

Quick Start Guide – Print from Mac OS

Pre-check List:



Network Connection:

To print to any of the four Ricoh printers, you need connect to the UBC networks. This includes any UBC building local area networks, ubcsecure wireless networks and ubcprivate wireless networks. If you are connected to non-UBC networks, you can turn on UBC myVPN, and then you will be able to print.

Please check <https://it.ubc.ca/services/email-voice-internet/myvpn> for more details about UBC myVPN connection.

Operating System Versions:

Due to limitations with the Ricoh MP C6004 drivers, currently we can only offer printing support for MacOSX 10.7+.

Check your OS version: <https://support.apple.com/en-ca/HT201260>

CWL Account registration and speedchart association

To print to any of the four Ricoh printers, you need have your CWL account registered with our PaperCut system, and have at least one speedchart associated with your account. Based on lists received from Botany and Zoology, we have registered most staff and faculty members in both departments with the PaperCut system. To register your account or verify your account status, please contact us by sending email to helpdesk@botany.ubc.ca.

Ricoh printer locations:

- Botany mail room (room 3158) in Bio-Science building
- Zoology mail room (room 4213) in Bio-Science building
- Outside of room 2332 (Lee Lab) in Bio-Science building south wing
- Biology office mail room (room 1103) in Bio-Science building north wing

Cost:

- 7 cents per page for black and white print out
- 12 cents per page for color print out

Reference: <http://it.botany.ubc.ca/it-services-and-resources/print-services/>

Installation Overview

The installation requires you to perform the following operations:

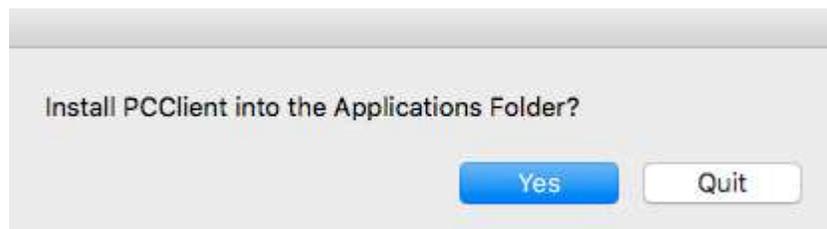
1. Download and install PaperCut Client App
2. Add the Ricoh printer(s)
3. Add PaperCut client to your Login Items (easier, but not reliable), or set the PaperCut client to start with Launchd (more complicate, but reliable)
4. Test the printer(s)

Download and Install PaperCut Client App

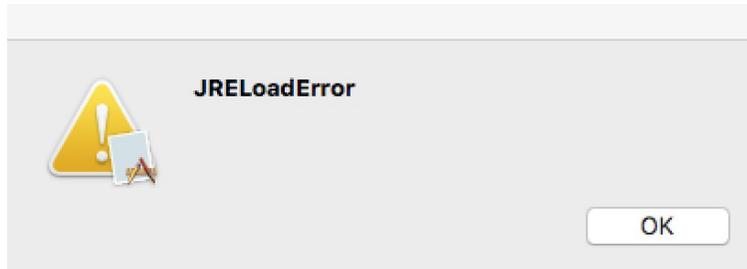
1. Open a web browser of your choice, such as Safari, FireFox, or Chrome.
2. Go to <https://it.botany.ubc.ca/it-services-and-resources/print-service/> and scroll to the bottom of the page where it says "Download Links"
3. Click on the ss link (http://download.botany.ubc.ca/print_service/Mac_PCClient_Installation_Files.zip), this should start the download
4. Open the newly downloaded file, called "Mac_PCClient_Installation_Files", it should be located in your "Downloads" file
5. Double-click the "**client-local-install**" script and this should start the installation process

Name	Date Modified	Size	Kind
 client-local-install	Today at 10:42 AM	81 KB	Application
 PCClient	Today at 10:42 AM	119.7 MB	Application

When you see the popout window below, click "Yes" to install the **PPClient**. It may take a few seconds for the script to install the PaperCut client app to your Applications folder. Please wait patiently.



You may get a couple of JRE Load Errors, click "OK" to all of them



6. Once the script completed the installation, you will notice two things: first, a black "P" icon will show on the Finder Menu bar close to your clock; second, a PaperCut client login window will pop out and ask you to enter your username and password. Please type in your CWL account username and password, and check "Remember my identity", then click "OK" to close the window for now. The PaperCut client app will prompt you to enter CWL credentials again when you print to our Ricoh printers.



If you see an error of "Invalid username or password", please try to enter your CWL ID and password again. If you keep getting this error, you may not have your CWL account registered with the PaperCut system. Please contact us at helpdesk@botany.ubc.ca to find out.

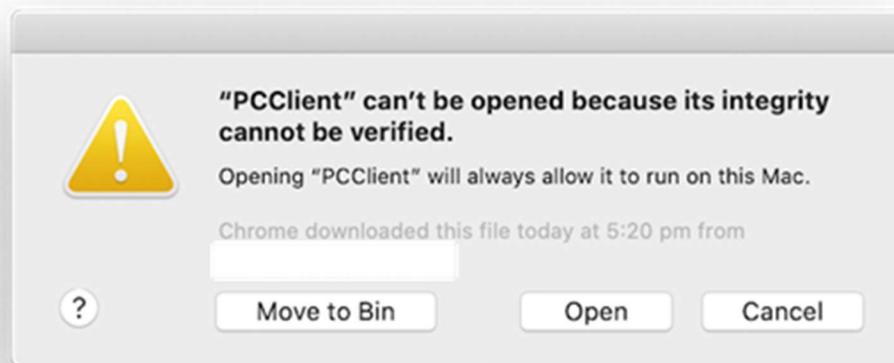


Known Issues with macOS 10.15 (Catalina)

- **Gatekeeper blocks the PaperCut Client from running (and also blocks the installers from running).**

With the new notarization requirements that Apple are putting in place for macOS 10.15, when you run the PCClient.app on a workstation, you will receive a warning:
PCClient can't be opened because its integrity cannot be verified

As a temporary workaround, instead of opening the PCClient.app normally, you will need to *right-click* or *control-click* the PCClient.app, and then select Open from the menu, and then again select Open from the subsequent popup:



The client will then run as normal, and from this point you can open the client using the normal method.

- **Client-local-install script does not run successfully**

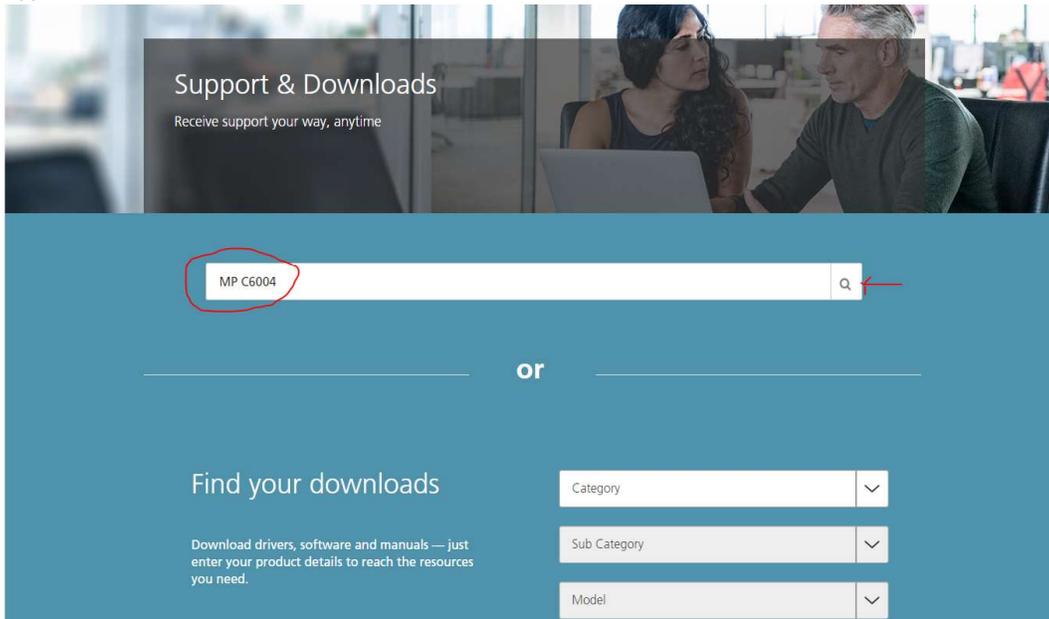
The [client-local-install](#) script to install the macOS client will no longer work on macOS Catalina, since it is still 32-bit.

The workaround, and much simpler way to install the macOS client is to copy the PCClient.app from the server, to the local /Applications folder - as you would do with other macOS apps. The PCClient.app will then run successfully (you will have to right-click the app and select open, then open again the first time you run it - as detailed above).

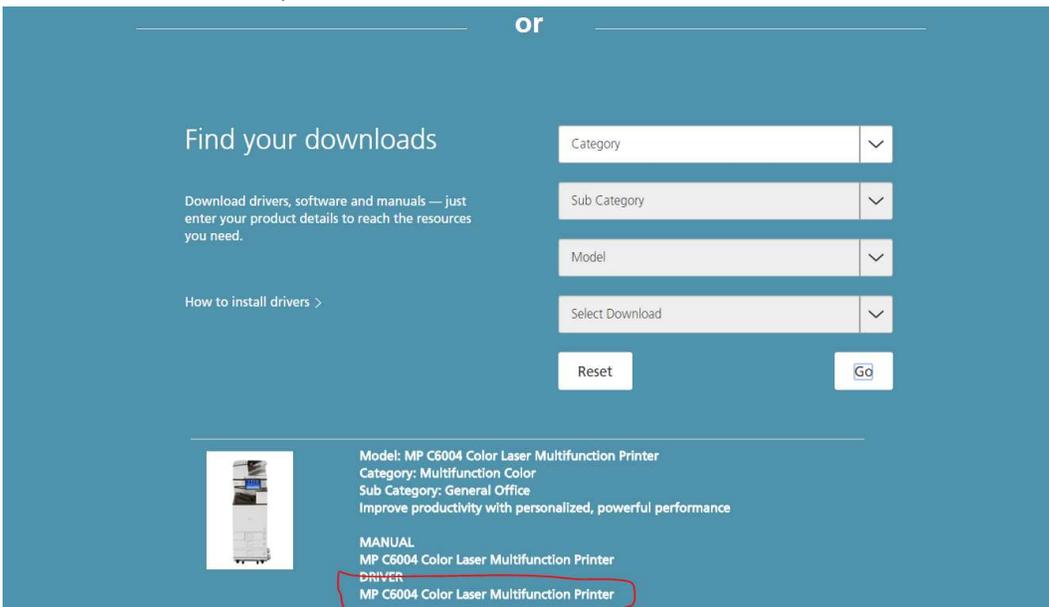
Download and install Ricoh MP C6004 Driver

Option 1 (Recommended)

1. Open a web browser of your choice, such as Safari, FireFox, or Chrome.
2. Go to Ricoh Support & Downloads page at <https://www.ricoh.ca/en/support-and-download>
Type in “MP C6004” then click the search button.



3. Under the search result, click “MP C6004” below “DRIVER”.



4. Please click “I AGREE” for the software license agreement to move forward to the next page.

MP C4504/C6004 series

Sign up : Software Release Notifications Important Notice **Important**

Your OS

Please choose your OS



Choose your OS

Select driver language

5. Scroll down until you see the “Mac OS X” under “Choose your OS”. Click the triangle drop down button to display the list of different Mac OS X versions.

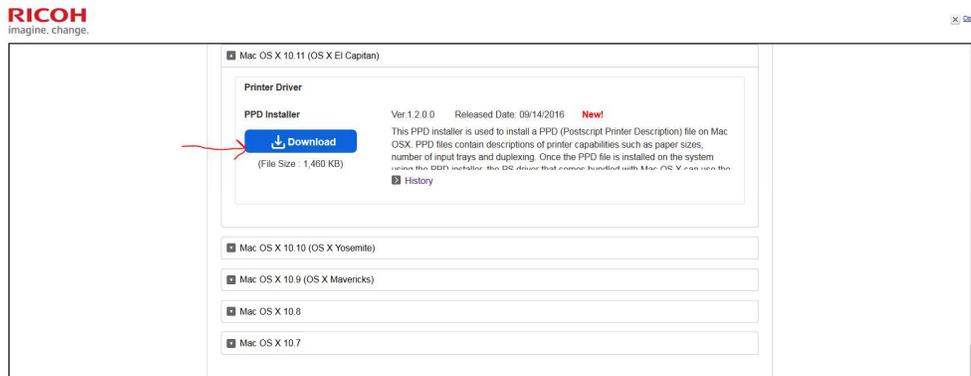
Change OS

Select driver language

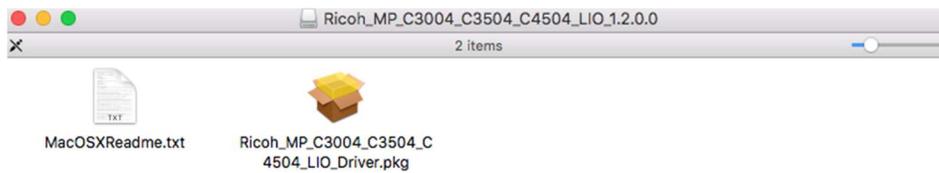
- Windows
- Mac OS X
 - Mac OS X 10.11 (OS X El Capitan)
 - Mac OS X 10.10 (OS X Yosemite)
 - Mac OS X 10.9 (OS X Mavericks)
 - Mac OS X 10.8
 - Mac OS X 10.7
- Windows Server
- Firmware / Other OS

[Close](#)

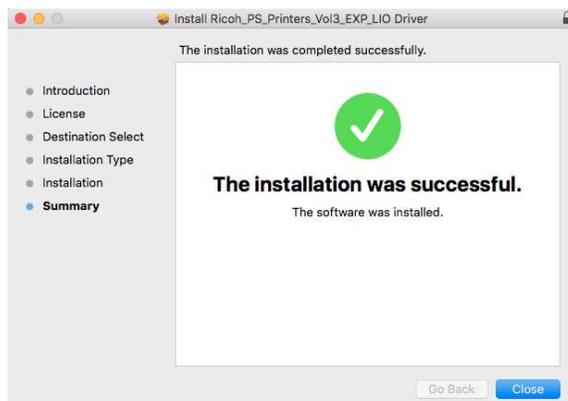
6. Select the OS version of your computer to expose the “Download” button, then click the “Download” button to download the PPD Installer.



7. Open the downloaded dmg file, then double click the pkg file and follow the instructions to install the printer driver.

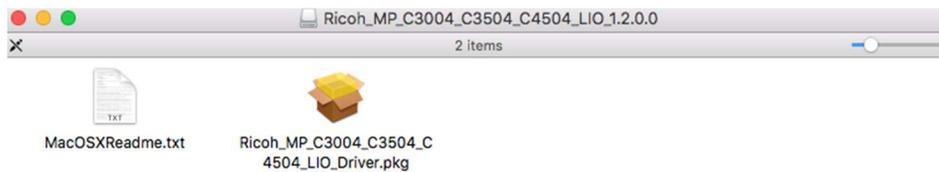


8. Installation Successful, click "Close" to close the installation window

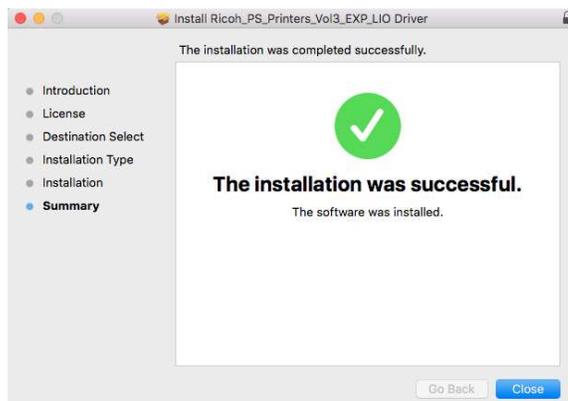


Option 2

1. Open a web browser of your choice, such as Safari, FireFox, or Chrome.
2. Go to <https://it.botany.ubc.ca/it-services-and-resources/print-service/> and scroll to the bottom of the page where it says "Download Links"
3. Click on the fourth link (http://download.botany.ubc.ca/print_service/Ricoh_Driver_MP_C6004.zip), this should start the download
4. Open the downloaded dmg file, then double click the pkg file and follow the instructions to install the printer driver.

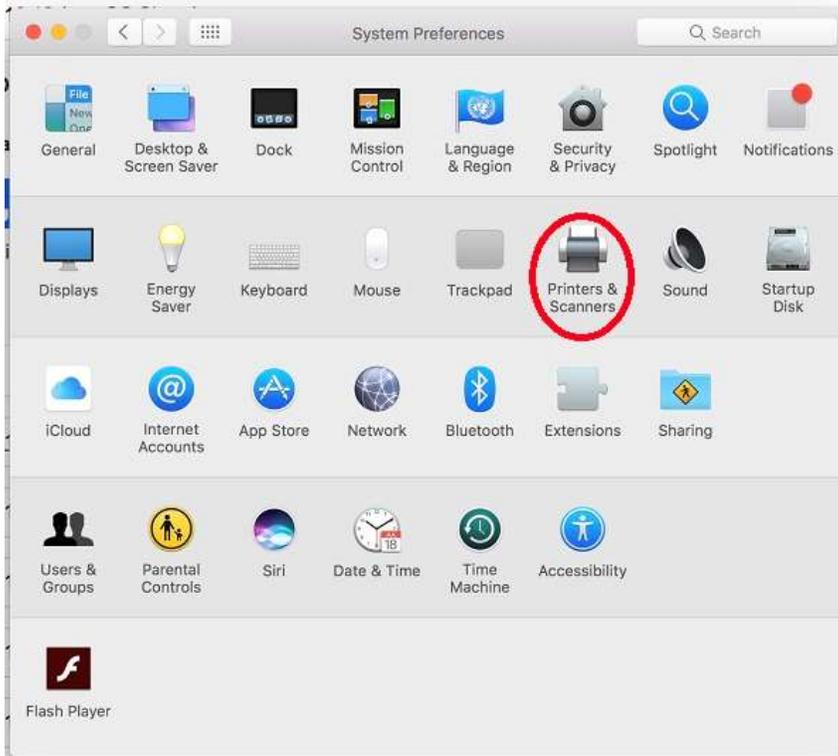


5. Installation Successful, click "Close" to close the installation window

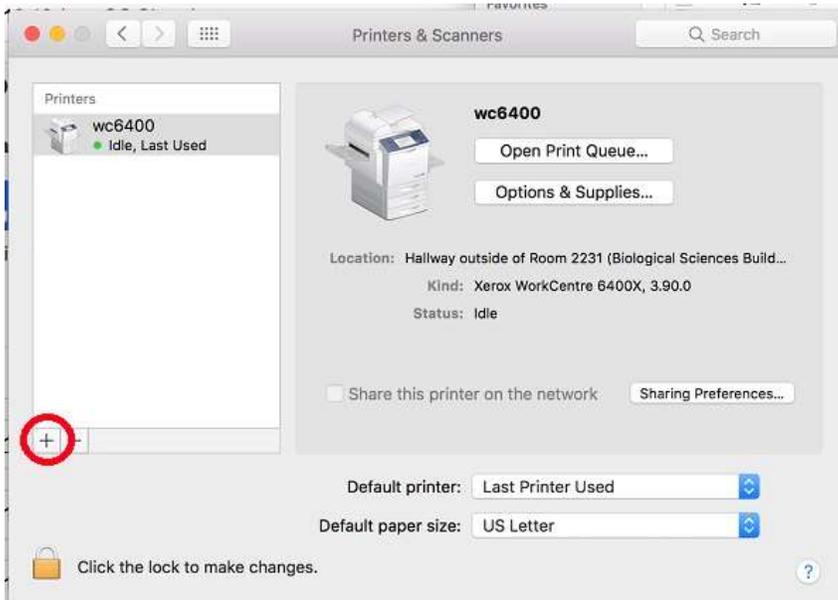


Add Ricoh MP C6004 Printer

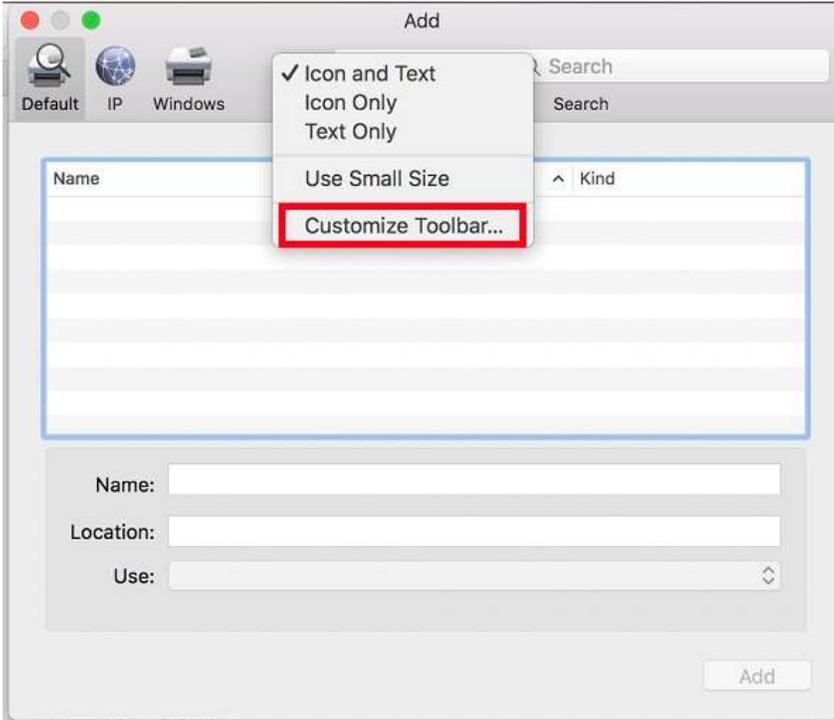
1. Open System Preferences, then click on Printers & Scanners.



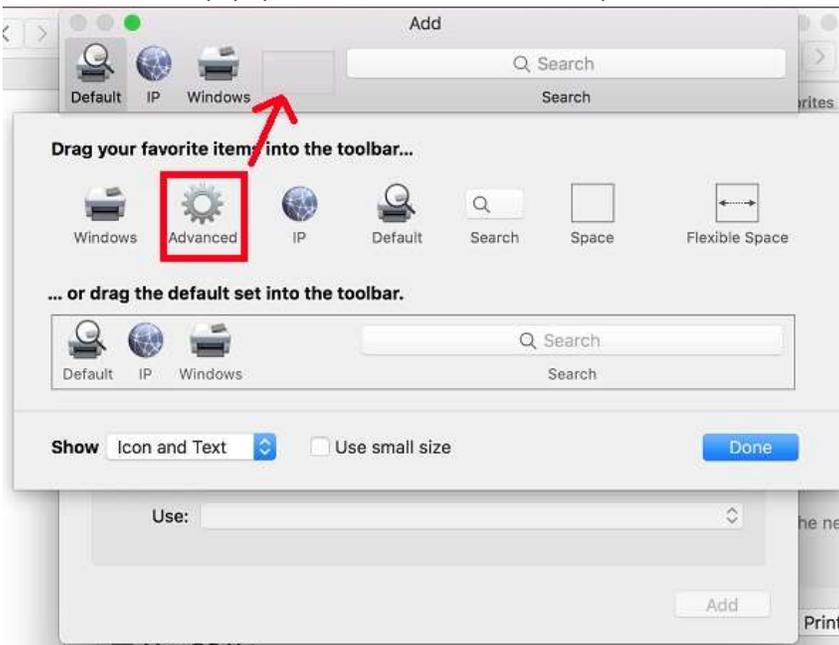
2. Click on the "+" at the bottom of the Printers list to add a new printer



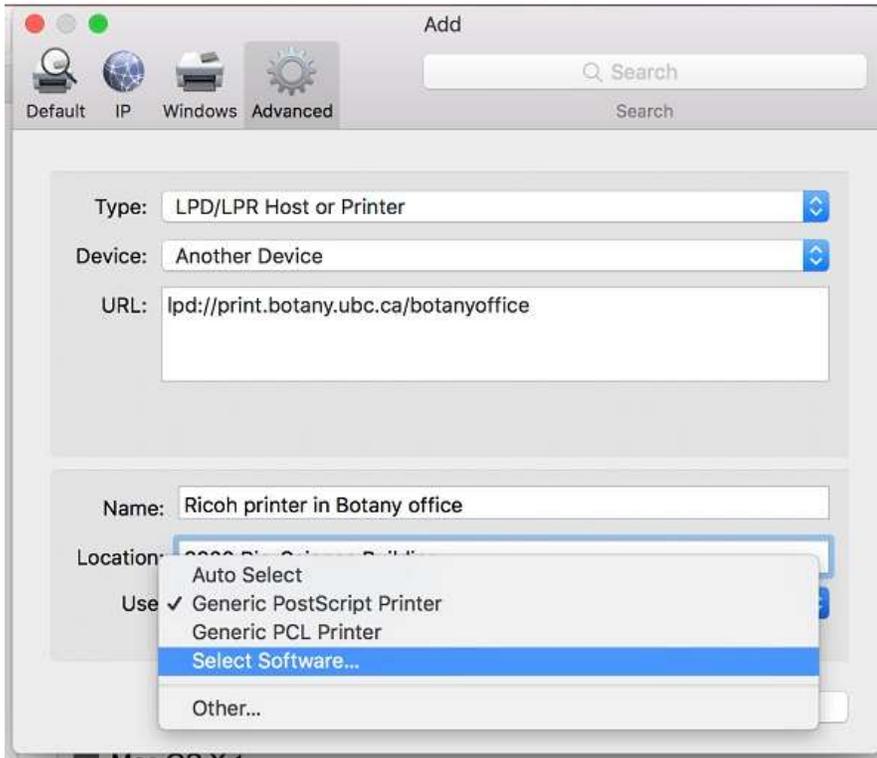
- Since we suggest Mac users to install the Ricoh printers as LPD/LPR printer, you need to use the “Advanced” button to add this printer, which is not listed by default. To add the “Advanced” button, right Click (two fingers tap your trackpad, or hold down the “control” key when you left click) at the area between the “Windows” printer icon and the search bar. You will see a pop out menu as shown below. Click on the “Customize Toolbar...”



- When you see the pop out window for extra toolbar items, drag and drop the “Advanced” gear icon onto the empty space between the Windows printer icon and search bar, then click “Done”.

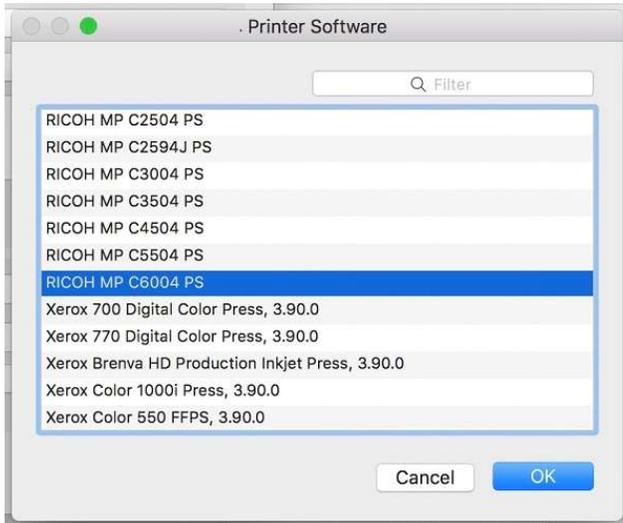


5. Now you can click the Advanced icon, set the following settings for this new printer as shown below:

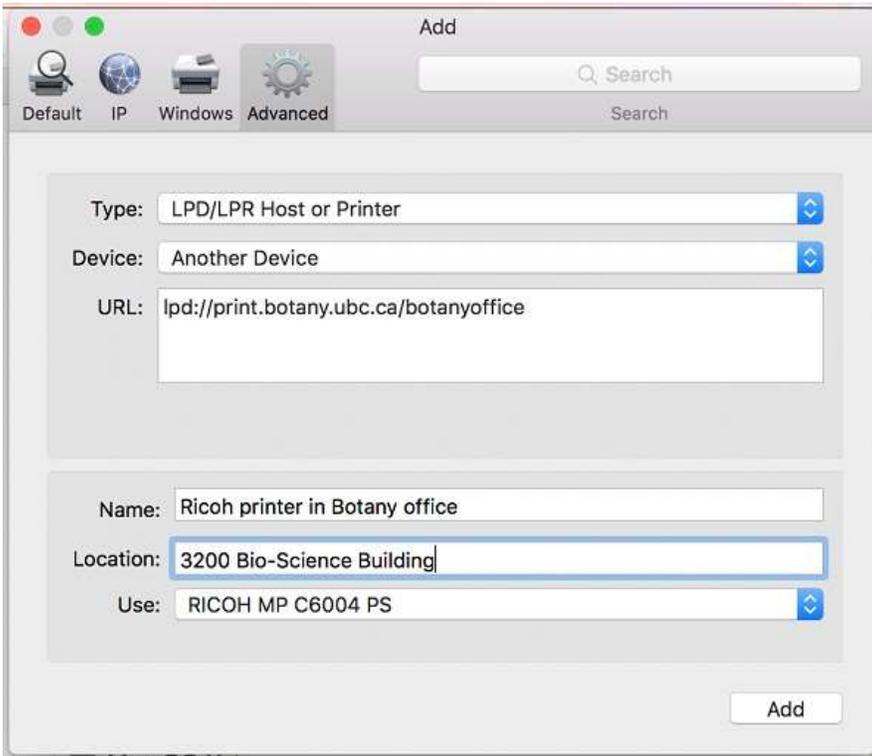


- a. Type: LPD/LPR Host or Printer
- b. Device: Another Device
- c. URL: lpd://print.botany.ubc.ca/botanyoffice for the Ricoh printer outside Botany office
lpd://print.botany.ubc.ca/zoologyoffice for the Ricoh printer in Zoology mail room,
lpd://print.botany.ubc.ca/wesbrook220a for the Ricoh printer in WesBrook 220A,
lpd://print.botany.ubc.ca/biologyoffice for the Ricoh printer in Biology office,
Or lpd://print.botany.ubc.ca/holdrelease for the hold/release virtual printer.
- d. Use: Select Software ...

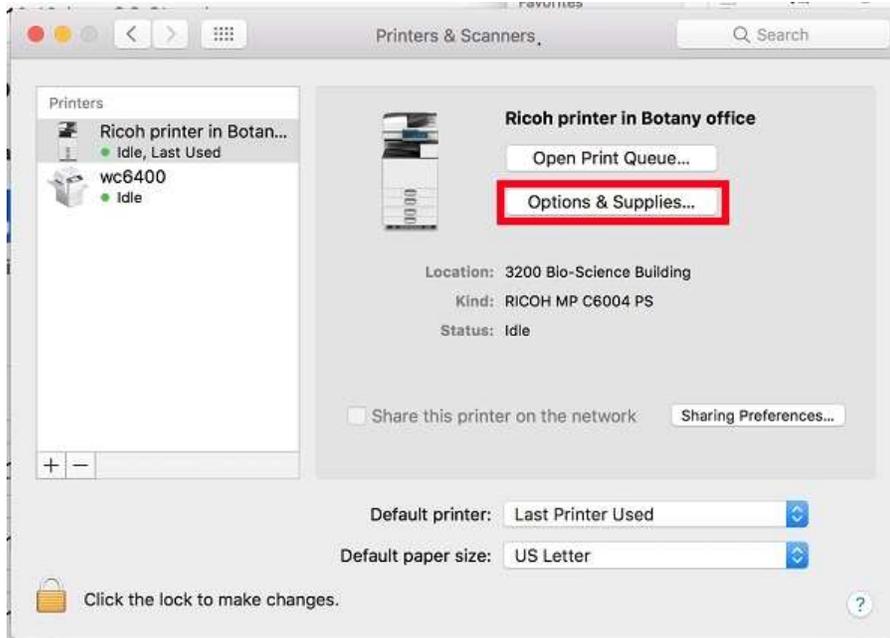
- Once you choose “Select Software” from the last step, you will see the “Printer Software” pop out window, scroll down until you see Ricoh MP C6004 PS, select it and click OK



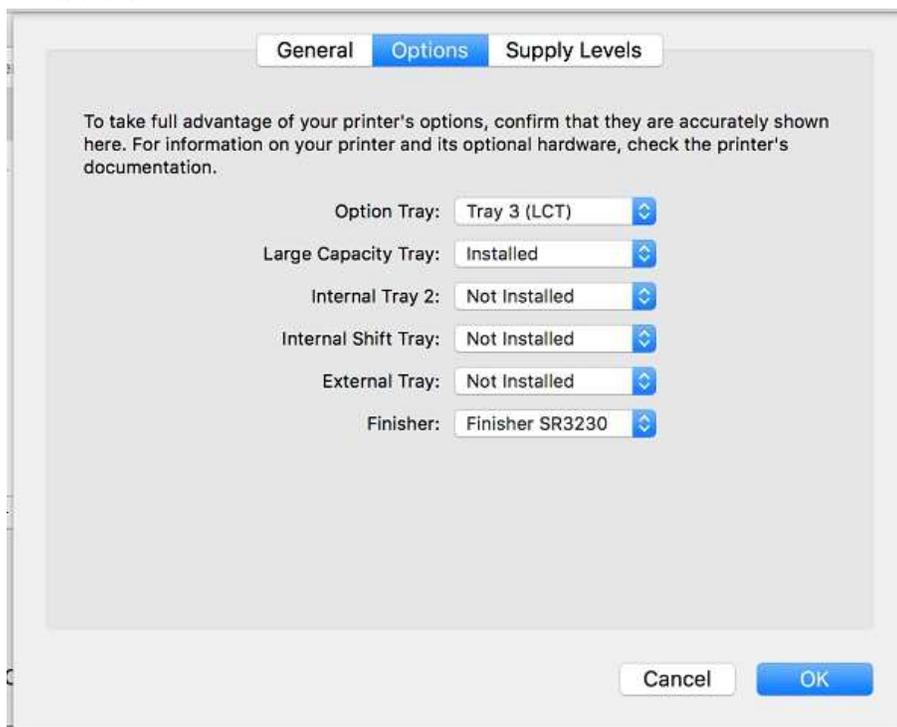
- Now you are back at the “Add” window. Verify your settings and click “Add”. This should add your chosen Ricoh printer to your list of printers.



- Now we need add two options for the installed Ricoh printer: large capacity paper tray and finisher. Select the installed Ricoh printer, then click “Options & Supplies...” as shown below.



9. Under the "Options" tab, select "Tray 3 (LCT)" for "Option Tray:", select "Installed" for "Large Capacity Tray:", and select "Finisher SR3230" for "Finisher". As shown below. Click "OK" to close the window.

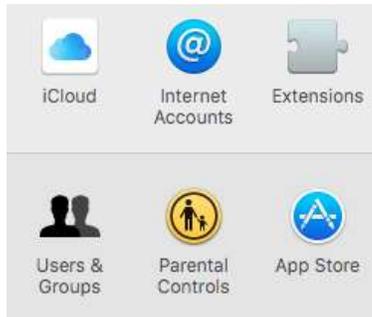


10. You can repeat step 5 to 9 above to add other Ricoh printers. All Ricoh printer have exactly same settings except that they have different URL, as mentioned in step 5.

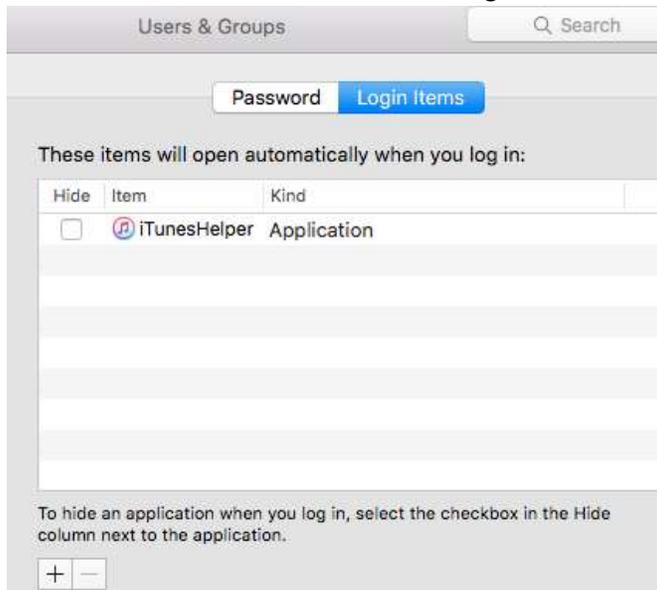
Add PaperCut client to your Login Items

Note: for Mac laptop users who keep switching networks at different locations, and do not regularly log off or reboot your laptop, we strongly suggest you to follow steps in the “Starting the PaperCut Client with Launchd” section. Adding Papercut client to your login items cannot guarantee the reliable connection between mobile users and our print server/printers.

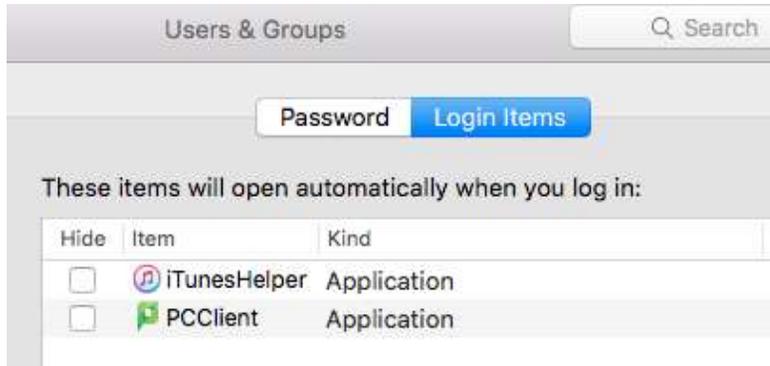
1. Open System Preferences, click on Users & Groups.



2. Select your username, then click on “Login Items” tab.
3. and click the “+” at the bottom of the Login Items list

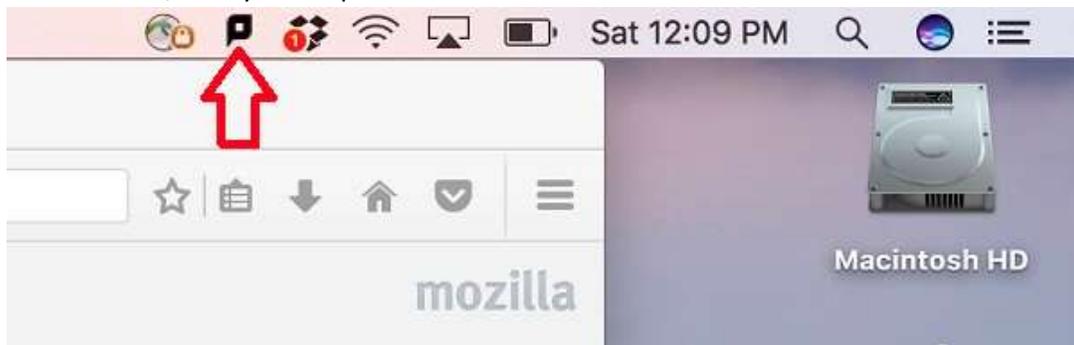


4. Select the PPClient app from your Applications folder, then click “Add”.
5. You should now see the PPClient in your Login Items list



6. In the end, reboot the Mac to verify that the Login Items is functioning as expected. You should see the black PaperCut client icon at the menu bar around the right-upper corner, as shown below.

Please note that if this icon changes to grey color, it means the PaperCut client cannot connect to the print server. Please make sure you connect to UBC network (or turn on myVPN connection if connect from outside of UBC), and wait a few minutes for this icon to change back to black color, then you can print.

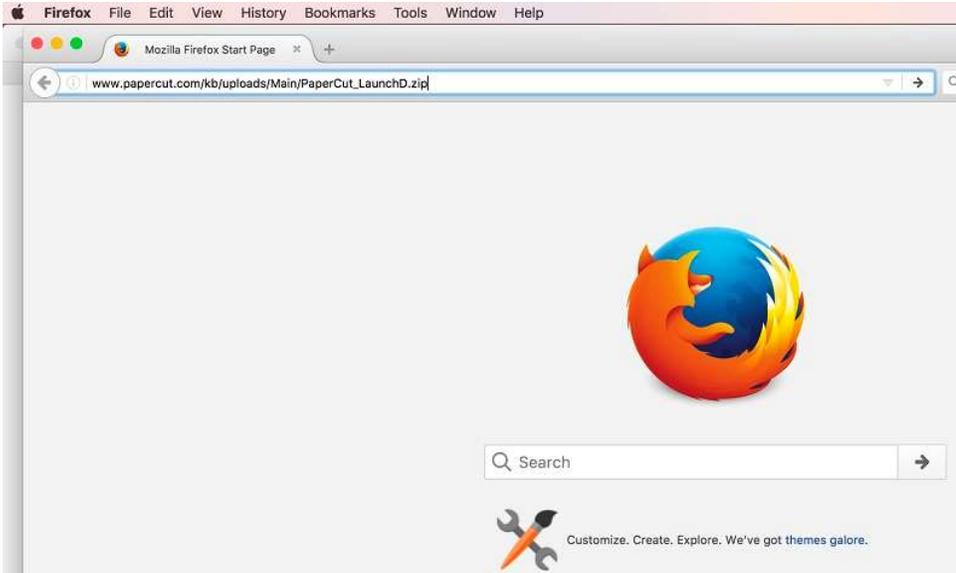


Starting the PaperCut Client with Launchd

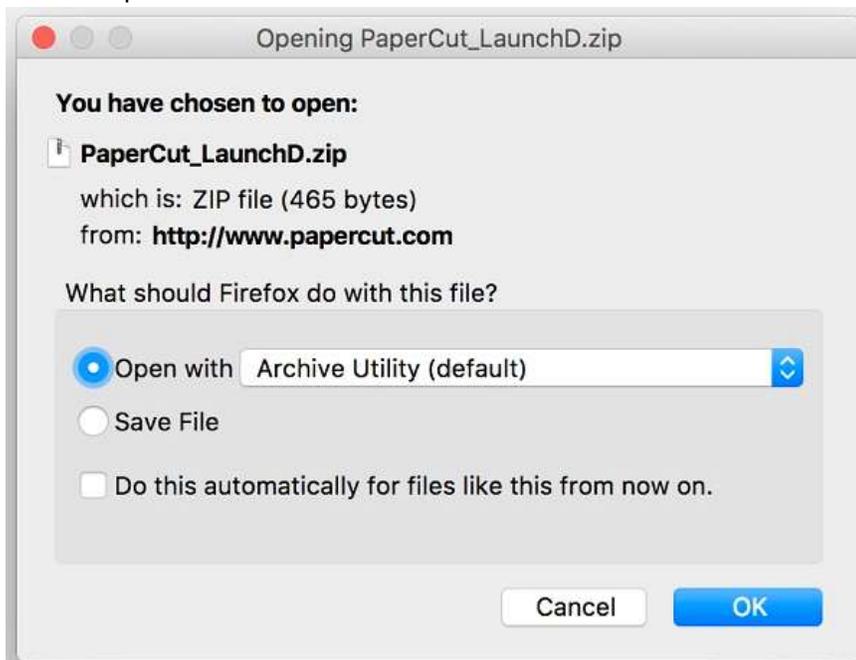
Note: steps in this section can be challenging for some users. Please feel free to contact Botany IT at helpdesk@botany.ubc.ca if you need help.

If you don't turn off or log out of your Mac every day, rather than add the PCClient app to the "Login Items", we strongly suggest you to follow the steps below to make sure the PCClient app will run all the time.

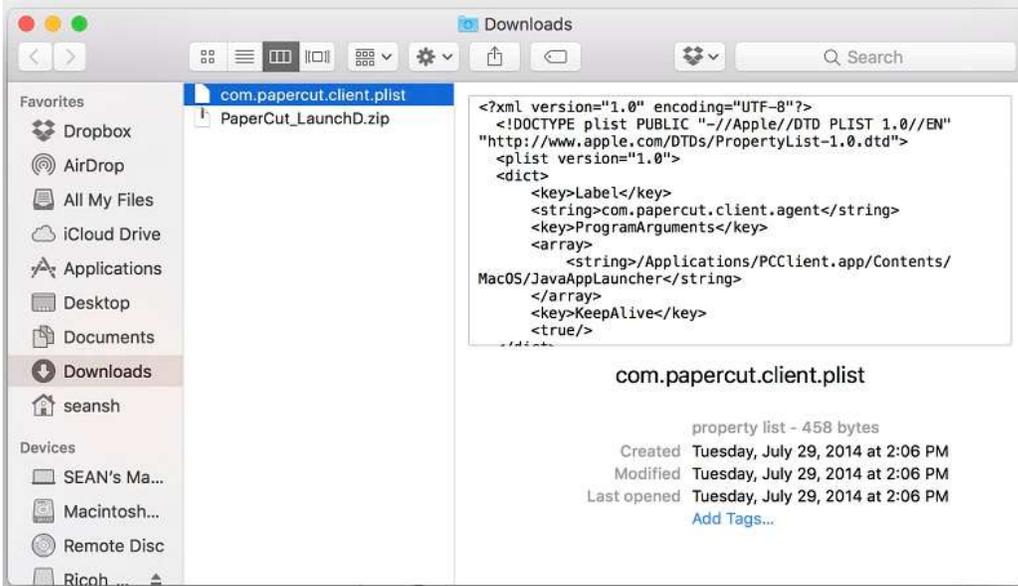
1. Log in to the Mac computer as a user with Administrator access.
2. Open a web browser, type <http://www.papercut.com/kb/Main/MacClientStartupWithLaunchd> at the address bar then push "Enter".



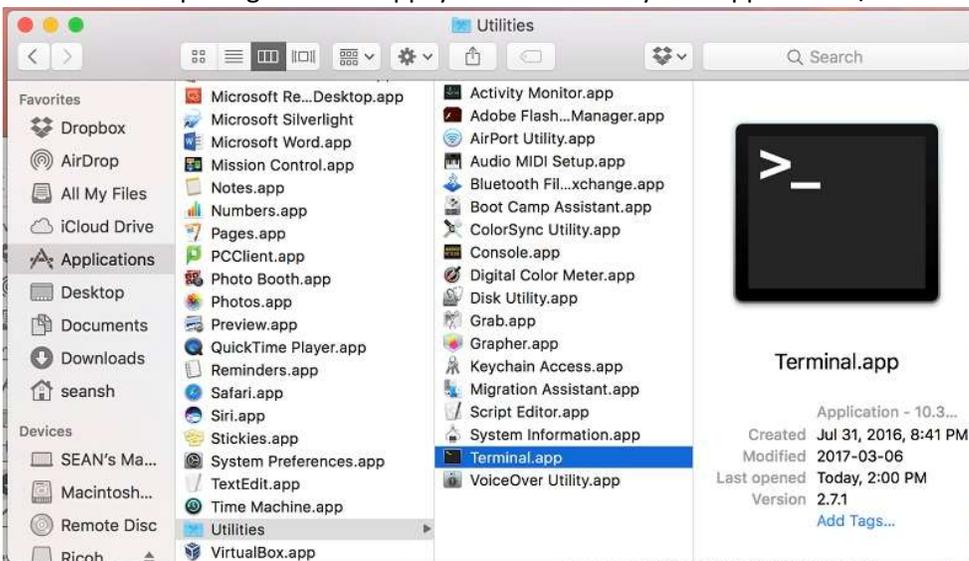
When the web browser asks you what to do with this ZIP file, you can choose to “Open with archive utility (default)”, or “Save File” then go to the “Downloads” folder and double click the file to unzip it.



Either way will give you the “com.papercut.client.plist” file in the “Downloads” folder.



- Next we'll be opening Terminal.app. you can find it in your "Applications/Utilities" folder.



- Copy the com.papercut.client.plist file from the Downloads folder to /Library/LaunchAgents/ folder by type in commands below:

```
cd "Downloads"
```

```
sudo cp com.papercut.client.plist /Library/LaunchAgents/
```

Your computer will ask you to type in your password when you run "sudo..." above.

- Change folder to "/Library/LaunchAgents", then change the owner/group and permission of the com.papercut.client.plist file.

```
cd /Library/LaunchAgents/
```

```
sudo chown root:wheel com.papercut.client.plist
```

```
sudo chmod 644 com.papercut.client.plist
```

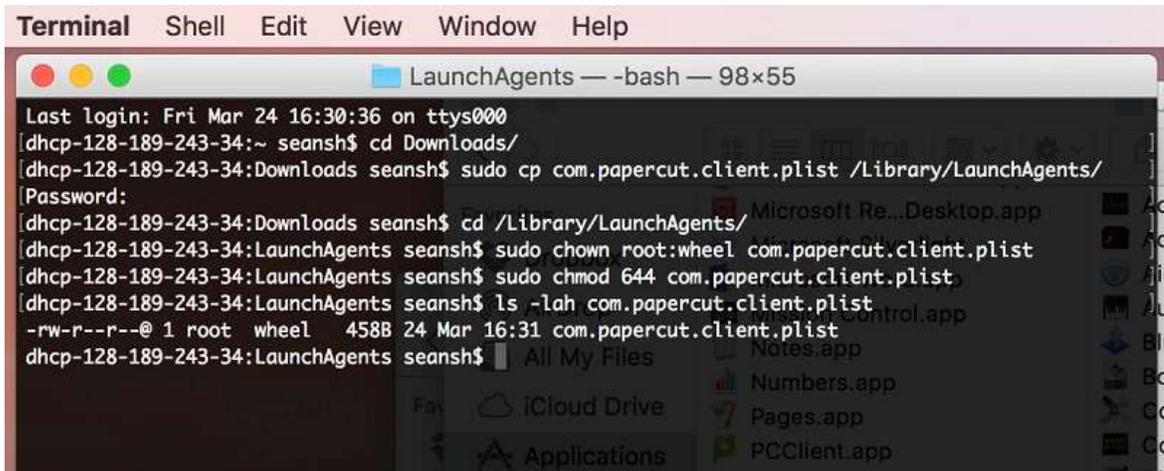
- Next we'll verify that the permissions for the file are correct:

```
ls -lah com.papercut.client.plist
```

The output should look like:

```
-rw-r--r--@ 1 root wheel 458B Jul 29 2014 com.papercut.client.plist
```

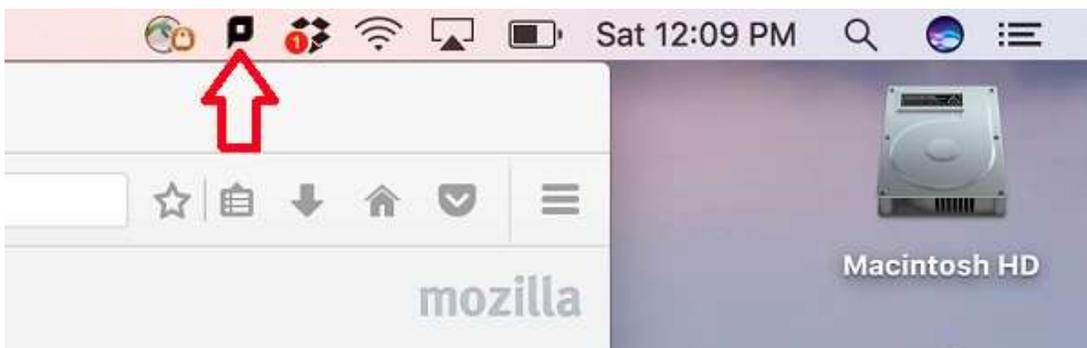
- A screen shot of all commands as shown below.



```
Terminal Shell Edit View Window Help
LaunchAgents — -bash — 98x55
Last login: Fri Mar 24 16:30:36 on ttys000
[dhcp-128-189-243-34:~ seansh$ cd Downloads/
[dhcp-128-189-243-34:Downloads seansh$ sudo cp com.papercut.client.plist /Library/LaunchAgents/
Password:
[dhcp-128-189-243-34:Downloads seansh$ cd /Library/LaunchAgents/
[dhcp-128-189-243-34:LaunchAgents seansh$ sudo chown root:wheel com.papercut.client.plist
[dhcp-128-189-243-34:LaunchAgents seansh$ sudo chmod 644 com.papercut.client.plist
[dhcp-128-189-243-34:LaunchAgents seansh$ ls -lah com.papercut.client.plist
-rw-r--r--@ 1 root wheel 458B 24 Mar 16:31 com.papercut.client.plist
[dhcp-128-189-243-34:LaunchAgents seansh$
```

- In the end, reboot the Mac to verify that the launchd job is functioning as expected. After the reboot, you should see the black PaperCut client icon at the menu bar around the right-upper corner, as shown below.

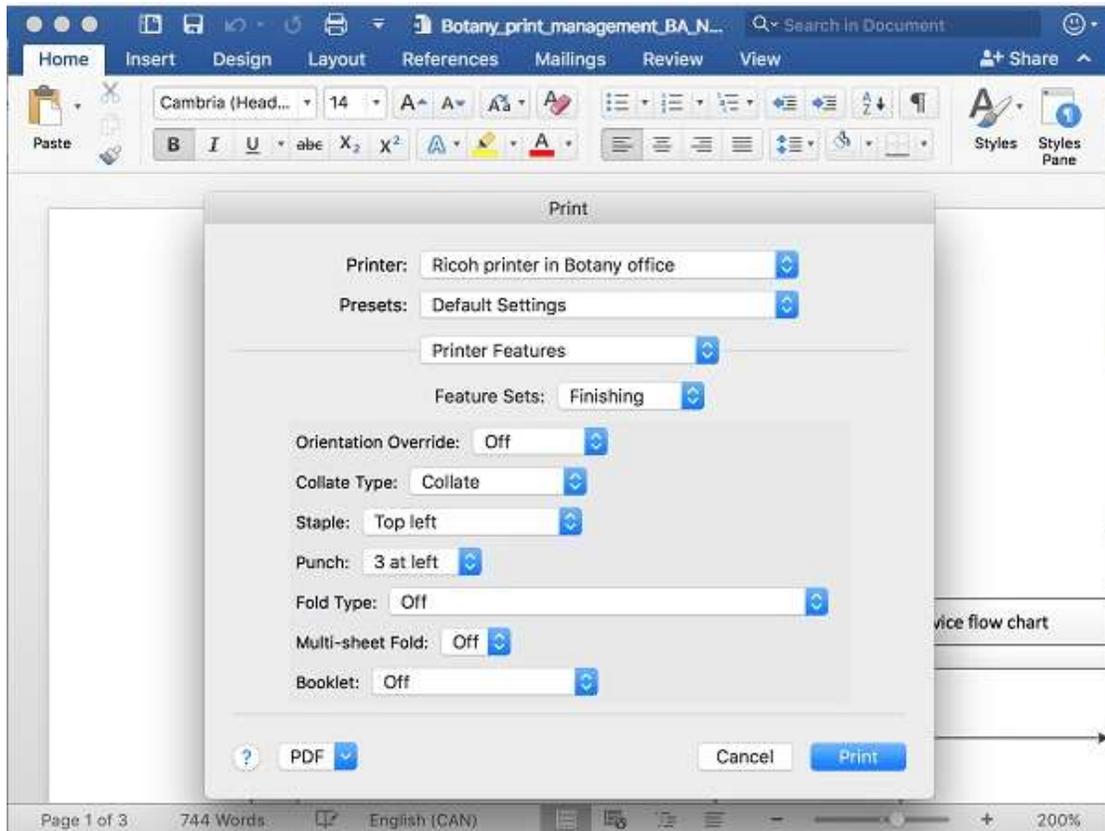
Please note that if this icon changes to grey color, it means the PaperCut client cannot connect to the print server. Please make sure you connect to UBC network (or turn on myVPN connection of connect from outside of UBC), and wait a few minutes for this icon to change back to black color, then you can print.



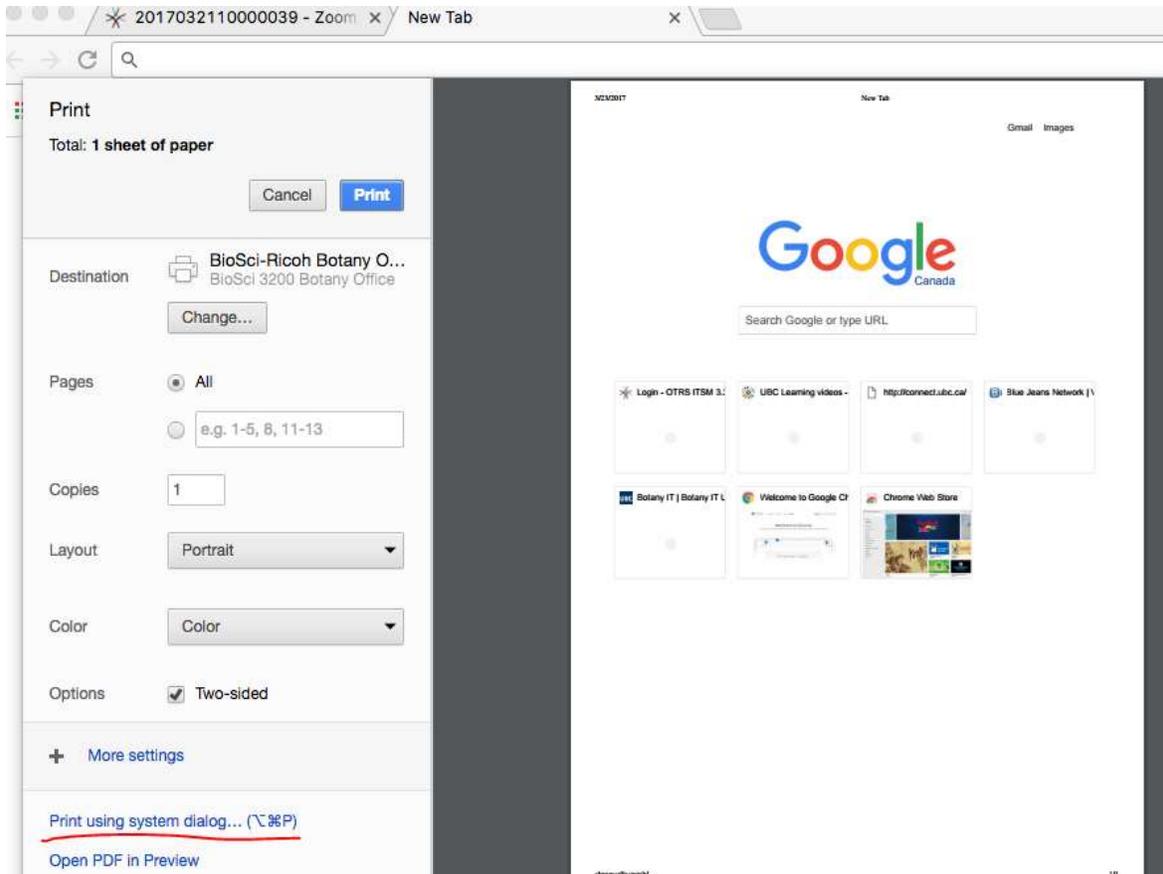
Test the Printer(s)

- Open any document or web page.
- Choose to print like you would normally do.
- Select one of the Ricoh printers (botanyoffice, zoologyoffice, biologyoffice, wesbrook220a, or the holdrelease virtual printer)

- Here you are able to change and/or save your Printing settings. If you have installed the extra options such as the finisher, you will be able to set the “Staple” and “Punch” under “Printer Features” as shown below.



- If using Chrome or Adobe, we recommend using the “Print using system dialog” feature to view all of the available copier features, as shown below.



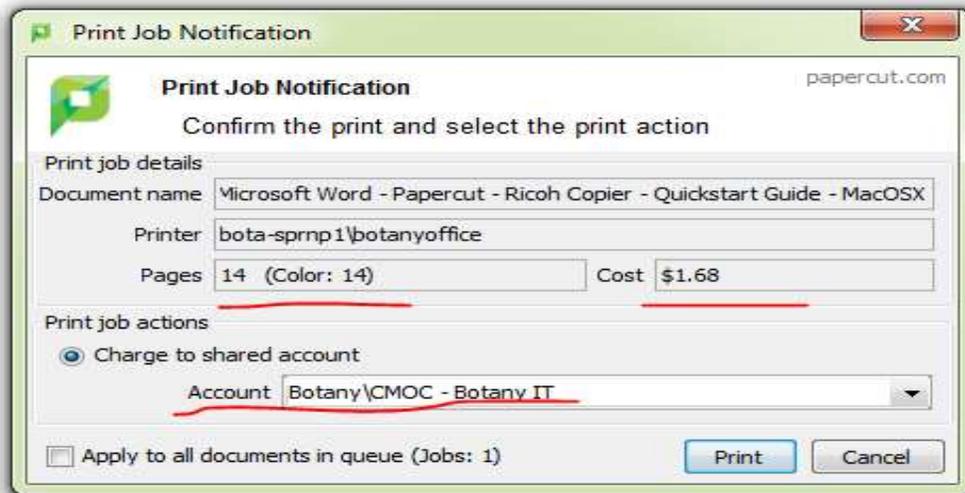
6. Once print options are chosen, you may print your document. After clicking “Print”, you will see a dialog pop-up within a few seconds, depending on the network speed and age of your computer.



This is the login for PaperCut to authenticate and identify who you are. Enter your CWL username in the username field and your CWL password in the password field. Also you can choose the option for how long the system shall remember your CWL credentials. Select the option in the “Remember” field by clicking the drop down arrow.

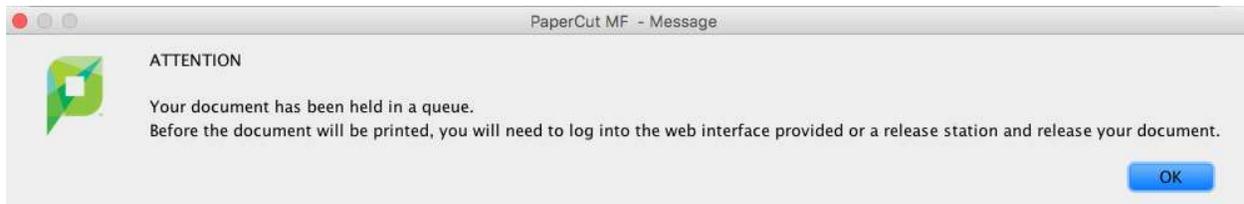
7. Successful authentication will bring up a Print Job Notification pop-up. It shows the document name you are printing, which printer is the print job send to, the number of pages of the document and the cost of the print job. You select the account you want for the print job by clicking the drop down arrow at the "Account" field. Then click "Print".

If you print to any of the four Ricoh printers, you can now walk over to it and pick up your printouts.



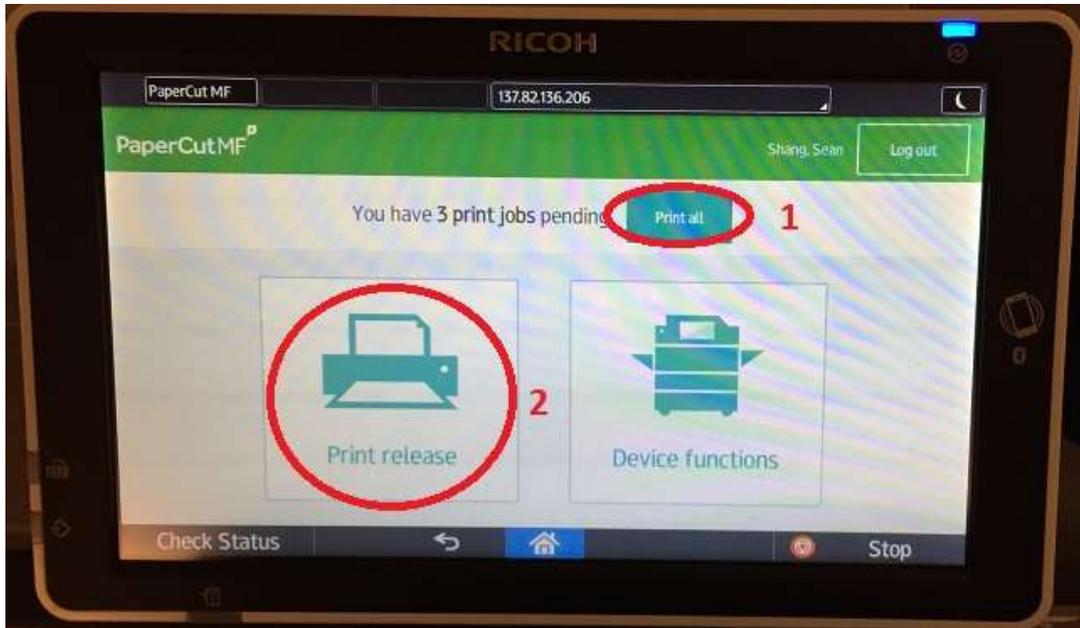
Note: steps below are only applicable if you print to the holdrelease virtual printer.

8. If you print to the holdrelease virtual printer, an ATTENTION pop-up will show. Depends on your OS, you may see one of the three types of ATTENTION pop-ups as shown below. You need to walk over to any of the four Ricoh printers, login by tapping your UBC Card/entering your employee ID/entering your CWL ID & password, then release your print job.

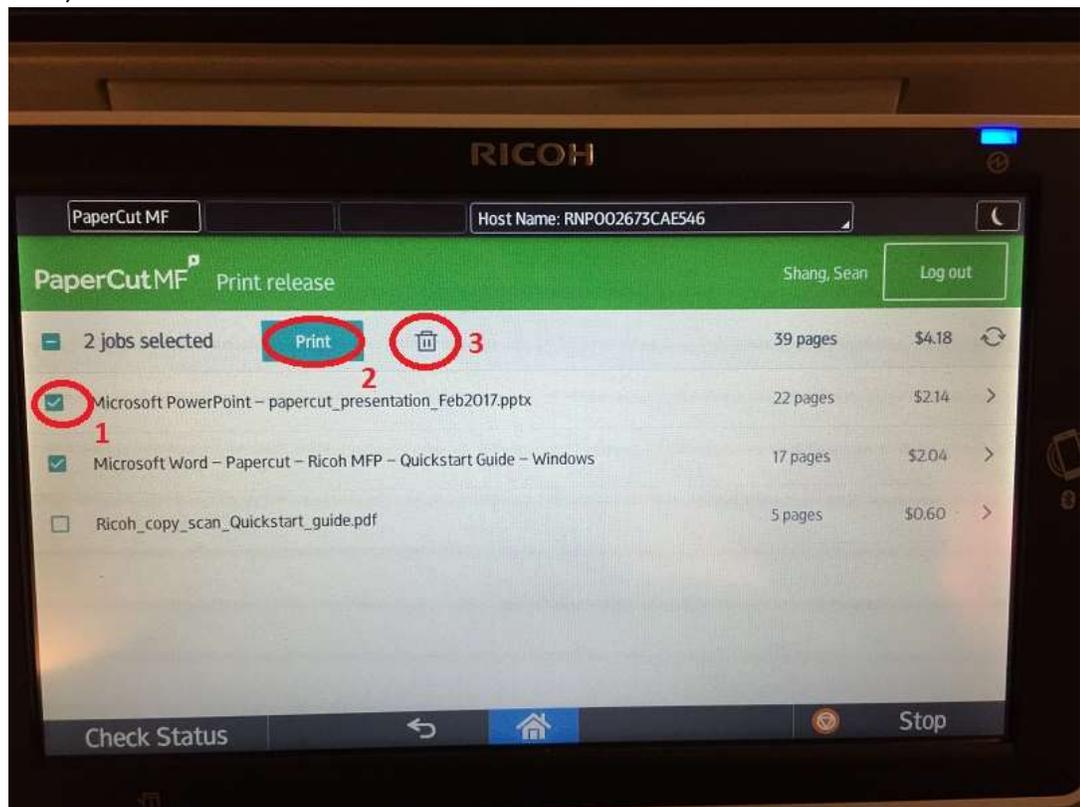


Note: All print jobs to the holdrelease virtual printer will be held for 24 hours then cleared from the system. If you forgot to release your print job at any of the four Ricoh printers within 24 hours, you will have to print your document again. For details about how to login to our Ricoh printers, please read the [Quick Start Guide –copy and scan-to-email](#).

9. Once you login to any of the four Ricoh printers, you will see the first screen as shown below. You can either touch the "Print all" button to release all hold jobs (circle 1), or touch the "Print release" button for more options (circle 2).



10. If you touch the “Print release” button in step 12, you will see the second screen with a list of print jobs hold under your account. You need touch the check box in front of the job to select it (circle 1), then you can either print the selected job(s) (circle 2), or delete the selected job(s) (circle 3).



11. In the end, please pickup your printouts, then touch the “Log out” button.