



# **PullPrint Service Provider**

## **Version 1.0**

### **User's Guide**

# How This Manual Is Organized

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- Chapter 1**    **Start Using PullPrint Service Provider**
- Chapter 2**    **Installation and Setup**
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- The information in this manual is subject to change without notice.
- Considerable effort has been made to ensure that this manual is free of inaccuracies and omissions. However, as we are constantly improving our products, if you need an exact specification, please contact Canon.
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# Preface

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Please read this manual thoroughly before operating the application to familiarize yourself with its capabilities, and to make the most of its many functions. After reading this manual, store it in a safe place for future reference.

# How To Use This Manual

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## Notations Used in This Manual

The following notations are used in this manual to explain procedures and restrictions.

### IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine.

### NOTE

Indicates a clarification of an operation, or contains additional explanations for a procedure. Reading these notes is highly recommended.

## Keys Used in This Manual

The following button names are a few examples of how buttons to be clicked are expressed in this manual:

- Buttons on Computer Operation Screens: [Button Name]

- Example: [Setup]

[OK]

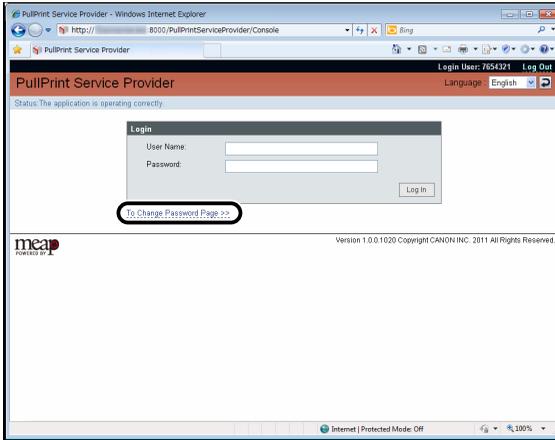
## Displays Used in This Manual

The computer operation screenshots and Canon device touch panel display screenshots may differ from those you actually see, depending on the system environment you are using.

The buttons which you should click or press are marked with a , as shown below. When multiple buttons are used for an operation, all buttons are marked.

1.

Click [Change Password] on the login screen.



## Abbreviations Used in This Manual

In this manual, product names are abbreviated as follows:

imageRUNNER ADVANCE: iR-ADV

# Trademarks

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# Start Using PullPrint Service Provider

This chapter provides an overview of PullPrint Service Provider.

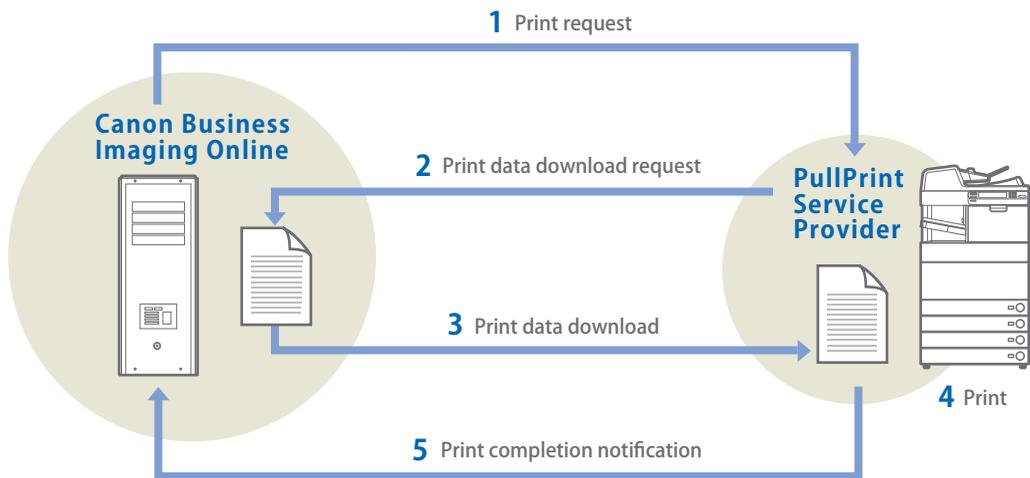
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# Features

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PullPrint Service Provider is an application that downloads data from the network and prints it.



# Flow of Operations

Confirm the conditions and specify the settings following the procedure below.

## Setting Up PullPrint Service Provider

1		Computer Requirements (p. 1-4)	Confirm the Web browser requirements.
2		Supported Devices (p. 1-4)	Confirm the device compatibility.
3		Installation and Setup (p. 2-1)	Starting and Logging In to SMS Installation Starting an Application
4		PullPrint Service Provider Settings (p. 3-2)	Changing the settings on the Change Settings screen Edit the settings file to change the settings

## Changing the Settings

When the application is already installed:

1		PullPrint Service Provider Settings (p. 3-2)	Changing the settings on the Change Settings screen Edit the settings file to change the settings
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# System Requirements

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The system requirements for PullPrint Service Provider are as follows.

## Computer Requirements

### Web Browser

- Windows Internet Explorer 7.0
- Windows Internet Explorer 8.0
- Windows Internet Explorer 9.0

## MEAP Device System Resources

The system resources below are required in a MEAP device to install this application. The system resources of a MEAP device can be checked from [Service Management Service].

Item	iR-ADV	LBP*
MEAP Spec version	5, 11	15, 62
Maximum memory use	9,200 KB	7,500 KB
Maximum hard disk (storage) use	5,500 KB	
Maximum number of threads	25	
Maximum number of sockets	8	
Maximum number of file descriptions	13	

\* "LBP" refers to the device with MEAP.

## Supported Devices

For information on the devices that support the operation of this application, see "Canon Homepage."

# Installation and Setup

You can install PullPrint Service Provider using SMS (Service Management Service) from a Web browser on a networked computer.

This chapter provides instructions on installing and setting up PullPrint Service Provider.

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# Installation and Setup Flow

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The flow of installing and setting up PullPrint Service Provider is as follows.

1.	Starting and Logging In to SMS (p. 2-3)
2.	Installation (p. 2-9)
3.	Starting an Application (p. 2-13)
4.	Confirming PullPrint Service Provider Settings (p. 2-17)

# Starting and Closing SMS

---

You must log in to SMS (Service Management Service) to install PullPrint Service Provider.

SMS is software that can access the printer via the network from your Web browser, enabling you to install and manage PullPrint Service Provider.

## NOTE

- The default password is 'MeapSmsLogin' (case sensitive).
- This password helps prevent unauthorized printer operations.
- In order to prevent erroneous usage, the administrator should change the password when usage begins. For information on changing the password, see the manual accompanying your device.
- Make sure that you do not forget your password. Otherwise, you will not be able to access SMS.
- If you forget your password, contact your local authorized Canon dealer.
- The appearance of the SMS screen differs depending on the model of the machine. For more information on SMS, see the manual accompanying your device.

## Starting and Logging In to SMS

Log in to SMS to install PullPrint Service Provider. The login procedure is as follows.

## IMPORTANT

- Before starting SMS, set the IP address of the printer.
- Multiple users cannot log in to SMS at the same time.
- The default login method is set to using the shared password for SMS. To log in using the user name and password for the SDL, SSO, or SSO-H login service, the login method must be started. For more information on starting a login method, see the manual accompanying your device.

# Logging In Using the Shared Password for SMS

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You can access SMS by logging in from the SMS login page using the password set in SMS.

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## 1.

**Enter the URL below in the address bar of the Web browser.**

http://<IP address of the device>:<HTTP port number>/sms

### IMPORTANT

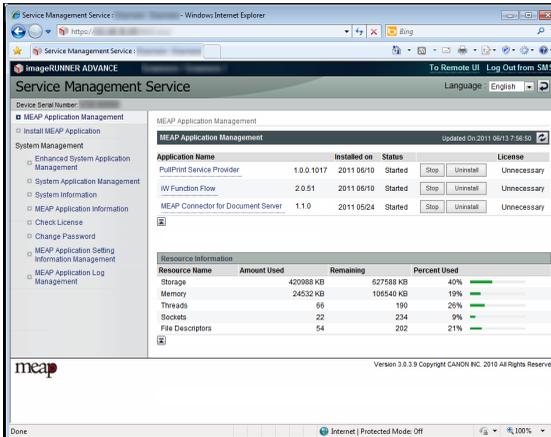
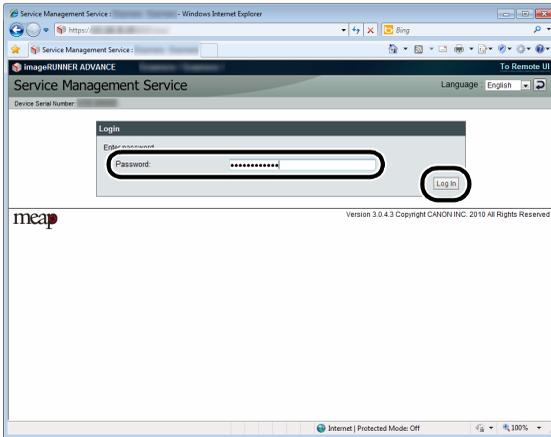
- If you do not know the IP address of the printer, consult your administrator.
- You cannot connect via a proxy server. If your system environment has a proxy server, perform the following setting. (As settings vary according to the system environment, consult your network administrator.)
  - Enter the IP address of the printer into [Exceptions] in the Web browser proxy server settings.
- Set your Web browser to enable all cookies and use JavaScript.

### NOTE

- The default HTTP port number is 8000. If the HTTP port number has been changed in the printer's protocol settings, enter the new HTTP port number. If you do not know the HTTP port number, consult your administrator.
- The device's eight digit serial number is displayed on the SMS Login screen. This serial number is necessary when obtaining a license file from the License Management System.
- A drop-down list for switching the displayed language is displayed on the top right of the screen. Select the display language as necessary.

## 2.

Enter the password → click [Log In].



### IMPORTANT

- If you cannot log in because the password is incorrect, a message prompting you to re-enter the password is displayed. Enter the correct password and click [Log In] again.
- If SMS is idle for longer than five minutes, it times out and you are automatically logged out. If this happens, log in again from the [Login] page.
- If you do not log in within five minutes of displaying the Login page, you cannot log in even if you enter the correct password. Re-enter the password according to the message displayed on the screen.
- If a message is displayed and you cannot log in even though you entered the correct password within five minutes of displaying the Login page, confirm whether your Web browser settings meet the SMS operating conditions.
- For more information on SMS, see the manual accompanying your device.

# Logging In Using a User Name and Password for Canon Device Login

---

You can access SMS by logging in using a user name and password used for the SDL, SSO, or SSO-H login service.

Only users registered as administrators can log in.

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## 1.

Enter the URL below in the address bar of the Web browser.

http://<IP address of the device>:8000/sms/rls/

The [Login] page of the selected login service is displayed.

## 2.

Enter or select each item → click [Log In].

### If SDL is set as the login service

- Enter the user name and password for a user registered as an SDL administrator → click [Log In].

### If SSO or SSO-H is set as the login service

- Enter the user name and password for a user registered as an SSO or SSO-H administrator → select the login destination → click [Log In].

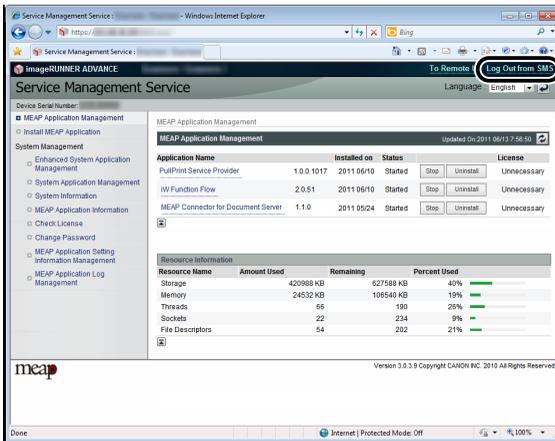
#### NOTE

- If you cannot log in to SDL, SSO, or SSO-H because the user name or password is incorrect, a message prompting you to re-enter the user name or password is displayed.
- For more information on logging in using a user name and password, see the manual accompanying your device.

# Logging Out from SMS

Log out to finish the operation.

1. Click [Log Out from SMS].



The [Login] page is displayed.

## IMPORTANT

When you finish using SMS, make sure you log out. If you close the Web browser without logging out, SMS becomes temporarily inaccessible.

# Installing and Uninstalling PullPrint Service Provider

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Install PullPrint Service Provider and the license file.

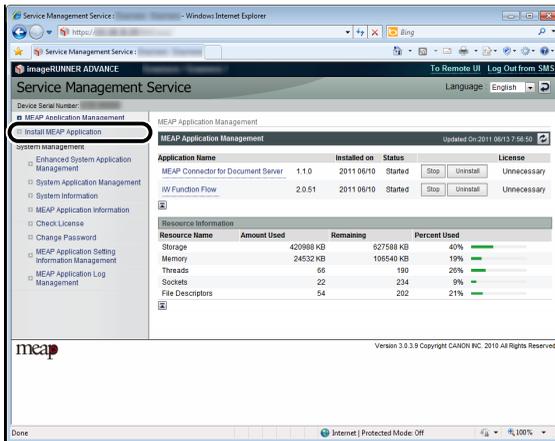
## IMPORTANT

- A valid license file is required to install a MEAP application.
  - If your application comes with a License Access Number, you must access the License Management System at the following URL to obtain your license file:  
<http://www.canon.com/meap/>  
After accessing the License Management System, follow the directions displayed on the screen to obtain your license file. You must have your License Access Number and Device Serial Number available in order to complete the license generation process.
  - If your application does not come with a License Access Number, your license file will be provided by your MEAP Application provider.
- The maximum number of MEAP applications that can be installed is 19 (one of these is the portal service that is installed by default).
- If you update an existing version, you can retain the previous settings for PullPrint Service Provider.

# Installation

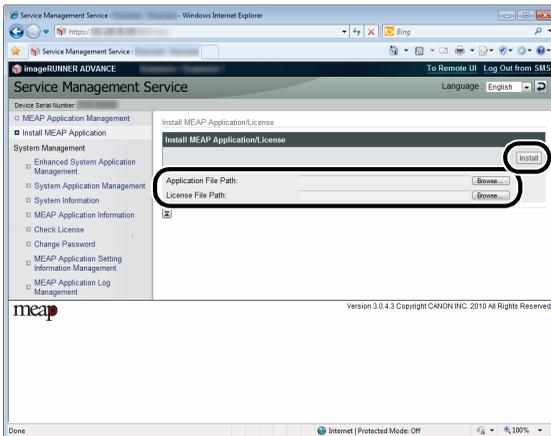
Install PullPrint Service Provider.

1. Click [Install MEAP Application].



The [MEAP Application Management] page is displayed.

2. Click [Browse] → select the application file and license file to install → click [Install].



Application file:

A file with the 'jar' extension.

License file:

A file with the 'lic' extension.

## IMPORTANT

- You cannot install only a license file.
- When installing an application, make sure you specify the license file. You cannot install the application without specifying the license file.
- To update an existing application, first stop the application before installing the new application and license file. You cannot update the application without first stopping it. For instructions on stopping an application, see "Stopping an Application," on p. 2-15.
- To add a license for an application that is already installed, add a license file. For more information on adding a license file, see the manual accompanying your device.

### 3.

**Confirm the information displayed on the installation confirmation page → click [Yes].**

If you click [No], the application is not installed and you are returned to the [MEAP Application Management] page.

### 4.

**When the [Licence Agreement] page is displayed during the installation, review the licence terms, and click [I Accept] to resume installation.**

After installation is complete, the installation complete screen is displayed.

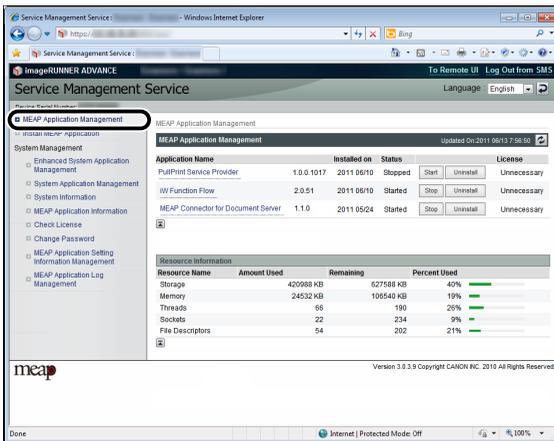
# Uninstallation

Uninstall the installed PullPrint Service Provider.

## NOTE

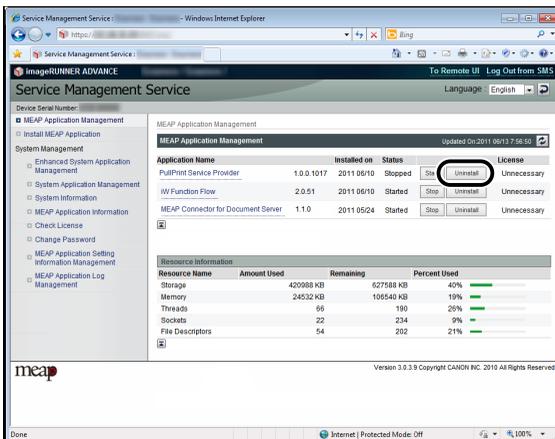
The license files must be disabled before uninstalling PullPrint Service Provider. For more information on disabling a license file, see the manual accompanying your device.

1. Click [MEAP Application Management].



The [MEAP Application Management] page is displayed.

2. Click [Uninstall] for the application you want to uninstall.



### 3.

#### Click [Yes] on the displayed screen.

If you click [No], the application is not uninstalled and you are returned to the [MEAP Application Management] page.

#### IMPORTANT

- If the application to uninstall is linked with another application, the confirmation message <A package exported from this application cannot be used.> may be displayed. If you uninstall such applications, you may not be able to use other applications.
- You can only uninstall applications for which a license is not installed. To uninstall an application with a different license status, disable the license file on the [License File Management] page before uninstalling the application. For more information on disabling a license file, see the manual accompanying your device.
- To disable a license file, the application must be stopped. For instructions on stopping an application, see "Stopping an Application," on p. 2-15.
- Modified settings are retained after uninstallation of PullPrint Service Provider if you are using a device with Configuration service.  
If the device you are using does not support Configuration service and you uninstall PullPrint Service Provider, the modified settings are discarded. Even if you reinstall PullPrint Service Provider, the default settings are applied.
- If you update an existing version without uninstalling, you can retain the previous settings for PullPrint Service Provider.

# Starting and Stopping an Application

You can start or stop the installed PullPrint Service Provider.

## IMPORTANT

Even if installation is complete, you cannot use PullPrint Service Provider on your system until you start the application.

## Starting an Application

Start PullPrint Service Provider.

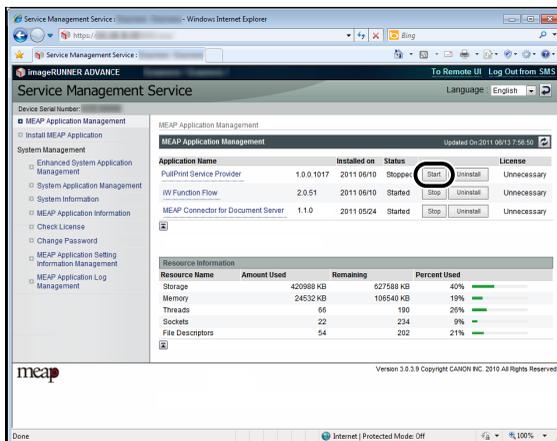
1.

Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

2.

Click [Start] for the application you want to start.



The application is started.

## IMPORTANT

- For more information on the application status, license status, and resource information displayed on the [MEAP Application Management] page, see the manual accompanying your device.
- You cannot start applications whose required license file has not been installed.
- When the resources required for memory, threads, sockets, or file descriptors has run out, the application will not start, even if you click [Start].

# Stopping an Application

Stop PullPrint Service Provider.

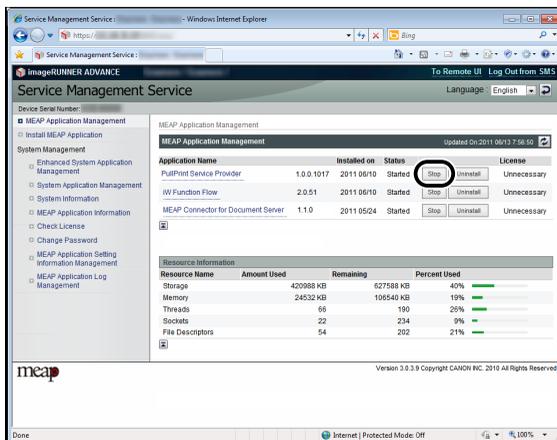
## NOTE

To update an application, you must close the application you want to update.

**1.**  
Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

**2.**  
Click [Stop] for the application you want to stop.



The application is stopped.

## IMPORTANT

Even if you stop an application, the following information remains:

- Settings changed with the Change Settings function
- Log files

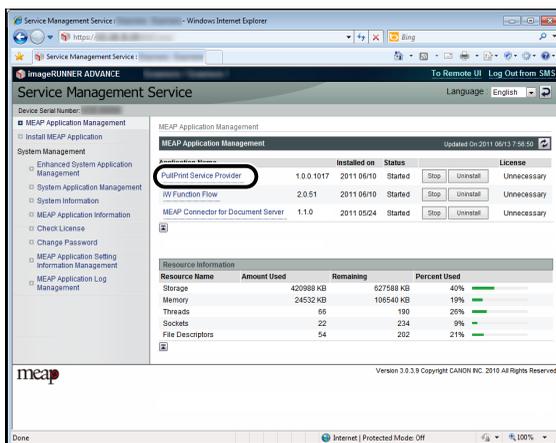
# Confirming Application Details

You can confirm the details of PullPrint Service Provider.

1. Click [MEAP Application Management].

The [MEAP Application Management] page is displayed.

2. Click [PullPrint Service Provider] displayed in [Application Name].



The [Application/License Information] page is displayed.

3. Confirm the application details.

# Confirming PullPrint Service Provider Settings

---

To use PullPrint Service Provider after installing it in a MEAP-compatible Canon device, you must correctly specify PullPrint Service Provider settings.

You can use the Management Console to confirm PullPrint Service Provider settings.

## IMPORTANT

Even if PullPrint Service Provider has been started, the settings must be correctly set to use it on your system.

---

## 1.

### Log in to the Management Console of PullPrint Service Provider.

The Change Settings screen is displayed.

## NOTE

For instructions on logging in to the Management Console, see "Specifying Settings from a Web Browser," on p. 3-3.

## 2.

### Confirm that the settings are correct.

## NOTE

- For more information on the settings, see "Setting Item List," on p. 3-9.
- If the settings are not correct, they must be changed. For more information on changing the settings, see "PullPrint Service Provider Settings," on p. 3-2.



# Specifying PullPrint Service Provider Settings

This chapter provides instructions on specifying PullPrint Service Provider settings.

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# PullPrint Service Provider Settings

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The following methods are available for specifying PullPrint Service Provider settings:

- Specifying Settings from a Web Browser (p. 3-3)
- Specifying Settings from the Settings File (p. 3-6)

## Setting Precautions

### Web browser:

- Do not use the Web browser's [Back] or [Forward] button. The settings may not be reflected if you use these buttons.
- If the browser is idle for five minutes, you are logged out and must log in again.

### Settings file:

- Do not edit settings other than those prescribed in the settings file.

# Specifying Settings from a Web Browser

The procedure for specifying settings from a Web browser is as follows.

**1.**

**Enter the URL below in the address bar of the Web browser.**

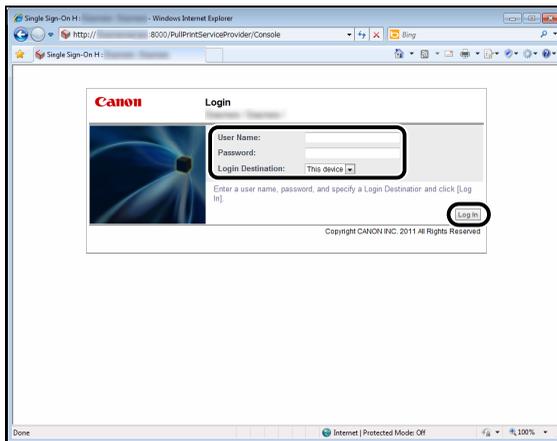
http://<IP address of the device>:8000/PullPrintServiceProvider/Console

or

https://<IP address of the device>:8443/PullPrintServiceProvider/Console

**2.**

**Enter the login ID and password.**



You are logged in to the device.

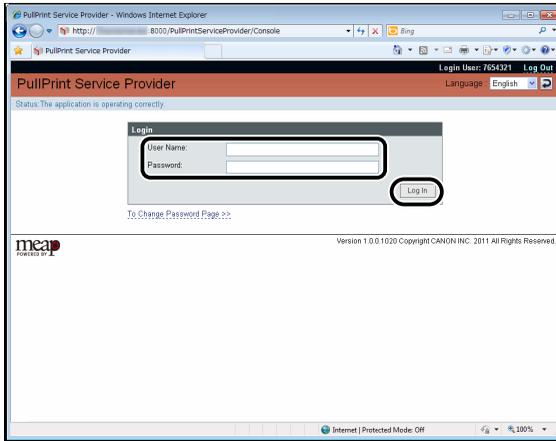
Enter or select the necessary items according to the set login service.

Set Login Service	Operation
Department ID Management	<ol style="list-style-type: none"><li>1. Enter a Department ID and PIN.</li><li>2. Click [Log In].</li></ol>
SDL Single Domain SSO	<ol style="list-style-type: none"><li>1. Enter a user name and password.</li><li>2. Click [Log In].</li></ol>
Multi Domain SSO SSO-H	<ol style="list-style-type: none"><li>1. Enter a user name and password.</li><li>2. Select the login destination.</li><li>3. Click [Log In].</li></ol>

For more information on login services, see the manual accompanying your device.

### 3.

Enter the user name and password → click [Log In].



You are logged in to PullPrint Service Provider.

The default user name and password are as follows:

User name	pullprintserviceprovider
Password	pullprintserviceprovider

For instructions on changing the password, see "Changing a Password," on p. 3-14.

### 4.

Click [Auto Set].

If you click [Auto Set], enter the settings required when you use Canon Business Imaging Online in [Register Allowed Cross-Domain Transmissions] and [Register Allowed Print Data Sources].

### 5.

Click [Update Setting Value].

## 6.

Specify the settings below, as necessary.

PullPrint Service Provider Settings (p. 3-10)	Various PullPrint Service Provider settings
Register Allowed Cross-Domain Transmissions (p. 3-11)	Host name and port number settings for cloud services or other service to add
Register Allowed Print Data Sources (p. 3-12)	Host name and port number settings for cloud services or other service to add
Single Sign-on User Settings (p. 3-13)	Management Console SSO User/ Department ID settings

## 7.

Click [Update Setting Value] again.

## 8.

Log out from the Management Console.

## 9.

Restart PullPrint Service Provider in SMS.

The settings are now complete.

# Specifying Settings from the Settings File

The procedure for downloading the settings file and specifying the settings is as follows.

**1.**

**Enter the URL below in the address bar of the Web browser.**

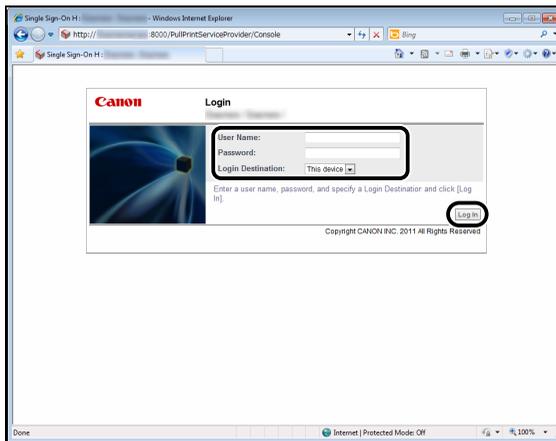
http://<IP address of the device>:8000/PullPrintServiceProvider/Console

or

https://<IP address of the device>:8443/PullPrintServiceProvider/Console

**2.**

**Enter the login ID and password.**



You are logged in to the device.

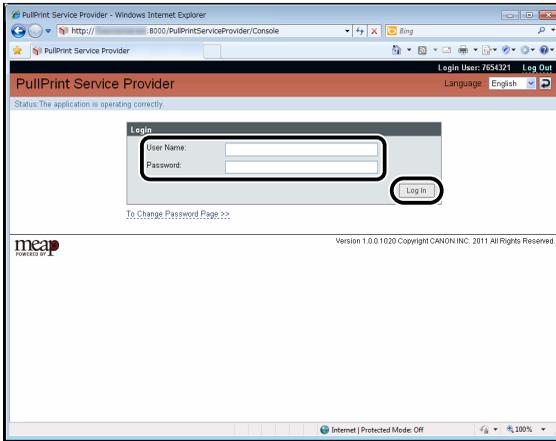
Enter or select the necessary items according to the set login service.

Set Login Service	Operation
Department ID Management	1. Enter a Department ID and PIN. 2. Click [Log In].
SDL Single Domain SSO	1. Enter a user name and password. 2. Click [Log In].
Multi Domain SSO SSO-H	1. Enter a user name and password. 2. Select the login destination. 3. Click [Log In].

For more information on login services, see the manual accompanying your device.

### 3.

Enter the user name and password → click [Log In].



You are logged in to PullPrint Service Provider.

The default user name and password are as follows:

User name	pullprintserviceprovider
Password	pullprintserviceprovider

For instructions on changing the password, see "Changing a Password," on p. 3-14.

### 4.

Select the settings file → click [Download].

### 5.

Download the file.

Save the PSP.ini file in the desired location.

### 6.

Open the file → specify the settings.

For the setting values in the PSP.ini file, see "Setting Item List," on p. 3-9.

### 7.

Upload.

Click [Browse] → select the settings file → click [Upload] to upload to the device.

### 8.

Log out from the Management Console.

## 9.

### Restart PullPrint Service Provider in SMS.

The settings are now complete.

# Setting Item List

Management Console setting items and setting content are described below.

If you change the settings, it is necessary to restart PullPrint Service Provider in SMS.

**PullPrint Service Provider**
Login User: pulprintserviceprovider [Log Out from PullPrint Service Provider](#)

Status: The application is operating correctly.

**PullPrint Service Provider Settings**

To update the settings, click [Update Setting Value]. By clicking [Auto Set], values appropriate for Canon Business Imaging Online will be set for [New Setting Value].

**PullPrint Service Provider Settings**

Setting Item	New Setting Value	Current Setting Value
RawPort	9100 (1-65535)	9100
LogLevel	3 (1-15)	3
LoginSkip	<input type="checkbox"/> Skip login	Do not skip login
Proxy Settings	<input checked="" type="checkbox"/> Use device proxy settings	Use device proxy settings

**Register Allowed Cross-Domain Transmissions**

The method of entry is 'Host Name:Port Number'. When specifying multiple ports, separate them by using a line break. You can register up to 5 items. To allow all transmissions, enter the "\*" symbol.

Host Name and Port Number:	New Setting Value *	Current Setting Value *
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

**Register Allowed Print Data Sources**

The method of entry is 'Host Name:Port Number'. When specifying multiple ports, separate them by using a line break. You can register up to 5 items. To allow all sources, enter the "\*" symbol.

Host Name and Port Number:	New Setting Value *	Current Setting Value *
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

**Single Sign-on User Settings**

Specify users who can skip entry of PullPrint Service Provider login information. Additionally, when specifying multiple users, separate them by using a line break. You can register up to 5 users.

User Name:	New Setting Value *	Current Setting Value *
	<input style="width: 100%;" type="text"/>	<input style="width: 100%;" type="text"/>

**Download**

File to Download :

Settings file  
 Log file

**Upload**

Settings file File Path:

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# PullPrint Service Provider Settings

Various PullPrint Service Provider settings

## RawPort

<b>Setting</b>	<ul style="list-style-type: none"><li>• Raw Print Port Number for device</li><li>• Set within range of 1 to 65535</li></ul>
<b>Default Value</b>	9100
<b>Settings file name</b>	ServiceProvider.RawPort

## LogLevel

<b>Setting</b>	<ul style="list-style-type: none"><li>• Log output level</li><li>• Set within range of 1 to 15</li></ul>
<b>Default Value</b>	3
<b>Settings file name</b>	Common.LogLevel

## LoginSkip

<b>Setting</b>	Skip the Login screen of PullPrint Service Provider Not selected: Display login screen (0) Selected: Skip login screen (1)
<b>Default Value</b>	Display login screen (0)
<b>Settings file name</b>	Common.LoginSkip

## Proxy Settings

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<b>Setting</b>	Using device proxy Not selected: Do not use device proxy settings (0) When not using a proxy, a DNS server address must be set in the device settings. Selected: Use device proxy settings (1) When using a proxy, proxy settings must be set in the device settings. There is no need to set a DNS server address in the device settings.
<b>Default Value</b>	Use device proxy settings (1)
<b>Settings file name</b>	ServiceProvider.UseProxy

## Register Allowed Cross-Domain Transmissions

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To print from a Web browser, cross-domain transmissions must be allowed with the setting below. For Canon Business Imaging Online, you must allow prnwm.a01.c-aas.com:443.

## Host Name and Port Number

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<b>Setting</b>	<ul style="list-style-type: none"><li>• Host Name: Port Number</li><li>• Separate with line break (enter \r\n breaks in the settings file)</li><li>• Enter up to 1,024 characters for the host name, and set the port number within the range of 1 to 65535</li><li>• Maximum number of settings: 5</li></ul>
<b>Example</b>	<ul style="list-style-type: none"><li>• Host name: Abc.com:8000</li><li>• IP address: 123.123.123.123:8000</li><li>• Separation method: Abc1.com:8000 Abc2.com:8000 Abc3.com:8000 Abc4.com:8000 Abc5.com:8000</li></ul>
<b>Settings file name</b>	ServiceProvider.CrossDomain

# Register Allowed Print Data Sources

This setting allows the connection destination when PullPrint Service Provider retrieves print data. For Canon Business Imaging Online, you must allow prnprv.a01.c-aas.com:443.

## Host Name and Port Number

<b>Setting</b>	<ul style="list-style-type: none"><li>• Host Name: Port Number</li><li>• Separate with line break (enter \r\n breaks in the settings file)</li><li>• Enter up to 1,024 characters for the host name, and set the port number within the range of 1 to 65535</li><li>• Maximum number of settings: 5</li></ul>
<b>Example</b>	<ul style="list-style-type: none"><li>• Host name: Abc.com:8000</li><li>• IP address: 123.123.123.123:8000</li><li>• Separation method: Abc1.com:8000 Abc2.com:8000 Abc3.com:8000 Abc4.com:8000 Abc5.com:8000</li></ul>
<b>Settings file name</b>	ServiceProvider.PullPrintAddress

# Single Sign-on User Settings

Register the user names or Department IDs that skip the Login screen of the Management Console. Separate each user with a comma (",") when specifying multiple users.

## User Name

<b>Setting</b>	<ul style="list-style-type: none"><li>• User Name or Department ID</li><li>• Separate with line break (enter <code>\r\n</code> breaks in the settings file)</li><li>• Maximum number of settings: 5</li><li>• Restrictions<ul style="list-style-type: none"><li>- Enter a seven digit number starting with "0" for the Department ID</li></ul></li></ul>
<b>Example</b>	<ul style="list-style-type: none"><li>• User name: Administrator</li><li>• Department ID: 0000001</li><li>• Separation method: 0000001 0000002 0000003</li></ul>
<b>Settings file name</b>	Common.ConsoleLogin

# Changing a Password

The procedure for changing the password for a PullPrint Service Provider login account is as follows.

## 1.

Enter the URL below in the address bar of the Web browser.

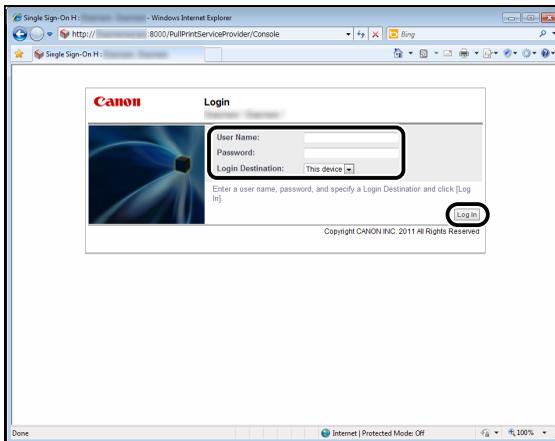
http://<IP address of the device>:8000/PullPrintServiceProvider/Console

or

https://<IP address of the device>:8443/PullPrintServiceProvider/Console

## 2.

Select or enter the necessary items according to the device model and login service you are using.



You are logged in to the device.

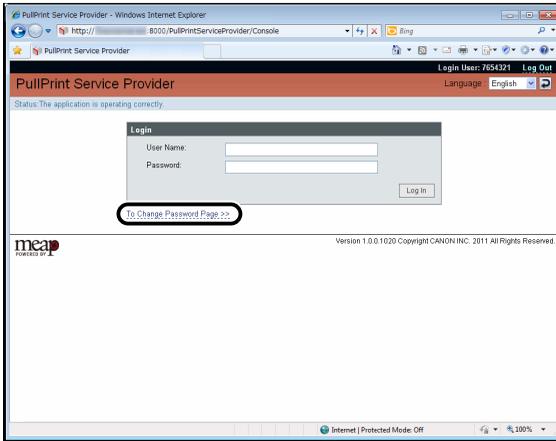
Enter or select the necessary items according to the set login service.

Set Login Service	Operation
Department ID Management	1. Enter a Department ID and PIN. 2. Click [Log In].
SDL Single Domain SSO	1. Enter a user name and password. 2. Click [Log In].
Multi Domain SSO SSO-H	1. Enter a user name and password. 2. Select the login destination. 3. Click [Log In].

For more information on login services, see the manual accompanying your device.

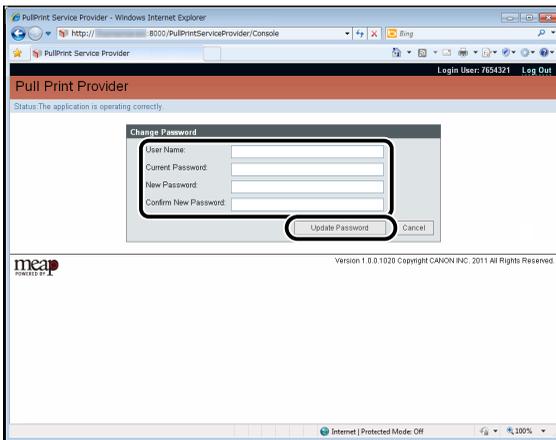
### 3.

Click [To Change Password Page] on the login screen.



### 4.

Enter the current password and new password.



## 5.

Click [Update Password].

The password is changed.

### Password restrictions

Number of characters	8 to 32 alphanumeric characters
Uninstallation	Returns the password to the default password
Update	Retains the password

# Changing the Display Language

The procedure for changing the display language of the Management Console is as follows.

## 1.

Enter the URL below in the address bar of the Web browser.

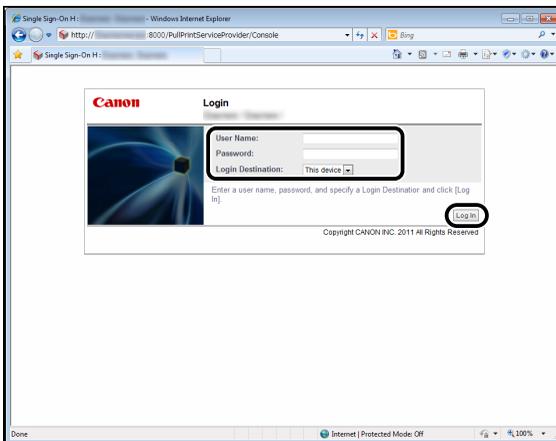
http://<IP address of the device>:8000/PullPrintServiceProvider/Console

or

https://<IP address of the device>:8443/PullPrintServiceProvider/Console

## 2.

Enter the login ID and password.



You are logged in to the device.

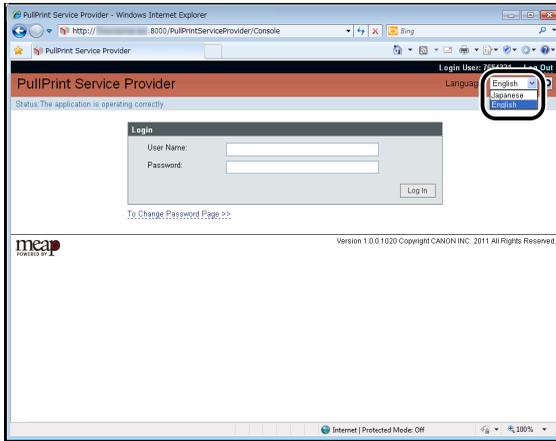
Enter or select the necessary items according to the set login service.

Set Login Service	Operation
Department ID Management	<ol style="list-style-type: none"><li>1. Enter a Department ID and PIN.</li><li>2. Click [Log In].</li></ol>
SDL Single Domain SSO	<ol style="list-style-type: none"><li>1. Enter a user name and password.</li><li>2. Click [Log In].</li></ol>
Multi Domain SSO SSO-H	<ol style="list-style-type: none"><li>1. Enter a user name and password.</li><li>2. Select the login destination.</li><li>3. Click [Log In].</li></ol>

For more information on login services, see the manual accompanying your device.

### 3.

Select a language from [Language] on the login screen.



### 4.

Click .



If you skip the login screen, you can also change the display language on the screen for changing settings..

# 4

## CHAPTER

# List of Error Messages

This chapter describes the error messages for PullPrint Service Provider.

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# List of Error Messages

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This section lists the PullPrint Service Provider error messages and their remedies.

## Status Display Error Messages

Error Message	Remedy
The application has stopped because device event subscription could not be executed. Restart the device.	Restart the device.
The application has stopped because initialization with the device could not be executed. Restart the device.	

## Management Console Error Messages

### Login Screen

Error Message	Remedy
Your [User Name] or [Password] is incorrect.	Enter the correct user name and password.
Cannot use the application because another user is currently logged in. Wait a while, and then log in again.	Log in again after the other user logs out.

## Change Settings Screen

Error Message	Remedy
The entered value is incorrect. Enter the value again.	Enter the correct value for the item in which the error occurred.
Specify the file to upload.	Enter a file path in the file path entry field.
An error occurred while uploading.	Upload a file with valid properties set. If recovery fails, restart PullPrint Service Provider. If the error persists, reinstall PullPrint Service Provider.
The extension of the specified file is incorrect.	Enter a file with the correct extension in the file path entry field.
The specified file cannot be found.	Enter a correct file path in the file path entry field.

## Change Password Screen

Error Message	Remedy
Your [User Name] or [Current Password] is incorrect.	Enter the correct user name and password.
Characters that cannot be used have been entered for the [New Password]. Enter the [New Password] again.	Enter a new password using only characters valid for a password.
Set the [New Password] with 8 to 32 characters.	Enter the new password in 8 to 32 alphanumeric characters.
[New Password] and [Confirm New Password] do not match. Enter [New Password] and [Confirm New Password] again.	Enter the same password in [Confirm New Password] as entered for [New Password].

## Error Screen

<b>Error Message</b>	<b>Remedy</b>
You have been disconnected from the server because you are not logged in, or due to inactivity. Log in again.	Log in again.
The application cannot be used because another user is currently logged in. Wait a while, and then log in again.	Log in again after the other user logs out.
Cannot download because an error occurred.	Perform the operation again.
Could not upload because an error occurred. Upload the file again.	Perform the operation again.
The application has quit.	Restart the Web browser, and log in to PullPrint Service Provider Servlet again.
The specified URL is incorrect.	Specify the correct URL.
An error occurred. Start the application again.	Restart PullPrint Service Provider. If the error persists, uninstall PullPrint Service Provider, and then reinstall it.
An error occurred. Contact the system administrator.	Contact your System Manager.



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