



The Government Standard



Reference: USER 209
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Originator: M.Hewitt
NEW DOCUMENT

Connecting to the University printers (MFPs) from home

Information Services have implemented a system enabling staff and students to print to Staffordshire University printers over the Internet from Home or ResNet.

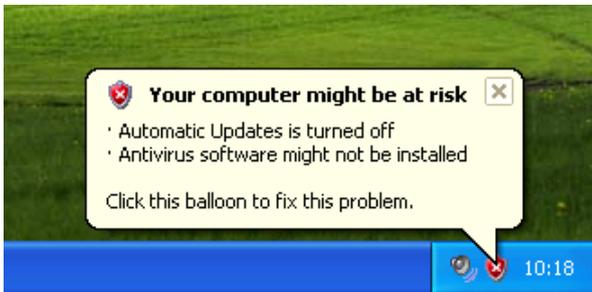
Prints are stored on the Safecom system, and can be collected from any one of the MFP printers around the campuses.

Connecting from Windows XP

Testing has shown that printing from Windows XP works best if the latest Service Pack (Service Pack 3) has been applied to the computer before connecting to the printers.

On most computers this will have automatically happened via the Windows Update process, and no additional action will be required.

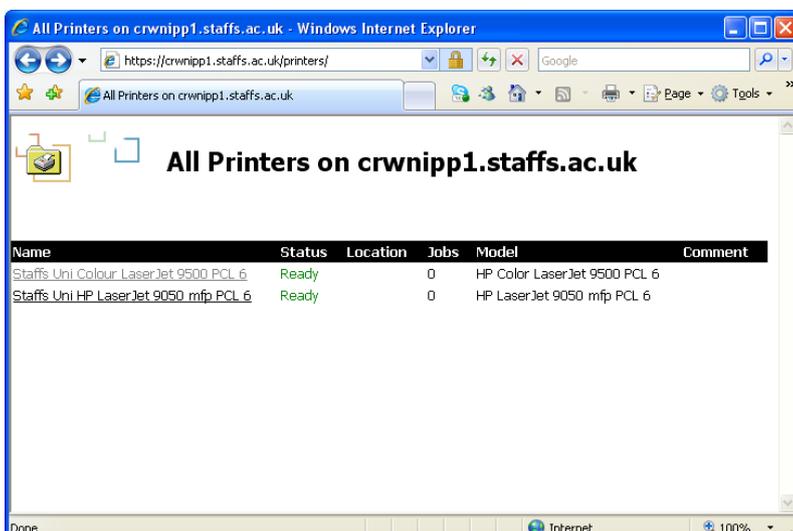
If Windows update has been disabled, then a red shield will be displayed on the bottom right of the screen (as seen below). You should double click on the shield and Turn on Automatic updates.



To install the University printers, use Internet Explorer, and browse to the URL <https://crwnipp1.staffs.ac.uk/printers>. When prompted, enter your University username and password. The username should be preceded with 'staff' or 'student'.

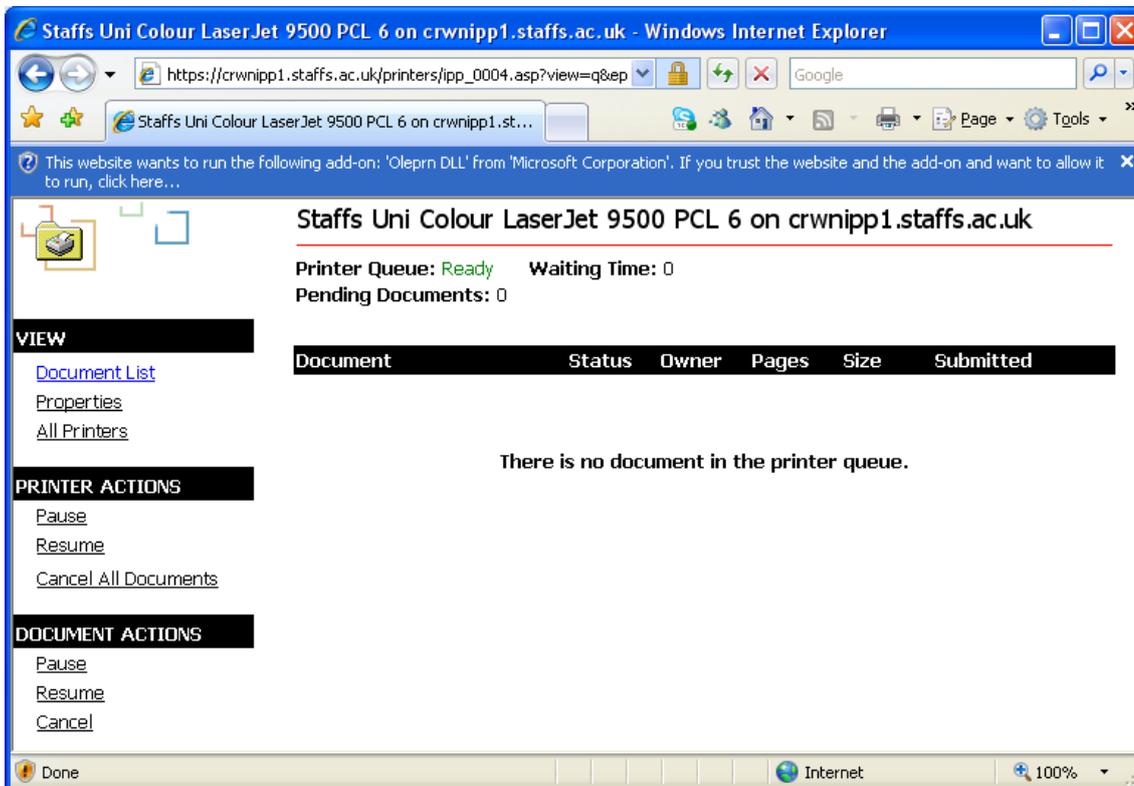


You will now see the printers that are accessible from off site. Click on the printer name for more information.



The first time you request more information, the information bar may appear, saying 'This website wants to run the following add-on: 'Oleprn DLL' from 'Microsoft Corporation'.

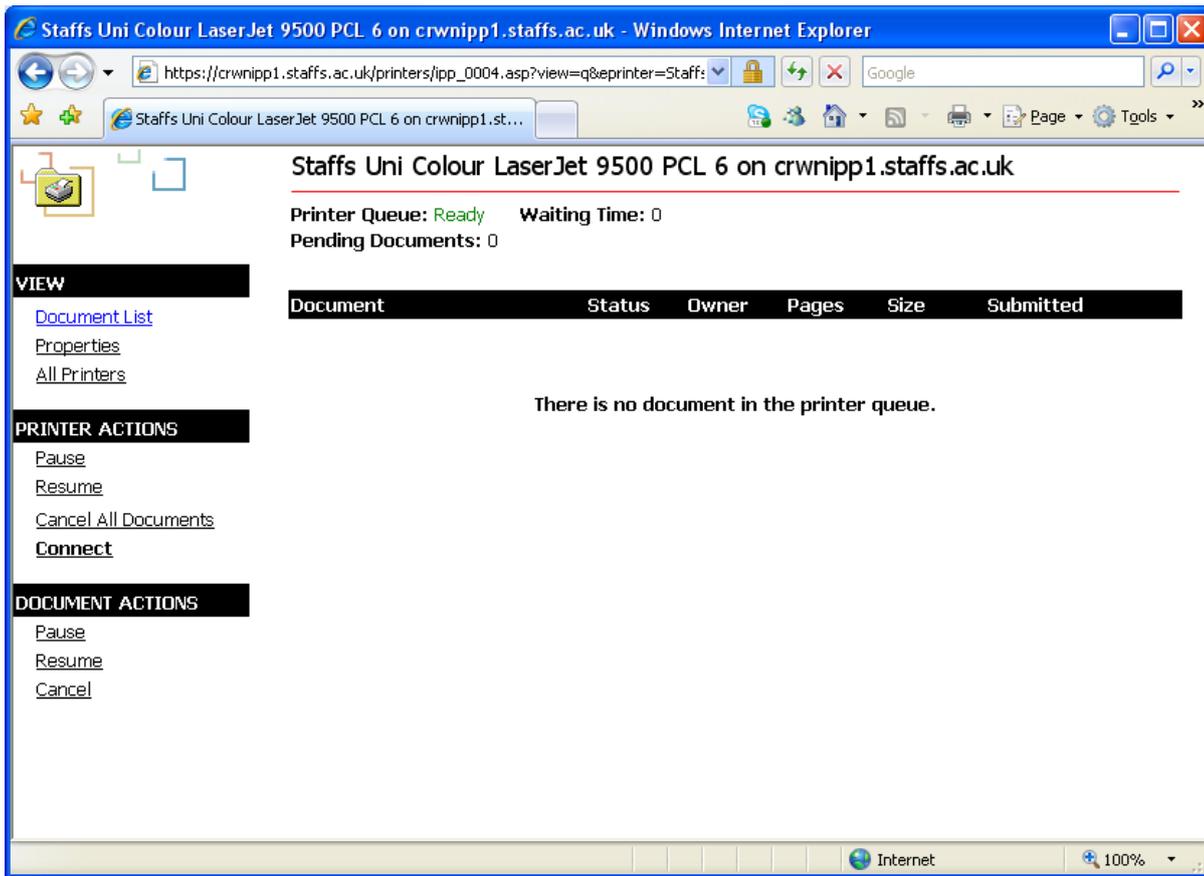
If the bar appears, right click on the information bar and select 'Run Active X control' to install the printer add-on.



After selecting 'Run Active X control' you will be see a security warning, select 'Run'.



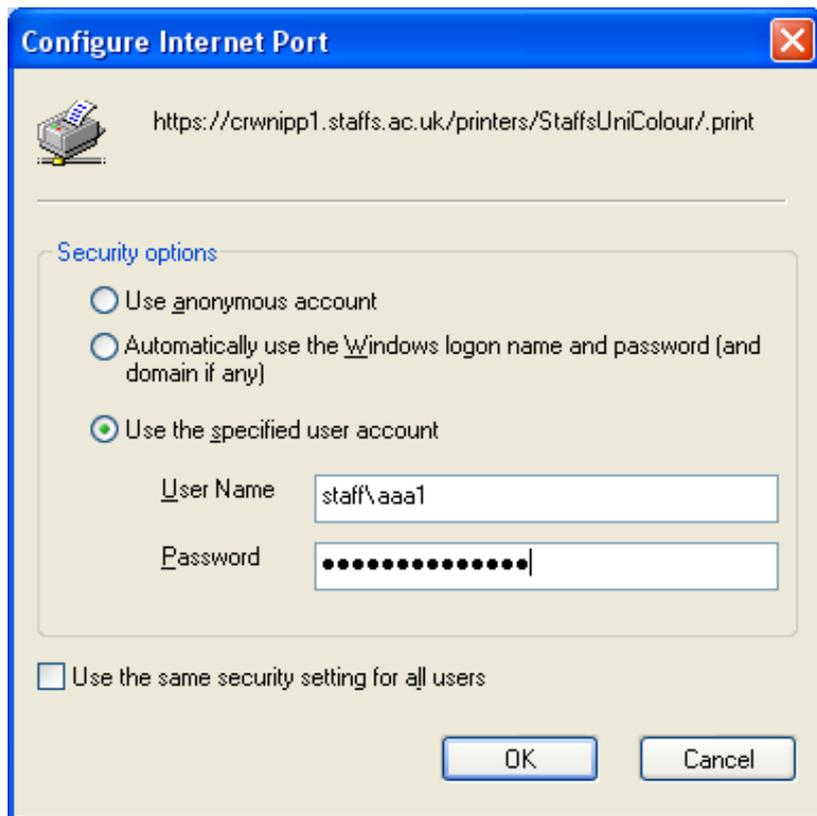
The printer information will now be redisplayed with a 'Connect' option in the Printer Actions area. To install the printer, click on 'Connect'.



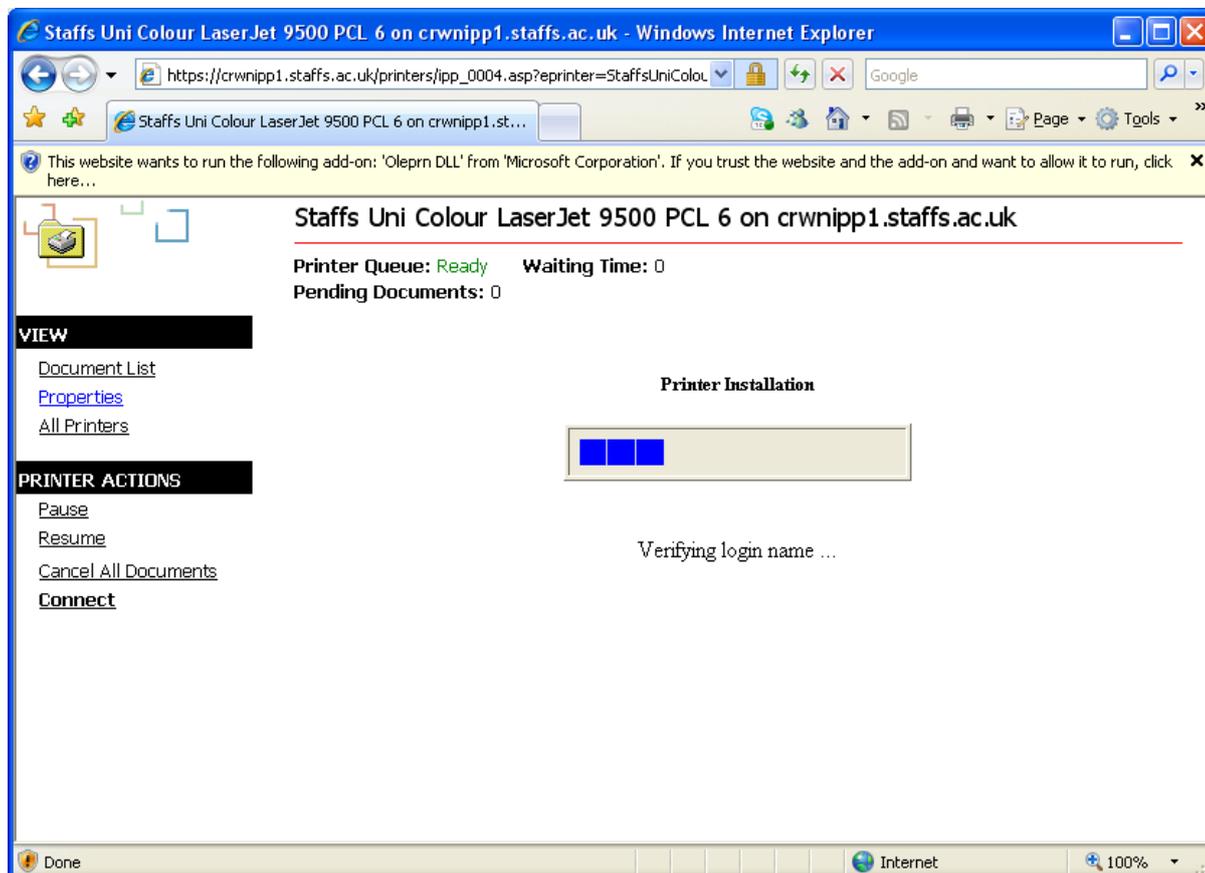
At 'Add Web Printer Connection' click 'Yes'.



In the 'configure Internet port' dialog box, click 'use the specified user account' and enter your University username and password, again preceded by 'staff' or 'student'.



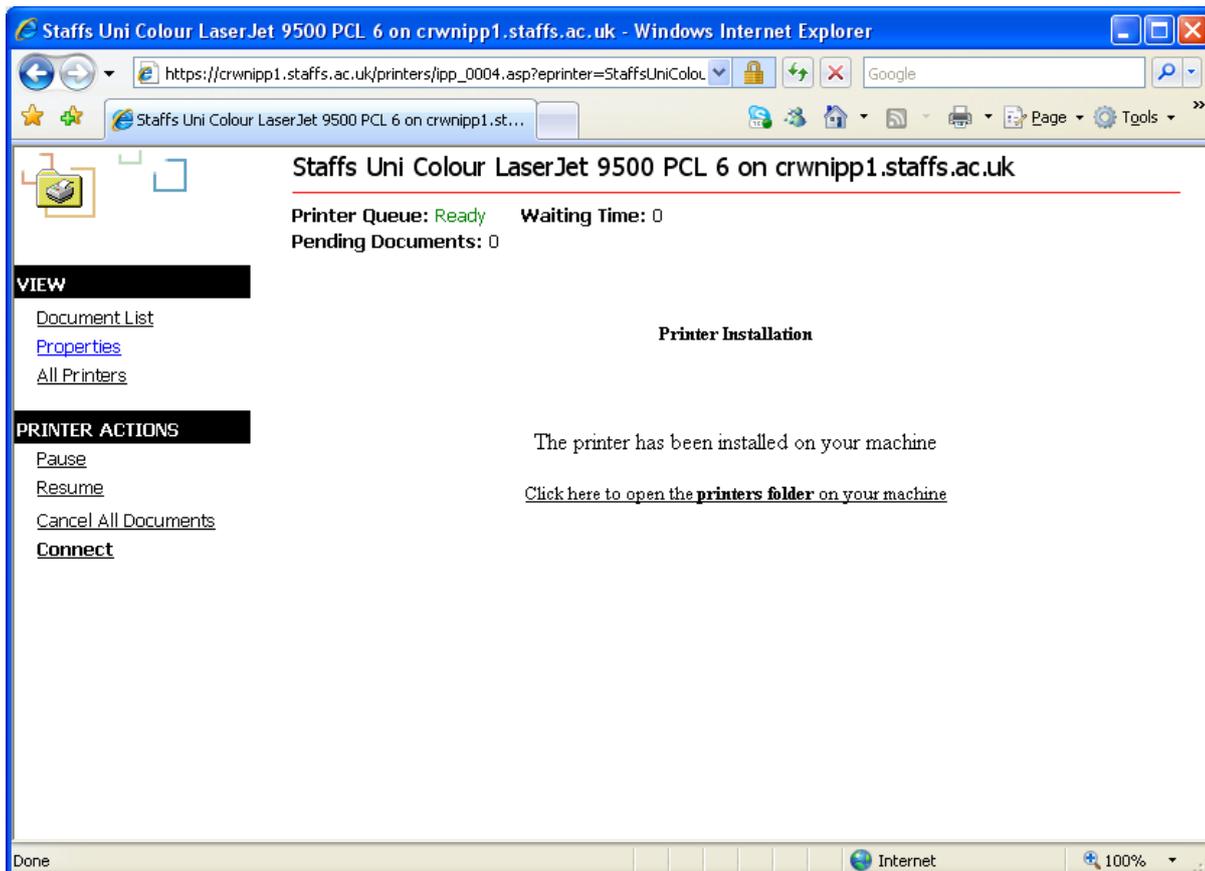
As the printer is being installed a progress bar will be displayed. It may take several minutes for the install to complete.



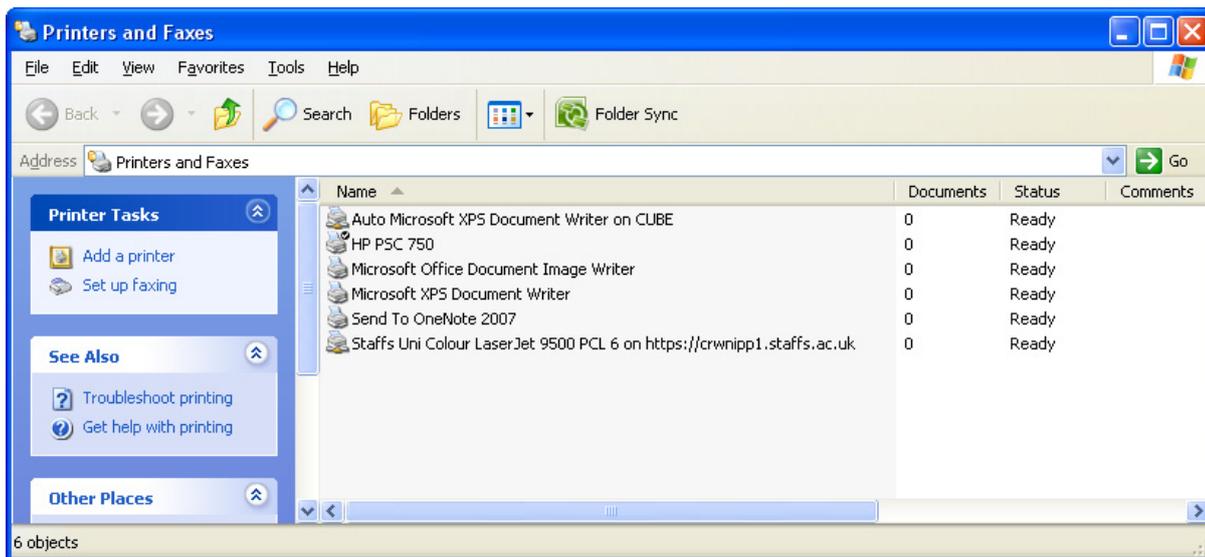
If you are prompted with a 'Hardware Installation' dialog box, click 'Continue Anyway'.



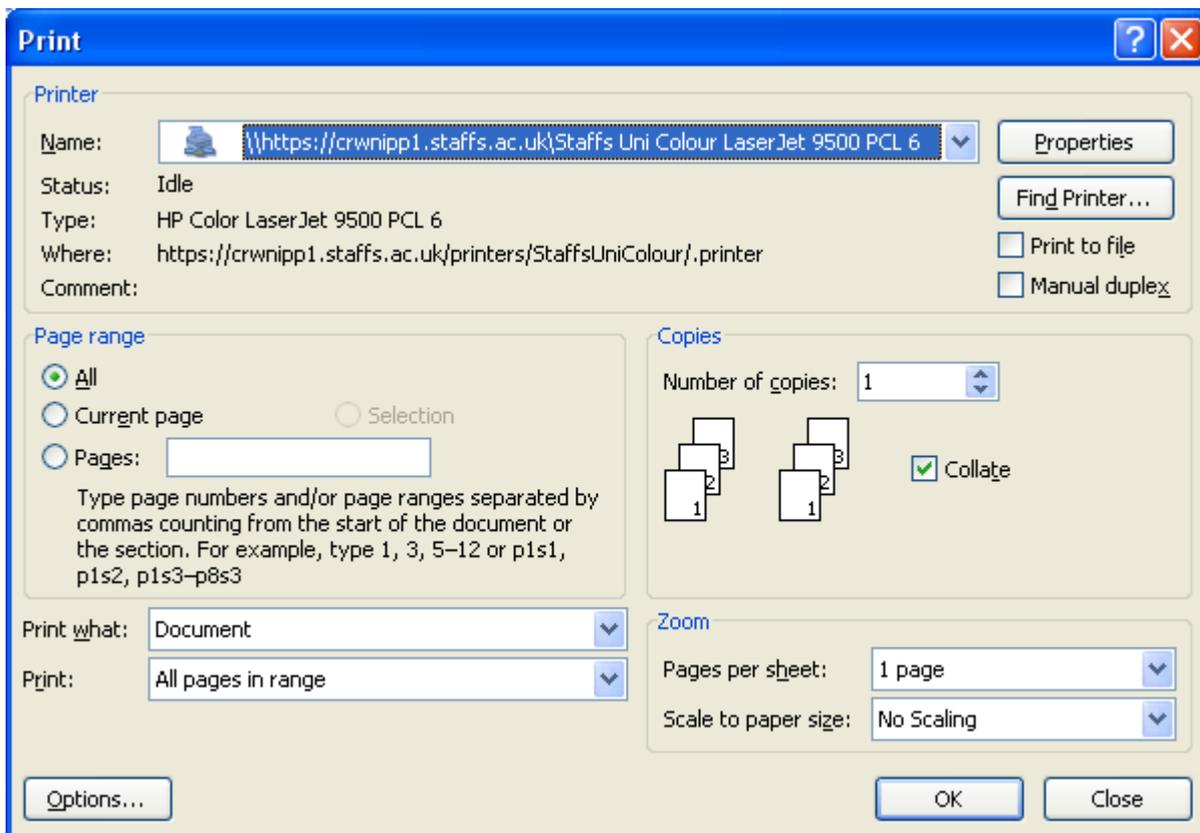
Once the progress bar has finished, you should be informed that 'The printer has been installed on your machine'.



The printers will display on your computer as either 'Staffs Uni Colour LaserJet 9500 PCL6 on https://crwnipp1.staffs.ac.uk' and 'Staffs Uni HP LaserJet 9050 PCL6 on https://crwnipp1.staffs.ac.uk'...



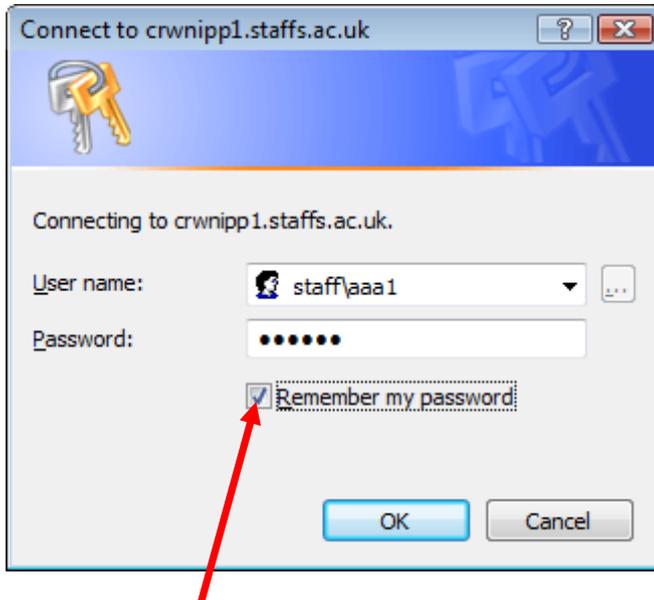
...or in some applications as '\\https://crwnipp1.staffs.ac.uk\Staffs Uni Colour LaserJet 9500 PCL6 ' and '\\https://crwnipp1.staffs.ac.uk \Staffs Uni HP LaserJet 9050 PCL6.



Connecting from Windows 7 (or Vista)

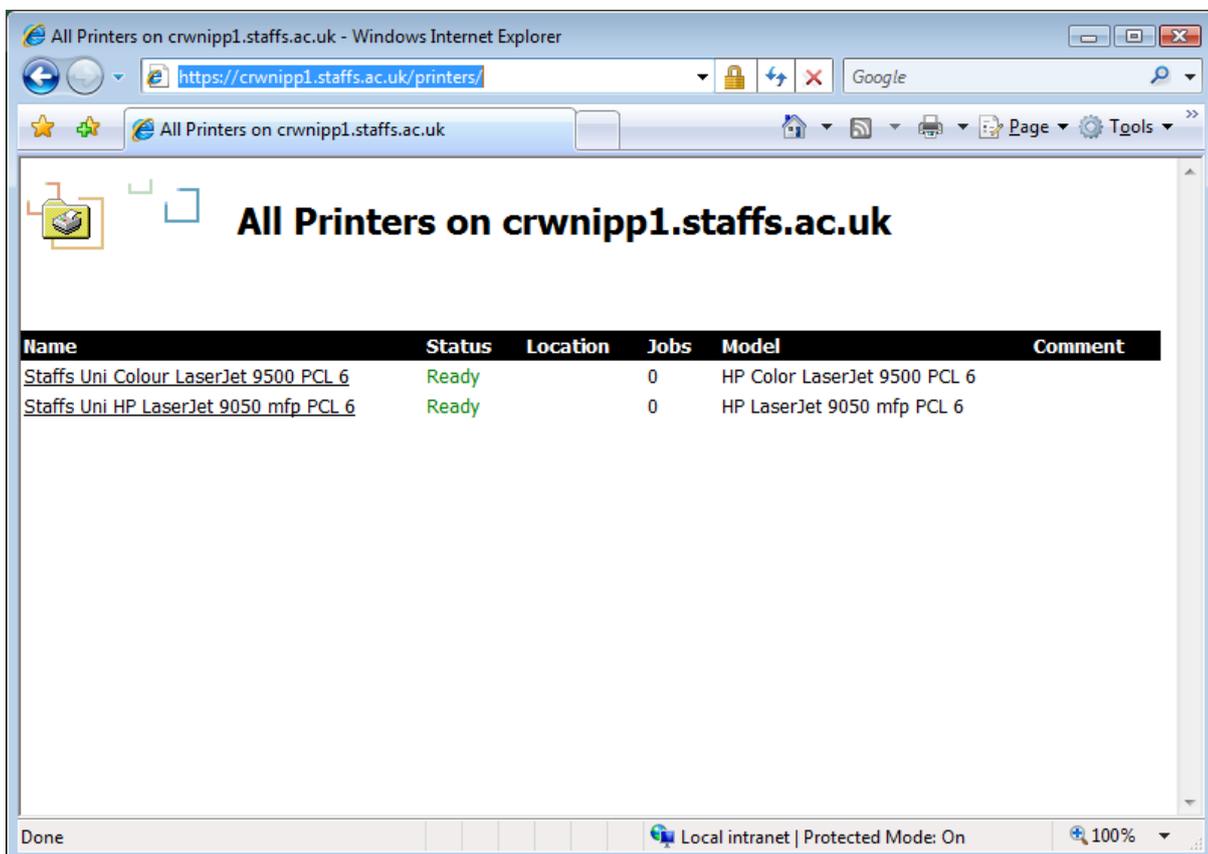
To install the University printers, use Internet Explorer, and browse to the URL

https://crwnipp1.staffs.ac.uk/printers. When prompted, enter your University username and password and check the 'Remember my password' box. The username should be preceded with 'staff' or 'student'.

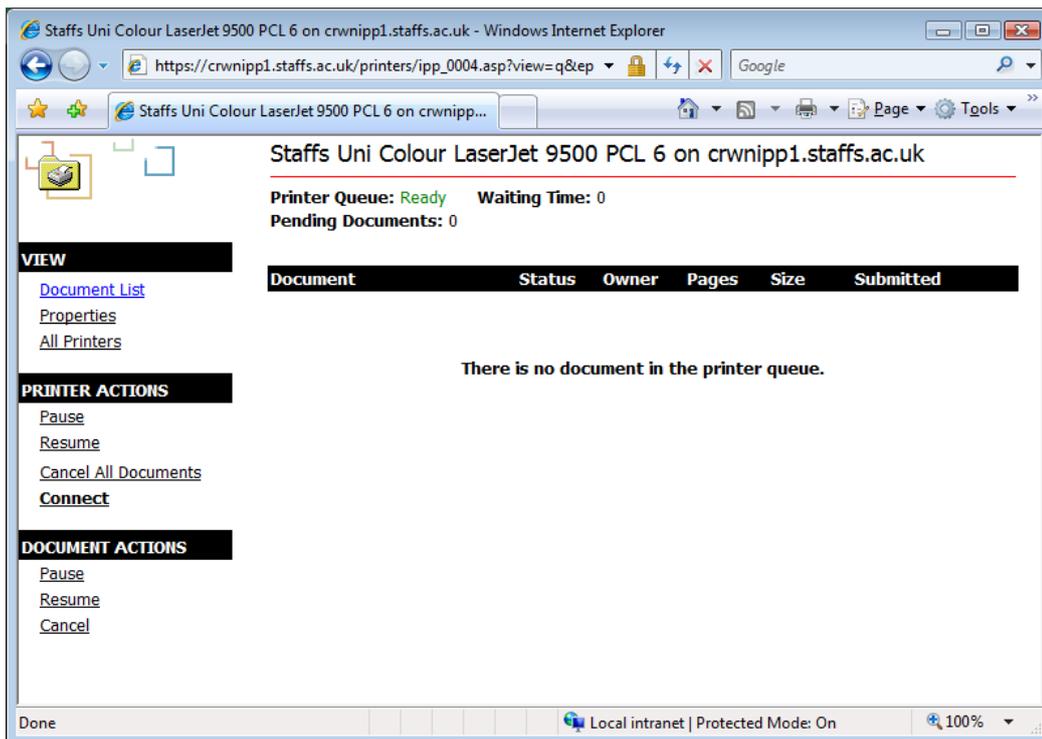


IMPORTANT Ensure "Remember my password" is checked.

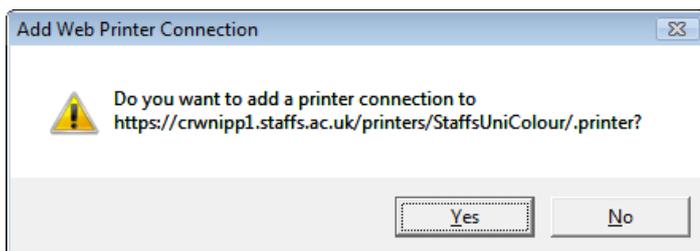
You will now see the printers that are accessible from off site. Click on the printer name for more information.



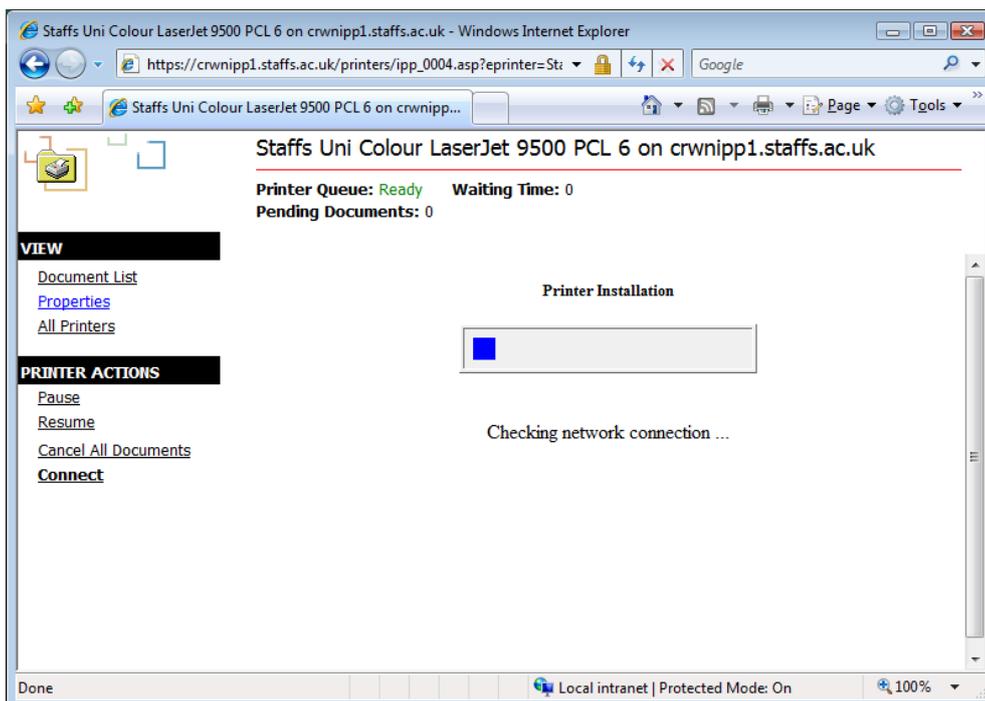
To install the printer, click on 'Connect'.



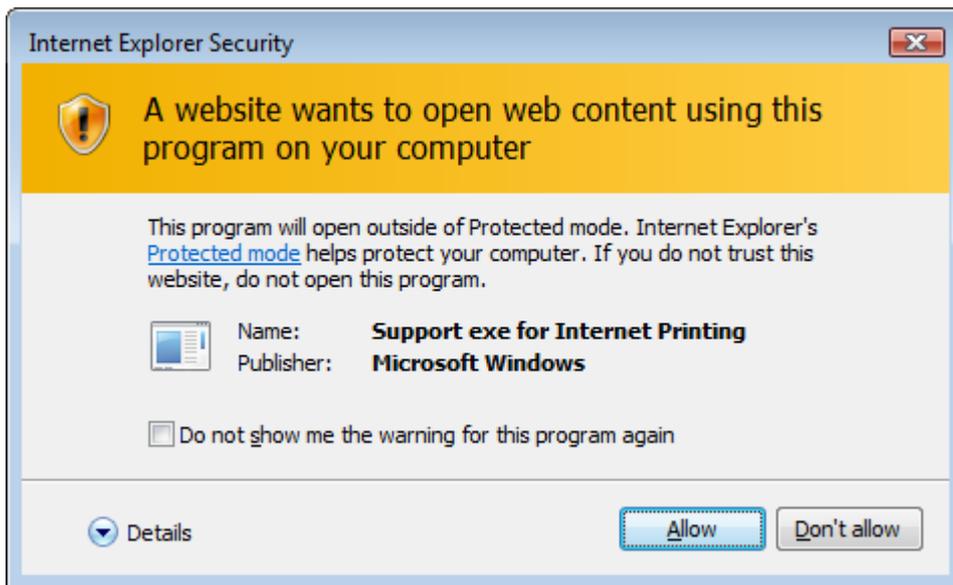
At 'Add Web Printer Connection' click Yes.



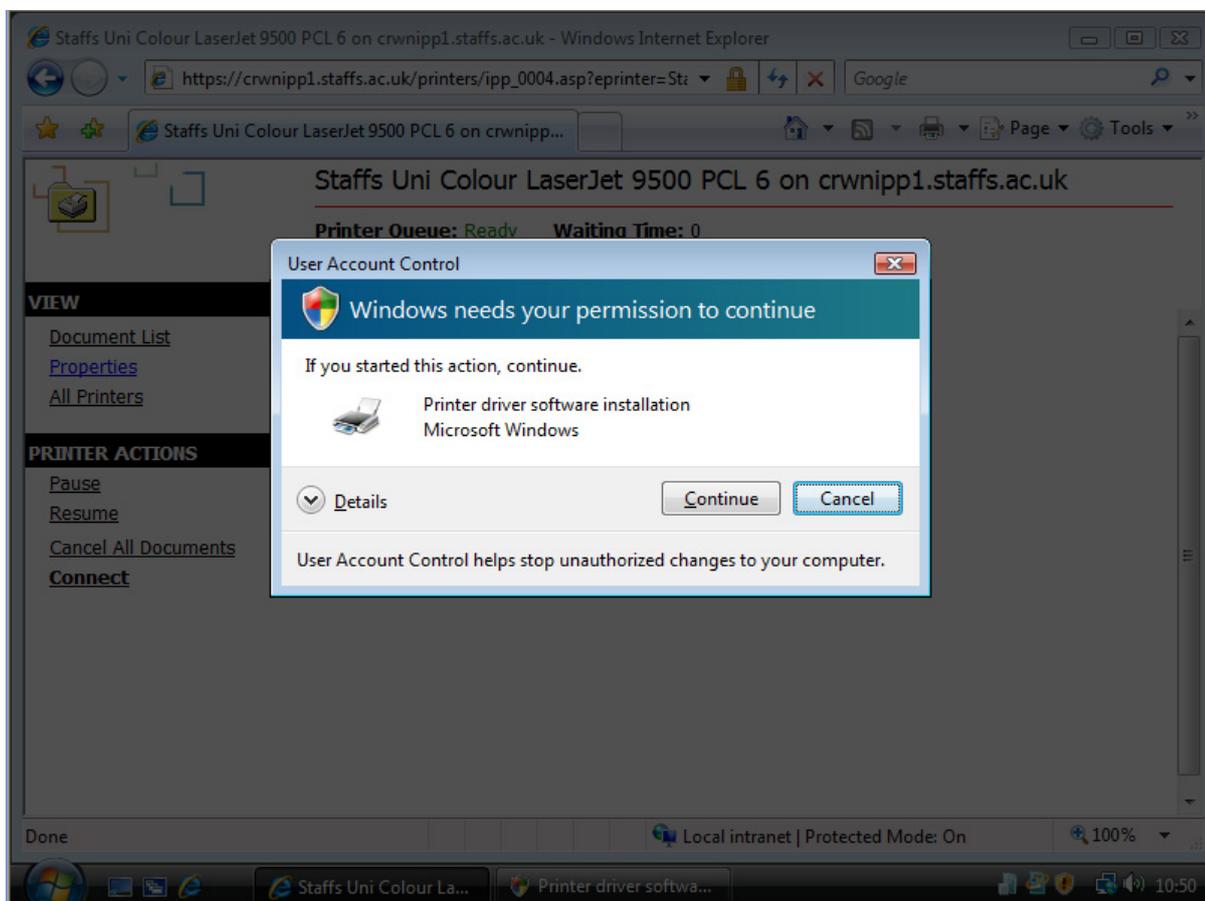
As the printer is being installed a progress bar will be displayed. It may take several minutes for the install to complete.



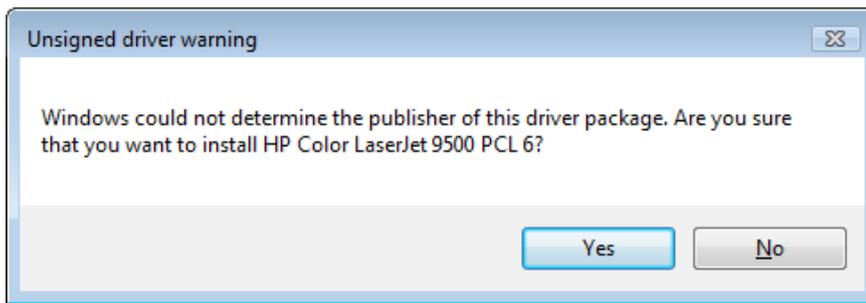
You may see an Internet Explorer Security Warning as the printer installation progresses; if so, click on 'Allow', to continue with the installation.



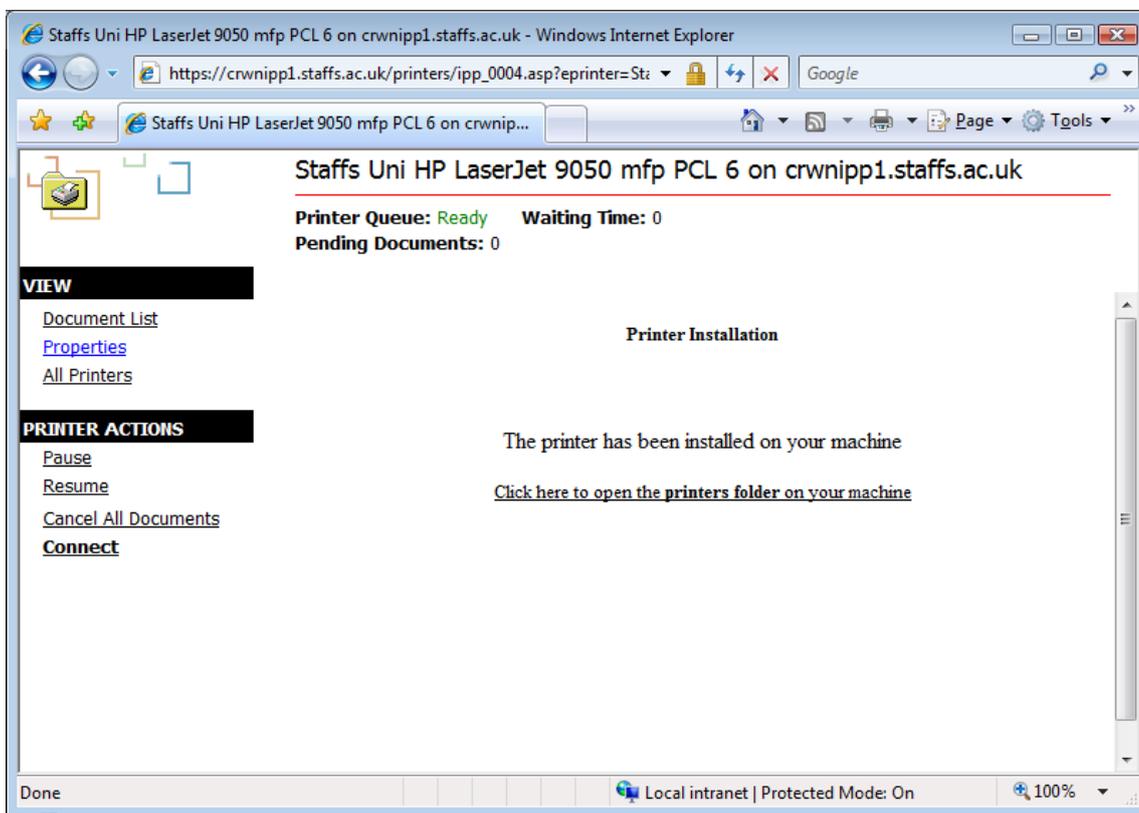
You may also see a 'User Account Control' message, either in front of, or behind Internet explorer. Click on 'Continue' to proceed with the printer installation.



When prompted with the 'unsigned driver warning' (either in front of or behind Internet explorer) click on 'yes' to continue.



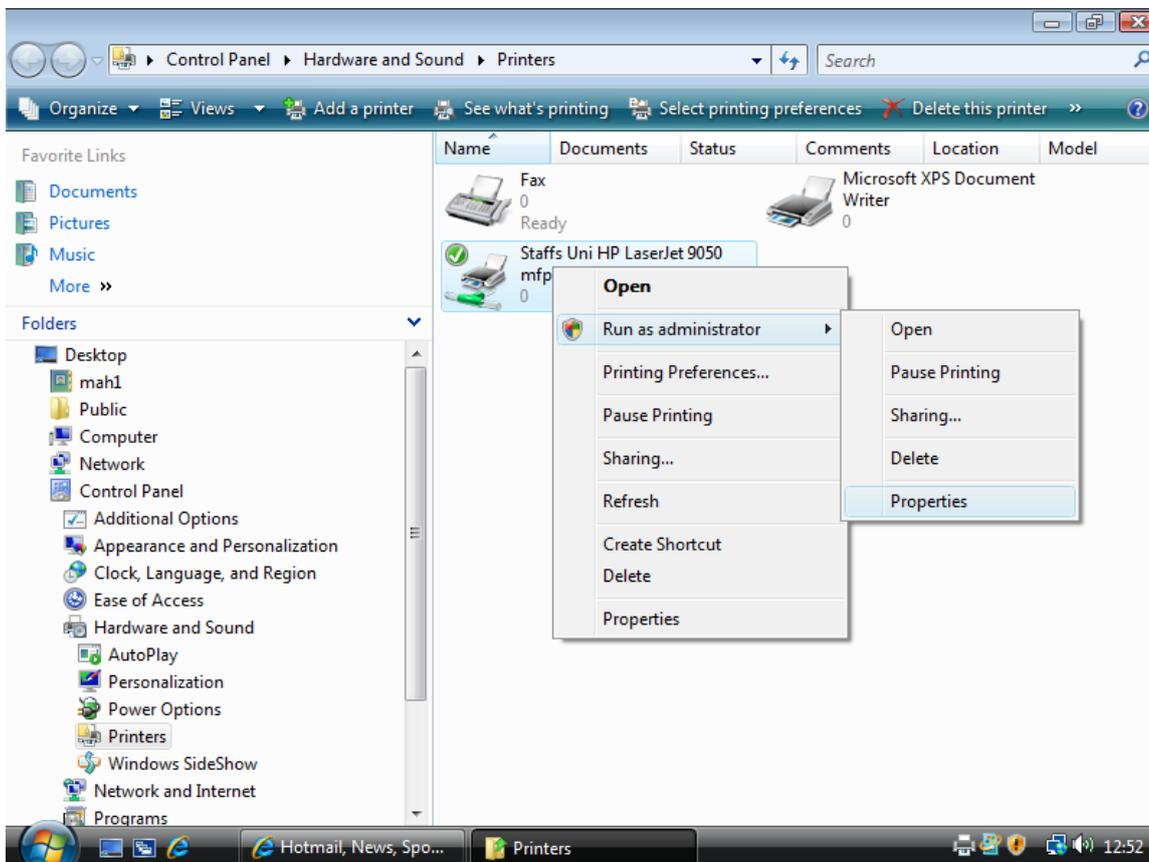
Once the progress bar has finished, you should be informed that 'The printer has been installed on your machine'.



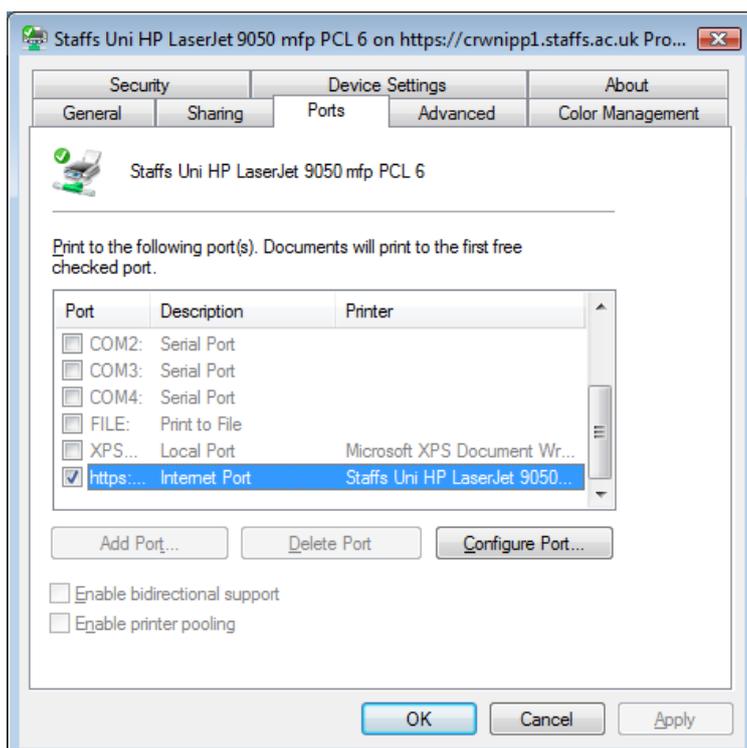
By default other users of the computer will be able to see the printer, but will not be able to print to it, unless they visit the <https://crwnipp1.staffs.ac.uk/printers> site and log on.

If you wish other users to be able to print to your Safecom queue, then open the Printers folder, right-click the printer that you installed, click Run as administrator and then click Properties.

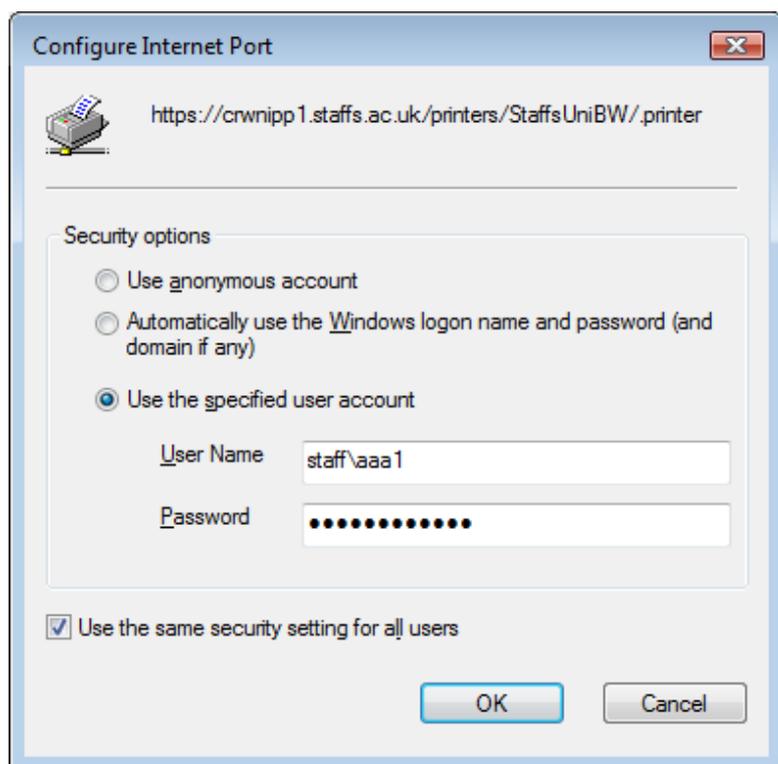
 If you are prompted for an administrator password or for confirmation, type your password, or click Continue.



Click Ports, then in the port list, ensure that the HTTPS Internet port is checked then click Configure Port.



Type the valid username (preceded by 'staff\' or 'student\'') and password, then check the 'use the same security settings for all users' box and click OK.



Where to go for more help or information

You can get further help from the Information Services Help Desks at:

Thompson Library: 01782 294771

Brindley IT Centre: 01782 294135

Octagon IT Centre: 01785 353339

Online: www.staffs.ac.uk/ishelp

Email: ask@staffs.ac.uk (for all IT and Library queries)

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