PRINTERON
PRINT SIMPLY ANYWHERE

PrinterOn Mobile App MDM/MAM

Basic Integration Guide

mobile printing solutions | enterprise | education | public printing locations

Contents

Chapter 1: Overview 4

Supported PrinterOn MDM/MAM integrations 4
Benefits of integrating PrinterOn with MDM/MAM solutions 5

Chapter 2: Integrating PrinterOn with AirWatch 7

Enabling the PrinterOn for AirWatch App 7
- Adding AirWatch Smart Groups 7
- Adding the PrinterOn for AirWatch App 8

Chapter 3: Integrating PrinterOn with BlackBerry Dynamics 11

Overview of BlackBerry Dynamics print service integration 11
Enabling the PrinterOn for BlackBerry app 12
- Requesting the PrinterOn for BlackBerry app 13
- Publishing the PrinterOn for BlackBerry app to your GC 14
- Deploying the PrinterOn for BlackBerry app 14

Chapter 4: Integrating PrinterOn with MobileIron 16

Setting up the PrinterOn for MobileIron app for iOS 16
- Enabling the PrinterOn for MobileIron app for iOS 17
- Configuring the PrinterOn for MobileIron app for iOS 18
- Deploying configurations for PrinterOn using MobileIron labels 22
- Configuring MobileIron AppTunnel for PrinterOn 25

Setting up the PrinterOn for MobileIron app for Android 29

Chapter 5: Integrating PrinterOn with Citrix 36
Enabling the PrinterOn for Citrix app 37
Downloading the PrinterOn MDX file(s) 37
Adding the PrinterOn MDX file(s) to the XenMobile console 39
Configuring the PrinterOn for Citrix app MDX policy settings 42
Deploying the app to a Delivery Group 45
Chapter 6: Integrating PrinterOn with Microsoft 47
Enabling and deploying the PrinterOn for Microsoft app 48
Adding the PrinterOn for Microsoft app 48
Deploying the PrinterOn for Microsoft app to users 51

1

Overview

The PrinterOn Mobile Apps introduce key features and functionality that are intended to provide a significant improvement in the overall print workflow and user experience compared to other mobile device printing solutions.

In addition, the PrinterOn mobile apps, along with integrations to key Mobile Device Management (MDM) and Mobile Application Management (MAM) providers, provide increased security and flexibility.

This document describes how the PrinterOn applications integrate with these MDM/MAM providers, and how to take advantage of their features.

Supported PrinterOn MDM/MAM integrations

While most MDM/MAM providers offer basic app distribution and management, PrinterOn has provided additional integrations with the following MDM/MAM providers:

- AirWatch
- BlackBerry
- MobileIron
- Citrix
- Microsoft

This document provides configuration and integration information for each of these MDM/MAM providers.

Benefits of integrating PrinterOn with MDM/MAM solutions

While features offered by each MDM/MAM provider vary, PrinterOn has integrated SDKs to provide the best integration. The following is a small list of key benefits offered by the PrinterOn MDM-integrated apps:

Benefit	Description
Simplified Distribution	• Fully integrated with vendor-supplied tools to simplify the app distribution and user-enablement process. • When used alongside PrinterOn's strongly integrated central configuration, administrators can deploy and enable mobile apps with minimal effort.
Network Security	• Supports MDM/MAM network security solutions, such as AirWatch MAG, BlackBerry Proxy, MobileIron Sentry, Citrix XenMobile, and Microsoft Intune. • Allows administrators to manage per-application approved network and server access. • Allows secure access to internal PrinterOn servers without opening additional inbound ports.
Centralized Configuration	• Supports the creation and distribution of configuration profiles using MDM/MAM vendor-supplied tools. • Simplifies large scale deployments by reducing and eliminating the need for users to configure their PrinterOn print services. • Locks users to a single approved PrinterOn corporate service, eliminating data leakage.
Containerization Support	• Supports MDM/MAM Productivity App Integration. • Ensures the highest level of security for document sharing on-device. • Allows other MDM/MAM-managed apps to securely share documents with PrinterOn to enable print support.
Encryption	• Encryption independent of the device itself secures corporate data, even if the device passcode is compromised.
Data Loss Prevention	• Supports pushing enforcement and integration with administrator-defined data loss prevention policies to devices.
App Authorization and Authentication	• Allows only provisioned and approved apps to be used by users working with vendor supplied tools. • Enforces per-application authentication and integrates with vendor-supplied authentication services.

2

Integrating PrinterOn with AirWatch

In addition to the standard PrinterOn Mobile App, PrinterOn also provides an AirWatch-specific mobile app that adds AirWatch libraries and frameworks to the standard PrinterOn app. By providing an app that tightly integrates AirWatch SDKs, administrators and organizations can benefit from increased security and app control including:

- Improved data loss protection through containerization
- Greater analytics
- Improved compliance

Enabling the PrinterOn for AirWatch App

The following provides an overview of the app enablement process for AirWatch. Additional details and configurations can be found in the AirWatch documents.

Adding AirWatch Smart Groups

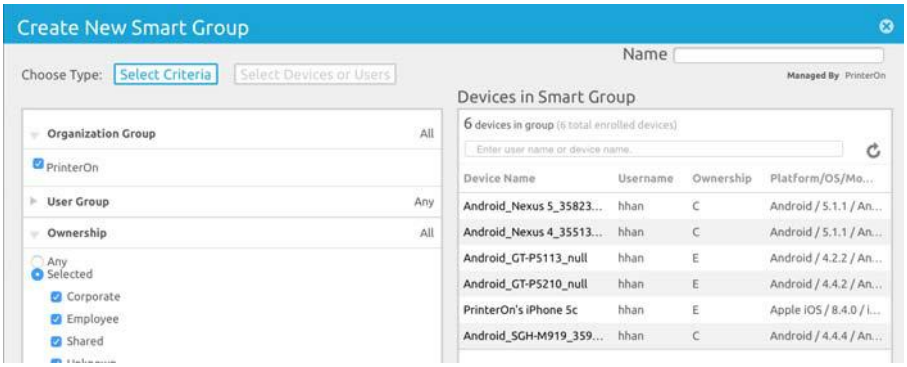
AirWatch uses Smart Groups to organize devices. Before starting the PrinterOn for AirWatch configuration, ensure that a Smart Group is created to assign to application. Assigning an App to a Smart Group will allow the application and configuration options to be send to devices.

To add a Smart Group:

1. Under the **Groups & Settings** section (select List View), click **Groups**.
2. Click the **Smart Groups** tab.
3. Click **Add Smart Group**.

> **Note:** By default, when you create a new Smart Group, all available devices are automatically added.

4. Enter a **Name** for the Smart Group.



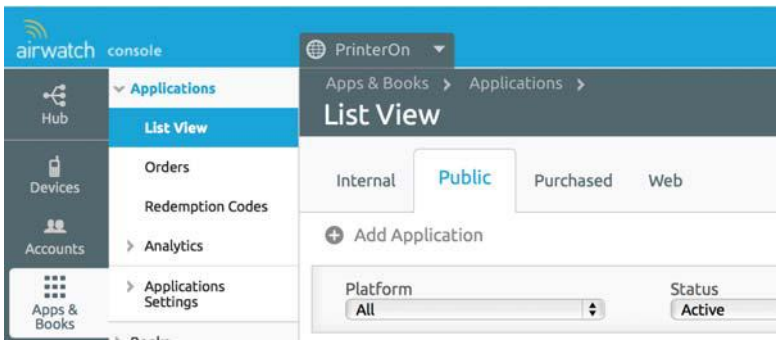
5. Click **Save**.

You'll use this Smart Group later to send the PrinterOn for AirWatch App to user's devices.

Adding the PrinterOn for AirWatch App

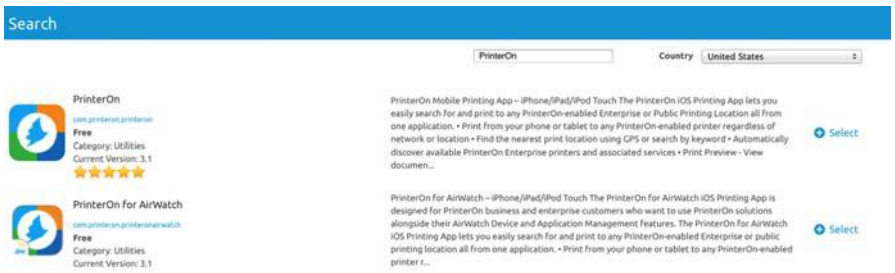
This documentation assumes you have access to and are logged into the AirWatch Console.

1. Under the **Apps & Books** section (select List View), click the **Public** tab.
2. Click **Add Application**.

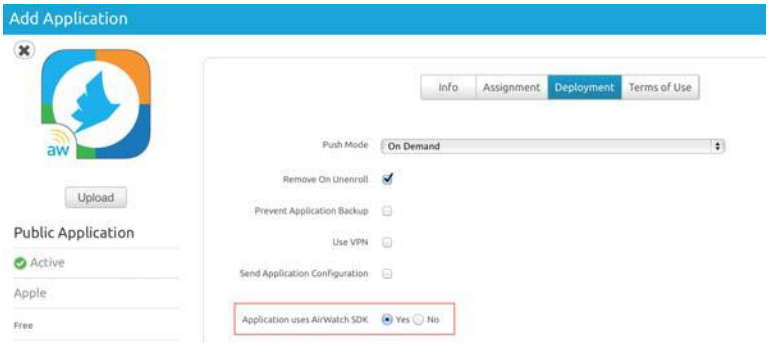


3. In the **Add Application** page, specify the criteria used to locate the PrinterOn app:
   a) In the **Managed By** field, type **PrinterOn**.
   b) From the **Platform** drop-down, select **Apple iOS** or **Android**, depending on your desired configuration.
   c) In the **Name** field, specify **PrinterOn AirWatch**.
   d) Enable **Search App Store**.

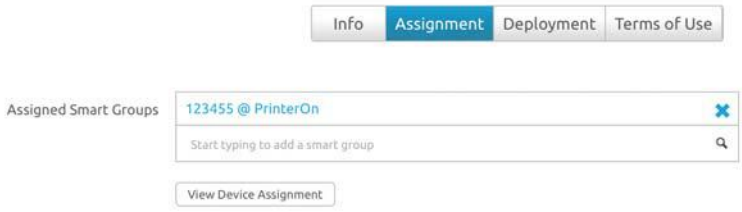
4. From the list of applications returned, select PrinterOn for AirWatch.



5. Review and update the information on the Add Application info Page.
6. Click the **Deployment** tab.
7. Locate the **Application uses AirWatch SDK** setting and set the value to **Yes**. This allows AirWatch to provide additional options and configuration for the application.

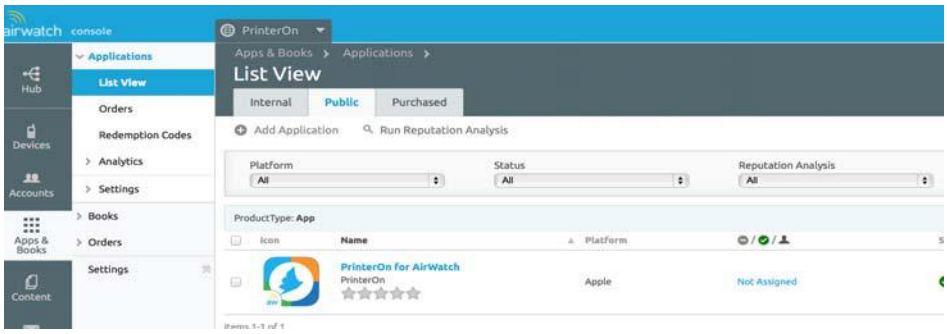


8. Click the **Assignment** tab.
9. Select the **Smart Group** to which the app will be deployed.



10. Click **Save & Publish**.

The PrinterOn app is now available in the list of published applications. Changes can now be applied to the configuration.



3

Integrating PrinterOn with BlackBerry Dynamics

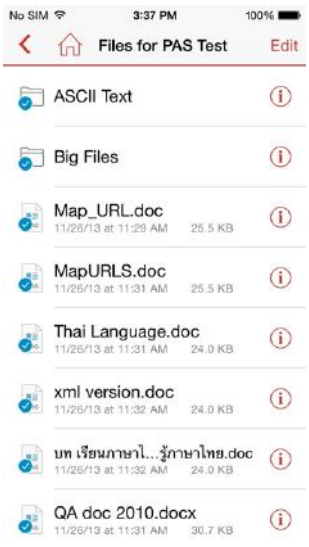
BlackBerry Dynamics provides a secure framework for you to deploy partner applications. These BlackBerry Dynamics applications such as the PrinterOn for BlackBerry app are certified by BlackBerry.

Overview of BlackBerry Dynamics print service integration

The PrinterOn for BlackBerry app offers a tightly integrated print workflow within the BlackBerry Dynamics ecosystem. The PrinterOn for BlackBerry app is fully integrated with the BlackBerry Dynamics Shared Services framework as a registered Print Service, so that applications that offer printing can use the PrinterOn for BlackBerry app.

The app supports the **Print File Service** (com.good.gdservice.print-file); customers with internally developed applications wanting to print securely from their application can easily integrate with PrinterOn by registering for the Print File Service.

This integration offers a secure and intuitive workflow for users wanting to print.



Good Share.

Select **Print.**

Job is sent to the PrinterOn Mobile App.

Print!

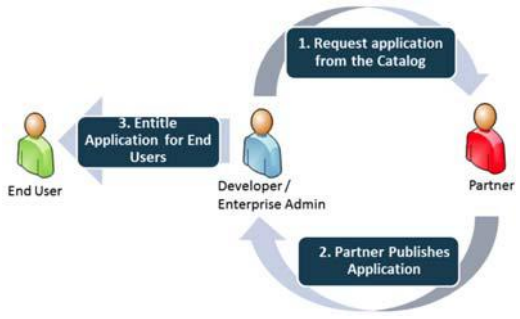
Enabling the PrinterOn for BlackBerry app

The section below describes how to deploy the PrinterOn for Berry app.

> **Note:** You can also deploy the standard PrinterOn Mobile App. Publishing the standard PrinterOn app is similar to publishing any other public application.

These are three required steps to make the app available to users:

1. Request to the PrinterOn for BlackBerry app from the BlackBerry Dynamics Marketplace.
2. PrinterOn publishes the app to your GoodControl Console (GC).
3. Deploy the PrinterOn for BlackBerry app to users.



The PrinterOn for BlackBerry app cannot be registered in your GoodControl Console (GC) without requesting PrinterOn to publish the application to you. Once the app is published to you, it is visible in your GC.

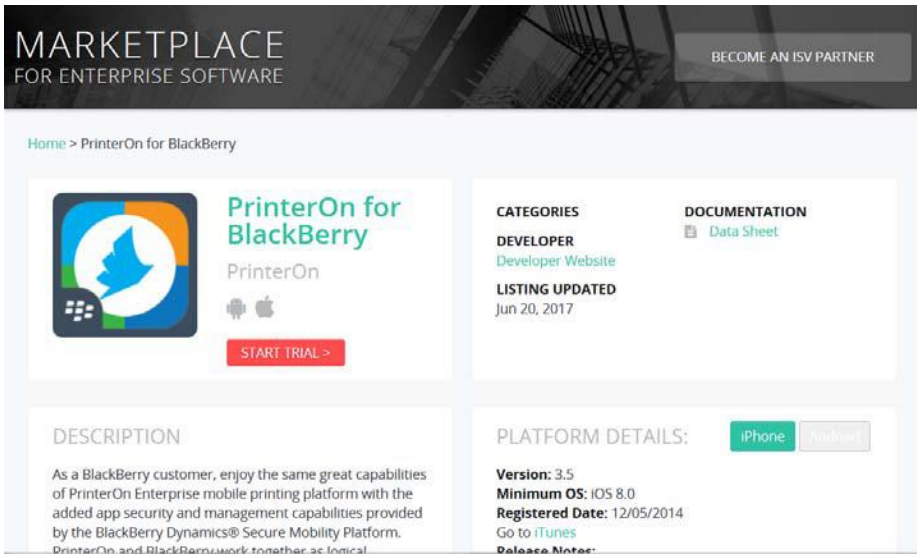
Before PrinterOn can publish any applications to your GD organization, you must first request the application from within the BlackBerry Dynamics Marketplace.

> **Note:** The PrinterOn for BlackBerry app is published on GC's registered to your GD organization. Select **Manage License** from the Cockpit page to confirm you own the GC servers. If you are a member of your company's GDN Enterprise group, your should make the request on behalf of your company rather than on your own behalf.

Requesting the PrinterOn for BlackBerry app

To request the PrinterOn for BlackBerry app:

1. Browse to the BlackBerry Marketplace and locate the PrinterOn for BlackBerry application. You can locate it in one of the following ways:
   - Navigating to https://apps.good.com/#/apps/com.printeron.printeron.good.
   - Looking under the Mobile Printing category.



2. Click **Start Trial**.

3. Review the form and indicate if you would like the publisher to arrange a trial or production license. Click **Start Trial**.

PrinterOn handles all aspects of the application licensing, so any change from trial to production can be managed without making a further request from the catalog.

Publishing the PrinterOn for BlackBerry app to your GC

Once you request the PrinterOn for BlackBerry app:

- PrinterOn is notified of your request.
- You will receive email confirmation that the request has been sent and you'll receive the contact details for the publisher.
- You will be informed by email once PrinterOn publishes the application to you.

Once published, the PrinterOn for BlackBerry app immediately appears in all GC consoles within your organization. You can select **Manage Application** from within your GC to confirm its presence.

> **Note:** If the PrinterOn for BlackBerry app is not listed in your GC, it is likely that the GC server you are using is not assigned to your GDN account. Please check your Server & Licenses within the BlackBerry Dynamics Network and contact support if you need assistance.

Deploying the PrinterOn for BlackBerry app

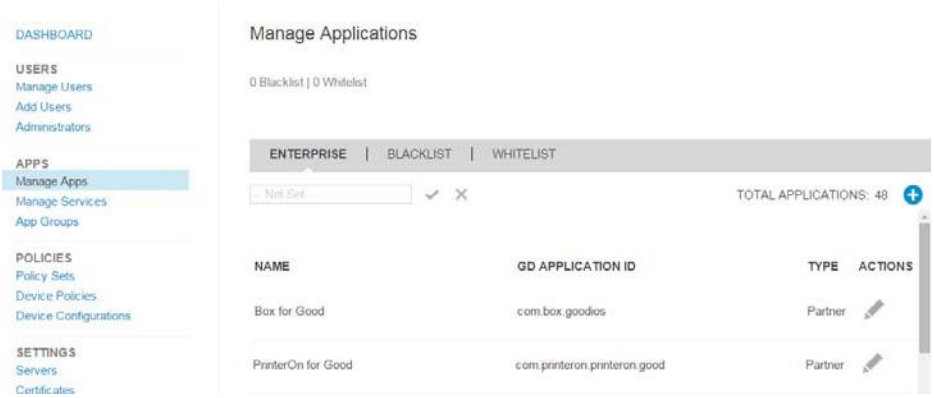
Once the PrinterOn for BlackBerry app is visible in your GC console, you can deploy it to your end users in the same way as any other BlackBerry Dynamics application.

To deploy the app:

1. Select the **User** or **Group** you wish to entitle to use the PrinterOn App.
2. Select against **Allowed Applications**.

3. Filter the view by **Partner Apps** and select the required application.

> **Note:** You should entitle ALL application versions so when PrinterOn releases an update users have permission to run the latest application.



4. Provision an **Access Key** for each user who requires the application.

> **Note:** Please see the help documentation in your GC Console for further instructions on entitling an application and provisioning an Access Key.

5.

4

Integrating PrinterOn with MobileIron

In addition to the standard PrinterOn Mobile App, PrinterOn also provides a MobileIron-specific mobile app for iOS:

- The iOS app adds MobileIron libraries and frameworks to the standard PrinterOn app, tightly integrating the MobileIron SDKs and offering increased security and app control including:
  - Improved data loss protection through containerization
  - Greater analytics
  - Improved compliance

  For configuration information, see Setting up the PrinterOn for MobileIron app for iOS.

Setting up the PrinterOn for MobileIron app for iOS

Setting up the PrinterOn for MobileIron app for iOS, you'll need to:

1. Enable the PrinterOn app for MobileIron.
2. Configure the PrinterOn app for MobileIron.
3. Deploy configurations based on labels.
4. Optionally, you can also create an AppTunnel for the PrinterOn app.

Enabling the PrinterOn for MobileIron app for iOS

To add the iOS-specific PrinterOn for MobileIron app to MobileIron, you'll need to:

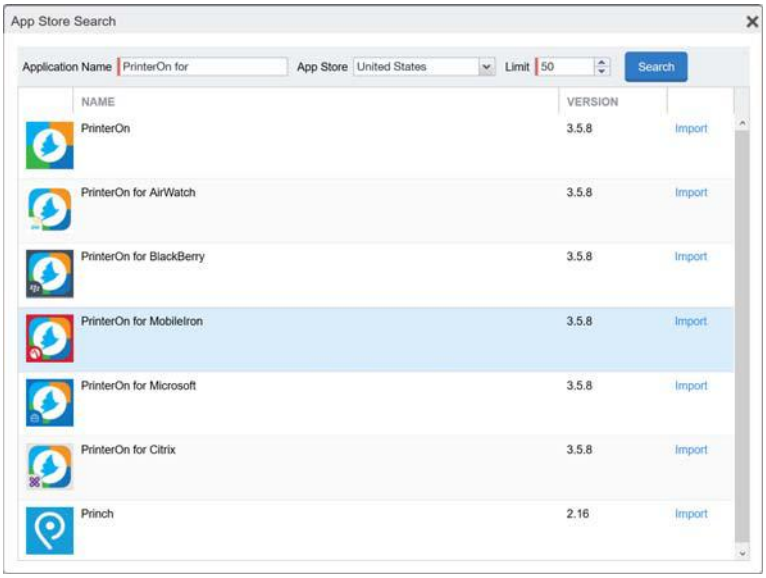
1. Import the app into MobileIron from the Apple App Store.
2. Apply the iOS label to the app.

Importing the app from the Apple App Store

This documentation assumes you have access to and are logged into the MobileIron Admin Portal.

To import the app into MobileIron:

1. In the MobileIron Admin Portal, click **Apps** > **App Catalog**.
2. In the **Select Platform** drop-down, select **iOS**.
3. Click **App Store Import**.
4. In the **App Name** field, type **PrinterOn**.
5. Select the appropriate country.
6. Click **Search**.
7. From the results, locate the PrinterOn for MobileIron app, then click the adjacent **Import** button.



8. Click **OK**, then close the App Store Search dialog box.

9. On the **App Catalog** tab, click **Edit**.The **Edit App for iOS** dialog appears.
10. Make any desired changes, then click **Save**.

Next, you can apply a label to the PrinterOn for MobileIron app.

Apply the iOS label to the PrinterOn for MobileIron app

To apply the iOS label to the PrinterOn for MobileIron app:

1. In the MobileIron Admin Portal, click **Apps** > **App Catalog**.
2. Select **PrinterOn Mobile**.
3. Click **Actions** > **Apply To Label**.
4. Click **iOS**.
5. Click **Apply**, then click **OK**.

Next, you can add modify the PrinterOn configuration settings for the PrinterOn for MobileIron app.

Configuring the PrinterOn for MobileIron app for iOS

The PrinterOn for MobileIron application allows administrators to remotely configure the PrinterOn mobile app using existing tools provided by MobileIron. The following section describes how to configure the PrinterOn Mobile App for MobileIron and connect to a PrinterOn On-Premise server, or lock users to use the PrinterOn Hosted server.

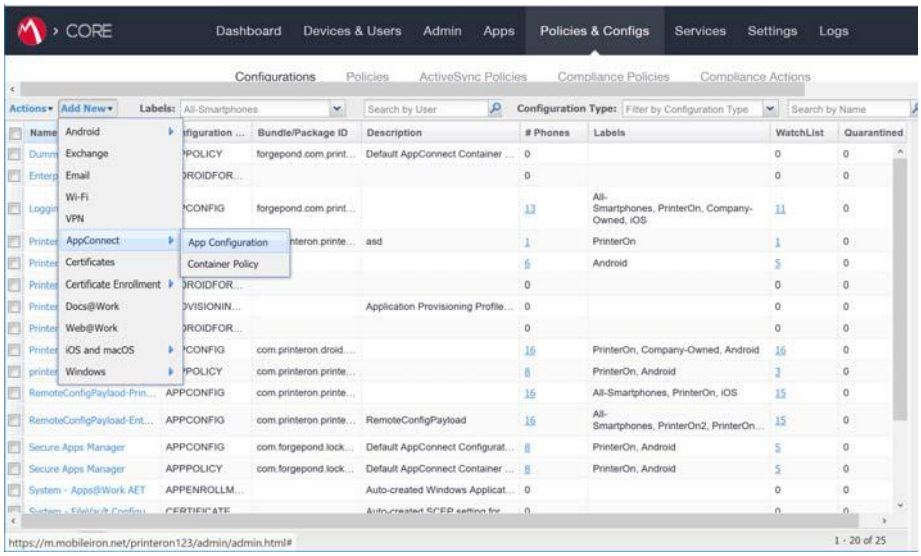
Creating a MobileIron configuration policy for the PrinterOn app

This documentation assumes you have access to and are logged into the MobileIron Admin Portal.

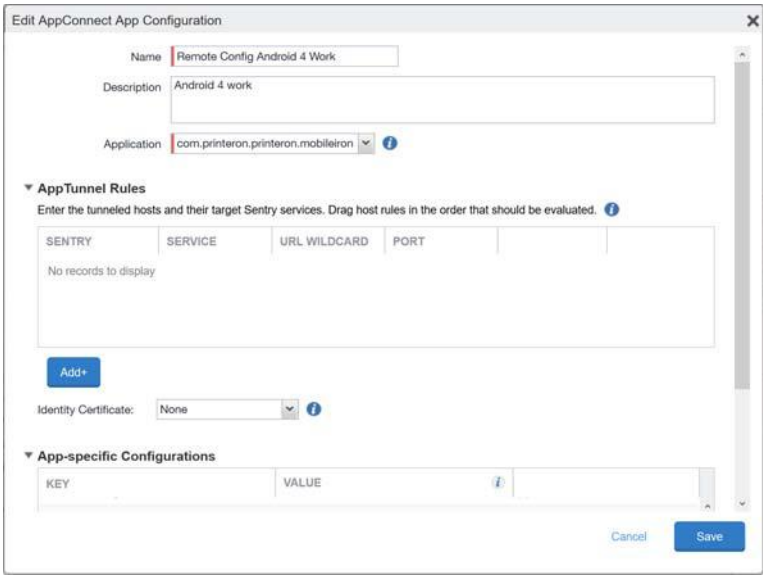
> **Note:**

To create a configuration policy for the PrinterOn for MobileIron app:

1. In the MobileIron Admin Portal, click **Policies & Configs** > **Add New** > **AppConnect** > **Configuration**.



2. Provide the basic **AppConnect Configuration** information:



Option	Description
Name	A meaningful name for the configuration policy.
Description	Optional. A description of the configuration.

Option	Description
Application	The PrinterOn app identifier. From the drop down, select **PrinterOn for MobileIron**.

3. Scroll down to the **App-specific Configurations** section of the dialog.
4. Click **Add**+, and add each of the following configuration settings to the platform-specific configuration.

Profile Setting	Value	Description
enable	yes/no	When set to a value of yes, the settings are saved to app. When set to no, the saved settings are removed from app.
serviceDescription	String	Optional. A description of the service being deployed and configured.
serviceUrl	String	The URL to be used by the application to communicate with the PrinterOn Server. This must be a fully qualified URL. For example: https://123.456.78.90:443/cps
serviceDefault	yes/no	When set to a value of yes, the serviceURL is set as the default service used by the application. In most cases, this option should be set to yes.
serviceLock	yes/no	When set to a value of yes, the serviceURL is locked; the user cannot modify the configuration.
serviceRestrict	yes/no	When set to a value of yes, the serviceURL is set as the default and the app can only communicate with the specified service URL. Users cannot query an external service (such as PrinterOn Hosted) for printers. When serviceRestrict is enabled, the values set for serviceDefault and serviceLock are ignored; in this case, the specified serviceURL is always the default, and is always locked.

Profile Setting	Value	Description
otherServices	String	Defines one or more alternative PrinterOn services, if your organization has multiple PrinterOn services deployed. Each service listed must include the service URL and an optional service description. If included, the service description is preceded with :=. Multiple services are separated by two commas („). For example: https://123.456.78.901/cps:=China office„https://123.456.78.902/cps„https://123.456.78.903/cps:=Test Environment
adminInfo	String	Optional. A message sent to the device with the configuration. This message appears when the configuration is applied to the application.
showDocuments	yes/no	When set to a value of yes, the **Documents** button is displayed on the PrinterOn app Home screen, allowing users to access and print documents in local storage, or from cloud storage providers such as Dropbox, Box, OneDrive, and others. By default, this option is disabled and the **Documents** button is not displayed.
showEmail	yes/no	When set to a value of yes, the **Email** button appears on the PrinterOn app Home screen, allowing users to download and print email attachments from the app. By default, this option is disabled and the **Email** button is not displayed.
hideWeb	yes/no	When set to a value of yes, the **Web** button does not appear on the PrinterOn app Home screen, preventing users from using the app to print web content. By default, this option is disabled and the **Web** button is displayed.
limitReleaseQR	yes/no	When set to a value of yes, the user must scan a printer's QR code in order to release a print job to the printer. Clicking the **Release** button for a print job within the app automatically opens the app's QR code scanner. All other release methods are disabled. If the user's device does not have a camera, no **Release** button is displayed, and the user cannot release the print job to a printer. By default, this option is disabled.

Profile Setting	Value	Description
documentCacheSize	integer	Defines the size of the document cache used by the app to store print job data. The cache can be set to one of the following values • 0MB (print jobs are deleted as soon as they are uploaded) • 50MB • 100MB • 250MB • 500MB If any other value is specified, the app rounds down to the nearest supported cache size.
ver	1	The version. This setting must be set to a value of 1.

5. Click **Save**.

Deploying configurations for PrinterOn using MobileIron labels

MobileIron uses the concept of labels to push Configuration Policies to devices. You first associate a label with a Configuration Policy. Then, when you apply that label to one or more devices, the Configuration Policy is pushed to those devices.

By default, an iOS label is created when you set up MobileIron. As you add devices to the MobileIron Admin Portal, the default iOS label is automatically applied to these devices.

You can also create new labels to apply specific Configuration Policies to devices, including the policy you created for the PrinterOn for MobileIron app.

> **Note:**

With the Configuration Policy created, you must perform the following actions:

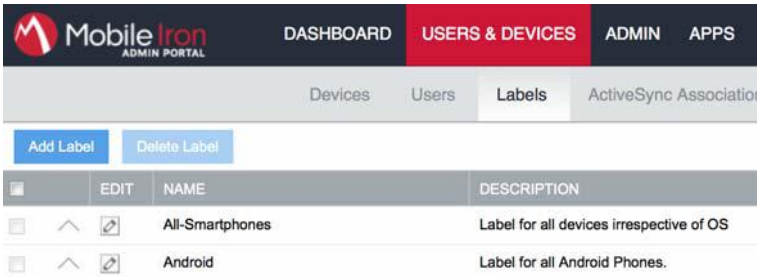
- Create a label. If you already have existing labels, you can skip this step.
- Associate your label with your PrinterOn Configuration Policy.
- Assign the label to devices.

If you do not assign the label to devices, the associated Configuration Policy is not pushed to the PrinterOn for MobileIron app.

Creating a label

To create a label:

1. In the MobileIron Admin Portal, click **Users & Devices** > **Labels**.



2. Click **Add Label**. The Add Label window appears.
3. Enter a label **Name** and **Description**.
4. Click **Save**.

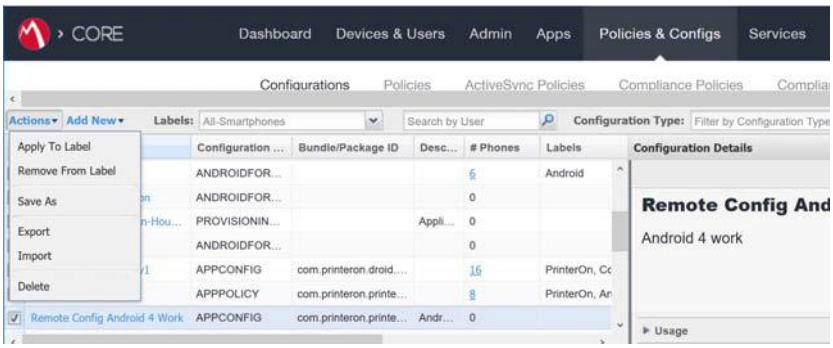
Associating the label with your PrinterOn Configuration Policy

After you create the Configuration Policy and a label, you must associate the two. When the label is later assigned to managed devices, the configuration is pushed to those devices.

To associate a label with a Configuration Policy:

1. In the MobileIron Admin Console, click **Policies & Configs** > **Configurations**.
2. Locate and click the check box adjacent to the Configuration Policy that you created in Creating a MobileIron configuration policy for the PrinterOn app.

3. Select **Actions** > **Apply to Label**.



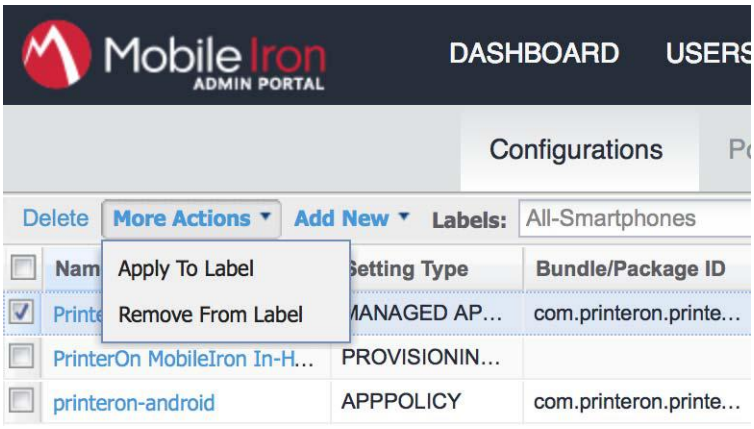
4. In the Apply to Label dialog, select the label that you want to associate the Configuration Policy with.
5. Click **Apply**.

Assigning the label to devices

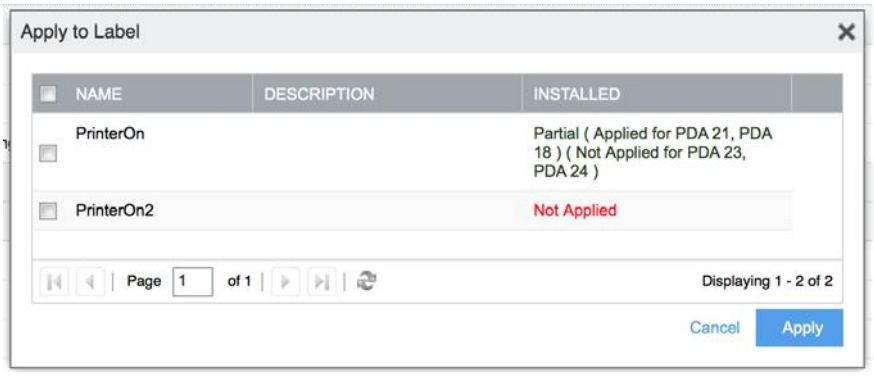
Once you've associate the Configuration Policy with a label, you can deploy it to devices. The Configuration Policy is deployed by assigning the associated label to all devices that should receive the configuration.

To assign the label to devices.

1. In the MobileIron Admin Portal, click **Devices & Users** > **Devices**.
2. Check the devices that should receive the Configuration Policy.
3. Click **Actions > Apply to Label**.



4. Select the **Label** you just associated with the **Configuration Policy**.



5. Click **Apply**.

> **Note:** It may take a few minutes for the configuration to be applied to applications already deployed. Newly installed applications will receive the configuration immediately the first time the application is launched.

Configuring MobileIron AppTunnel for PrinterOn

MobileIron AppTunnel is an iOS per app VPN. It provides multiple options for providing secure connectivity between: applications, such as the PrinterOn for MobileIron app; and servers, such as the internal PrinterOn Server.

AppTunnel provides a secure and effective method for individual applications to access corporate resources. When users access internal content from their mobile devices, these tools acts as a secure relay between the device and internal system.

> **Note:** MobileIron AppTunnel requires a Standalone Sentry. Please contact MobileIron to provide a Standalone Sentry.

Configuring MobileIron AppTunnel is outside the scope of this document. This section describes how to configure MobileIron AppTunnel to allow the PrinterOn for MobileIron app to access internal resources.

To configure and use the MobileIron AppTunnel, you'll need to complete the following tasks:

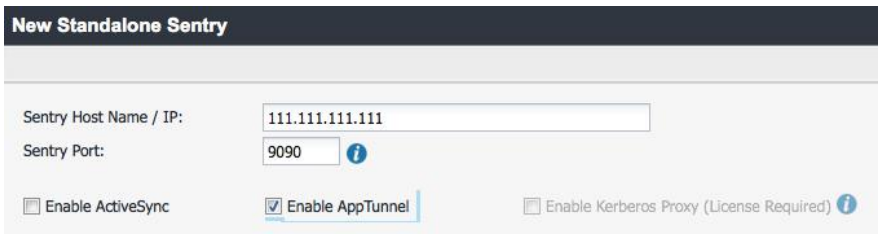
1. Configure the MobileIron Sentry with an AppTunnel service.

2. Configure the AppTunnel service in the AppConnect app configuration.

Configuring the MobileIron Sentry

To configure the MobileIron Sentry:

1. Under **Settings**, navigate to **Sentry**.
2. Select **Add New > Standalone Sentry**.
3. Enter the host name of the Sentry that MobileIron provides you.
4. Check the **Enable AppTunnel** setting.



5. Configure **Device Authentication** settings:
   - If you already had a certificate, select **Group Certificate**.
   - If you created a certificate authority and a SCEP server, select **Identity Certificate**.
6. Select **Upload Certificate**.
   - If you already had a certificate, upload it.
   - If you created a certificate authority and a SCEP server, upload the certificate text file that you created.
7. In the **AppTunnel Configuration** section, click **+** to add a new service.

8. Configure the following settings:

Option	Description
Service Name	A unique identifier for the internal server or servers to which your AppConnect app tunnels. Enter **PrinterOn**. **Note:** Entering <ANY> means that the app can reach any of your internal servers.
Server Auth	The authentication scheme for the Standalone Sentry to use to authenticate the user to the PrinterOn server. Select **Pass Through**.
Server List	A semicolon-separated list of internal server IP addresses, or host names, including ports, that the Sentry can access. When you enter multiple servers, the Sentry uses a round-robin distribution to load balance the servers. That is, it sets up the first tunnel with the first internal server, the next with the next internal server, and so on.
TLS Enabled	When checked, communication will use TLS. **Note:** Although port 443 is typically used for https and requires TLS, the internal server can use other port numbers requiring TLS.
Proxy/ATC	When checked, the AppTunnel service directs traffic through a proxy server. You should only check this setting if your environment requires you to use a proxy server. If checked, you must also configure the **Proxy Host Name / IP** and **Proxy Port** fields. The proxy server is located behind the firewall and sits between the Sentry and internal resources. This deployment allows you to access corporate resources without having to open the ports that Sentry would otherwise require.

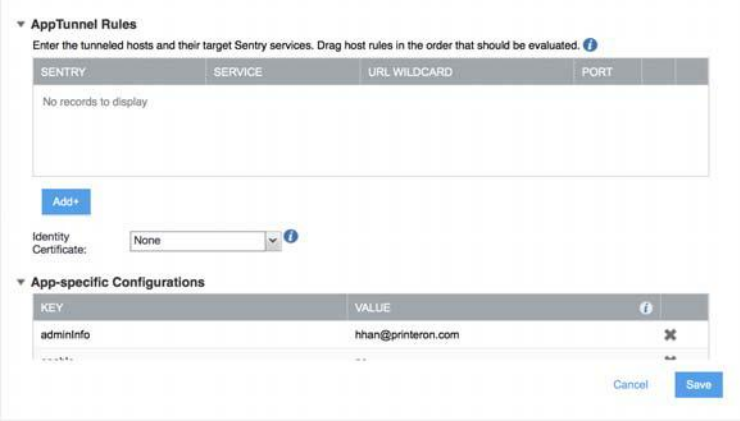
9. Click **Save**.
10. Click **View Certificate** on the row with your new Sentry to copy the Sentry's self-signed certificate to MobileIron Core.

Configuring the AppTunnel in the PrinterOn for MobileIron app

The AppConnect app configuration specifies the AppTunnel services that your app uses. You configured these services on the Sentry.

To configure AppTunnel on for the PrinterOn for MobileIron app configuration:

1. In the MobileIron Admin Portal, click **Policies & Configs** > **Configurations**.
2. Select the **AppConnect Configuration**.
3. Click **Edit**.
4. In the **AppTunnel Rules** section, click **Add+** to add a new AppTunnel configuration.



5. Configure the AppTunnel:
   - For the **URL Wildcard**, enter the host name or URL of the PrinterOn server.
   - For **Sentry**, select the **Sentry** from the drop-down list.
   - For **Service**, select the service name from the drop-down list.

6. Click **Save.**

Setting up the PrinterOn for MobileIron app for Android

PrinterOn provides an Android-specific app for use with MobileIron which can be managed through Android Enterprise. To use Android Enterprise, you'll need to create a Google account dedicated to MobileIron.

> **Note:** The PrinterOn for MobileIron app for Android only supports MobileIron Core 9 or later.

To add the Android-specific PrinterOn for MobileIron app to MobileIron, you'll need to complete the following tasks:

1. Set up MobileIron to use Android Enterprise.
2. Set up the Android Enterprise user group.
3. Create a label.
4. Apply the user group to the Android Enterprise configuration.
5. Add the PrinterOn for MobileIron app to Android Enterprise.
6. Add the PrinterOn for MobileIron app to the MobileIron app catalog.

Setting up MobileIron to use Android Enterprise

This section assumes you have an Android Enterprise account created specifically for MobileIron, and that you have access to and are logged into the MobileIron Admin Portal.

1. In the MobileIron Admin Console, click **Services** > **Google**.
2. Select **Support Portal**, then follow the instructions to generate and download an Android Enterprise JSON setup file.
3. Once the JSON file is downloaded, return to the Mobile Admin Console and go to **Services** > **Google**.
4. Upload the JSON file to the MobileIron Admin Console.

> **Note:** The resulting file downloaded to your computer is saved without an extension. You'll need to upload this JSON file into the MobileIron Admin Console, but before you do, however, you'll need to rename the file with a .json extension.

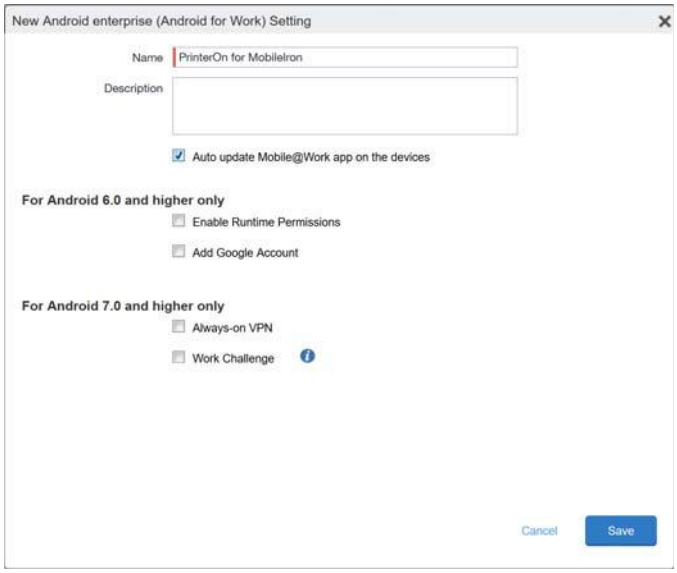
5. In the Enterprise Apps Distribution panel, choose how users will access their MobileIron-enabled apps:
   - **Google Play**: Users download the apps form the Google Play store.
   - **Apps@Work**: Users download the apps directly from the Mobile@Work app on their devices.

Next, you'll set up the Android Enterprise user group.

Setting up the Android Enterprise user group

To set up the Android Enterprise user group:

1. In the MobileIron Admin Console, click **Policies & Configs**.
2. Click **Add New** > **Android** > **Android enterprise**.
3. In the New Android enterprise dialog, provide a name for the group and check the **Auto update Mobile@Work app on the devices** setting.



4. Click **Save**.

Next, you'll create a MobileIron label that you'll use to associate the group you just created with the Android Enterprise configuration.

Creating a label

To create a label:

1. In the MobileIron Admin Console, click **Device & Users** > **Labels**.
2. Click **Add Label**.
3. In the Add Label dialog, provide a **Name** and, optionally, a **Description** for the label.
4. In the Criteria section of the dialog, set the following:
   - From the **Field** drop-down, select **Android Fields** > **Android for Work Capable**.
   - From the **Select Value** drop-down, select **true**.

5. Click **Save**.

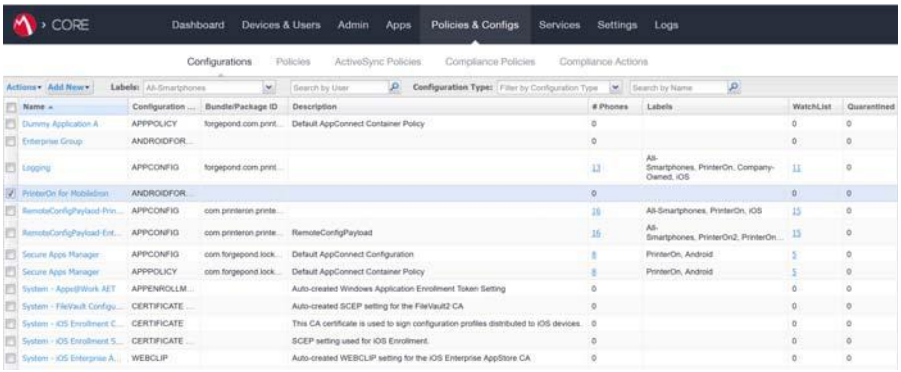
Next, you need to apply the user group to the Android Enterprise configuration.

Applying the user group to the Android Enterprise configuration

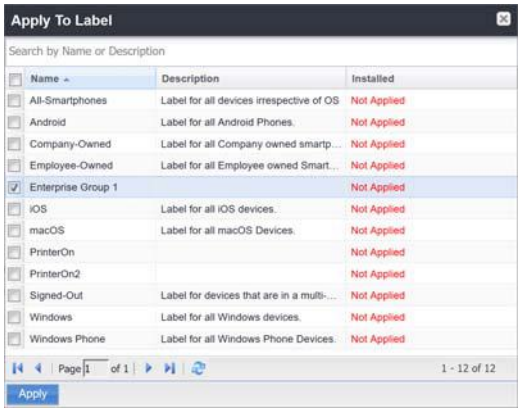
To apply the user group to the Android Enterprise configuration:

1. In the MobileIron Admin Console, click **Policies & Configs** > **Labels**.

2. Select the Android Enterprise user group that you created in Setting up the Android Enterprise user group.



3. Click **Actions** > **Apply to Label**. The Apply to Label dialog appears.
4. Select the label you created in Creating a label, then click **Apply**.



Next, you'll add the PrinterOn for MobileIron app to your Android Enterprise store.

Adding the PrinterOn for MobileIron app to your Android Enterprise store

To add the PrinterOn Mobile App for Android to your Android Enterprise store:

1. Log into your Android Enterprise account.
2. In the Google Play Store, search for the PrinterOn for MobileIron app:
   play.google.com/work
3. Select the app.

4. Click **Approve** to add it to your Android Enterprise store. Your Android users will now see the PritnerOn for MobileIron app in their Android Enterprise app.

Next, you'll add the PrinterOn for MobileIron app to the MobileIron app catalog.

Adding the PrinterOn for MobileIron app to the MobileIron app catalog

To import the PrinterOn Mobile App for Android into MobileIron:

1. In the MobileIron Admin Console, click **Apps**.
2. Click **Add+**, then click **Google Play**.
3. Locate the PrinterOn for MobileIron app.
4. Select the app, then click **Next**.
5. Locate and expand the **Default Configuration for PrinterOn** section.
6. Configure the PrinterOn settings as necessary.

Profile Setting	Value	Description
enable	yes/no	When set to a value of yes, the settings are saved to app. When set to no, the saved settings are removed from app.
serviceDescription	String	Optional. A description of the service being deployed and configured.
serviceUrl	String	The URL to be used by the application to communicate with the PrinterOn Server. This must be a fully qualified URL. For example: https://123.456.78.90:443/cps
serviceDefault	yes/no	When set to a value of yes, the serviceURL is set as the default service used by the application. In most cases, this option should be set to yes.
serviceLock	yes/no	When set to a value of yes, the serviceURL is locked; the user cannot modify the configuration.

Profile Setting	Value	Description
serviceRestrict	yes/no	When set to a value of yes, the serviceURL is set as the default and the app can only communicate with the specified service URL. Users cannot query an external service (such as PrinterOn Hosted) for printers. When serviceRestrict is enabled, the values set for serviceDefault and serviceLock are ignored; in this case, the specified serviceURL is always the default, and is always locked. **Note:** This setting is available as of version 3.3.2 of the PrinterOn Mobile App.
otherServices	String	Defines one or more alternative PrinterOn services, if your organization has multiple PrinterOn services deployed. Each service listed must include the service URL and an optional service description. If included, the service description is preceded with **:=**. Multiple services are separated by two commas (**,,**). For example: https://123.456.78.901/cps:=China office,,https://123.456.78.902/cps,,https://123.456.78.903/cps:=Test Environment
adminInfo	String	Optional. A message sent to the device with the configuration. This message appears when the configuration is applied to the application.
showDocuments	yes/no	When set to a value of yes, the **Documents** button is displayed on the PrinterOn app Home screen, allowing users to access and print documents in local storage, or from cloud storage providers such as Dropbox, Box, OneDrive, and others. By default, this option is disabled and the **Documents** button is not displayed.
showEmail	yes/no	When set to a value of yes, the **Email** button appears on the PrinterOn app Home screen, allowing users to download and print email attachments from the app. By default, this option is disabled and the **Email** button is not displayed.
hideWeb	yes/no	When set to a value of yes, the **Web** button does not appear on the PrinterOn app Home screen, preventing users from using the app to print web content. By default, this option is disabled and the **Web** button is displayed.

Profile Setting	Value	Description
limitReleaseQR	yes/no	When set to a value of yes, the user must scan a printer's QR code in order to release a print job to the printer. Clicking the **Release** button for a print job within the app automatically opens the app's QR code scanner. All other release methods are disabled. If the user's device does not have a camera, no **Release** button is displayed, and the user cannot release the print job to a printer. By default, this option is disabled.
documentCacheSize	integer	Defines the size of the document cache (in MB) used by the app to store print job data. The cache can be set to one of the following values: • 0 (print jobs are deleted as soon as they are uploaded) • 50 • 100 • 250 • 500 If any other value is specified, the app rounds down to the nearest supported cache size.
ver	1	The version. This setting must be set to a value of 1.

7. Configure any other available settings as suits your preferences.
8. Click **Save**.

5

Integrating PrinterOn with Citrix

In addition to the standard PrinterOn Mobile App, PrinterOn also provides a Citrix-specific mobile app that adds Citrix libraries and frameworks to the standard PrinterOn app. By providing an app that tightly integrates Citrix SDKs, administrators and organizations can benefit from increased app control and the security provided by Citrix MDX technology.

The MDX SDK container technology provides mobile apps with features like:

- Data encryption
- Password authentication
- Secure lock and wipe
- Inter-app policies
- Micro VPNs

Enabling the PrinterOn for Citrix app

The following sections describe how to enable the PrinterOn app for Citrix. Additional details and configurations can be found in the Citrix documentation.

> **Note:** This documentation assumes that:
>
> - you have access to the Citrix XenMobile console.
> - you have created one or more Delivery Groups in the XenMobile console. Citrix uses Delivery Groups to allow you to control who gets what resources and when they get them.
>
> When you add the PrinterOn for Citrix app to the console, you can add the app to one or more Delivery Groups. You can then deploy a Delivery Group to a defined group of users.
>
> For more information about creating and managing Delivery Groups, see the Citrix documentation.

To deploy the PrinterOn for Citrix app on iOS and Android devices, you'll need to complete the following tasks:

1. Download the PrinterOn MDX file(s) to your local machine.
2. Add the PrinterOn for Citrix app to XenMobile.
3. Configure the PrinterOn App MDX policy settings.
4. Assign the app to one or more delivery groups.

Downloading the PrinterOn MDX file(s)

Before you can add the PrinterOn for Citrix app to the XenMobile console, configure it, and deploy it to users' devices, you must first download the PrinterOn for Citrix app MDX file to an accessible location.

> **Note:** This step must be performed by an administrator, not the end user.

The MDX file contains some metadata about the PrinterOn for Citrix app, including it's location in the Apple AppStore or Google Play Store.

You can access the PrinterOn app MDX file from one of two locations:

- From PrinterOn
- From the Citrix Ready Marketplace

Once you've downloaded the file(s), you'll upload these files into XenMobile.

Downloading the MDX file(s) from PrinterOn

To download the PrinterOn app MDX file directly from PrinterOn:

1. In you browser, navigate to the following locations:
   - For iOS:
     http://dl.printeron.com/citrixmam/printeron-citrix-appstore-downloadmdxpackage.mdx
   - For Android:
     http://dl.printeron.com/citrixmam/PrinterOn-Citrix-PlayStore-release.mdx
2. Save the file to your local machine.

Downloading the MDX file(s) from the Cirtrix Ready Marketplace

To download the PrinterOn app MDX file from the Citrix Ready marketplace:

1. In your browser, navigate to the Citrix Ready Marketplace.
2. Log in to your Citrix Ready Market place account.

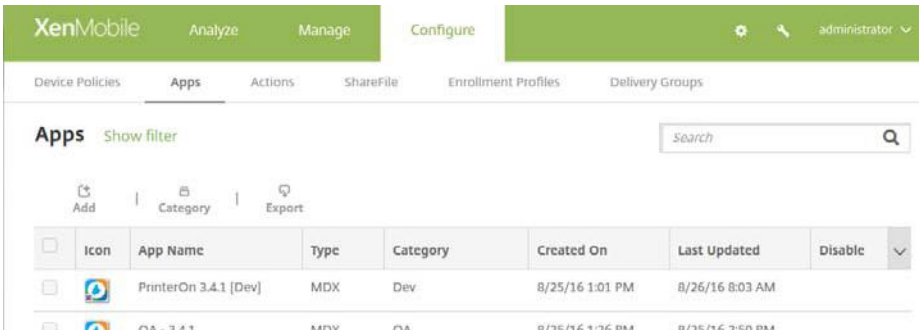
   > **Note:** If you are not logged in, you will receive a 404 error when you attempt to download the PrinterOn app MDX file.

3. On the Mobile Applications page, browse for the PrinterOn app. There are two versions available, one for iOS and one for Android.
4. Download the version(s) of the PrinterOn MDX you require:
   - For iOS: PrinterOn-Citrix-AppStore.mdx
   - For Android: PrinterOn-Citrix-PlayStore.mdx

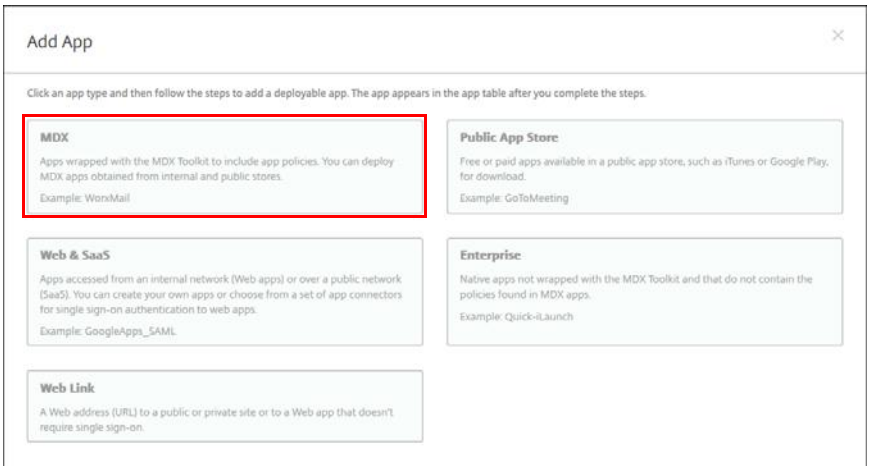
Adding the PrinterOn MDX file(s) to the XenMobile console

To add the PrinterOn MDX files to the XenMobile console:

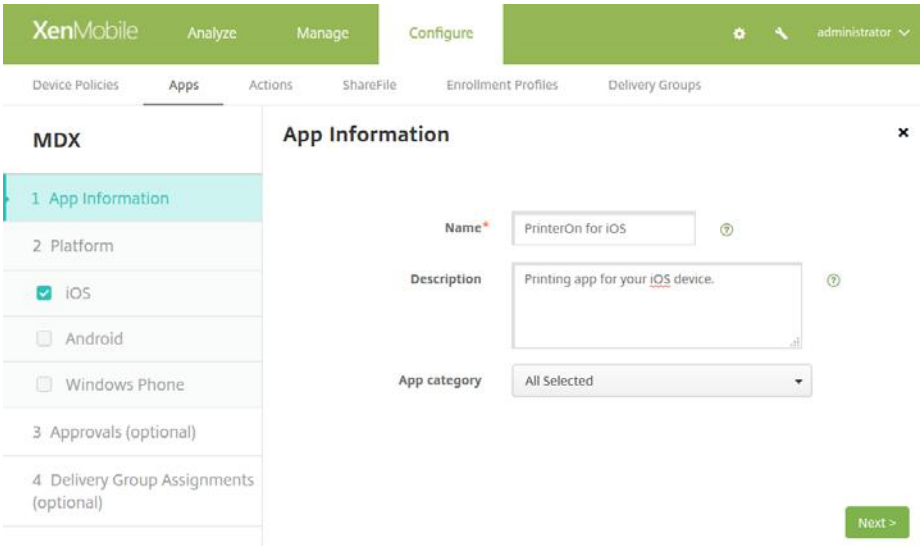
1. Log in to the Citrix XenMobile console.
2. Click **Configure** > **Apps**. The Apps tab appears.



3. On the **Apps** page, click **Add**. The Add App page appears.



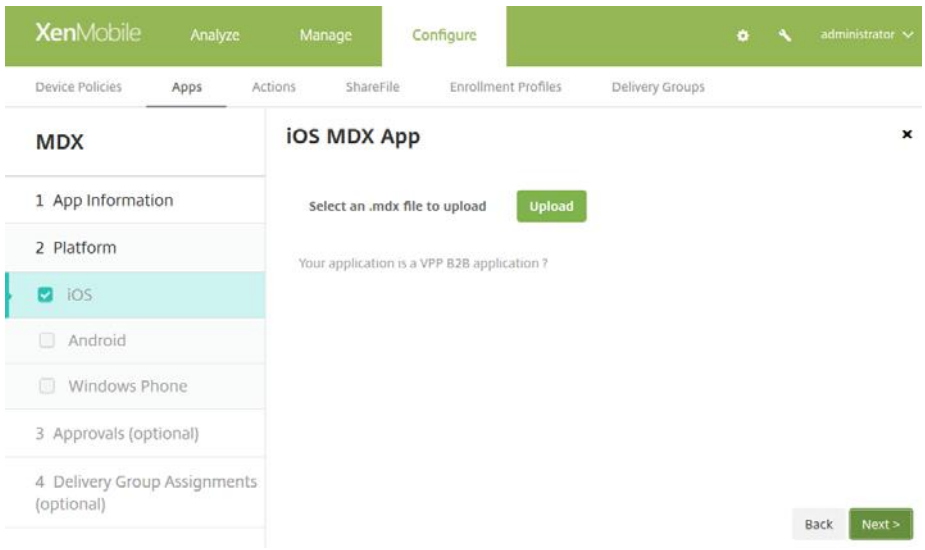
4. From the Add App page, select **MDX**. The MDX App Information page appears.



5. In the **App Information** page, specify the following information:

Setting	Description
App Name	A descriptive name for the app. This name is used to identify the app in the Apps list.
Description	Optional. A description for the app.
App Category	Optional. The Worx Store category to which the app belongs.

6. Click **Next**. The platform-specific App page appears.



7. In the **Platform** page, check **iOS** and/or **Android**, depending on which of those platforms you intend to support.

   Uncheck the **Windows Phone** platform; PrinterOn does not support Windows Phone.

8. For each platform you are supporting, perform the following steps:
   a) Upload the MDX file. Click **Upload**, then browse to the MDX file for that platform.
   b) Review and update the application information as necessary.
   c) Expand the **MDX Policies** section and configure the PrinterOn app MDX policy settings.
   d) Expand the **Deployment Rules** section and configure the deployment rules as necessary. For more information about Citrix Deployment Rules, see the Citrix documentation.
   e) Expand the **Worx Store Configuration** section and add FAQs and screen shots as necessary.
   f) Click **Next**.
9. Apply approval workflows as necessary. For more information about workflows, see the Citrix documentation.
10. Click **Next**.
11. Assign the app to one or more Delivery Groups and configure the deployment schedule.

For more information about Citrix Delivery Groups, see the Citrix documentation.

12. Click **Save**.

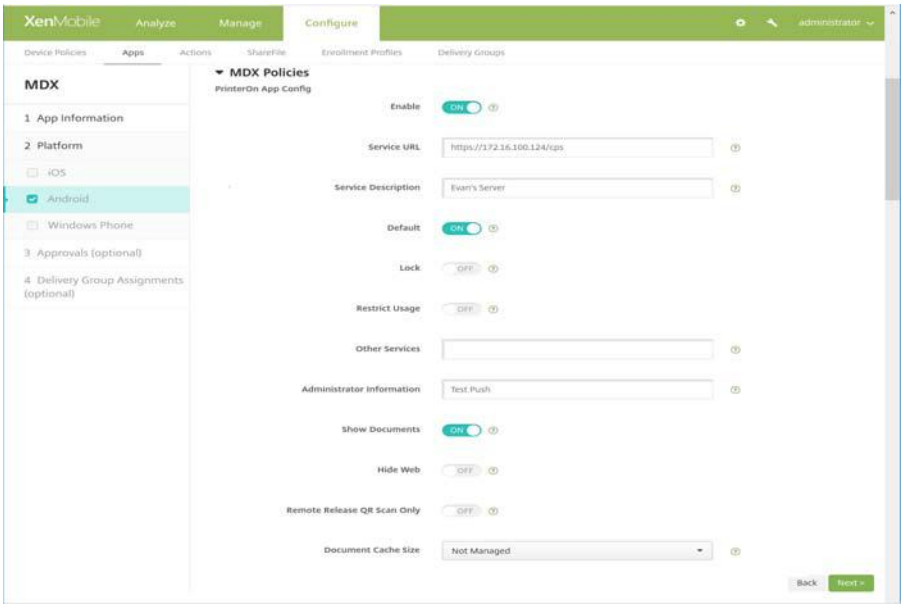
Once you have added the MDX file to the your XenMobile console, the next time users open their Citrix Secure Hub, the PrinterOn for Citrix app will be available for download. Users can click the PrinterOn icon to download the app from the AppStore or Google Play.

Configuring the PrinterOn for Citrix app MDX policy settings

You can configure the MDX Policy settings for the PrinterOn for Citrix app when you add the app to the XenMobile console. You can modify the settings at any time. When the user opens the PrinterOn for Citrix app, it will pull down the configuration settings.

To configure the MDX policy for the PrinterOn for Citrix app:

1. In the left navigation, click **iOS** or **Android** to configure the policy for that version of the app. The platform-specific App page appears.
2. Expand the **MDX Policies** section, then locate the **PrinterOn App Config** settings.



3. Modify the PrinterOn App configuration settings as necessary.

Option	Description
Enable	When checked, the settings are saved to app. When unchecked, the saved settings are removed from app.
Service URL	The URL to be used by the application to communicate with the PrinterOn Server. This must be a fully qualified URL. For example: https://123.456.78.90:443/cps
Service Description	Optional. A description of the service being deployed and configured.
Default	When checked, the **Service URL** is set as the default service used by the application. In most cases, this option should be set to enabled.
Lock	When checked, the **Service URL** is locked; the user cannot modify the configuration.
Restrict Usage	When checked, the **Service URL** is set as the default and locked, and the app can only communicate with the specified service URL. Users cannot query an external service (such as PrinterOn Hosted) for printers.
Other Services	Defines one or more alternative PrinterOn services, if your organization has multiple PrinterOn services deployed. Each service listed must include the service URL and an optional service description. If included, the service description is preceded with :=. Multiple services are separated by two commas (,,). For example: https://123.456.78.901/cps:=China office,,https://123.456.78.902/cps,,https://123.456.78.903/cps:=Test Environment
Administrator Information	Optional. A message sent to the device with the configuration. This message appears when the configuration is applied to the application.

Option	Description
Show Documents	When checked, the **Documents** button is displayed on the PrinterOn app Home screen, allowing users to access and print documents in local storage, or from cloud storage providers such as Dropbox, Box, OneDrive, and others. By default, this option is disabled and the **Documents** button is not displayed.
Show Email	When checked, the **Email** button appears on the PrinterOn app Home screen, allowing users to download and print email attachments from the app. By default, this option is disabled and the **Email** button is not displayed.
Hide Web	When checked, the **Web** button does not appear on the PrinterOn app Home screen, preventing users from using the app to print web content. By default, this option is disabled and the **Web** button is displayed.
Remote Release QR Scan Only	When enabled, the user must scan a printer's QR code in order to release a print job to the printer. Clicking the **Release** button for a print job within the app automatically opens the app's QR code scanner. All other release methods are disabled. If the user's device does not have a camera, no **Release** button is displayed, and the user cannot release the print job to a printer. By default, this option is disabled.
Document Cache Size	Defines the size of the document cache used by the app to store print job data. The cache can be set to one of the following values • Not Managed • Disabled (print jobs are deleted immediately) • 50MB • 100MB • 250MB • 500MB

4. Configure the remaining Citrix MDX policy settings as necessary. For more information about Citrix MDX Policies, see the Citrix documentation.
5. When complete, continue to the **Delivery Group Assignments** page, then click **Save**.

The configuration changes are deployed to devices based on the Delivery Group to which the app is assigned and the deployment schedule defined for that Delivery Group.

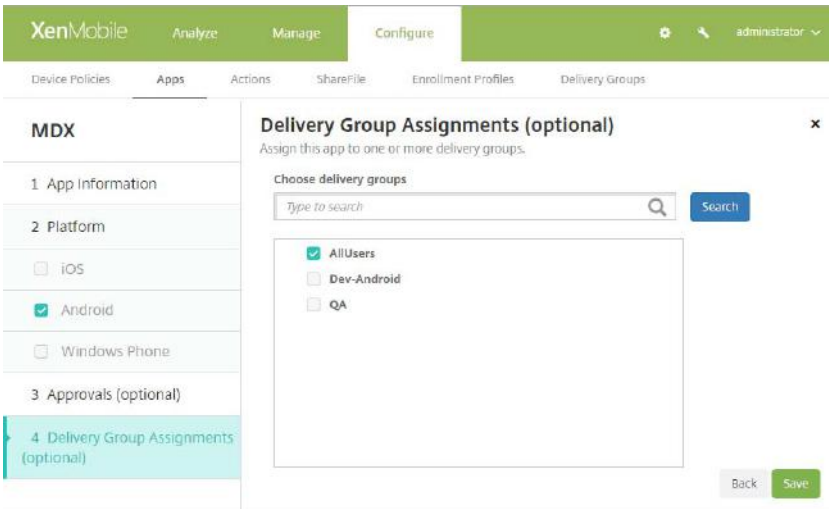
Deploying the app to a Delivery Group

To deploy the PrinterOn for Citrix app to users' devices, you must assign the app to a Delivery Group and then configure the deployment schedule.

This section assumes you have already created one or more Delivery Groups. For more information about creating and managing Delivery Groups, see the Citrix documentation.

To deploy the PrinterOn for Citrix app:

1. Open the **Delivery Group Assignments** page of the App Configuration.



2. Choose which delivery groups you want to assign the app to.
3. Expand the **Deployment Schedule** section and configure the deployment settings for the app.

4. For more information about scheduling deployments in XenMobile, see the Citrix documentation.
5. Click **Save**.

6

Integrating PrinterOn with Microsoft

In addition to the standard PrinterOn Mobile App, PrinterOn also provides a Microsoft Intune-specific mobile app that adds Microsoft Intune libraries and frameworks to the standard PrinterOn app. By providing an app that tightly integrates Microsoft Intune SDKs, administrators and organizations can benefit from increased app control and the security provided by Microsoft Intune app protection.

The Microsoft Intune SDK provides mobile apps with features like:

- Data encryption on save
- Integrated Azure AD single sign-on and PIN enforcement policies
- Multi-identity support
- Secure lock and wipe of remote devices
- File and clipboard restriction policies

Enabling and deploying the PrinterOn for Microsoft app

The following sections describe how to enable the PrinterOn app for Microsoft. Additional details and configurations can be found in the Microsoft documentation.

> **Note:** This documentation assumes that:
>
> - you have access to the Microsoft Azure portal.
> - you have created one or more Groups in Azure AD.
>
> For more information about creating and managing Delivery Groups, see the Azure AD documentation.

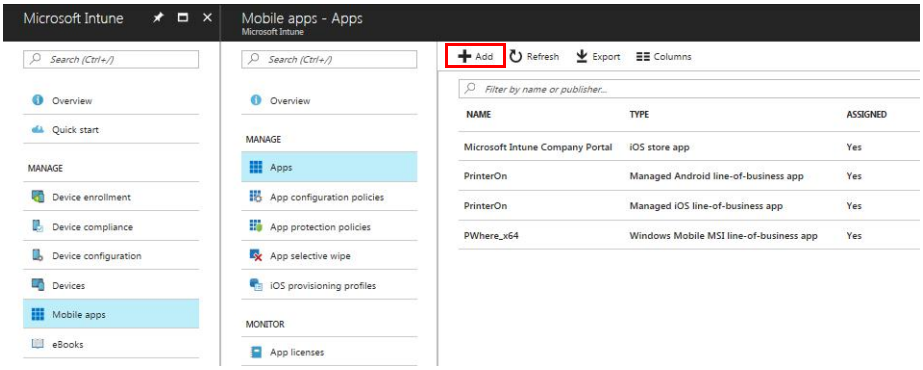
To deploy the PrinterOn for Microsoft app on iOS and/or Android devices, you'll need to complete the following tasks:

1. Add the PrinterOn for Microsoft app to the Microsoft Azure portal.
2. Deploy the app to one or more Azure AD groups.

Adding the PrinterOn for Microsoft app

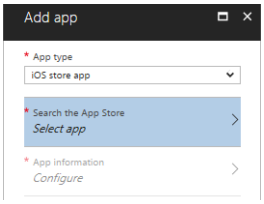
To add the PrinterOn for Microsoft app to the Microsoft Azure portal:

1. Log in to the Microsoft Azure portal.
2. In the Services pane at the left of the window, click **Intune**. The Intune portal appears.
3. In the Intune portal, click **Mobile apps** > **Apps**.

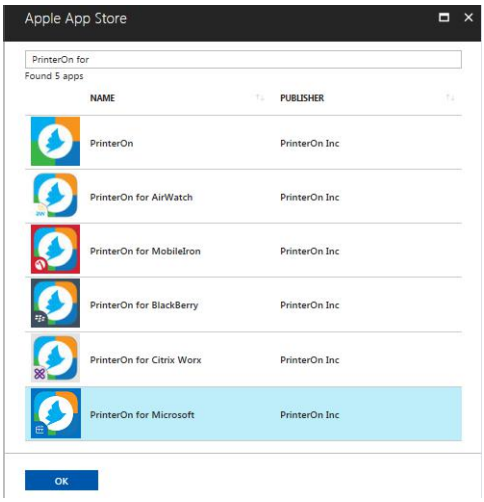


4. Click the **Add** button above the Apps list. The Add App panel appears.
5. From the Add App page, select an **App type** of either **iOS store app** or **Android store app**.

6. If you chose Android store app, skip to step 7. If you choose iOS store app complete the following steps:
   a) In the Add App panel, click **Select app**.

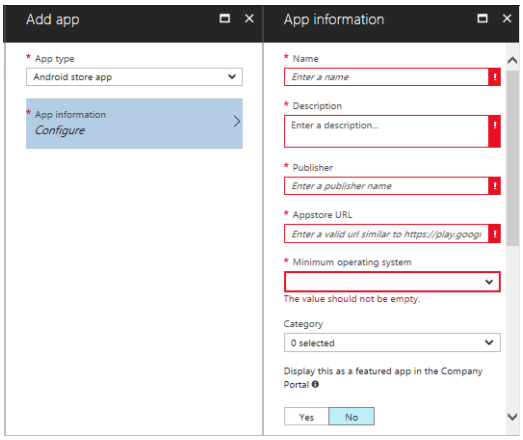


   The Apple App Store panel appears to the right, where you can search the store for a specific app.
   b) In the Apple App Store panel search field, enter PrinterOn for Microsoft.



   c) Select the PrinterOn for Microsoft app, then click **OK**.

7. In the Add app panel, click **Configure**. The App Information panel appears.



8. In the **App Information** panel, specify the following information:

Setting	Description
Name	The name of the app as it appears in the Apps list and the company portal, if you choose to make it available there. The name should be unique; if you add both the 32-bit and the 64-bit PrintWhere software, you must differentiate them in some way.
Description	A description for the app.
Publisher	The name of the publisher of the app.
App store URL	The URL of the app in the App Store. If you are adding the iOS app, this field will be completed for you.
Minimum operating system	Specifies which version(s) of iOS or Android the PrinterOn for Microsoft app can be installed on. PrintWhere for Microsoft supports: • iOS version 7+ • Android version 4+
Applicable device type	*For iOS only.* Specifies whether the app supports iPad tablets, iPhones or both.
Category	*Optional.* A built-in grouping to which the app can be added to make it easier for users to locate the app in the company portal.

Setting	Description
Display the app in the company portal	Indicates whether or not the app appears in your company app portal.
Information URL	*Optional*. The URL where information about the app can be found. If included, this value is displayed in the company portal.
Privacy URL	*Optional*. The URL where privacy information about the app can be found. If included, this value is displayed in the company portal.
Developer	*Optional*. The name of the developer of the app.
Owner	*Optional*. The name of the owner of the app.
Notes	*Optional*. Any additional notes to include about the app.
Logo	*Optional*. An icon associated with the app in the company portal. If you choose to add an icon, you must provide the full path to the image file.

9. Click **OK** to save the configuration settings.
10. Click **Add** to complete the process. The PrinterOn for Microsoft app is added to the Apps list.

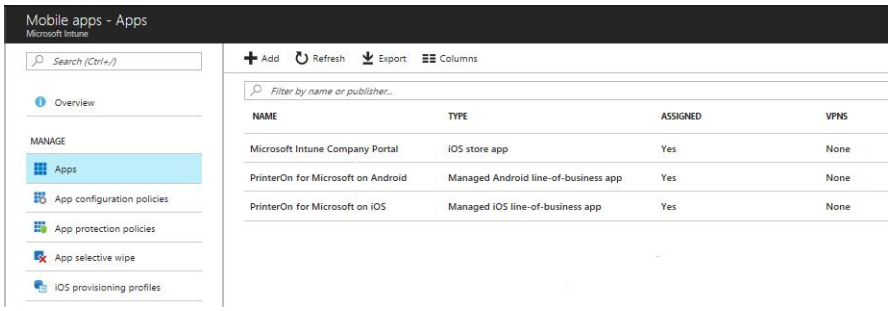
Next, you'll deploy the PrinterOn for Microsoft app to one or more Azure AD groups.

Deploying the PrinterOn for Microsoft app to users

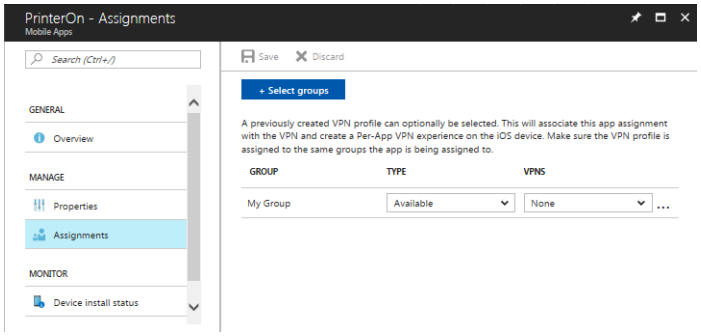
Once you have added the application(s) to the Microsoft Azure portal, you can deploy the app to the users in your organization. With Microsoft Intune, you deploy the app to users using assignments, in which you assign the app to one or more groups of Azure AD users.

To deploy the PrinterOn for Microsoft app to users:

1. In the Intune portal, click **Mobile apps** > **Apps**. to display the list of apps added to your Azure portal.

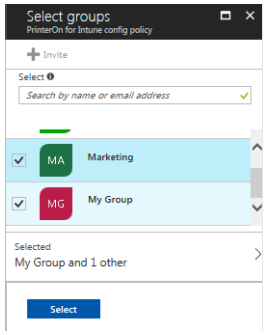


2. From the Apps list, select the PrinterOn for Microsoft app, then, in the Settings panel that appears, select **Assignments**.



> **Note:** You must assign each app individually. If you have added the PrinterOn for Microsoft app for both iOS and Android, you'll need to repeat Steps 2-7 in this task for each version of the app.

3. Click **Select groups**. The Select groups panel appears.



4. Locate and select the group(s) that you want to deploy the app to.

5. When you have selected all the groups that you want to receive the app, click **Select**.
6. In the Assignment panel, for each group set the assignment **Type** from the drop-down. To automatically deploy the PrinterOn for Microsoft app, choose **Required**.
7. Click **Save** to complete the assignment.

   When you return to the app list, the PrinterOn for Microsoft app is displayed in the list as having been deployed.
8. From the **Device enrollment type** drop-down, select **Managed apps**.

settings

Trademarks and service marks

The following are trademarks or registered trademarks of ePRINTit USA, LLC. under License:

PrinterOn®, PrintAnywhere®, Print Simply Anywhere®, PrintWhere®, PRINTSPOTS®, the PrinterOn Logo, the PrinterOn Symbol, PrintConnect™, Secure Release Anywhere™, and PrintValet™ are trademarks and/or registered trademarks of PrinterOn.

The following are trademarks or registered trademarks of other companies:

Windows, Internet Explorer, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft Visio are trademarks or registered trademarks of Microsoft Corporation.

iPad, iPhone, AirPrint, and OS X are trademarks or registered trademarks of Apple.

iOS is a trademark or registered trademark of Cisco in the U.S. and other countries and is used by Apple under license.

Android, Chrome OS, and Chromebook are trademarks or registered trademarks of Google Inc.

Other brands and their products are trademarks or registered trademarks of their respective holders.

Copyright notice

© Copyright 2022 by ePRINTit USA, LLC Licensed owner of PrinterOn products and services
All rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopy, recording, or otherwise, without the prior written permission of PrinterOn Inc.

Disclaimer:

ePRINTit makes no warranty with respect to the adequacy of this documentation, programs, or hardware, which it describes for any particular purpose, or with respect to the adequacy to produce any particular result. In no event shall PrinterOn Inc. be held liable for special, direct, indirect, or consequential damages, losses, costs, charges, claims, demands, or claim for lost profits, fees, or expenses of any nature or kind.

March 8 2022