UniPrint Administrator's Guide

UniPrint Client for Mac Version 4.1

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Document Revision History

Date	Notes
July 16, 2009	First release.
August 17, 2010	Added UniPrint Suite 7.0.1 features and updated screen shots.
	Updated all references of Terminal Services to Remote Desktop Services and Citrix ICA Client for Mac has been updated to Citrix Online Plug-in for Mac.
	Updated screen shots to Mac OS X Snow Leopard 10.6.3.
June 4, 2014	Updated legal information and to version 4.0.3.
July 16, 2015	Company name changed to UniPrint.net.
August 20, 2015	Updated to version 4.0.5.4 and updated screen shots to reflect new options to Display Notification.
November 3, 2015	Updated to version 4.0.5.5.
February 10, 2016	Support hours updated.
October 20, 2016	Updated to version 4.1.

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Introduction

The UniPrint Client software is installed on Macintosh computers running server-based sessions where UniPrint Infinity is installed. When a user prints using the UniPrint printer driver, a PDF document is created and sent to the Macintosh computer. UniPrint Client monitors for incoming print jobs and then processes them using Preview. These print jobs (PDF files) can then be printed automatically, previewed or saved using options available in Preview.

The latest version of UniPrint Client can be downloaded for *free* from www.uniprint.net.

How the UniPrint Client Works

UniPrint Client uses one of two methods to receive print jobs:
1. Drive Mapping
2. Pasteboard

🛈 NOTE

For the Pasteboard method, ensure that the **Mac Client** protocol is enabled on the UniPrint Application Server. For more information, see "UniPrint Management Console Settings" on page 9.

By default both options are enabled. If the **Enable Drive Mapping** option is selected, when the UniPrint Client is launched, it creates a virtual disk on the user's desktop called **UniPrintDrive**. This is where print jobs are transferred to, from the UniPrint Application Server. This virtual disk should *not* be ejected or the file UPClient.config located in this virtual disk will be removed and the UniPrint Client will not function properly.

If an ICA/RDC session is launched *before* the UniPrint Client is started, the session will not recognize the **UniPrintDrive** virtual disk drive and print jobs cannot be received using the drive mapping method.

While the UniPrint Client is in memory, it constantly monitors the **UniPrintDrive** virtual disk drive for print jobs received from the UniPrint

Application Server. If it finds a print job, it will open the print job using Preview.

When the UniPrint Client is closed or if the **Enable Drive Mapping** option is disabled, the virtual disk **UniPrintDrive** is ejected.

CHAPTER

2

Installation and Configuration

Minimum System Requirements

UniPrint Client 4.1 supports the following UniPrint products:
- UniPrint Server Version 6.1.5 or later or UniPrint VDI Edition 6.1.5 or later.

UniPrint Client 4.1 requires the following:
- Mac OS X 10.4 or later.
- Microsoft Remote Desktop Connection Client for Mac and/or Citrix Online Plug-in for Mac.

Installing UniPrint Client

1. Log on to the Macintosh computer with administrative rights.

2. If you are using Safari, from www.uniprint.net, download the UniPrint Client installation file and save it to the desktop, unless you specified a different location in the **Preferences** dialog box of Safari. Double-click **UniPrint Client for Mac 4.1.dmg** to open the installation folder.

3. Double-click **UniPrint Client Installer.pkg**.

4. In the **Introduction** window, click **Continue**.
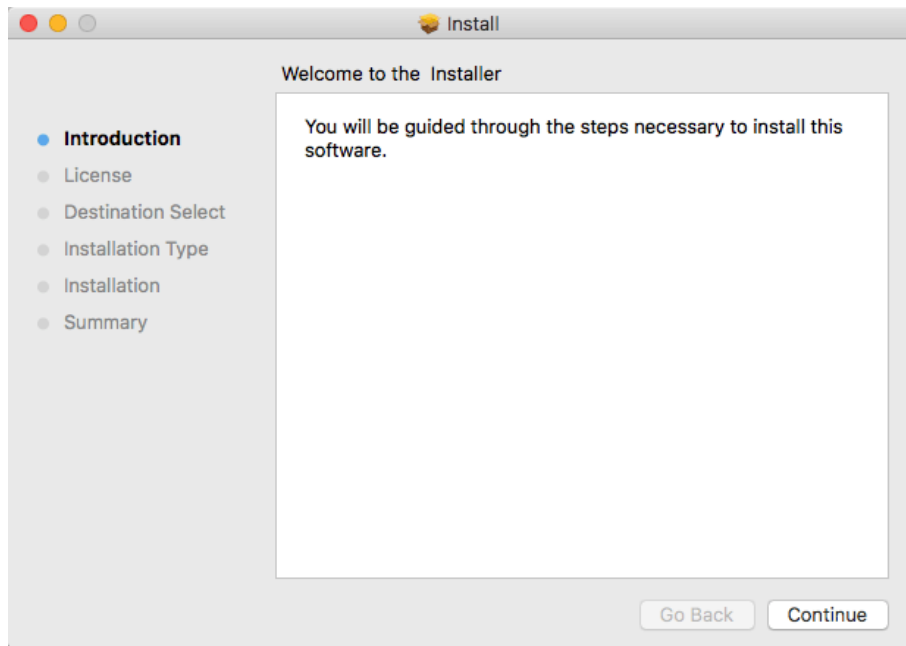
5. In the **License** window, review the software license agreement and then click **Continue.**
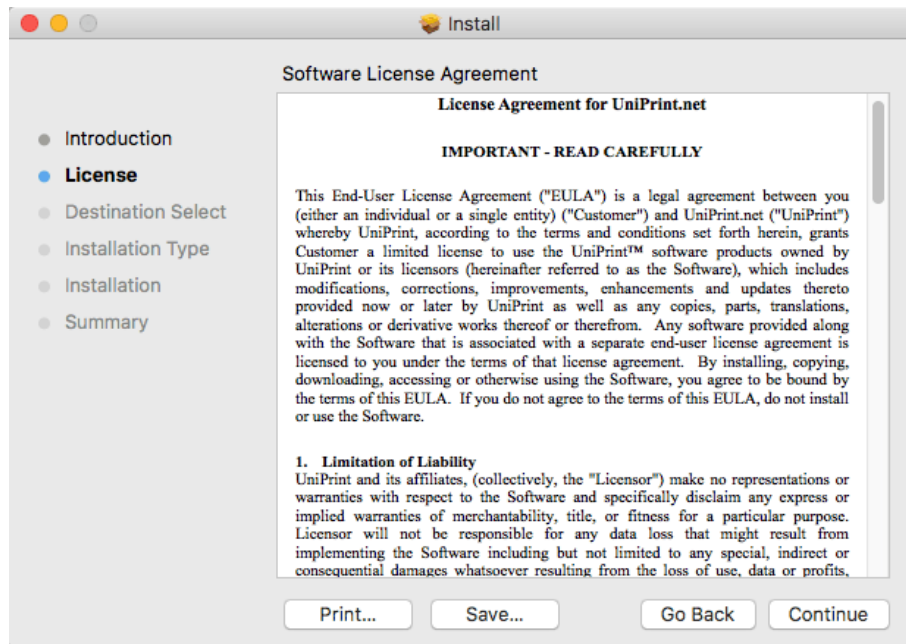
6. Click **Agree** to agree to the terms and conditions of the license agreement.
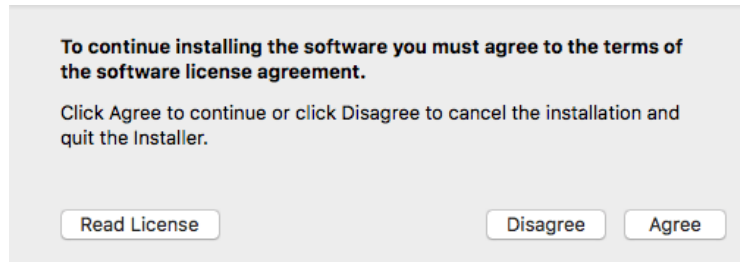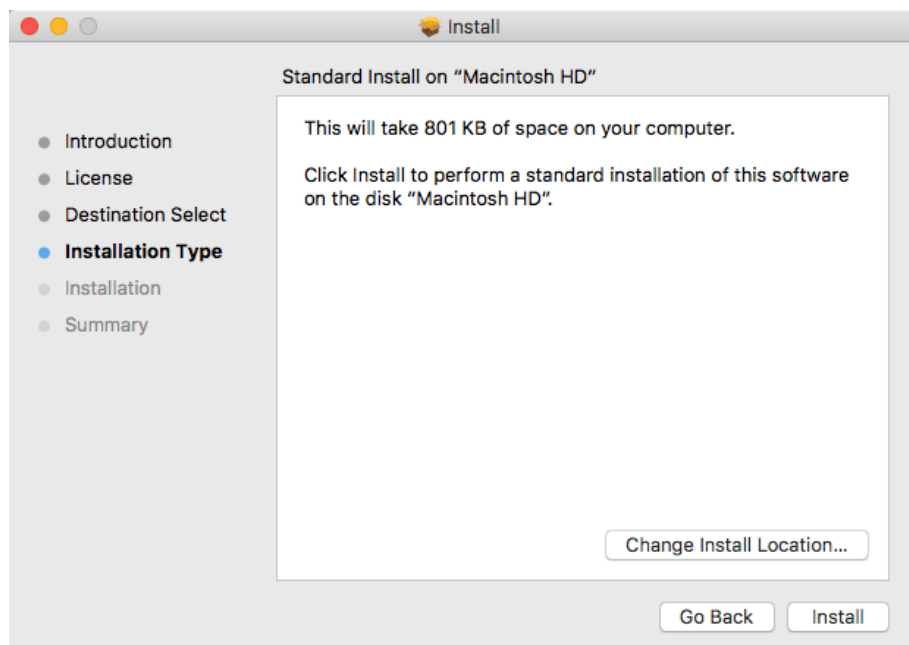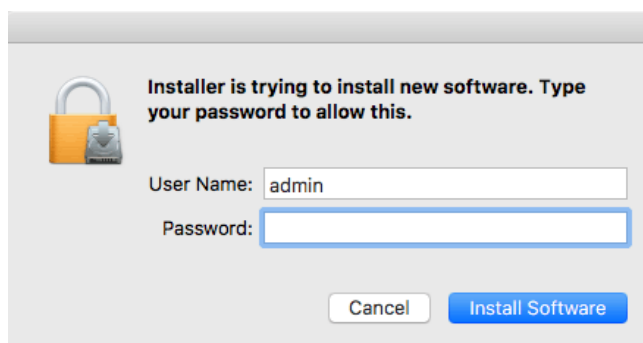
> **To continue installing the software you must agree to the terms of the software license agreement.**
>
> Click Agree to continue or click Disagree to cancel the installation and quit the Installer.
>
> Read License   Disagree   Agree

7. Click **Install** to install the UniPrint Client to the default location. To change the location of the program files, click **Change Install Location**.

> Install
>
> Standard Install on "Macintosh HD"
>
> - Introduction
> - License
> - Destination Select
> - **Installation Type**
> - Installation
> - Summary
>
> This will take 801 KB of space on your computer.
>
> Click Install to perform a standard installation of this software on the disk "Macintosh HD".
>
> Change Install Location...
>
> Go Back   Install

8. Enter your **User Name** and **Password** and then click **Install Software**.

> **Installer is trying to install new software. Type your password to allow this.**
>
> User Name: admin
> Password:
>
> Cancel   Install Software

9. Click **Close** to exit the installer.

10. To manually launch the UniPrint Client, from the dock click **LaunchPad** and then click the **UniPrint Client** icon.


Configuring the User Environment

If there are multiple user accounts on a Macintosh, they must have the proper settings in the ICA/RDC clients. The following steps need to be performed under each user account. Users do not need to have administrative rights to use the UniPrint Client.

Citrix Online Plug-in Settings

To use the drive mapping method to receive print jobs, do the following:

1. In the **Applications** folder, click **Citrix** and then double-click **Dazzle**.

2. Ensure that the **On** check box is selected beside the user directory and that **Read** and **Write** permissions are set to **Always**.
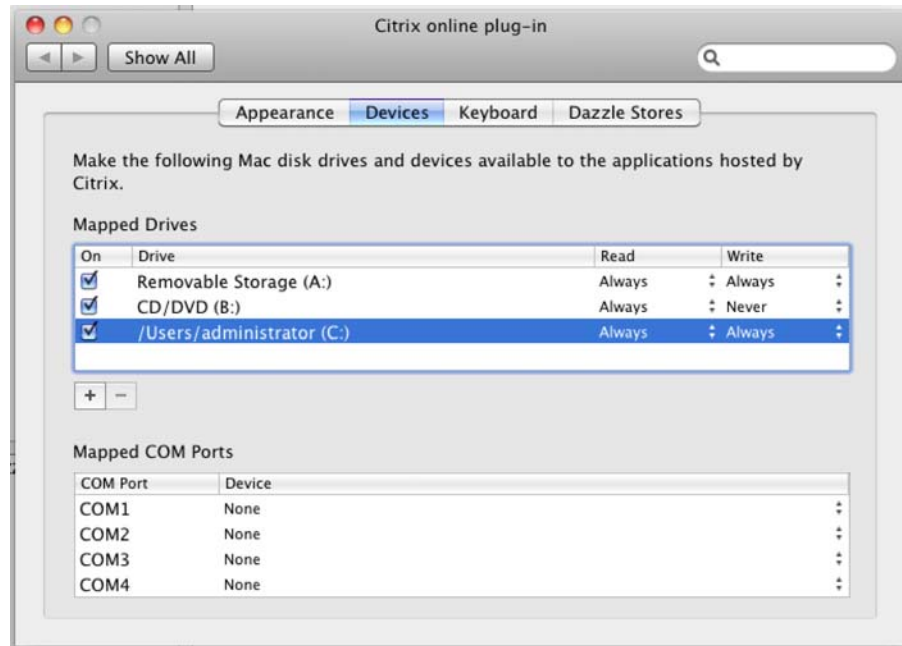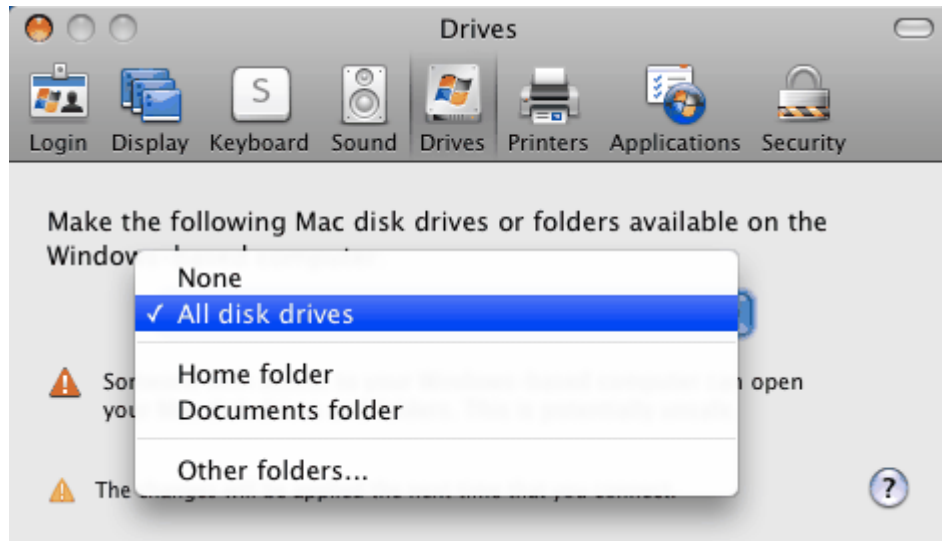

Drive mapping is enabled by default.

Microsoft RDC Client Settings

To use the drive mapping method to receive print jobs, do the following:

1. In the **Dock**, click the **Remote Desktop Connection** icon.

2. In the menu bar, click **RDC** and then click **Preferences**.

3.   Click **Drives** and ensure that **All Disk Drives** is selected.

Uninstalling UniPrint Client

To uninstall the UniPrint Client:

1.   In the **Dock**, click the **UniPrint** icon.

2.   In the menu bar, click **UniPrint Client** and then click **Quit UniPrint Client**.

3.   In the **Applications** folder, drag the **UniPrint Client 4.1** folder to the **Trash**.

Server Configuration

> ### ℹ️ NOTE
>
> This version of UniPrint Client is only compatible with UniPrint Server 6.1.5 or later and UniPrint VDI Edition 6.1.5 or later.

UniPrint Management Console Settings

1. Log in to the UniPrint Server with administrative rights.

2. Click **Start**, click **All Programs**, click **UniPrint Suite** and then click **UniPrint Management Console**.

3. Under **Network Connections**, click **Sessions**.

4. Under **Protocols**, ensure that both **Client Drive Mapping** and **Mac Client/Linux Client** are selected. *NOTE: By default **Mac Client/Linux Client** is disabled, however, for the Pasteboard print job transfer method, **Mac Client/Linux Client** must be enabled.*
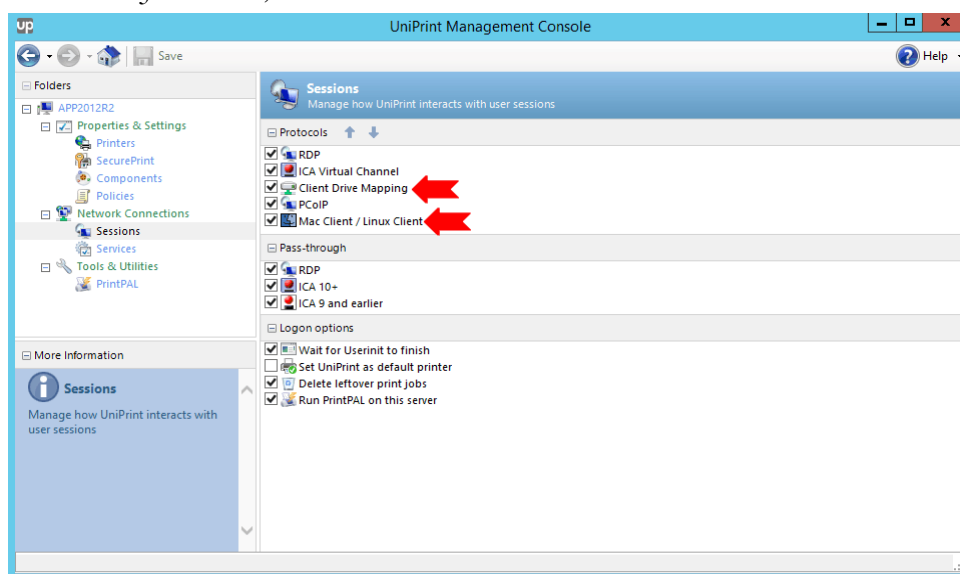

5. Click **Save**.

> ### ℹ NOTE
>
> By default **Mac Client/Linux Client** is the last option in the list. If this order is changed, any protocol set after **Mac Client/Linux Client** will not function properly.

Client Drive Mapping

> ### ℹ NOTE
>
> Client drives do not need to be connected, however Client Drive Mappings on the Server *must not* be disabled if you wish to use the drive mapping method to receive print jobs.

1. Log in to the UniPrint Server.

2. Click **Start**, point to **Administrative Tools**, **Terminal Services** and then click **Terminal Services Configuration**.

3. Double-click **RDP-Tcp** and/or **ICA-tcp** connection.

4. Click the **Client Settings** tab.

5. Under **Disable the following**, ensure that **Drive** is *NOT* selected.
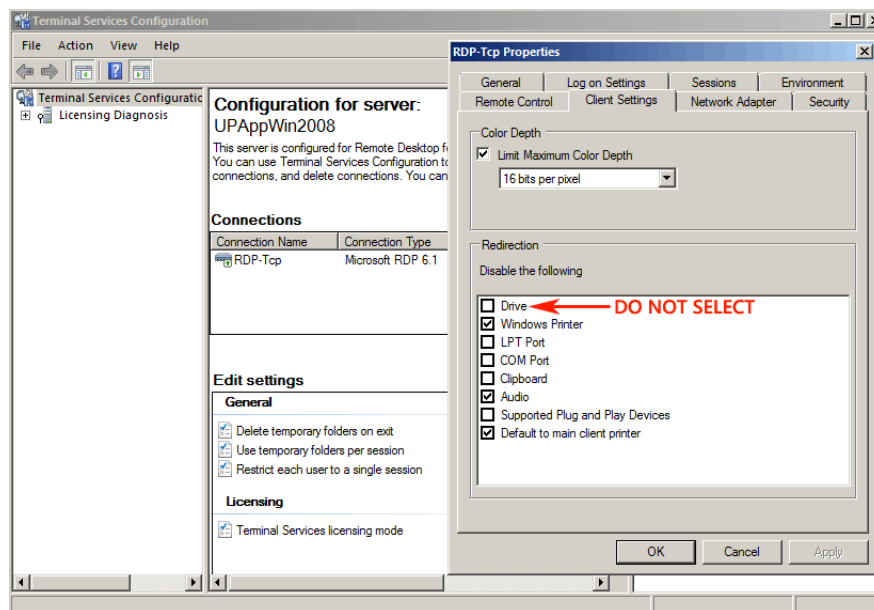

6. If a third-party software is used to lock down the server, ensure that client drive mapping has *NOT* been disabled.

Configuring UniPrint Client

To use the UniPrint Client within an ICA/RDC session, print to the **UniPrint** printer. Within a few seconds, depending on network speed and print job size, the UniPrint Client will detect the print job and load it in Preview.

Starting UniPrint Client

Initially, UniPrint Client needs to be launched manually. To have UniPrint Client launch automatically when a user logs in, press Control and then click the **UniPrint** icon in the **Dock**, click **Options** and then click **Open at Login**.
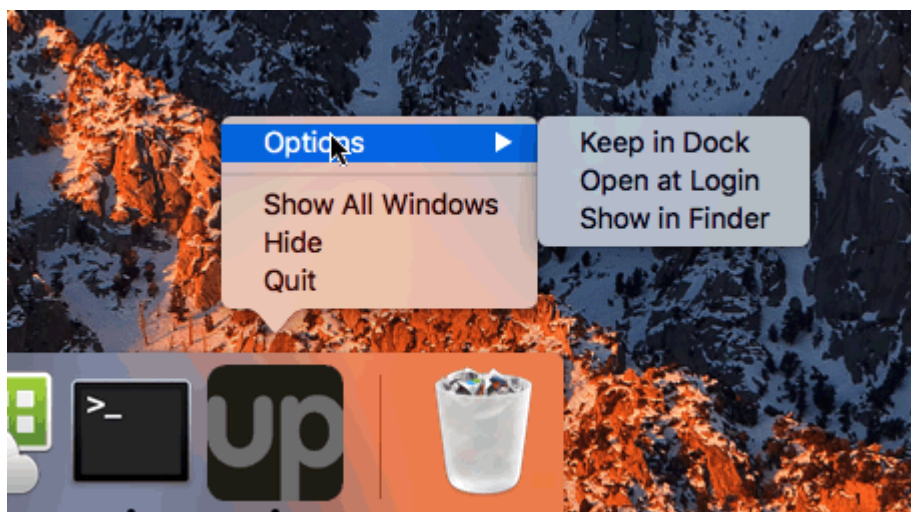
Preferences
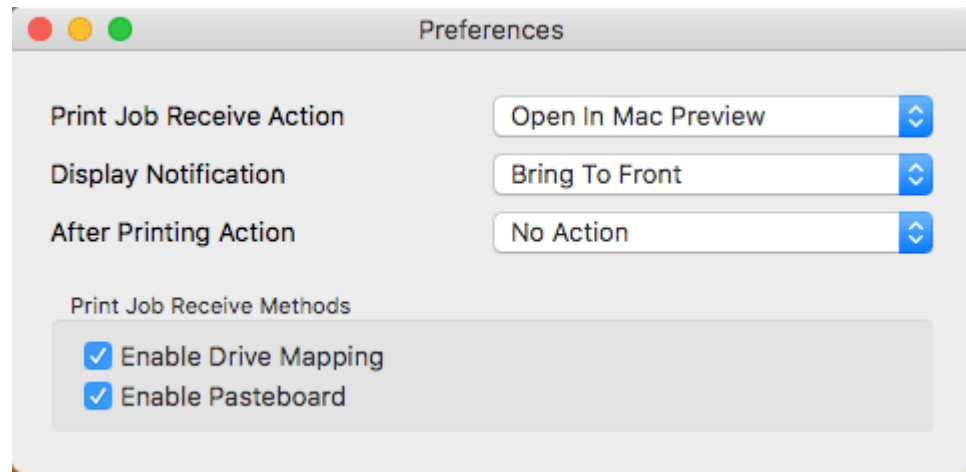
To access UniPrint Client preferences, do the following:

1. In the **Dock**, click the **UniPrint** icon.

2. In the menu bar, click **UniPrint Client** and then click **Preferences**.

Print Job Receive Action

Open in UniPrint Preview	Displays the print job in UniPrint Preview where users have access to options available in the UniPrint Preview.
Open In Mac Preview	Displays the print job in Mac Preview, where users have access to editing and import/export features built into macOS.
Display print dialog only	Instead of previewing the print job, only the **Print** dialog is opened, allowing users to select printer specific options.
Print directly to printer	Print jobs are sent directly to the default printer defined on the Macintosh without previewing it first.

Display Notification

Bring To Front	If enabled and the **Preview print job** option is also selected then the print preview window will appear in front of all other windows when a print job arrives on the Macintosh.
Infinite Notification	If enabled, when a print job arrives on the Macintosh, the **UniPrint** icon in the **Dock** jumps up and down continuously.

Single Notification If enabled, when a print job arrives on the Macintosh, the **UniPrint** icon in the **Dock** jumps up and down *once*.

None No action in the **UniPrint** icon.

After Printing Action

> ### 🛈 NOTE
>
> These options apply only if **Preview print job** is set as the **Print Job Receive Action**.

No Action If enabled, the print job remains loaded in Preview until the Preview window is closed manually.

Close Preview If enabled, Preview closes after the user clicks **Print**.

Print Job Receive Methods

Enable Drive Mapping If selected, UniPrint Client receives print jobs through RDC or ICA Client Drive Mapping virtual channel, provided that:

    a. Both server-side and client-side options are enabled. For more information, see ["Configuring the User Environment" on page 6](#) and ["Client Drive Mapping" on page 10](#).

    b. UniPrint Client is loaded into memory *before* starting an ICA/RDC session.

Enable Pasteboard If selected, UniPrint Client receives print jobs by pasting the content to Macintosh's Pasteboard.

Quit UniPrint Client

To quit UniPrint Client, do the following:

1. In the **Dock**, click the **UniPrint** icon.

2. In the menu bar, click **UniPrint Client** and then click **Quit UniPrint Client**.

Contact and Support

UniPrint Support

Contact us if you experience any problems with the UniPrint Client for Mac 4.1 product.

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08:00 – 18:00 Central Time (UTC -6)
Monday to Friday

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