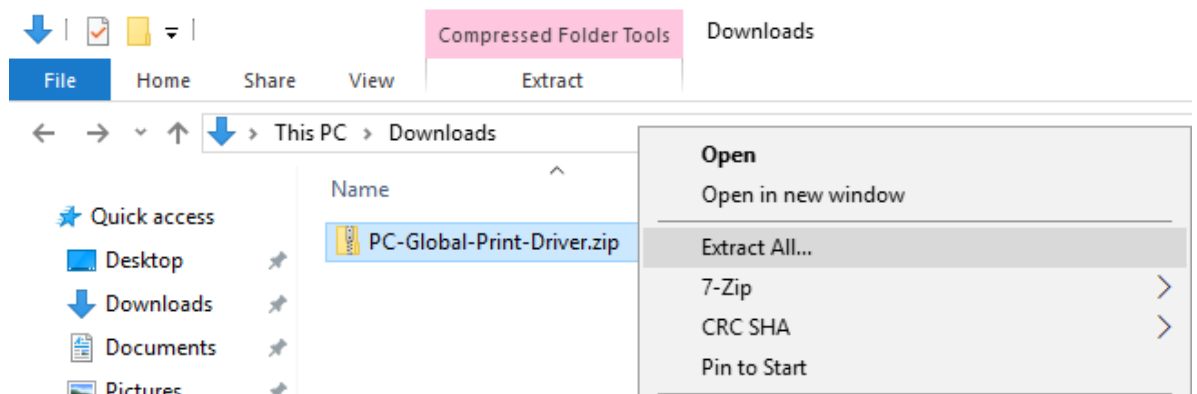


PRINTING FROM YOUR LAPTOP/PC (WINDOWS)

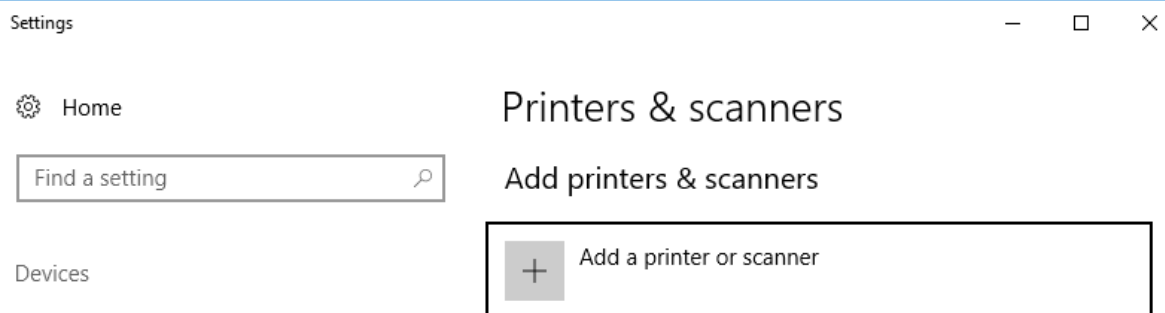
You will need to install the PaperCut Global PostScript Drivers. Log into the Ulm University print system, and navigate to the “FollowMe” section. There you will find a link to the drivers. Or simply follow:

→ <https://print.uni-ulm.de/custom/PC-Global-Print-Driver.zip>

1. The drivers are downloaded as a zip file. Unzip the files, e.g. by right-clicking and selecting “extract all”.



2. Go to “Settings”, then “Printers & scanners”, and choose “Add a printer or scanner”.



3. Choose „The Printer that I want isn’t listed”.

Printers & scanners

Add printers & scanners



Searching for printers and scanners



[The printer that I want isn't listed](#)

4. In the following dialogue, choose “select a shared printer by name” and enter the following url:

`https://print.uni-ulm.de:631/printers/FollowMe/.printer`

Find a printer by other options

My printer is a little older. Help me find it.

Select a shared printer by name

`https://print.uni-ulm.de:631/printers/FollowMe/.printer`

Browse...

Example: `\\computername\printername` or
`http://computername/printers/printername/.printer`

Add a printer using a TCP/IP address or hostname

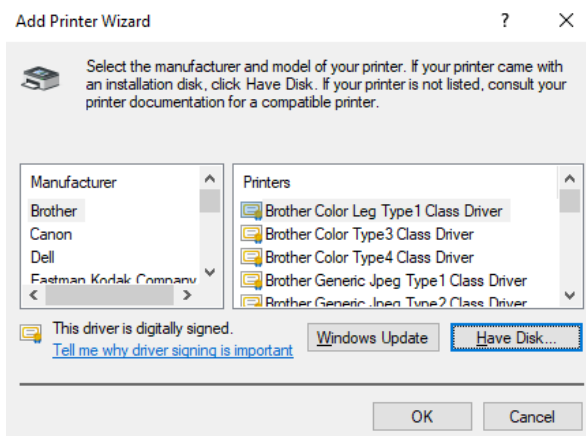
Add a Bluetooth, wireless or network discoverable printer

Add a local printer or network printer with manual settings

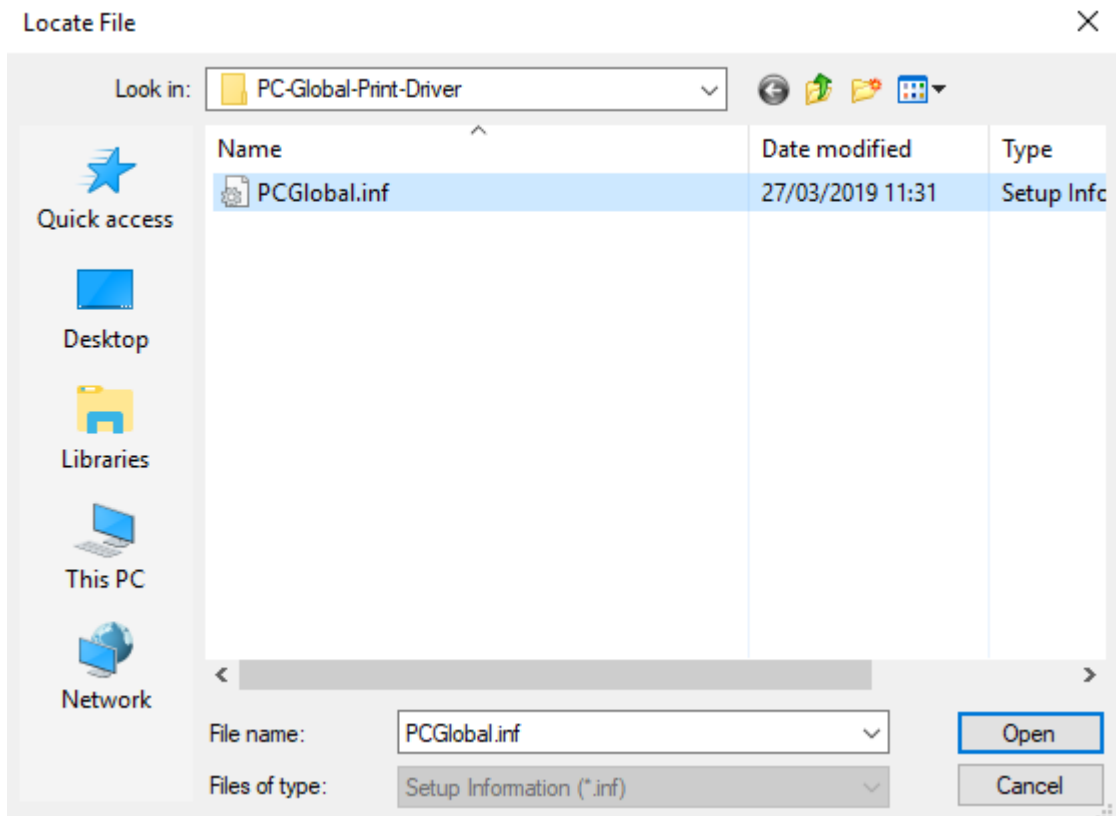
Next

Cancel

5. You are then required to choose the appropriate drivers. Fortunately, we already downloaded them in the beginning. Choose “Have Disk” and then “Browse..”.



6. Navigate to the directory where you unzipped the downloaded driver files to, and open the "PCGlobal.inf" file.



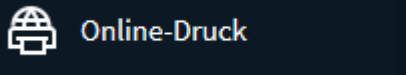
7. The "FollowMe" printer is now successfully installed but the credentials (username/ password) are missing.
8. The last step now is to register your credentials by selecting the printers properties ("Druckereigenschaften") and there within you select ports ("Anschlüsse") → here you just fill in username/password.
9. Finally you may send a test-page into that FollowMe queue – if you can see that job at 'https://print,uni-ulm.de' ... just below pending Jobs ("Aufträge zur Freigabe") then your queue is okay and you can simply cancel that test-job.

PRINTING ONLINE

1. Go to the website of Ulm university print system.

<https://print.uni-ulm.de>

2. Choose "Online-Druck"

 Online-Druck

3. Using the option "Druckauftrag abgeben"

[Druckauftrag abgeben](#)

4. You enter the number of desired copies using „Kopien“ and upload the document with “3. Dokument hochladen”.

[3. Dokument hochladen »](#)

5. You can now drop and drag the document into the box saying “Dateien hier ablegen” or choose the file picker of the browsing with “Vom Computer laden...”



Dateien hier ablegen.

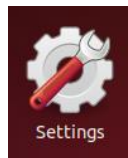
[Vom Computer laden...](#)

6. After processing your document is now in the FollowMe queue and ready to be printed.

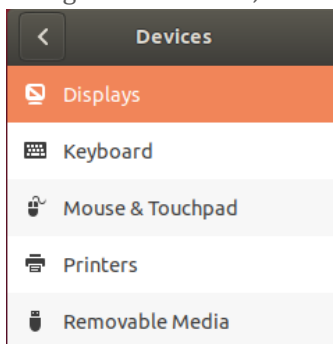
Pleas Note: one default option for online-printing is “duplex-printing”. In case you want to change other options on the printout like n-up (printing more pages per side) you need to prepare the output before the upload. To transfer this into another output format like n-up slides per page you may simply use your acrobat-Reader and select as output a pdf-output like with “Microsoft Print to PDF” → then you set your options like 4-up e.g. as you like and after print you will be asked for a file-name for the output. This output (PDF-Document) you can now download. The only thing using that way you cannot adjust is simplex-printing – the default there is duplex and cannot be overwritten.

PRINTING ON UBUNTU GNU/LINUX (18.04 LTS)

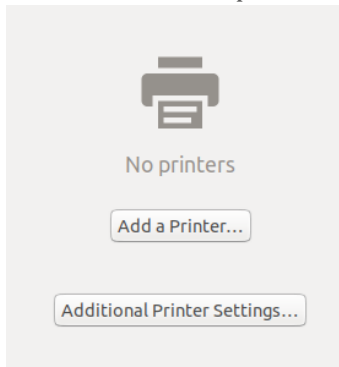
1. Open your system “Settings”



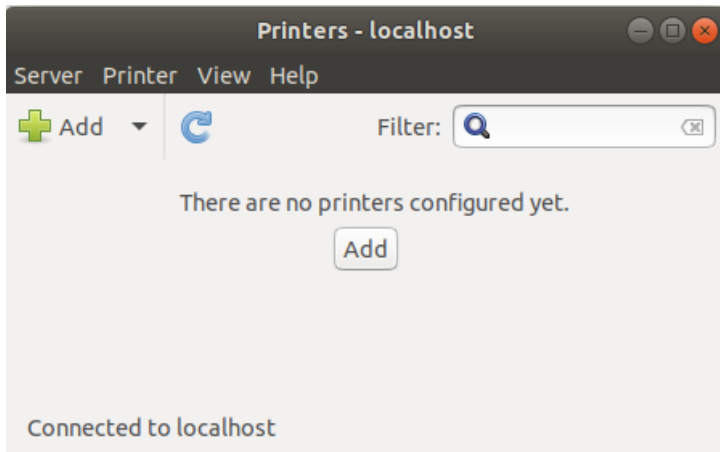
2. Navigate to “Devices”, then “Printers”



3. Choose “Additional printer settings”

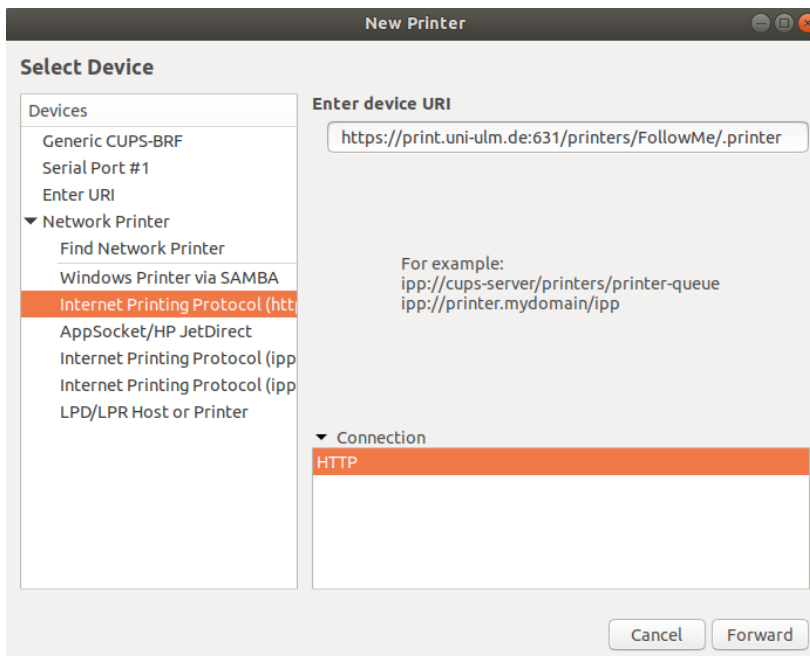


4. Choose “Add”

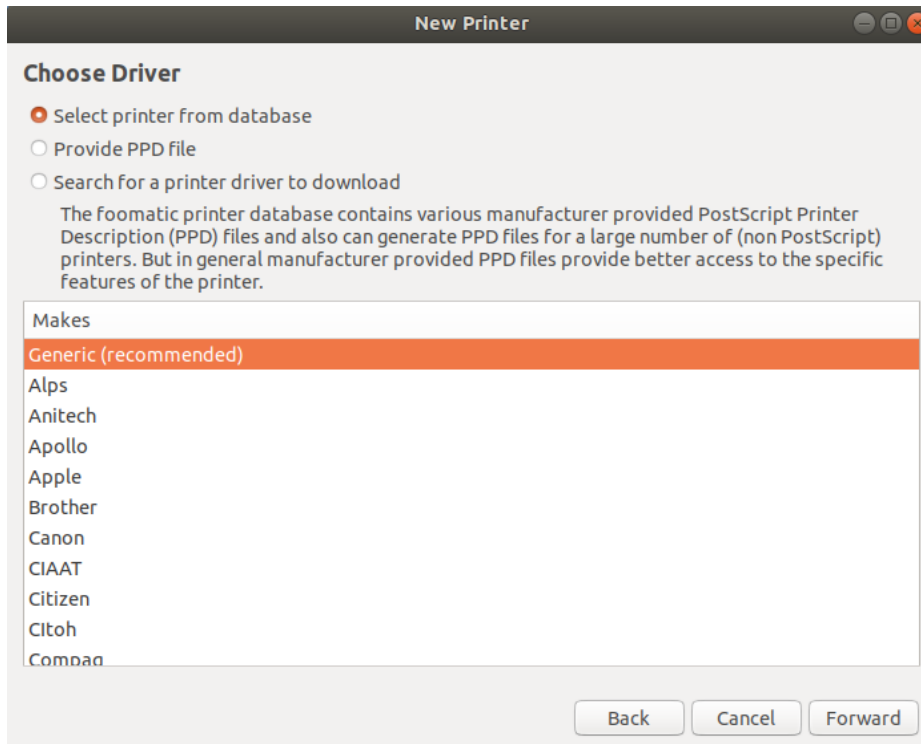


5. Choose "Network Printer" and "Internet Printing Protocol (https)" and enter the following address:

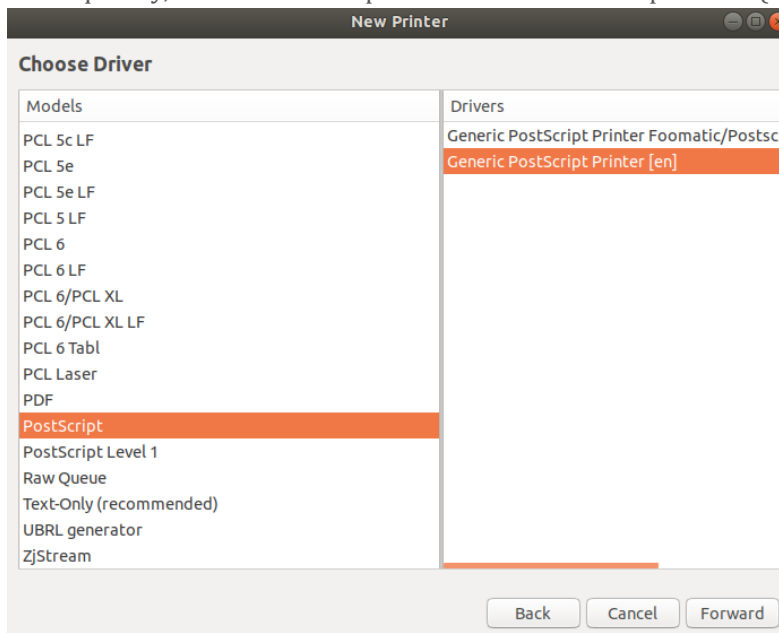
`https://print.uni-ulm.de:631/printers/FollowMe/.printer`



- As a driver, choose "Generic" from the database



- Subsequently, choose "PostScript" and "Generic PostScript Printer(en)"



- Give the printer an appropriate name of your liking, e.g. FollowMe_Printer

New Printer

Describe Printer

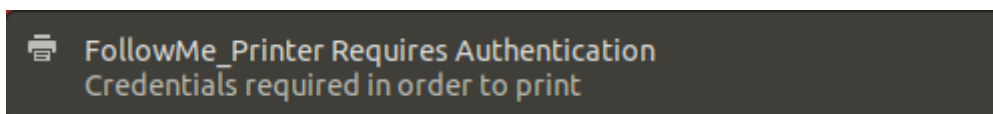
Printer Name
Short name for this printer such as "laserjet"
FollowMe_Printer

Description (optional)
Human-readable description such as "HP LaserJet with Duplexer"
Printer for FollowMe queue

Location (optional)
Human-readable location such as "Lab 1"
Ulm University

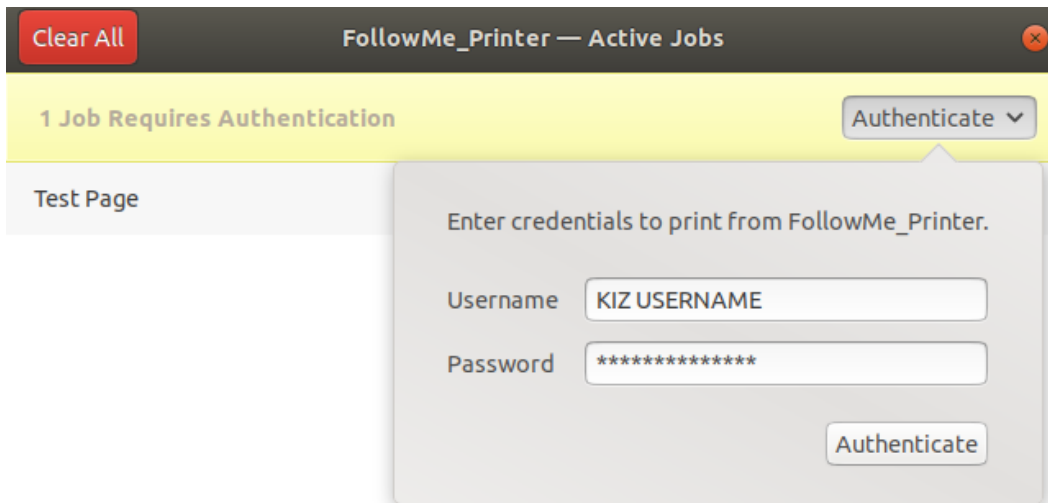
Back Cancel Apply

9. You can now print from your computer using the installed printer.



Clicking on the popup will prompt you for your KIZ login details. Entering those will send the print job to the followme queue.

Alternatively, you can view all your print jobs from “settings” – “devices” – “printers” and authenticate the print job from there.

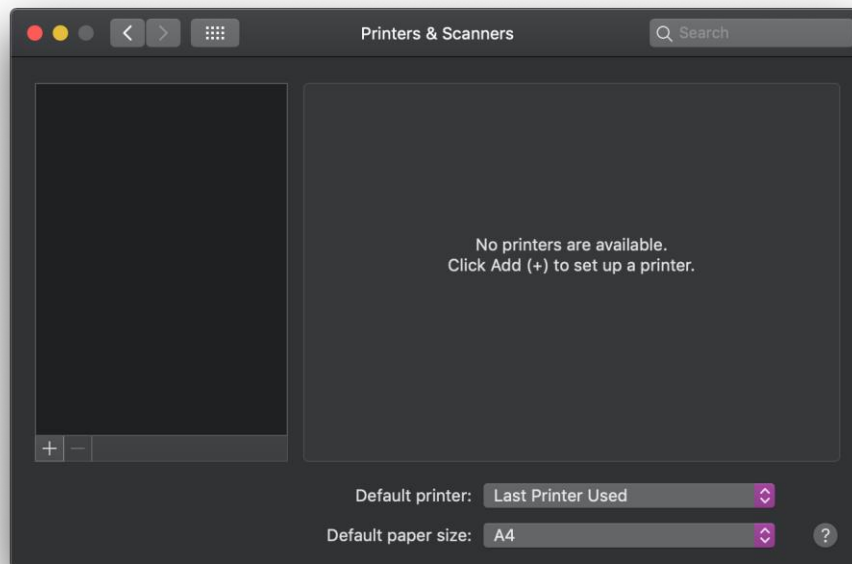


PRINTING ON MAC OS

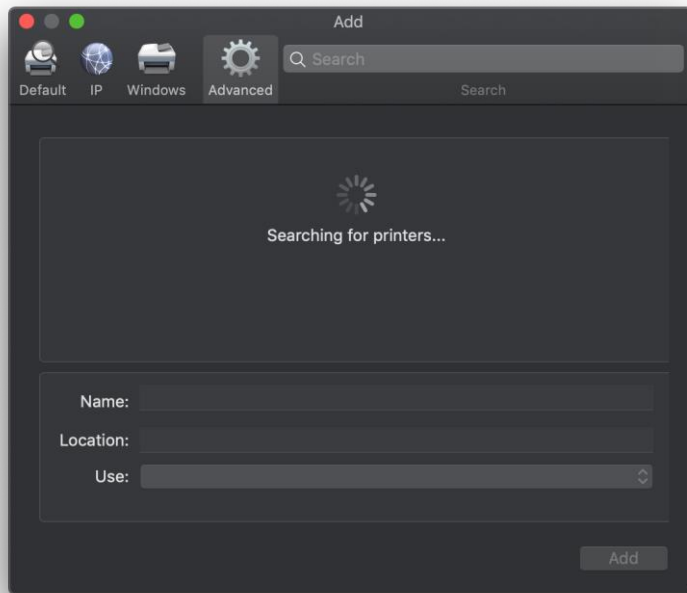
1. Open "System Preferences" and choose "Printers & Scanners"



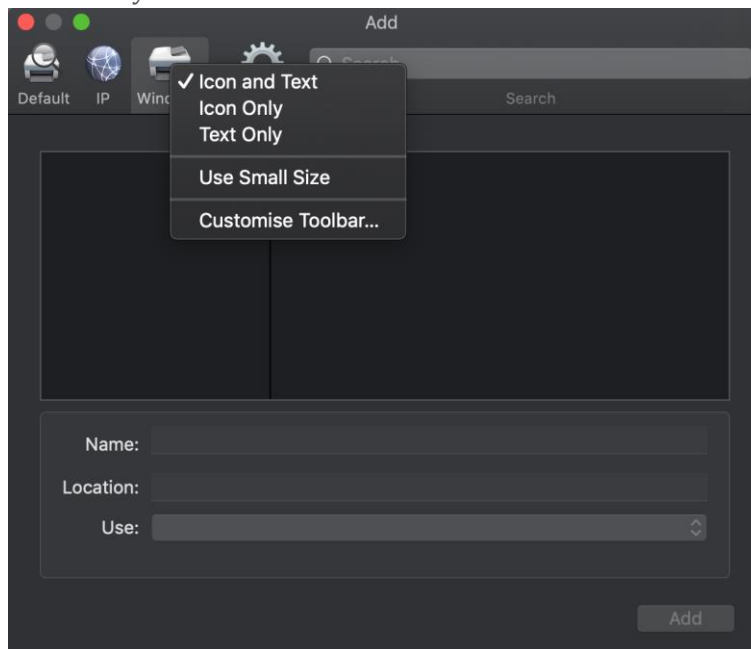
2. In the "Printers & Scanners" menu, choose the "+" (add printer) button on the lower left side.



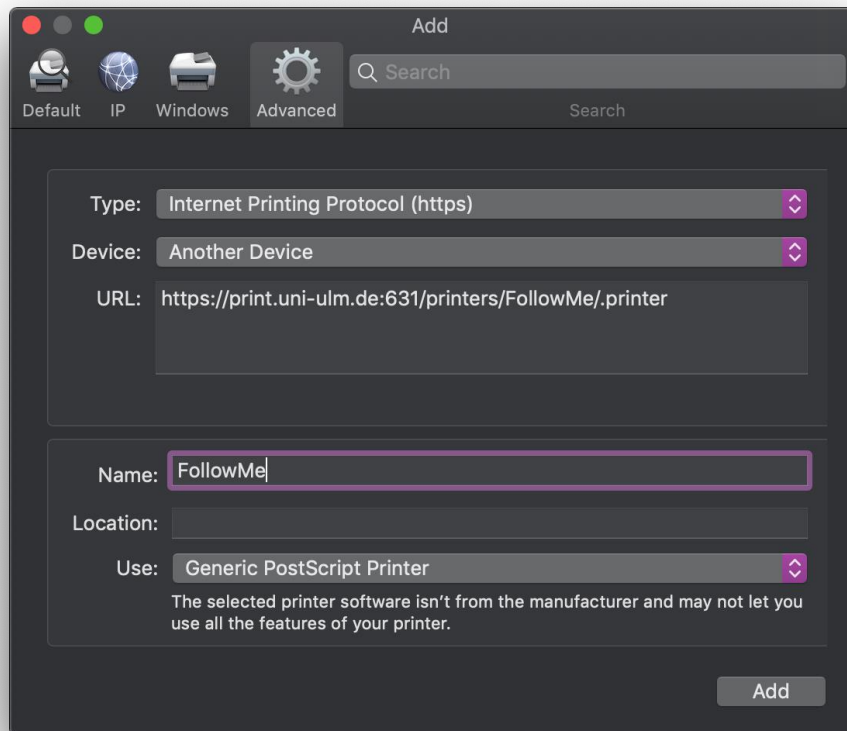
3. Click on "Advanced"



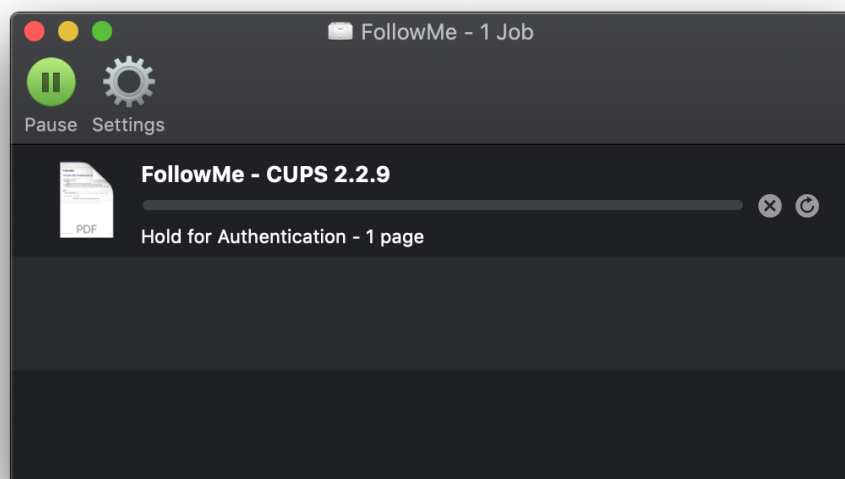
If the “Advanced” button is not visible for you, right-click on “Windows” and choose “customize toolbar” which lets you add the “Advanced” button to the menu bar.



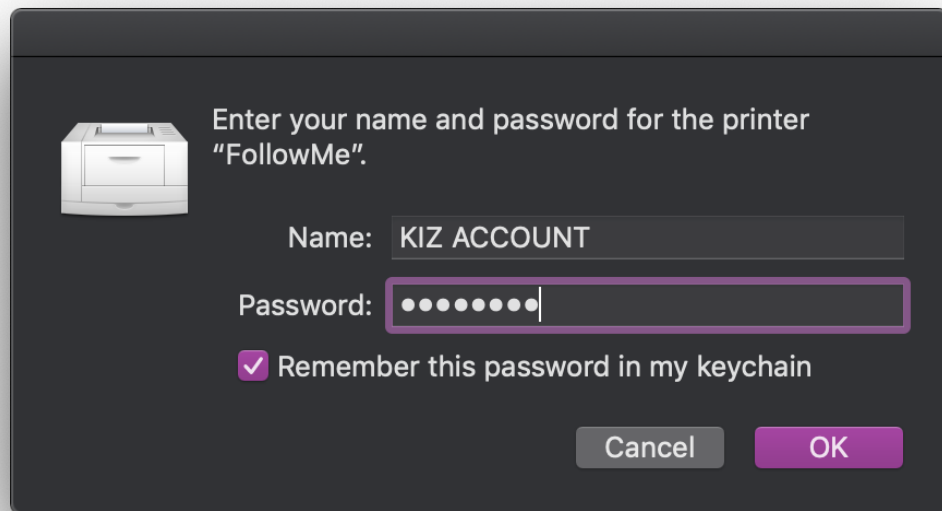
4. In the following dialogue, choose
 - a. Type: Internet Printing Protocol (https)
 - b. Device: Another Device
 - c. URL: <https://print.uni-ulm.de:631/printers/FollowMe/.printer>
 - d. Name: FollowMe (or any other name of your choice)
 - e. Use: Generic PostScript Printer



5. With a click on "Add" the FollowMe-queue printer is added to your system.
6. When printing for the first time, it is likely that your print job will be stuck in the print queue waiting for authentication.



7. By refreshing the print job (circle – arrow – symbol), you will be prompted to enter your KIZ account details, which you can save in your keychain.



Enter your name and password for the printer "FollowMe".

Name: KIZ ACCOUNT

Password: [masked]

Remember this password in my keychain

Cancel OK

8. You are now ready to print from your Mac OS system.

HELP AND CONTACT DETAILS

If you have trouble installing the drivers and/or printing from the FollowMe-queue, please come to the kiz IT-Sprechstunde (IT-consulting).

Competent colleagues will help you to find a solution.

kiz Universität Ost / University East
Gebäude 026/Niveau 5
Room 5407

During the lecture period, the opening hours are:

Monday to Thursday: 9.00 – 12.00 and 13.00 – 16.00

Friday: 9.00 – 12.00

More Information at:

<https://www.uni-ulm.de/en/einrichtungen/kiz/service-katalog/consulting-support/itsprechstunde/>

You may also contact our helpdesk at ...

E-Mail helpdesk@uni-ulm.de

www <http://www.uni-ulm.de/index.php?id=1232>

phone +49 (0) 731/50 - 30 000 (University intern: **30 000**)

... for any questions, hints , or just feedback on the 'kiz print services' - thank you !