How to set up Print Director on a Lexmark printer

Print Director runs on Lexmark printers as an embedded app, *Print Director Lexmark Integration*. Once it is installed, users log in at the printer panel with their card, PIN or user name, release their held jobs, and every print, copy, scan and fax is recorded against them. Resource Manager installs the app and sends its settings to the printer; this is called **initialising** it.

Before you start

- **A supported printer.** See *Lexmark models supported by Print Director Integrated*. It also shows whether the printer uses a full or a mini embedded licence.
- **A free licence.** Your Print Director licence must have an Embedded Controller licence (or a Mini Embedded Controller licence, for the smaller models) available for the printer.
- **The printer's address**, and the computer running Resource Manager must be able to reach it.
- **The PDServer must be reachable from the printer.** The PDServer opens its own ports in Windows Firewall; other firewalls between the printer and the server must allow them. App version 3 connects on the PDServer's secure web port (**Web https**, 48116 by default); older app versions use the **Lexmark** controller port (20115 by default). Both are in Resource Manager under **Tools** > **System Configuration**, on the **Networking** tab.
- **An administrator account on the printer**, if its Public access does not include the **Apps Configuration** permission (see Troubleshooting).

Add the printer in Resource Manager

1. In Resource Manager, go to **Print Management** > **Shared Devices**. If the printer is already listed, double-click it and go to the next section.
2. Right-click in the list on the right and choose **Add Shared Device**.
3. On the **General** page, enter a **Device Name**.
4. On the **Network** page, enter the printer's address in **Host or IP**, and click **Ping** to check that it answers.
5. On the **Controller** page, set **Controller Type** to **Lexmark Integrated**.

Choose the printer's settings

The controller settings are on the **Controller** page, in the tabs **General**, **Printing**, **Authentication**, **Billing**, **Cards** and **Initialisation**. Every setting is described in *Lexmark Integrated controller settings*. The ones to check for a new printer:

- **Printing:** tick **Enable Secure Document Release** to hold jobs until users release them at the printer, and choose **Follow me printing** and the **Pull print group**. Leave **Tracking method** at **Lexmark Integration (post tracking)**, the recommended method.
- **Authentication:** choose the **Identification method** (keypad, card or both) and the **Password requirement**.
- **Billing:** the account and matter fields shown at the panel, for sites that bill to accounts.
- **Cards:** whether users can register their own cards (see Let users register their own cards).

Initialise the printer

1. On the **Initialisation** tab, leave **Use app version** at **Latest**, unless the printer is an older model that needs an earlier version (see *Lexmark models supported by Print Director Integrated*).
2. Under **App settings on device**, check that **PDServer address** shows an address of the PDServer that the printer can reach. If you choose the server's host name, check the printer's DNS settings.
3. If needed, enter an administrator's **Username** and **Password** under **Printer connection settings**.
4. Click **Initialise**, and read the output box below the buttons: it shows whether each stage worked.
5. Click **OK + Refresh All**.

Test it: log in at the printer panel and release a job.

To initialise several printers at once, open **Print Management** > **Lexmark Integrated**, select the printers, right-click them and choose **Send command** > **Initialise**. A window shows the progress for each printer, and closes by itself if they all succeed.

To change the time after which a logged in user is logged out, see *How to change the auto-logout time on HP, Konica Minolta and Lexmark printers*.

Let users register their own cards

Assigning card numbers to users is often the slowest part of a rollout. Instead, users can register their own card: the first time they swipe it, they identify themselves at the panel, and the card is added to their user record.

1. On the **Cards** tab, set **Self-register cards** to the way users identify themselves: **PIN & password (AD or internal)**, **PIN only** or **AD username & password**.
2. To check passwords against Active Directory, add an LDAP connection: in Resource Manager, choose **Tools** > **System Configuration**, open the **LDAP Auth** tab and click **Add**.
3. In the **LDAP Connection** window, enter the **Domain address** and the other connection settings, and click **Test Authentication** to check them. Click **OK**, then **OK** again.

Each LDAP connection is tried in the order of the list. If some user names only belong to one domain, tick **Try match username with regular expression** on that connection and enter a **Regular expression**, so matching user names try that connection first.

The PDServer checks the passwords, so its service must be able to query Active Directory. It runs as the local **SYSTEM** account, which can do this when the PDServer is a trusted member of the domain. If it cannot, run the PDServer service as a domain account that is in the local **Administrators** group on the PDServer: open **Services**, double-click **PDServer**, and on the **Log On** tab choose **This account** and enter the account. Restart the **PDServer** service.

Install the app from the printer's web interface

If Resource Manager cannot install the app, for example because the printer's firmware is too old for web service calls, you can install it in the printer's web interface instead. Ask your Print Director partner for the app file (*.fls*).

1. Open a web browser and go to the printer's address.
2. Click **Apps**, then **Install an app**. If the button is not shown, log in with an account that has the **App Management** permission.
3. Choose the app file and click **Install**. When it has finished, click **Return**.
4. Click **Print Director Lexmark Integration**, then **Configure**.
5. Enter the PDServer's address in **Primary Server address**. For app version 3, check that **PDServer HTTPS port** is the PDServer's secure web port (48116 by default; see Before you start).
6. Click **Apply**.

App version 3 only connects to the PDServer once it has a device key from Resource Manager. Add the printer in Resource Manager as described above, then on the **Initialisation** tab click **Set all settings** to send the key and the other settings to the printer. If Resource Manager cannot reach the printer, click **All app settings** instead, copy the **Device key**, and paste it into **Device key** on the app's **Configure** page.

Troubleshooting

Unauthorised when initialising

The printer's Public access does not include the **Apps Configuration** permission (in the printer's web interface, under **Access Controls** > **Device Management**). On the **Initialisation** tab, under **Printer connection settings**, enter the details of a local account on the printer that has it. Use the printer's **Default Login Method** for the browser (**Settings** > **Security** > **Local Accounts**):

- for *User Name/Password*, enter both the **Username** and the **Password**;
- for *PIN* or *Password*, enter only the **Password**;
- for *User Name*, enter only the **Username**.

InternalServerError when initialising

Usually the printer does not support the app version being installed. Choose another **Use app version** and initialise again.

A Lexmark Log In screen appears instead of Print Director's

The printer has local accounts. In its web interface, go to **Settings** > **Security**, click **Change** beside **Default Control Panel Login Method**, choose **Print Director Auth** and click **Save**.

The printer cannot reach the PDServer

Check the **PDServer address** on the **Initialisation** tab, and that no firewall blocks the printer from the server. If the server's address has changed, see *How to change the PDServer address for Lexmark printers*.

Related articles

- *Lexmark Integrated controller settings*
- *Lexmark models supported by Print Director Integrated*
- *How to disable Print Director on a Lexmark printer*
- *How to set up an HID Omnikey 5427 card reader*
- *How to harden the security of Lexmark printers*
- *Shared device settings*

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