User Instruction

Botany Print Service – use the HP printer from a Mac Computer

Prepared by:
Botany IT

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☐ **Network Connection:**

To print to the HP printer, you need to connect to a UBC network. This includes any UBC building local area network, ubcsecure wireless network and ubcprivate wireless network. If you are connected to a non-UBC network, 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.

☐ **Supported Mac Operating System Versions: Mac OS 10.7 or newer**

Due to limitations with the HP Laserjet M630z drivers, currently we can only offer printing support for Mac OS 10.7+. Check your OS version: https://support.apple.com/en-ca/HT201260

☐ **CWL Account registration and speedchart association**

To use any of the four Ricoh multi-functional printers, you will need to have your CWL account registered with our PaperCut print/copy management system, and have at least one speedchart associated with your account. To streamline the process, starting on Dec 15, 2017, we will follow the new guideline for managing user accounts and speedcharts.

1. Botany IT staff will only accept requests directly from the managing administrator for adding/removing of speedchart(s).
2. Botany IT staff will only accept requests directly from the research grant holder (PI) for provision/de-provision of user account accessing a research speedchart.
3. Botany IT staff will only accept requests directly from the managing administrator for provision/de-provision of user account accessing a non-research speedchart.

If you need to print/copy using a research grant speedchart, please ask the grant holder to send the request to helpdesk@botany.ubc.ca with your CWL username and the speedchart code. If you need to print/copy using a non-research speedchart (such as a speedchart for a biology course), please ask the managing administrator of the speedchart to send the request to helpdesk@botany.ubc.ca with your CWL username and the speedchart code. If you are not sure who the managing administrator of the speedchart is, please contact both the Botany administrator and the Zoology administrator for your request.

HP printer location

- Biodiversity Research Centre – room 229

Cost

- 7 cents per page for black and white print out (only black and white is available at this printer)

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 PaperCut client to your Login Items (easier, but not reliable)
   Or
   Set the PaperCut client to start with Launchd (more complicated, but reliable)
3. Download and install the HP Laserjet M630 driver
4. Add the HP printer(s) as LPD/LPR printer(s)
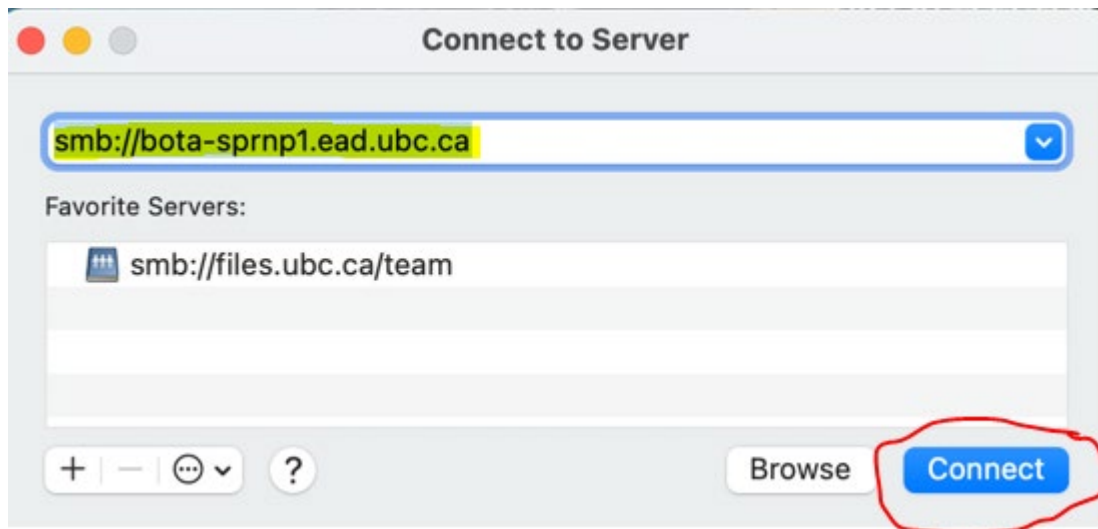5. Test the printer(s).

Download and Install PaperCut Client App

To download PaperCut PCClient, please follow the steps below: (if you have any issue downloading the PCClient App please contact Botany IT at helpdesk@botany.ubc.ca.

1. On the Finder menu, click **Go > Connect to server**
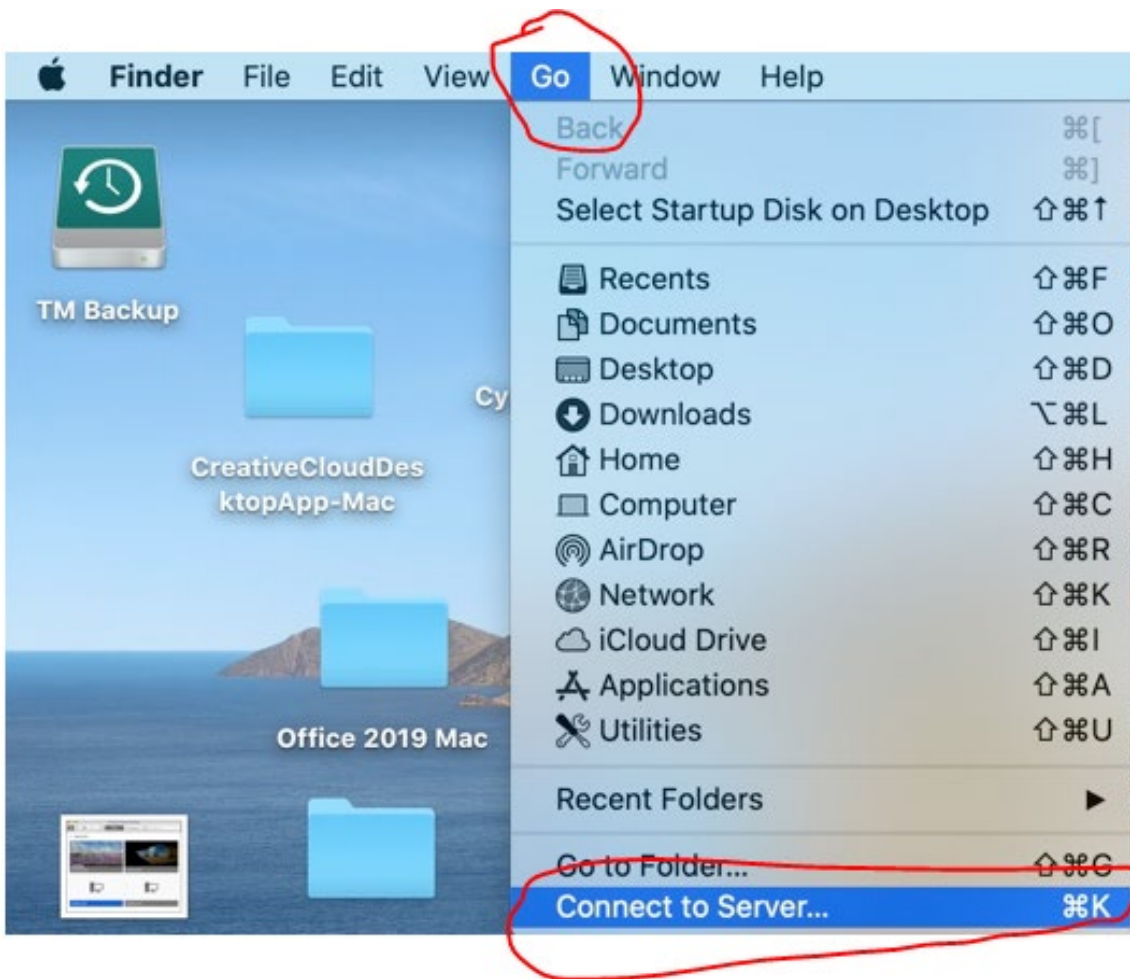
2. In the **Server Address** field, enter the following information:

   ▪ **smb://bota-sprnp1.ead.ubc.ca**

   ▪ Click the **+** button to add this server address to the list of your favourite servers.
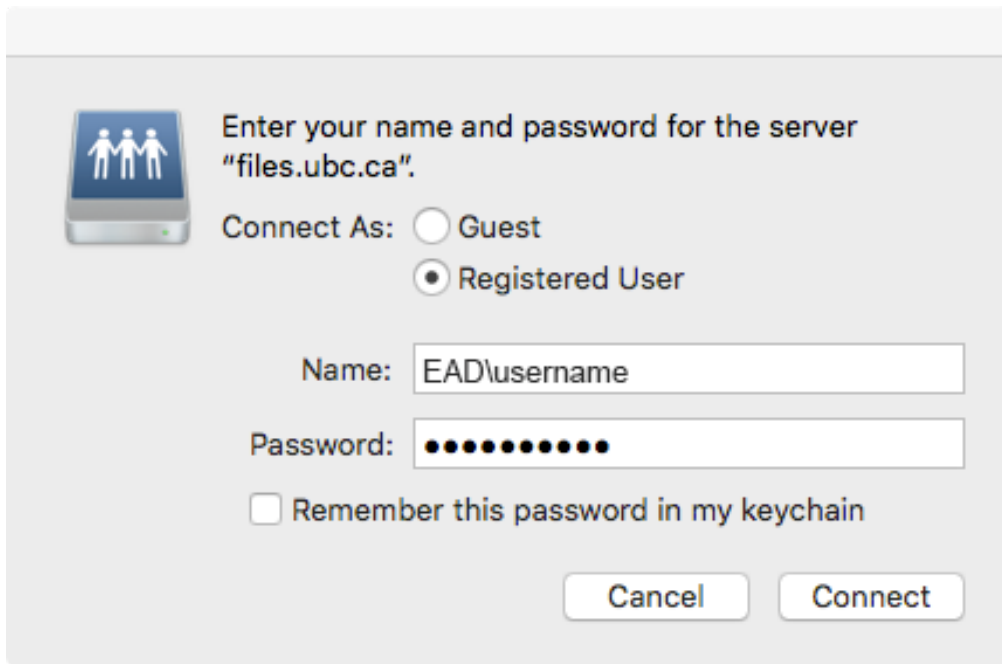
3. Click **Connect**

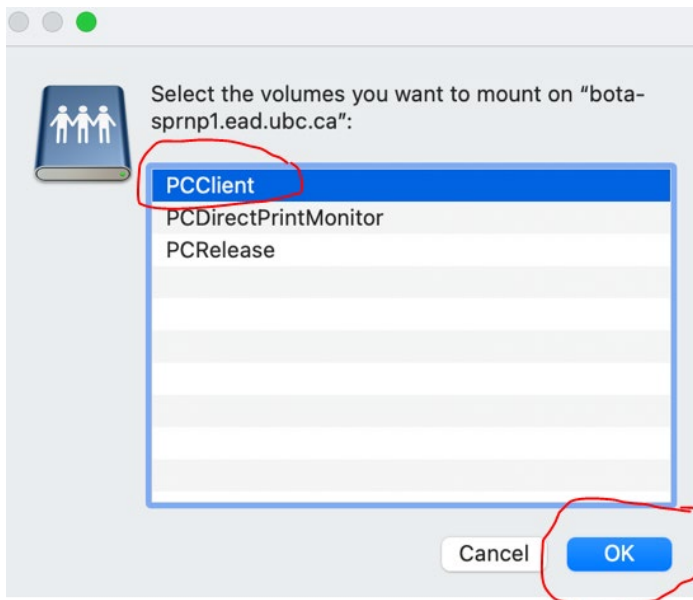4. Select Guest and click Connect (if your Mac is running macOS Big Sur)
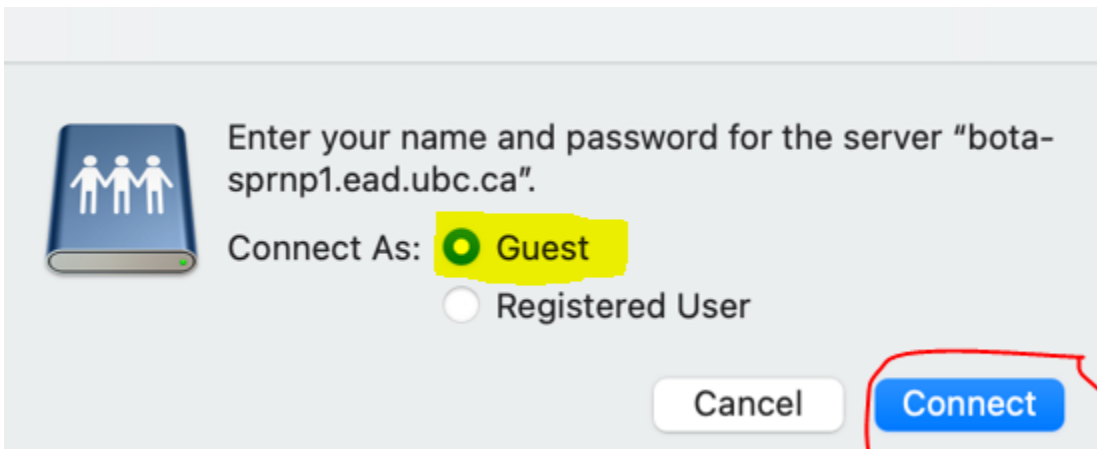
5. Enter the following, then click OK: (if your Mac is running macOS Catalina or lower)
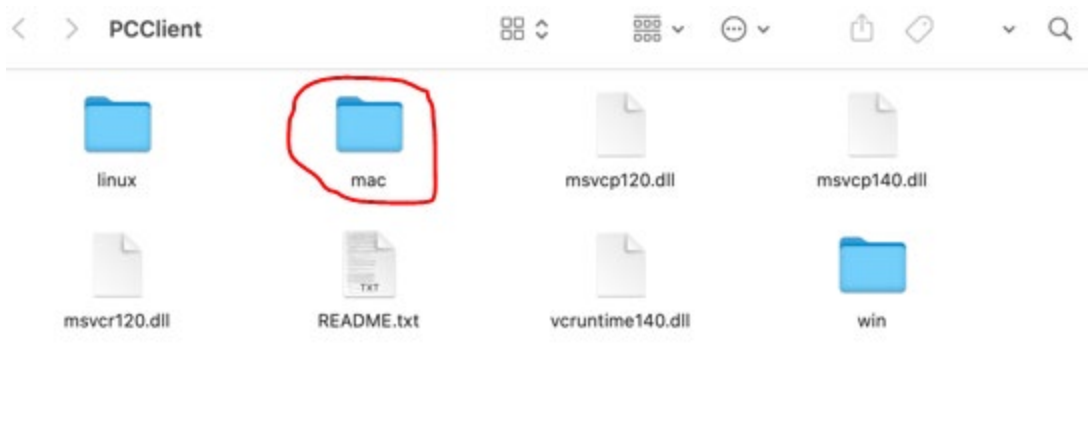
   ▪ Username: **EAD\your CWL username**

   ▪ Password: **your CWL password**

6. A mounted network drive will appear on the desktop.


Select "PCClient" and click OK.

Copy the "mac" folder to your mac.

Open the "mac" folder and double-click the **"client-local-install"** script and this should start the installation process


When you see the pop-up 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.
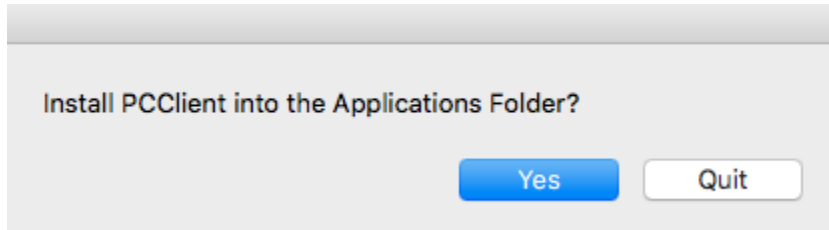
You may get a couple of JRE Load Errors, click "OK" to all of them
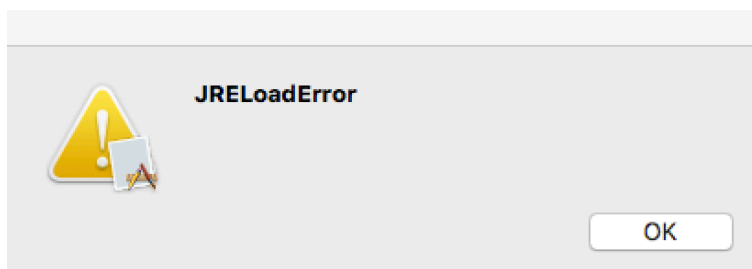
1. Once the script completed the installation, you will notice two things: first, a black "P" icon will show on the Finder Menu bar close to your clock; second, a PaperCut client login window will pop out and ask you to enter your username and password. Please type in your CWL account username and password, 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.
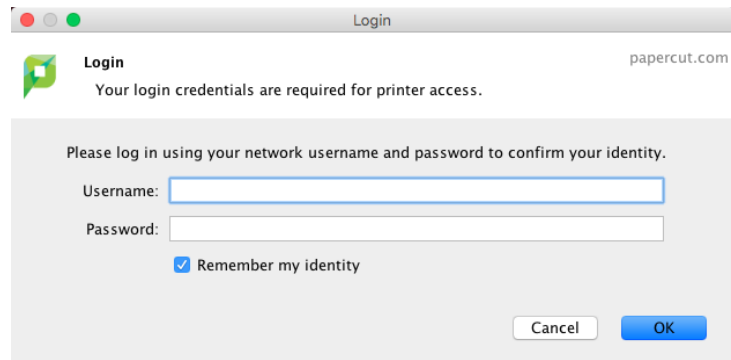
If you see an error of "Invalid username or password", please try to enter your CWL ID and password again. If you keep getting this error, you may not have your CWL account registered with the PaperCut system. Please contact us at helpdesk@botany.ubc.ca to find out.


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 a reliable connection between mobile users and our print server/printers.
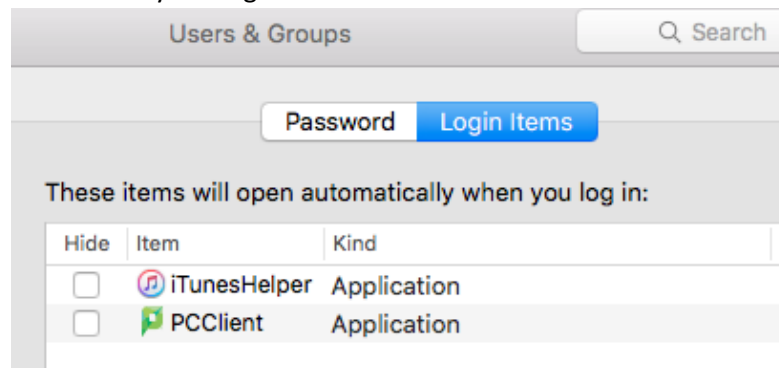
1. Open System Preferences, click on Users & Groups.
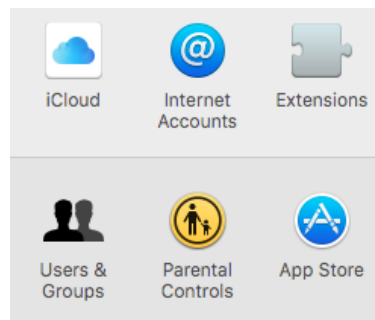
2. Select your username, then click on "Login Items" tab.
3. and click the "+" at the bottom of the Login Items list
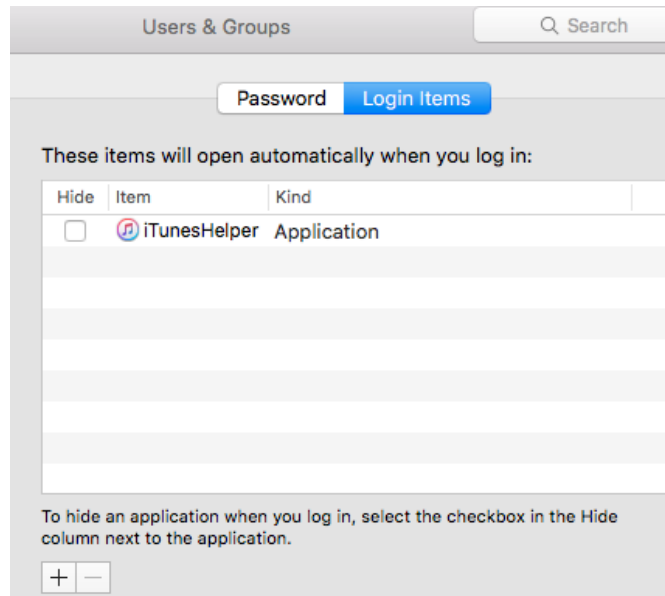
4. Select the PPClient app from your Applications folder, then click "Add".
5. You should now see the PPClient in your Login Items list

6. In the end, reboot your Mac computer 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.
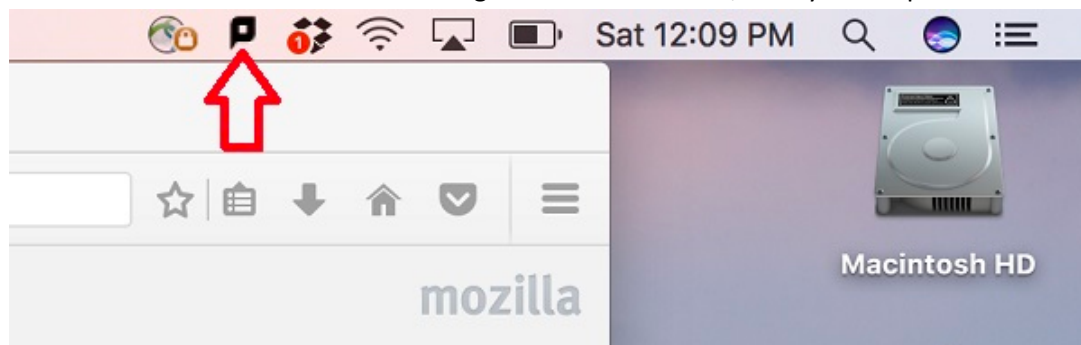
Starting the PaperCut Client with Launchd

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 computer 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 https://www.papercut.com/kb/uploads/Main/PaperCut_LaunchD.zip at the address bar then push "Enter".
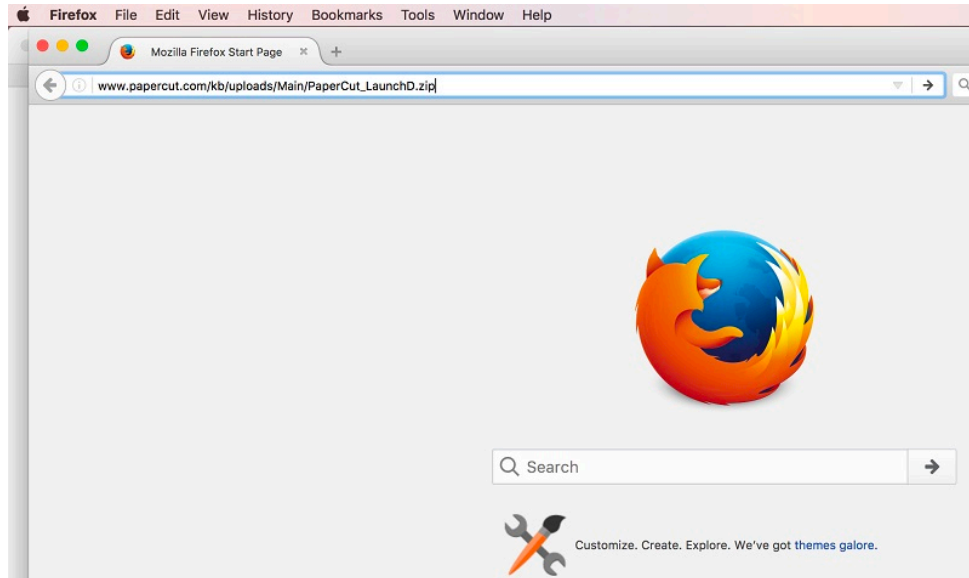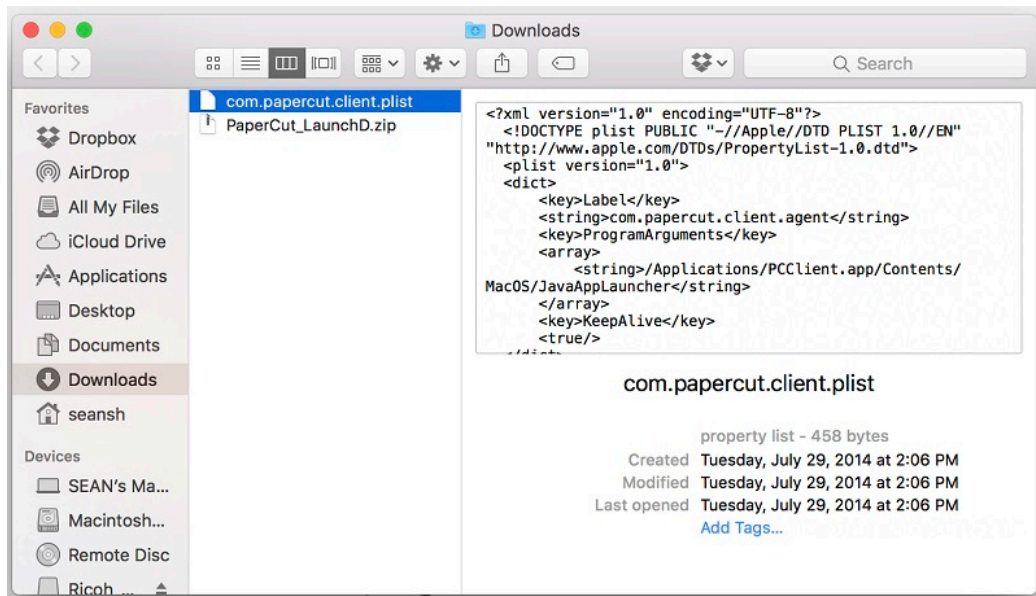

3. When the web browser asks you what to do with this ZIP file, you can choose to "Open with archive utility (default)", or "Save File" then go to the "Downloads" folder and double click the file to unzip it.
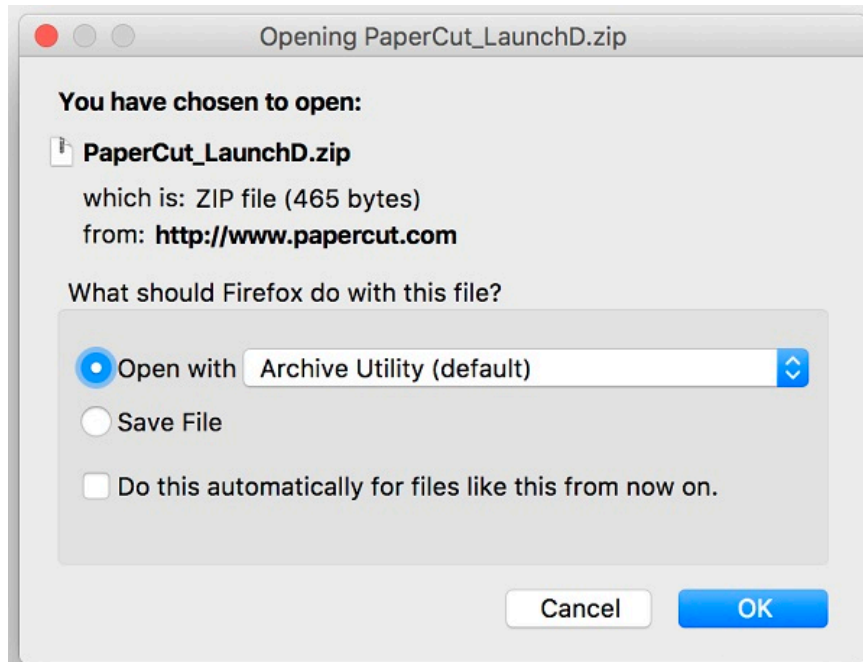
Either way will give you the "com.papercut.client.plist" file in the "Downloads" folder.

3. In the next several steps, we will do some command lines with Terminal.app. You can find it in your "Applications/Utilities" folder.
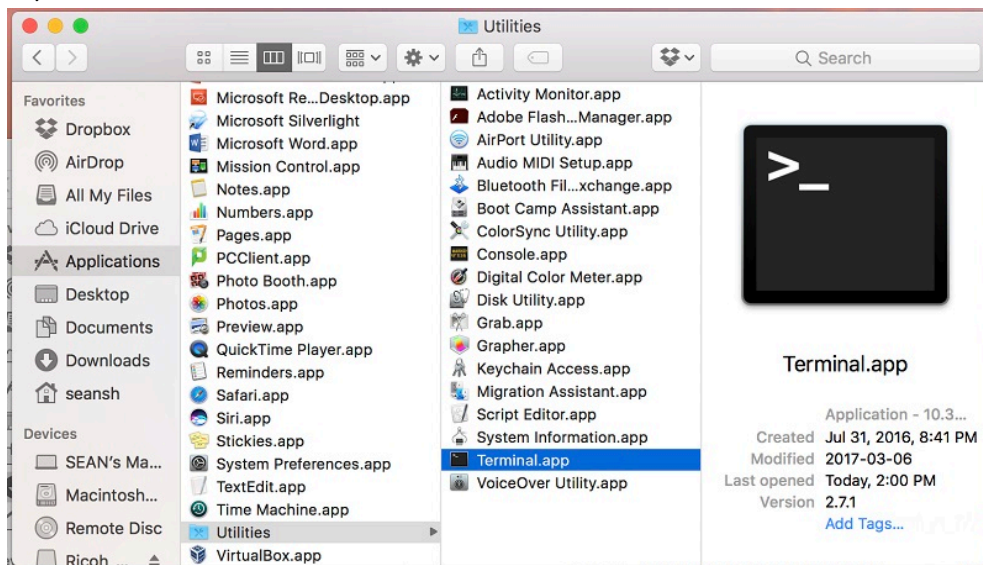
4. In the Terminal window, copy the com.papercut.client.plist file from the Downloads folder to /Library/LaunchAgents/ folder by type in commands below:

   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.

5. In the Terminal window, change folder to "/Library/LaunchAgents", then change the owner/group and permission of the com.papercut.client.plist file, by type in commands below:

   cd /Library/LaunchAgents/

   sudo chown root:wheel com.papercut.client.plist
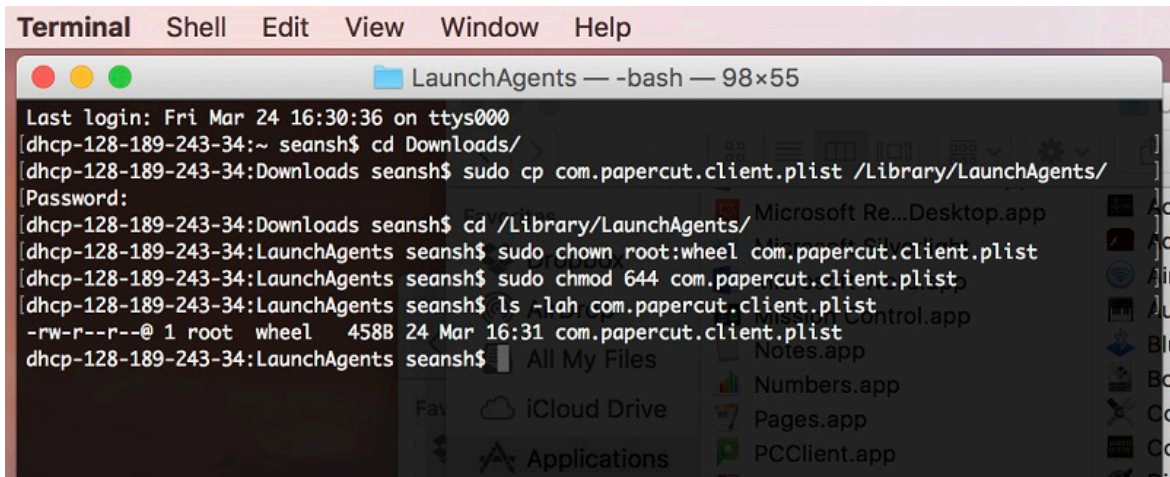
   sudo chmod 644 com.papercut.client.plist

6. Next we'll verify that the permissions for the file are correct by typping in the command:

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

7. A screen shot of all commands a shown below.

8. 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.
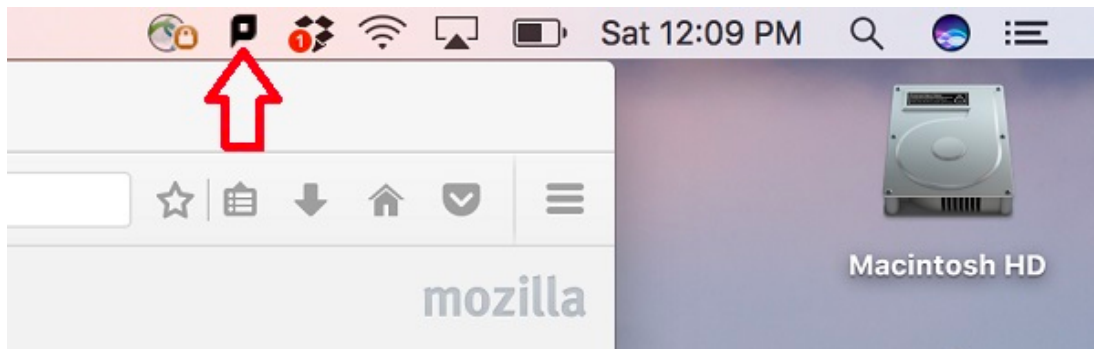

Download and install HP LaserJet M630 driver

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 third link (http://download.botany.ubc.ca/print_service/HP-LaserJet-Enterprise-Flow-MFP-M630_v12.38.0.zip), this should start the download
4. Open the downloaded dmg file then double click the "HP LaserJet Enterprise Flow MFP M630.pkg" file from the pop out window, and follow the instructions to install the printer driver.
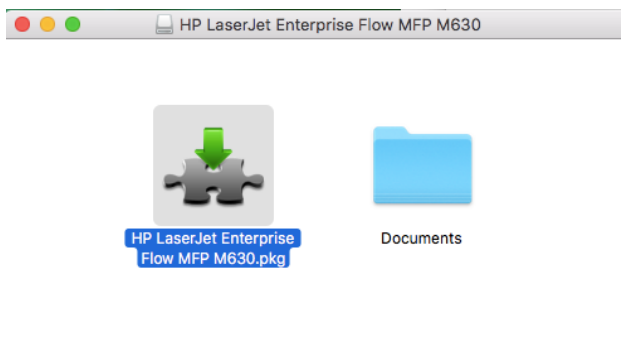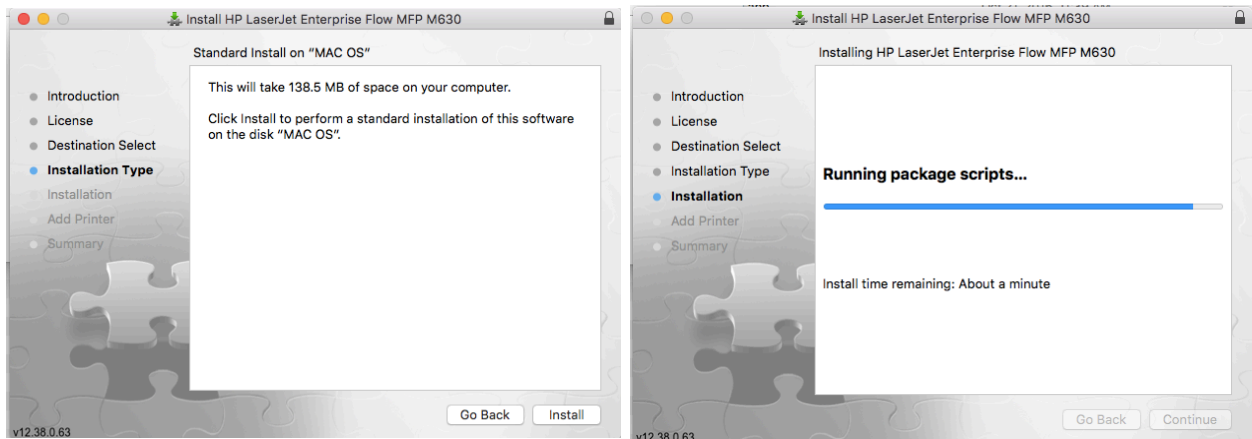
5. Click "Continue" in the pop out windows as shown below.
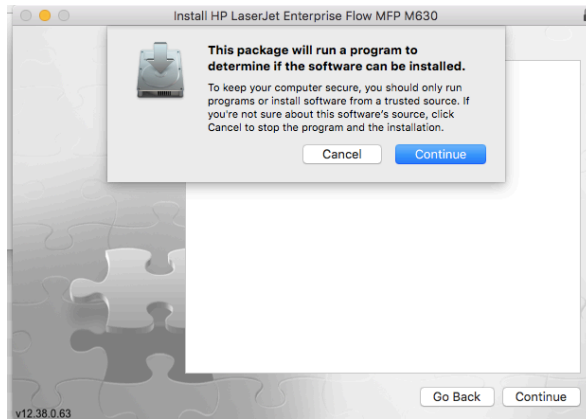
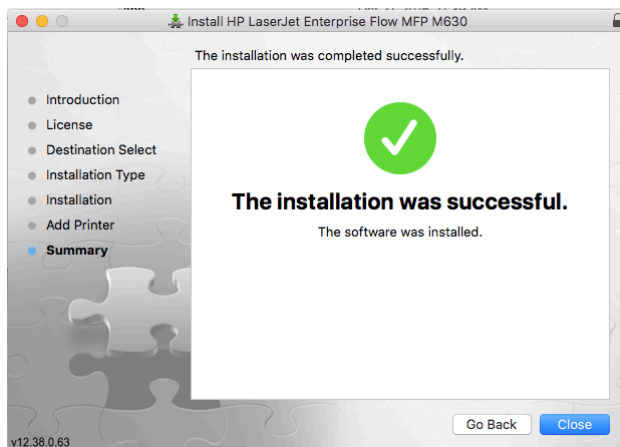6. Click on "Agree" in the pop out windows as shown below.
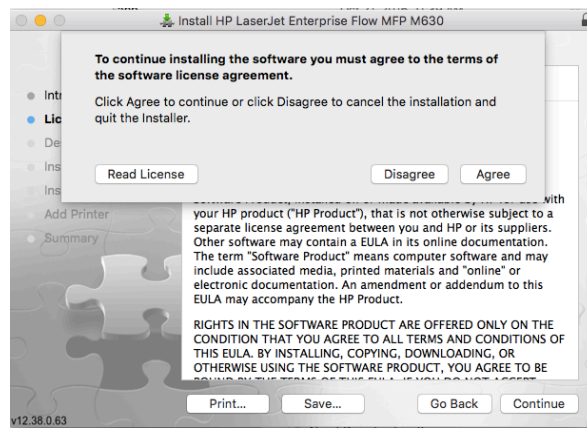
7. Click on "Install" in the pop out windows as shown below.

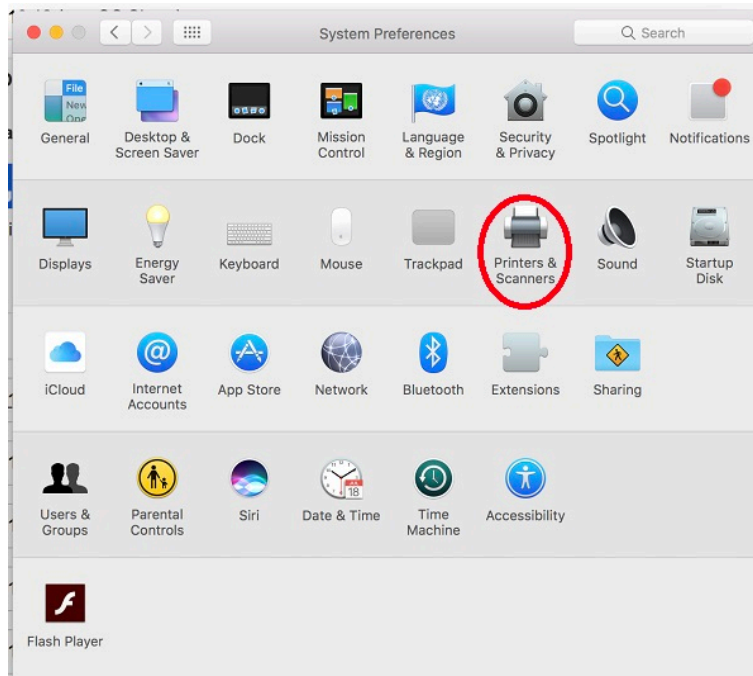8. Select "Continue" in the pop out windows as shown below.

9. When you see "Installation was successful", click "Close" to close the installation window
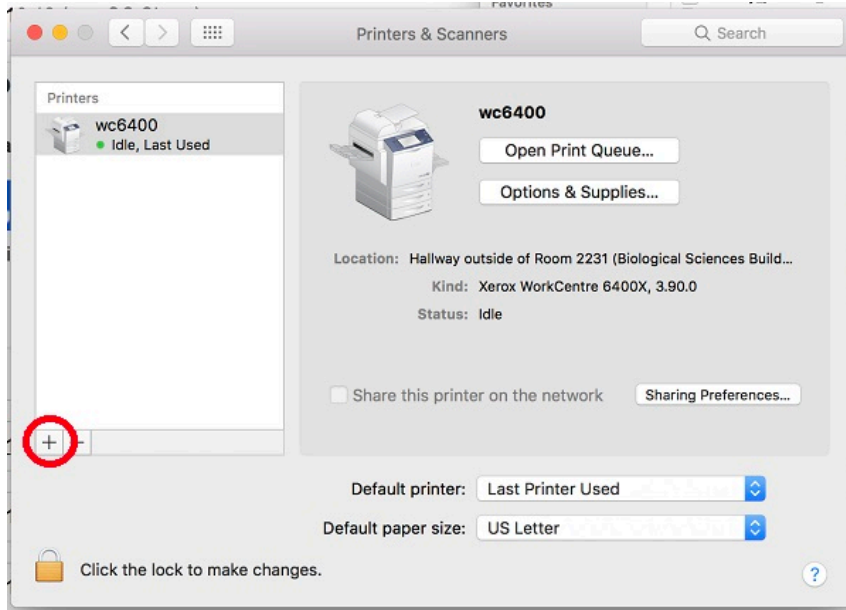

## Add HP LaserJet M630 Printer(s) as LPD/LPR printer(s)

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

3. Since we suggest Mac users to install the HP printer 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…"
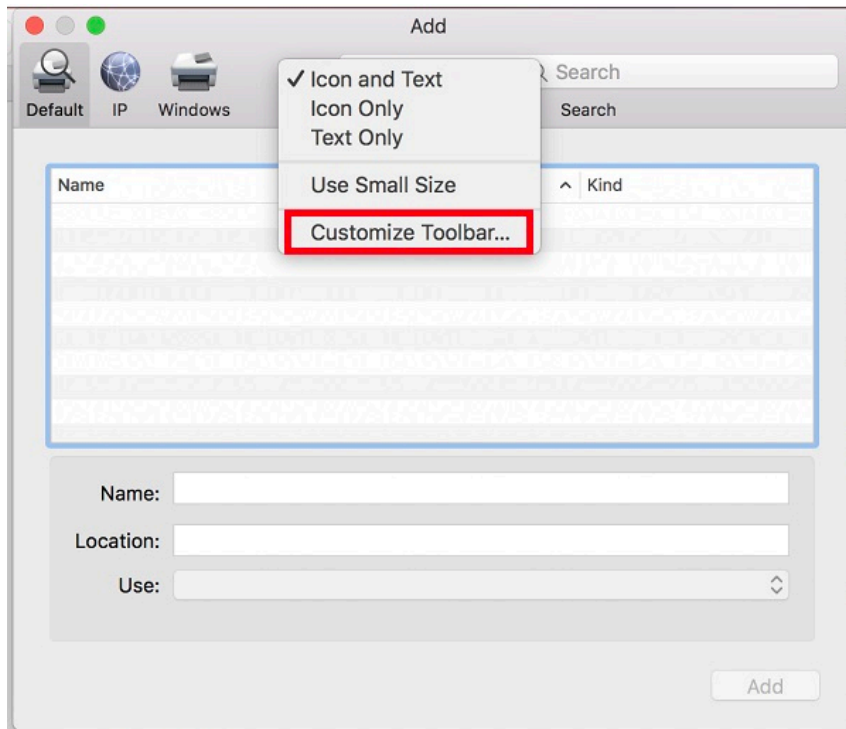
4. When you see the pop out window for extra toolbar items, drag and drop the "Advanced" gear icon onto the empty space between the Windows printer icon and the search bar, then click "Done".
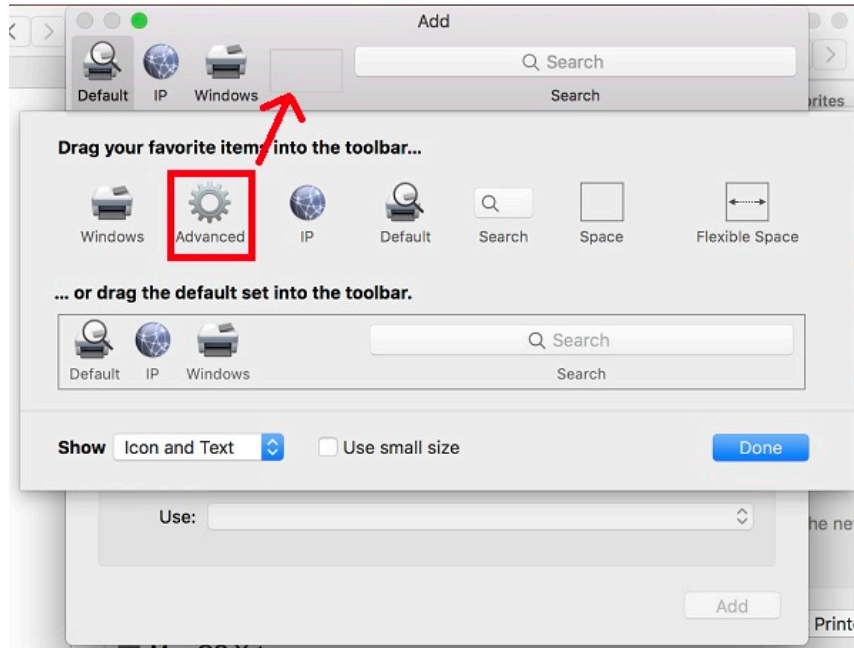

5. Now you can click the Advanced icon, set the following settings for this new printer as shown below:
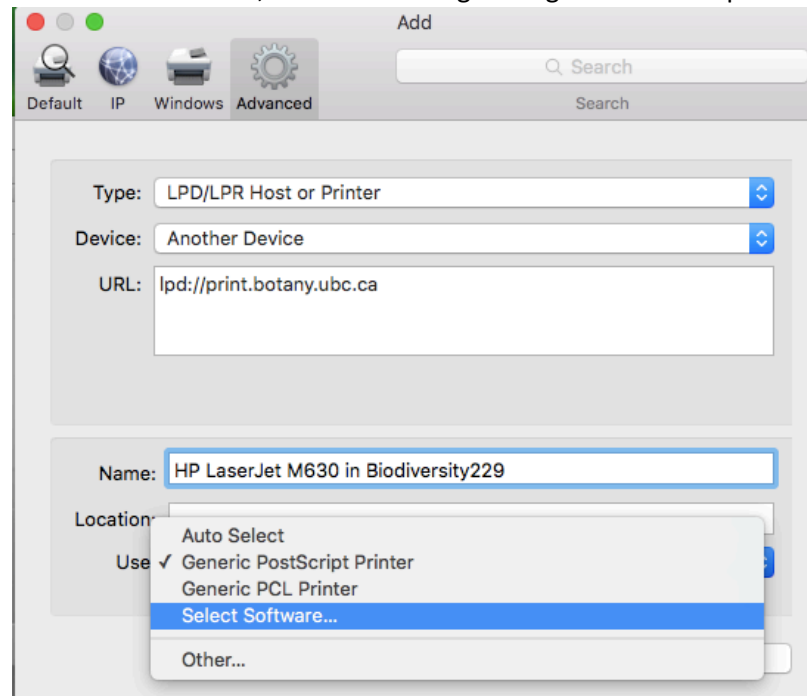

    a. Type: LPD/LPR Host or Printer
    b. Device: Another Device
    c. URL: lpd://print.botany.ubc.ca/biodiversity229 for the HP printer at Biodiversity 229.
       Or lpd://print.botany.ubc.ca/biodiv-holdrelease for the hold/release virtual printer.
    d. Use: Select Software …

6. Once you choose "Select Software" from the last step, you will see the "Printer Software" pop out window, scroll down until you see "HP LaserJet Flow MFP M630", select it and click OK
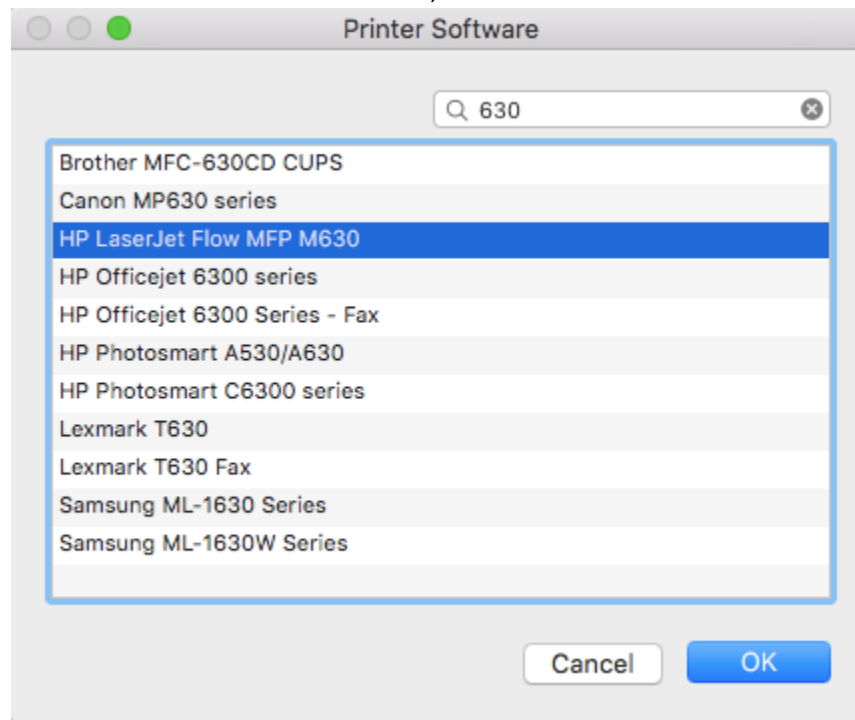

7. Now you are back at the "Add" window. Verify your settings and click "Add". This should add your chosen HP printer to your list of printers.
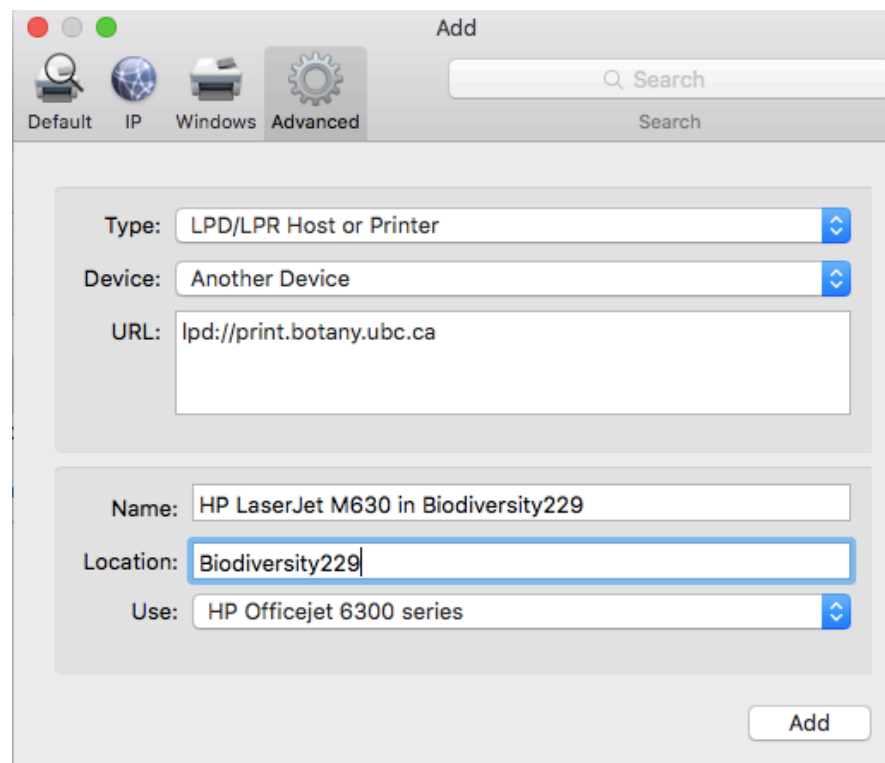

Test the Printer(s)

1. Open any document or web page.
2. Choose to print like you would normally do.
3. Select one of the HP printers (biodiversity229 or the biodiv-holdrelease virtual printer)

4. Here you are able to change and/or save your Printing settings.
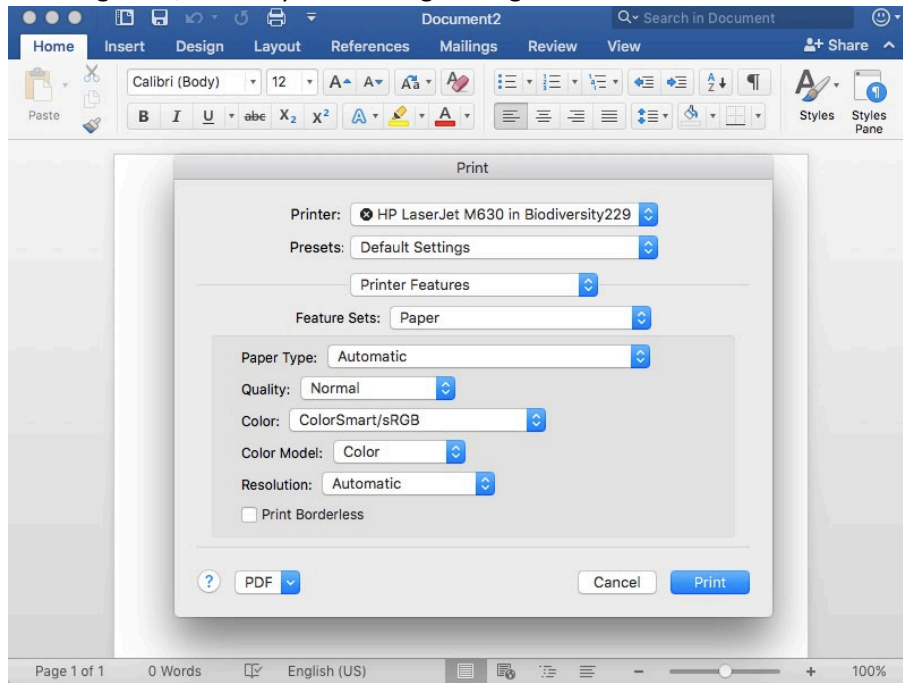
5. If using Chrome or Adobe, we recommend using the "Print using system dialog" feature to view all of the available copier features, as shown below.
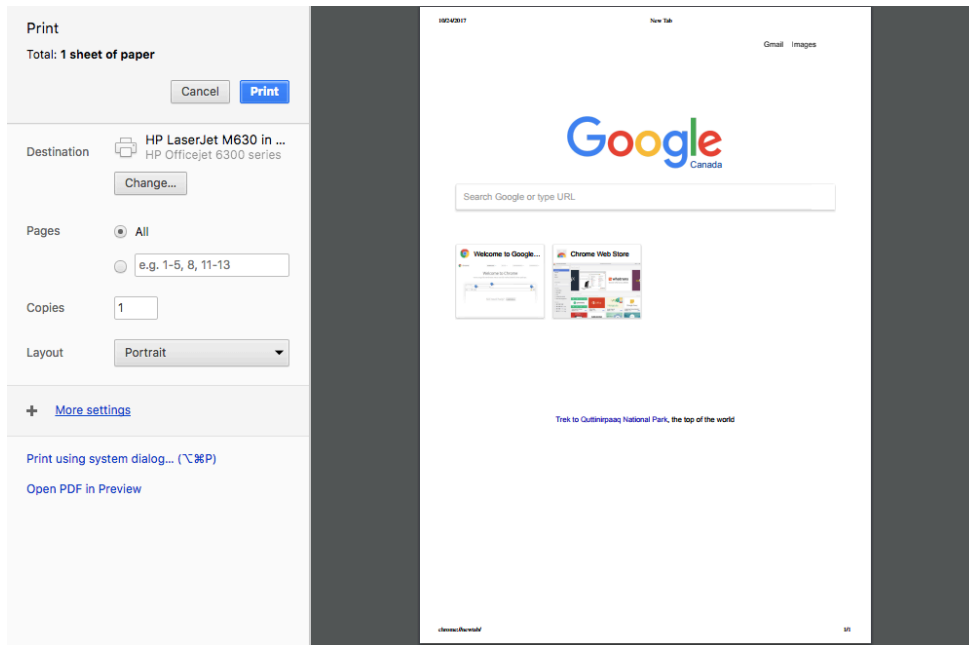
6. Once print options are chosen, you may print your document. After clicking "Print", you will see a dialog pop-up within a few seconds, depending on the network speed and age of your computer.
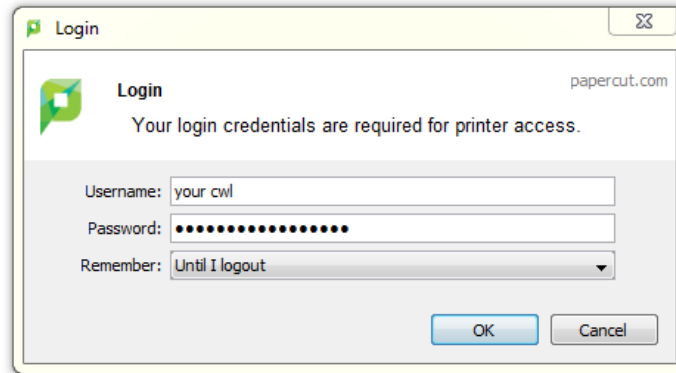

This is the login window for PaperCut to authenticate and identify who you are. Enter your CWL username in the username field and your CWL password in the password field. Also you can choose the option for how long the system shall remember your CWL credentials. Select the option in the "Remember" field 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 the print job is sent to, the number of pages of the document and the cost of the print job. Please select the account/speedchart you wish to use for the print job by clicking the drop down arrow at the "Account" field. Then click "Print".
If you print to the HP printer, you can now walk over to it and pick up your printouts.
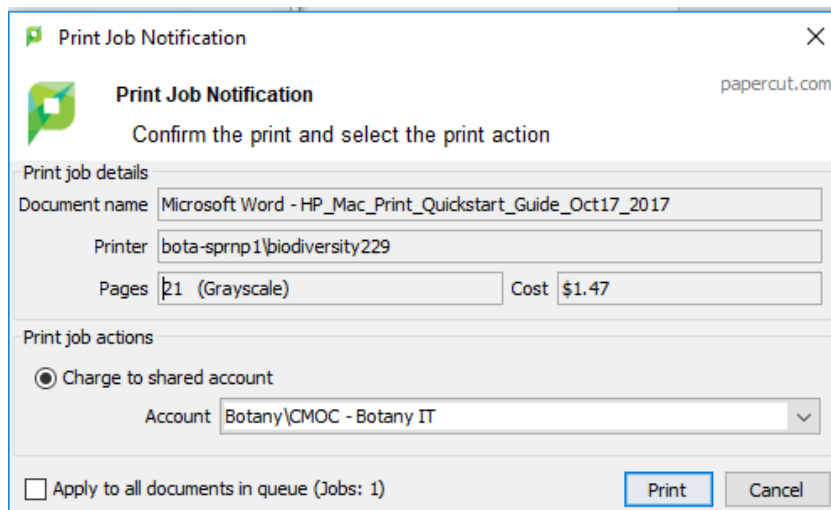
Note: steps below are only applicable if you print to the holdrelease virtual printer.

8. If you print to the holdrelease virtual printer, an ATTENTION window will pop-up, as shown below.
You need to walk over to the HP printer, login by tapping your UBC Card/entering your employee ID/entering your CWL ID & password, then release your print job.
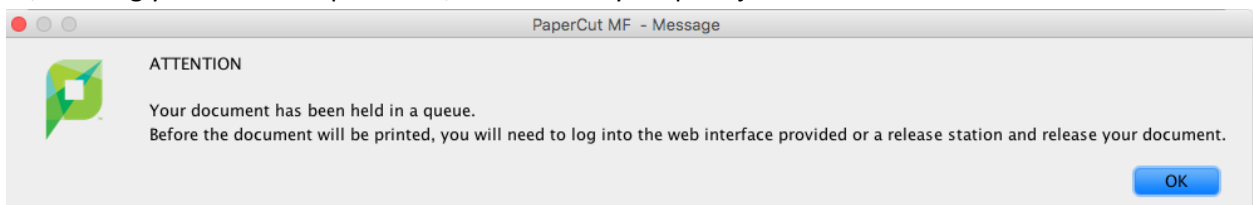
Note: All print jobs to the holdrelease virtual printer will be held for 24 hours then cleared from the system. If you forgot to release your print job at the HP printer within 24 hours, you will have to print your document again. For details about how to login to our HP printer, please read the HP Copy/Scan Quick Start Guide.

9. Once you login to the HP printer, you will see the first screen as shown below. Please click on the "Print Release" button.
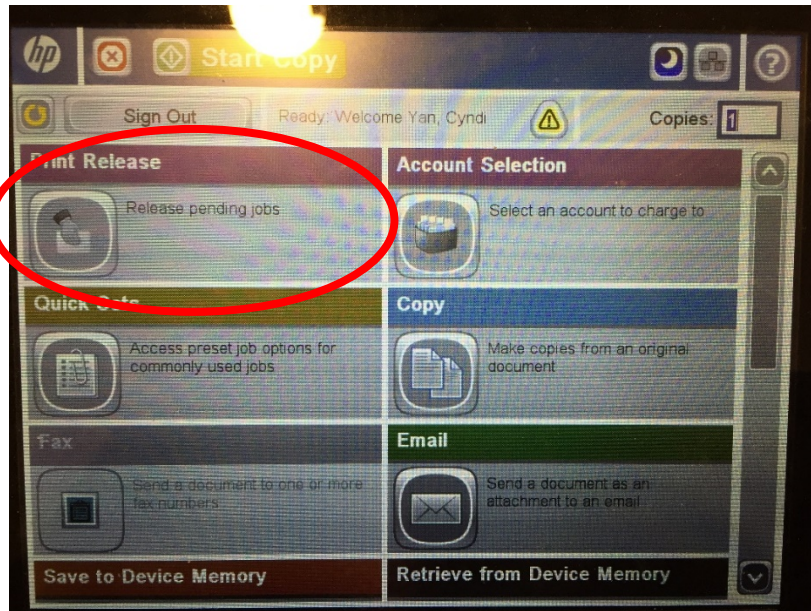
10. If you touch the "Print release" button in step above, you will see the second screen with a list of print jobs held under your account. You need touch the check box in front of the job to select it (circle 1), then you can either print the selected job(s) (circle 2), or delete the selected job(s) (circle 3).
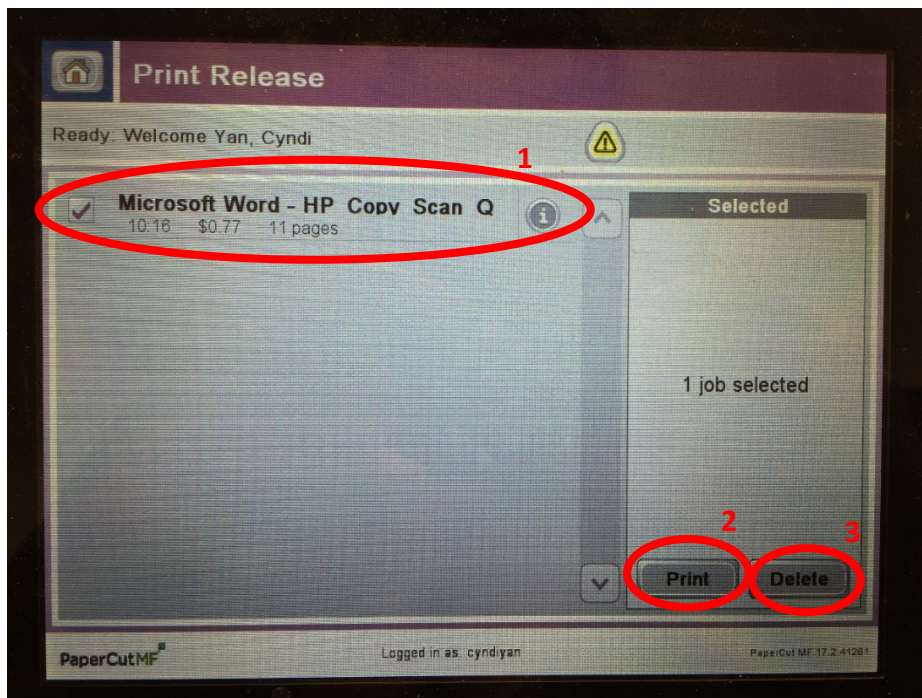
11. At the end, please pickup your printouts, then touch the "Sign out" button.