

ePRINTit Printing Issues – from July 22-23 Pilot Test

updated July 31, 2013

1. Ability to add funds to an account via a terminal that is not connected to a printer. Currently the only way to the add funds function is to try and print a document.

We are integrating a payment feature in the student cloud website. It will involve a payment tab. Update and testing next week.

2. USB needs to also be able to retrieve and print image files.

Completed

3. Need a back button.

Not available in version 4.

4. Drop Box on screen instructions are misleading.

- More intuitive if screen two just clicked the sign in button for user; then took them to screen 3 without any user intervention.
- Should only have a Next button if it is needed.

Not available in version 4.

5. There are several Next buttons that really don't have to be there.

- Never clicked on them and it went ahead continuing the process.
- Should get rid of them; if processing is taking place without waiting for the Next button to be clicked, there is no reason to have them on the screen they will just confuse the students.

Not available in version 4.

6. When emailing to public kiosk, you get a 6 digit retrieval code and when using the app, you get an 8 digit retrieval code.

The 6 digit code is the email retrieval code. The 8 digit code is the HP release code.

7. Ability to print only a portion of a document; currently can only print the entire document.

Not available in version 4. Page picking feature will be added to version 5.

8. Student cloud web application needs to be able to upload an .ODT document (Open Office); many students use Open Office.

We do not support Open Office (.ODT documents).

Documents created in OpenOffice.org Writer can be saved in .doc format and shared with MS Office users.

There are three ways to do this.

First, set OpenOffice.org to automatically save documents in Microsoft Office format. Writer (.odt) will be saved in Word format (.doc), Calc (.ods) will be saved in Excel format (.xls), Impress (.odi) will be saved as Powerpoint format (.ppt) when you click on the Save button.

To do this, choose Tools > Options > OpenOffice.org > Load/Save. Under Default file format, choose the desired file format in the Always Save As box.

9. Student cloud web application needs to be able to upload a .PAGE document (generated on Macs).

We do not support .PAGE documents.

10. Many students use Microsoft Works which generates a .wps file. Need to see if can save as any other file type as a work around.

We do not support .WPS documents.

To convert a Works document to Word, use Works to save the document as a Word document, and then open the document directly in Word.

To convert a Works 6.0, Works 7.0, Works 8.0, or Works 9.0 document so that you can open it directly in Word, save the document as a Word document. To do this, follow these steps:

1. In Works, open the document that you want to be able to open in Word.
2. Click **File** and then click **Save As**.
3. In the **Save As** dialog box, follow these steps:
 - A. Change the **Save in** box to the location where you want to save the Word-format version of your document.
 - B. In the **File name** box, type a new name (if one is required) for the Word version of your document.
 - C. In the **Save as type** box, select **Word 97-2000 & 6.0/95 - RTF (*.doc)**, and then click **Save**.

Note If you are using Works 8.0, select **Word 97-2003 (*.doc)** in the **Save as type** box, and then click **Save**.

- D. On the **File** menu, click **Close** to close the document before you try to open the document in Word.

1. Start Microsoft Word and open the newly created document.

11. Should log out or return home if inactive for 1 minute.

It's currently set to 6 minutes. Cannot be changed.

12. If printer runs out of paper, it cancels job but still charges for print job.

It does not cancel the print job. It sits there until someone adds paper. However after 6 minutes it times out and will flush the print queue.

With the extra-large capacity print trays you will not run into this issue.

13. Support for secure LDAP or Active Directory authentication in real time.

In terms of website authentication we are working on a solution. To be further discussed with your development team or Matt.

14. User account administration needs better tools for managing password including a reset tool.

In terms of website authentication we are working on a solution.

15. User account management website needs an SSL certificate; otherwise they cannot be trusted with sensitive data or credentials.

We are currently implementing this for FHDA's website. We will have this switched over by next week.

16. File to print driver delivery by August 1, 2013

Jason, Chuck and Trevor will have an update for this Chien.

Red: Absolutely needed for go live

Blue: usability issues needs to be fixed

Green: ePRINTit responses