How to disable Secure Release for a specific user or Department

With the industry moving toward fewer higher volume printers it is now common that users are spatially separated from their printers. This leads to confidentiality issues, as another user could collect or read their documents before they arrive at the printer. Another problem is users' documents often get mixed up in the output tray because higher volume printers support many users who print simultaneously. Not to mention the amount of waste generated by users forgetting to collect their documents or reprinting them because they couldn't find them in the output tray.

The solution to the above is Secure Document Release. Documents will only be printed once the user has authenticated at the printer. However, there may be cases where Secure Release must be disabled for a specific user:

- The user prints a high volume of documents which are unlikely to get mixed up with other users' documents.
- Perhaps the user is seated right next to the printer.

In the cases above, we can disable Secure Release for this specific user. The following must be noted:

- Once disabled, their jobs will be printed immediately for all printers (not necessarily the printer they're seated next to).
- Follow me printing will not be available to this user. Their jobs will always be printed by the printer to which they were sent.

Disable Secure Release for a specific user or users

- Open Resource Manager.
- Navigate to **User Management** > **Users.**
- Double click on a user (or multi-select more than one user and click the **Edit** button).
- Click the **Auth & Importing** tab.
- Tick the checkbox in the **Secure Document Release Override** frame.
- Click **OK**.

Disable Secure Release for new users added to a Department(s)

- Open Resource Manager.
- Navigate to **User Management** > **Departments.**
- Double click the department that requires the setting (or multi-select more than one department and click the **Edit** button).
- Click the **Auth & Importing** tab.
- In the **Secure Document Release Override** frame, choose the **Override the device setting and always release jobs immediately** button.
- If you would like to apply this setting to all current members of the department, click the **Go** button at the bottom of the **Auth & Importing** tab.
- Click **OK**.

Refresh PDServers and PDAgents

Now that the Secure Release Override setting has been changed, the PDAgents will see the new settings the next time they refresh from the database. By default, this happens every 10 minutes. To force a refresh immediately follow these steps:

- On the left, click the **PD Agents** node.
- On the right, highlight all the servers. Right click and choose **Refresh**.

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