How to print from Chrome OS devices over IPPS

Chromebooks can print to a PD queue on the print server over IPPS. Chrome OS cannot sign in to a print queue, so Print Director needs the user's name some other way:

- **Managed Chromebooks (Google Workspace):** a Google Admin console setting makes Chrome OS send the user's Google account name with every job. You can then deploy the printer to every Chromebook in an organisational unit. This is the usual way.
- **A single Chromebook:** you can add the printer on the Chromebook itself, and put the user's login name in the printer's address.

The Chromebooks must be on the same network as the print server.

Before you start

- The print server must be set up for mobile device printing. See *How to set up the print server for mobile device printing*.
- Note the PDAgent's **SSL port**: in Resource Manager, open the print server's PDAgent, and look on the **Print services** tab (9633 by default).
- Set up a PD queue for the Chromebooks, matched to the printer the jobs are released at, with **IPP Authentication** set to **Use supplied username**. If you deploy the printer from the Google Admin console, leave **Advertise on mDNS** unticked, so phones on the network do not find a queue that trusts any name. See *How to create a PD queue*.

Send the user's account name with each job

By default, Chrome OS sends every job with the same user name, *chronos*. Change this setting for the Google Workspace organisation:

1. Sign in to the Google Admin console at *admin.google.com*.
2. Go to **Devices** > **Chrome** > **Settings** > **Users & browsers**.
3. In the **Printing** section, click **CUPS Print job information**, choose **Include user account and filename in print job**, and click **Save**. (Some consoles call the setting **Native print job information**.)

With this setting on, Chromebooks can print only to IPPS printers. Printers added over LPD or plain IPP stop working. See Google's help article *Set Chrome policies for users or browsers* for details.

Match Google account names to users

The account name sent with the job is the user's Google account, which is normally their email address, for example *johnsmith@acme.com*. Print Director matches it to the user's **Login name** or **Secondary login name**; the user's email address field is not used. If no user matches, the job is not printed, unless the printer's **Unregistered users** setting adds new users automatically (see *Shared device settings*). In Resource Manager, open the user in **User Management** > **Users**:

- If the user signs in only with their Google account, enter the account name as their **Login name** on the **General** tab.
- If the user also signs in to Windows with another name, for example *johnsmith*, keep that as the **Login name**, and enter the Google account name as the **Secondary login name** on the **Advanced** tab, under **Secondary identification**. Jobs from the Chromebook and from Windows then go to the same user.

Deploy the printer from the Google Admin console

1. In the Google Admin console, go to **Devices** > **Chrome** > **Printers**.
2. Choose the organisational unit the printer is for.
3. At the bottom right, point to **Add**, and click **Add a printer**.
4. **Printer name:** a name for the printer. Optionally, enter a **Description**.
5. **Setup method:** choose **Manufacturer make and model**, and enter the printer's manufacturer and model, so the right driver is used. **Driverless configuration** works too, but may not offer all the printer's options.
6. **Connection method:** choose **Network address (URI)**, and enter:
   - **Protocol: ipps**;
   - **Host:** the address of the print server running the PDAgent (not the printer's address);
   - **Port:** the PDAgent's SSL port, for example 9633;
   - **Path:** *printers/* followed by the PD queue name, with a plus sign for each space. For the queue *Upstairs Printer*, enter *printers/Upstairs+Printer*.
7. Click **Add Printer**.
8. Click the new printer, open the **Permissions** tab, choose who can use it, and click **Save**:
   - **Allow for devices in this organization** for enrolled Chromebooks;
   - **Allow for users in this organization** also lets users print from Chromebooks that are not enrolled, when signed in with their Google Workspace account.

The printer now appears in the **Destination** list when users print. If it is not listed, they click **See more** to find it. Jobs wait at the print server for release, and you can see them in Resource Manager: right-click the PDAgent in **PD Agents** and choose **View Print Jobs**.

Add the printer on a single Chromebook

Use this for a Chromebook the Google Admin console does not manage, or to test a queue.

1. On the Chromebook, select the time at the bottom right, and select **Settings**.
2. Under **Device**, open **Printers and scanners**, and select **Print**.
3. Under **Other available printers**, select **Add printer manually**.
4. **Name:** a name for the printer.
5. **Address:** the address of the print server running the PDAgent and its SSL port, for example *printserver:9633*.
6. **Protocol: Internet Printing Protocol (IPPS)**.
7. **Queue:** *printers/* followed by the PD queue name, with a plus sign for each space, for example *printers/Upstairs+Printer*.

   If Chrome OS does not send the user's account name (the Google Admin setting above is not on), add */user/* and the user's Print Director login name, for example *printers/Upstairs+Printer/user/johnsmith*. Every job from this printer is then recorded against that user, so use this only on a Chromebook one person uses.
8. Select **Add**. If the printer is not set up by itself, select **Set up** next to it, choose the printer's manufacturer and model, and select **Add**.

If the queue is ticked to **Advertise on mDNS**, the Chromebook also lists it by itself when printing, with a printer icon instead of the building icon of a deployed printer. Deploying from the Google Admin console is still better: advertising does not always reach Chromebooks on another subnet, and deployment lets you choose which organisational units get the printer.

Related articles

- *How to set up the print server for mobile device printing*
- *How to create a PD queue*
- *How to manually create a User*

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