Connecting Windows to Papercut Network Printing

Overview

This document lays out instructions for connecting a Windows 7, 8, or 10 PC to the Papercut network printing system at W. P. Carey School of Business.

Its audience is W. P. Carey staff, faculty, and graduate students who want to connect a non-ASU computer to the Papercut network printing system.

I. New Installations

There are 4 separate stages of connecting a Windows PC to the Papercut network printing system for the first time. Each stage must be complete in order for the next stage to be possible.

For example: if the Windows PC is not connected to the ASU network, or if there are no correct Windows Credentials stored on the PC, it will not be possible to connect to the Papercut Server.

1. Connect to ASU network (pg. 2).
2. Make Papercut Credential (pg. 3)
3. Create desktop shortcut to Papercut Server (pg. 6)
4. Connect to the Papercut Server (pg. 9)

II. Troubleshooting

The most common reason for not being able to print is because your PC has lost its connection with the Papercut Server. This usually happens for these two reasons:

- the Papercut Server kicked you off because of inactivity
- ASU forced you to change your password, and it no longer matches the password stored in the Papercut Credential

You can read more about these kinds of problems in Troubleshooting.

Fortunately, these are easy problems to resolve.

1. Reconnecting your PC to the Papercut Server (pg. 13).
2. Updating the Papercut Credential password (pg. 15).
1. Connect to ASU network.

1. Connect to the *asu* wireless network.
   
   Do not connect to *eduroam*.
   Do not connect to *asu guest*.

If this is your first time connecting to the *asu* network, you will be prompted to log in using your ASURITE and password.

Note that your *ASURITE* is the login name you use to log into ASU services. It is often a combination of your *first initial + your last name + number*.

For example, someone named *John Smith* might have an ASURITE of *jsmith123*. John would then enter *jsmith123* into the Username field.

As of the time of the writing of this article (August 10, 2016), you can get further instructions for connecting to the *asu* wi-fi connection below:

*https://uto.asu.edu/wifi*
2. Make Papercut Credential

1. Click Start and type ‘manage windows credentials’ into the search field.

This will bring up a list of items to choose from (Figure 01).

Select Manage Windows Credentials from the list, and the Credential Manager window will pop open (Figure 02).

If it’s not already selected, click on the Windows Credentials button.

![Figure 01: Search for Manage Windows Credentials from the Start Menu.](image1)

![Figure 02: Windows Credential Manager](image2)
3. Click **Add A Windows Credential** and enter the following Network Address and username/password combination (Figure 04)

![Figure 04: Enter network location and credentials.](image)

Be sure to enter all 6 parts of the Network Address, and all 2 parts of the Username, as listed in Figure 05 below. The backslash \ key is normally located above or near the Enter key.

**Network Address:** `\\wpcpapercut.wpcarey.ad.asu.edu`

**Username:** `asuad\your ASURITE`

**Password:** `your password`

![Figure 05: Network Location and Credentials.](image)

Note that *your ASURITE* is the login name you use to log into ASU services. It is often a combination of *your first initial + your last name + number*.

For example, someone named *John Smith* might have an ASURITE of *j smith123*. John would then enter `asuad\j smith123` into the Username field.
4. Once completed, click OK to accept these settings, and you should have the Papercut Credential stored in the Windows Credential Manager, it will look like Figure 07.

![Figure 07: Windows Credential Manager with the new Papercut Credential](image)

5. Done! You now have added the credentials necessary to print.
3. Create shortcut to Papercut server

1. Right-click on the desktop and select New -> Shortcut (Figure 08).

   This will open the Create Shortcut dialogue (Figure 09.1).

![Figure 08](image_url)

![Figure 09.1](image_url)
2. In the Item Location field, fill in the following details:

```
<table>
<thead>
<tr>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
<th>6</th>
</tr>
</thead>
<tbody>
<tr>
<td>Item Location: \wpcpapercut.wpcarey.ad.asu.edu</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
```

Be sure to enter all 6 parts of the Item Location.

The backslash \ key is normally located above or near the Enter key.

When done, click Next.
3. In the Shortcut Name field, type in **WPC Print**.

Note: You can type whatever you wish here, but it is helpful to give the shortcut a descriptive name.

![Create Shortcut dialogue](image)

Click Finished when done.

4. Done! You should now have a shortcut on the desktop named WPC Print (Figure 10).

![WPC Print shortcut](image)
4. Connect to the Papercut Server

1. Locate the *WPC Print* shortcut on the desktop and double-click it. This will open the Papercut Network Share, with four different shares inside it (Figure 11).

![Figure 11: Papercut Network Share](image)

2. Double-click on the *WPC_Grad* Share (Figure 12).

![Figure 12: WPC_Grad Share](image)

If this is your first time connecting to the *WPC_Grad* Share, you will be prompted to install the Papercut driver (Figure 13).

![Figure 13: Papercut driver installation](image)

This driver is what allows your computer to send print jobs to the printers.

Installation will take a few minutes.
3. It’s a good idea to send a test print job to the Papercut server.

Go to Printer -> Properties to open the Printer Properties dialogue (Figure 15).

Click on the Print Test Page button. This will send a test page to the printer.

Once the driver has completed installing, the Papercut Print Queue will open (Figure 14).

Figure 14: Papercut Print Queue

Figure 15: Printer Properties dialogue
4. You can verify that the job was sent by looking for your ASURITE and job name in the Papercut Print Queue. If it is in there, you are now able to print.

![Papercut Print Queue](image)

Figure 16: Papercut Print Queue

5. Done!
II. Troubleshooting

‘Printer Offline’, Incorrect authentication, or other connectivity errors

If the Windows PC has already been connected to the Papercut server but you are not able to print because you have a ‘printer offline’ error, it is likely that you’ve lost your connection to the Papercut server.

There are two common reasons for this:

1. You’ve been kicked off the Papercut server due to inactivity.

   Explanation: the Papercut server is a shared resource that can only handle so many concurrent connections. Connecting and printing puts you on top of the connected list, and you are moved down the list as others connect and print after you. As soon as you print, you are moved back to the top of the list.

   If you don’t print for a period of time, and enough people connect to the Papercut server and print, you will be dropped to the bottom of the connected list and eventually removed from it to make room for others to print.

   This is normal, expected behavior.

   You can easily resolve this error by reconnecting your PC to the Papercut Server.

2. The Papercut Credential stored on your PC is no longer accurate after ASU has forced you to change your ASU password.

   Explanation: ASU mandates that all students, faculty, and staff change their password every 180 days. You may read more here:

   https://getprotected.asu.edu/content/account-password-services

   After changing your password, your ASU password and the password in the Papercut Credential are no longer in sync. If the passwords aren’t in sync, you won’t be able to connect to the Papercut server.

   This is normal, expected behavior.

   You can easily resolve this error by updating the Papercut Credential password.
1. Reconnecting your PC to the Papercut Server

1. Locate the *WPC Print* shortcut on the desktop and double-click it (Figure 17). This will open the Papercut Network Share, with four different shares inside it (Figure 18).

   If you cannot find this shortcut and need to make a new one, you can create a desktop shortcut to the Papercut Server.

2. Double-click on the *WPC_Grad* Share (Figure 19).
3. The Papercut Print Queue should pop up (Figure. 20).

![Papercut Print Queue](image)

Figure 20: Papercut Print Queue

Now that you can see the Papercut Print Queue, you are connected to the Papercut Server and should be good to print.

4. Done!
2. Updating the Papercut Credential password.

1. Click **Start** and type ‘*manage windows credentials*’ into the search field.

   This will bring up a list of items to choose from (Figure 20).

   Select **Manage Windows Credentials** from the list, and the **Credential Manager** window will pop open (Figure 21).

   If it’s not already selected, click on the **Windows Credentials** button.

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Figure 20: Search for **Manage Windows Credentials** from the Start Menu.

Figure 21: Credential Manager
2. Locate the existing Papercut Credential and click on it to expose its details, it will look like Figure 22.

![Figure 22: Papercut Credential details](image)

3. Click Edit, it will pop open the Edit Windows Credential dialog (Figure 23).

![Figure 23: Edit Windows Credential](image)

4. Type in the new password in the Password field, then click Save to accept it.

5. After updating the Papercut Credential with the correct password, you will need to reconnect your PC to the Papercut Server, see page 13.

6. Done!