

## SAP CLOUD PRINT MANAGER FOR BYDESIGN QUICK GUIDE

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## 1 INTRODUCTION

SAP Cloud Print Manager for ByDesign is used to establish a connection between an SAP Business ByDesign system and printers available in your network. SAP Cloud Print Manager for ByDesign is required to enable automatic transmission and printing of documents from the cloud-based system to local printers.

You should install the SAP Cloud Print Manager for ByDesign once in your network. As a Windows service, SAP Cloud Print Manager for ByDesign is available for print queue output from the SAP Business ByDesign system as long as the Windows computer is running and the SAP Cloud Print Manager for ByDesign Windows service has not been stopped manually. Thus, we recommend to install it on a central print server that is up and running all the time or at least during the time in which printing is needed.

You only need to install SAP Cloud Print Manager for ByDesign more than once if you have multiple separate networks with printers that you want to use for process-integrated printing, or if you want to use it as a personal printing tool for business users. See 3.1.2 for more details. A business user can only own one Default print queue in the ByDesign system.

## 2 PREREQUISITES

- You have administration authorization for the computer on which SAP Cloud Print Manager for ByDesign is to be installed.

**Note that** when SAP Cloud Print Manager for ByDesign collects documents from a print queue and sends them to a printer, the documents are stored temporarily on the server SAP Cloud Print Manager for ByDesign is installed on. If you are using SAP Cloud Print Manager for ByDesign to print sensitive documents, it is recommended that you ensure that only authorized users can access this folder. The folder is located in the following path on the Windows computer running SAP Cloud Print Manager for ByDesign:

C:\Users\\AppData\Roaming\SAP\Cloud Print Manager for ByDesign. <User Name> is the logon user the SAP Cloud Print Manager for ByDesign Windows service uses for starting.

- You have the URL of your SAP Business ByDesign system. This is the link to the logon screen provided to you by SAP.
- You should set up at least one print queue and assign it to a technical user. You do this in the SAP Business ByDesign system by navigating to *Application and User Management – Print Queues*. See *Managing print queues* how to create a print queue.

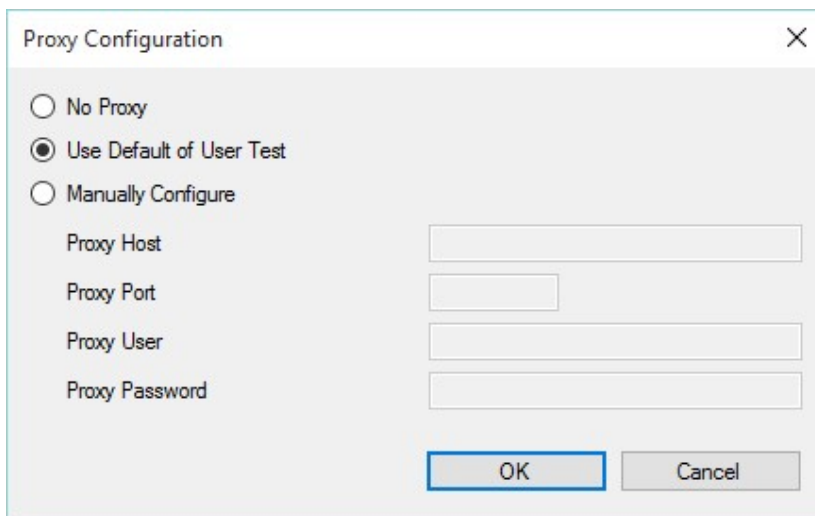
## 3 TASKS

### 3.1 Set Up the SAP Cloud Print Manager for ByDesign

In the following subsections, you find a description of the different steps necessary to set up the SAP Cloud Print Manager for ByDesign

#### 3.1.1 Define Connection Settings

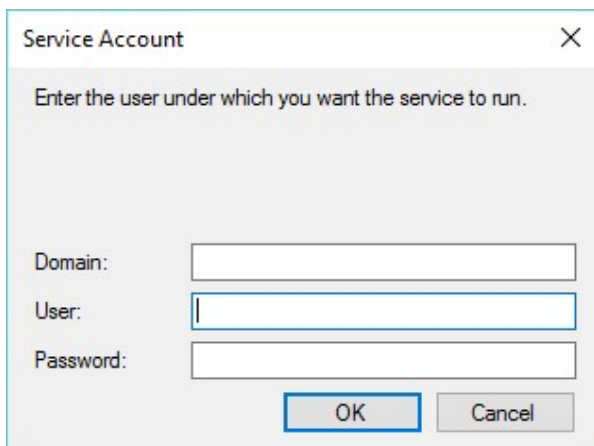
1. Start the SAP Cloud Print Manager for ByDesign application from the Microsoft Windows® start menu.
2. From the *Settings* menu, select *Proxy* to set up a connection to the Internet. Your proxy settings should be the same as the configuration required by your company to access the internet.



The Proxy Configuration dialog box contains the following elements:

- Three radio buttons:  No Proxy,  Use Default of User Test, and  Manually Configure.
- Four text input fields: Proxy Host, Proxy Port, Proxy User, and Proxy Password.
- Two buttons at the bottom: OK and Cancel.

- From the *Settings* menu, select *Service User*. Enter a service user to run the Microsoft Windows<sup>®</sup> service. This user should have administration rights on the local computer as well as authorization to access your network printers.



The Service Account dialog box contains the following elements:

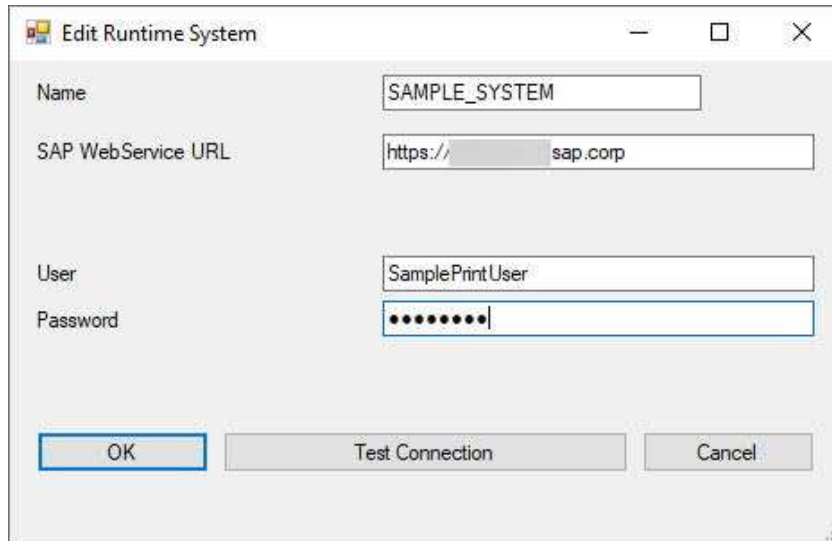
- Instructional text: "Enter the user under which you want the service to run."
- Three text input fields: Domain, User, and Password.
- Two buttons at the bottom: OK and Cancel.

After making these settings, the print service is started and runs as the Windows service *SAP Cloud Print Service*. In addition, a second Windows service, *SAP Cloud Print Watcher* to check if the print service is running. If it is not running, for example due to a crash it restarts it to ensure permanent availability of the print service. If necessary, you can restart the print service if it has stopped for any reason. You can start both services in the top right corner of the screen.

### 3.1.2 Add a System

- From the *Runtime System* menu, select *New* to add a SAP Business ByDesign system to the SAP Cloud Print Manager for ByDesign.
- Enter the following information:
  - Name*: Enter a unique name for the system.
  - SAP Web Service URL*: Enter the URL to your SAP Business ByDesign system provided by SAP.
  - User*: Enter the technical user you created while setting up print queues in the *Print Queues* administration or a business user. If you enter a business user, don't forget to check the corresponding check box.
  - Password*: Enter the user's password.

- *Business User*. Check this if you are using a business user to login.
3. Click *Test* to test the connection to the system and the user credentials.
  4. Click *OK* to save the new configuration.



The screenshot shows a dialog box titled "Edit Runtime System". It contains the following fields and values:

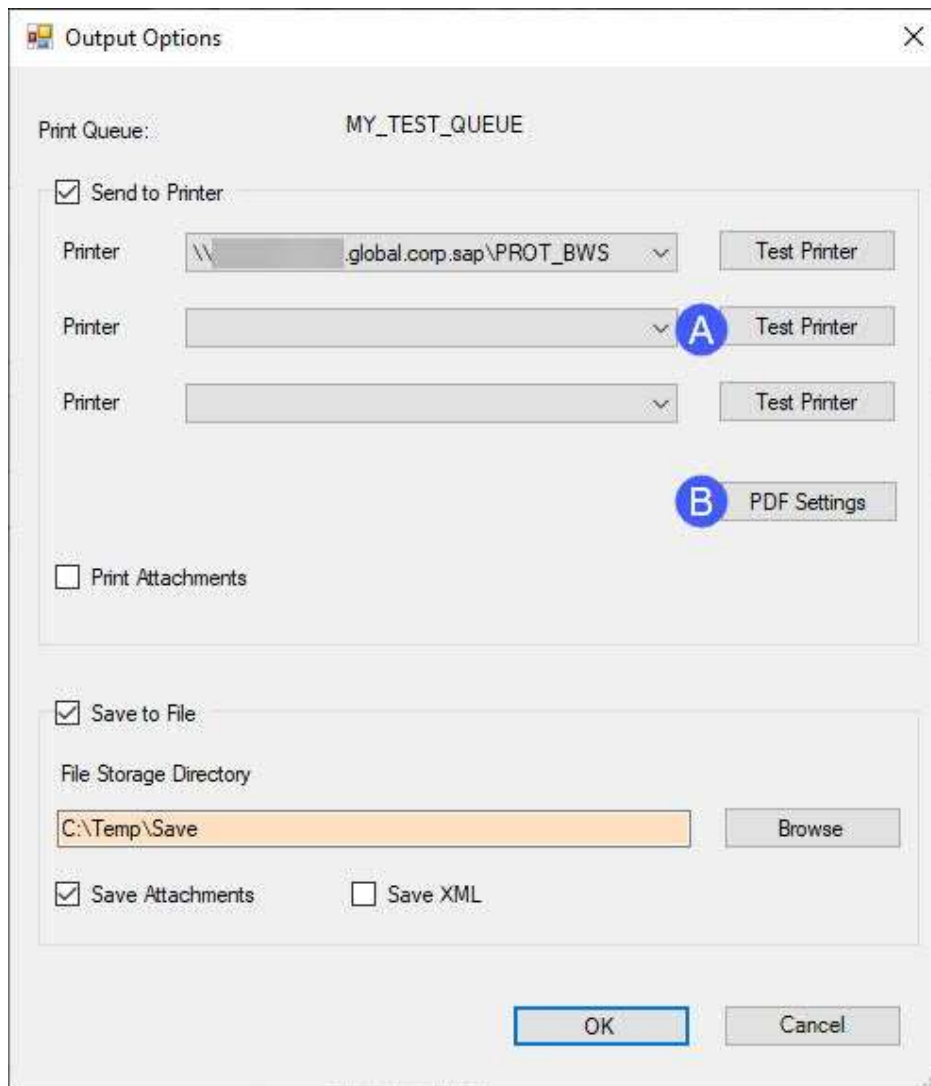
- Name: SAMPLE\_SYSTEM
- SAP WebService URL: https://sap.corp
- User: SamplePrintUser
- Password: [Masked]

At the bottom of the dialog, there are three buttons: "OK", "Test Connection", and "Cancel".

As soon as you have added the runtime system, SAP Cloud Print Manager for ByDesign starts to collect print queues from the SAP Business ByDesign backend system. All print queues that have been assigned to the technical user that you have entered when adding the system are displayed in SAP Cloud Print Manager for ByDesign. If you use a business user for login you can only see the business user's default queue. It isn't possible to assign any other queue to a business user. Then you need to assign Windows printers to the print queues to be able to start printing. If you do not immediately see any print queues, select *Check Now* from the *Runtime System* menu to start the connection.

### 3.1.3 Assign a Printer to a Print Queue

1. Under *Runtime Systems*, select a system from the list.  
All print queues that have been assigned to the technical user are displayed.
2. Under *Print Queues*, select a print queue and choose *Output Options* from the *Print Queue* menu or use the context menu. The *Output Options* dialog box opens. Mark the checkbox *Send to Printer* and/or *Save to File*.
3. Select at least one Windows printer and/or browse a path and click *OK* to save the configuration.



Note that the printer that you assign to the queue should support the printer language defined in the queue. You can view this information in the *Format* column of the *Print Queues* list. Do not select a printer that requires user interaction for each print job. For example, you should not select a printer that prints to a file with a file selection popup. There is no user interface to the service, so the job would not print.

As soon as you have assigned a printer to the print queue, the Print Manager starts collecting and printing documents that have been sent to this print queue.

SAP Cloud Print Manager can print and/or save attachments which were added to the document. Attachments can be saved in any format, but you can only print PDF, DOCx, XLSx and PPTx attachments.

Attention: Mapped network drives might not work correctly if chosen from the 'Browse' dialog. In this case enter the UNC path name (`\\<server_name>\<directory_name>`) manually in the entry field for the file storage directory on the left side.

### 3.1.4 Test Printer (A)

1. Under *Print Queues*, select a print queue and choose *Output Options* from the *Print Queue* menu.
2. Ensure that *Send to Printer* is checked and a valid printer is selected.
3. Press the *Test Printer* button.  
A test page is sent to the defined printer. The test page contains a test sentence in English, Chinese, French and German.

### 3.1.5 PDF Settings (B)

1. Click on PDF Settings to define print settings for your pdf document.
2. Choose between the following options:
  - Auto-Rotate: The print settings are adapted in accordance with the orientation of the document to print.
  - Shrink-to-Fit: The print settings are down-scaled in accordance with the paper size in the paper tray while preserving the aspect ratio of your original document.
3. Confirm with *OK*.

## 3.2 Other Functions

### 3.2.1 View Log Information

1. From the *Help* menu, select *About*.
2. Using the links provided in the *About SAP Cloud Print Manager for ByDesign* dialog box, you can access the following information:
  - *Document Log*: All documents retrieved by the SAP Cloud Print Manager for ByDesign from the SAP Business ByDesign system.
  - *Error Log*: General errors.
  - *Printing Log*: Errors during print job processing.
3. If you need to provide more detailed log information select *Options...* from the *Settings* menu, set the *Log Level* to *Info* or *Debug* and mark the checkbox named *Keep Job-Specific Log Files*. Then reproduce the error. This will add more detailed error information to the log files.
4. If required, click *Save Support Information* to create an archive file containing all log information, which can be attached to a support incident.


### 3.2.2 Troubleshooting

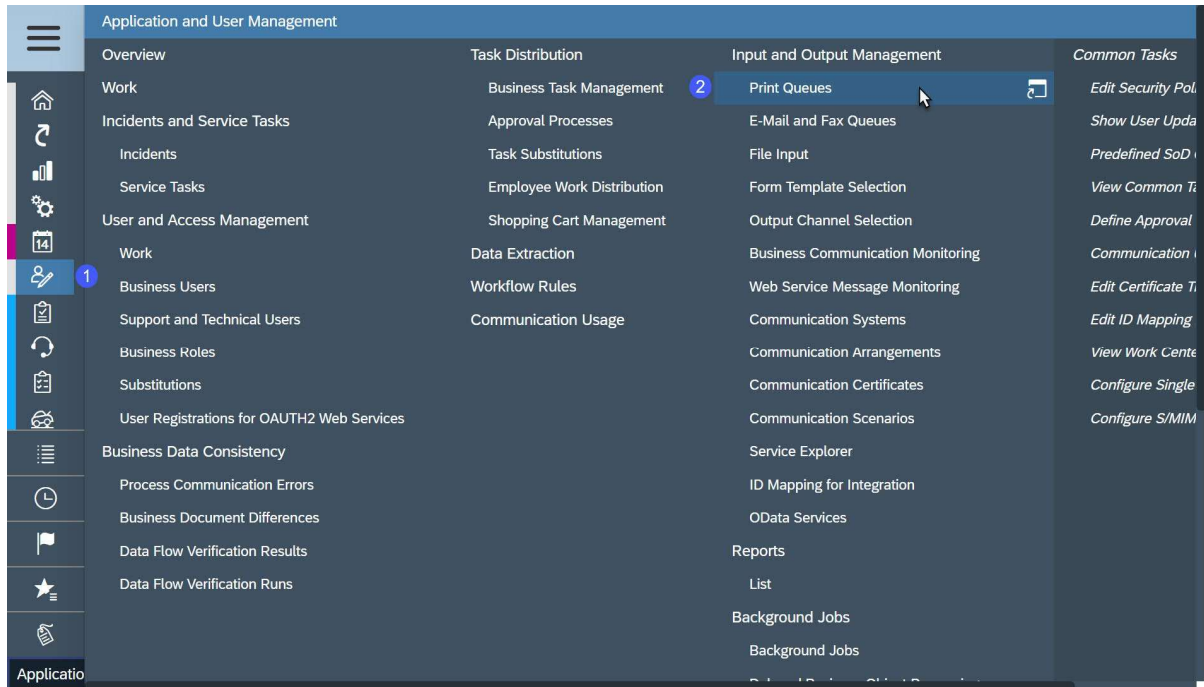
- If the error message “*Could not grant the user the right to run a service under his account – administrator privileges are required (error: LookupAccountName() failed (error 1332))*” is displayed after you have tried to enter or change the service user, select *Service User* from the *Settings* menu and check that the service user and password have been maintained correctly.
- If the error message “*Connection test failed: The remote server returned an error: (401) Unauthorized.*” is displayed when testing the connection to the system, do the following:  
In SAP Cloud Print Manager for ByDesign, select *Edit* from the *Runtime System* menu, and check that the technical user and password have been maintained correctly. This user should be defined in the SAP Business ByDesign system as well.
- If the connection is working but some or all print queues are missing from the list, do the following:
  - In the Print Manager, select *Show All* from the dropdown menu above the *Print Queues* pane. If *Show Assigned* is selected, you will not see any print queues that have not yet been assigned to a printer.
  - Ensure that in the SAP Business ByDesign system the missing print queues have been assigned to the same technical user that you are using in SAP Cloud Print Manager for ByDesign.

- If you are trying to assign a printer to a print queue and cannot find the printer you want, do the following:
  - Check whether the printer exists at all as a Windows printer.
  - Select *Service User* from the *Settings* menu and check whether the current user is authorized to access the printer.
- If you want to reset your configuration completely select *Reset to Factory Defaults* from the *Settings* menu. Be aware that all systems and options have to be entered again after this step.

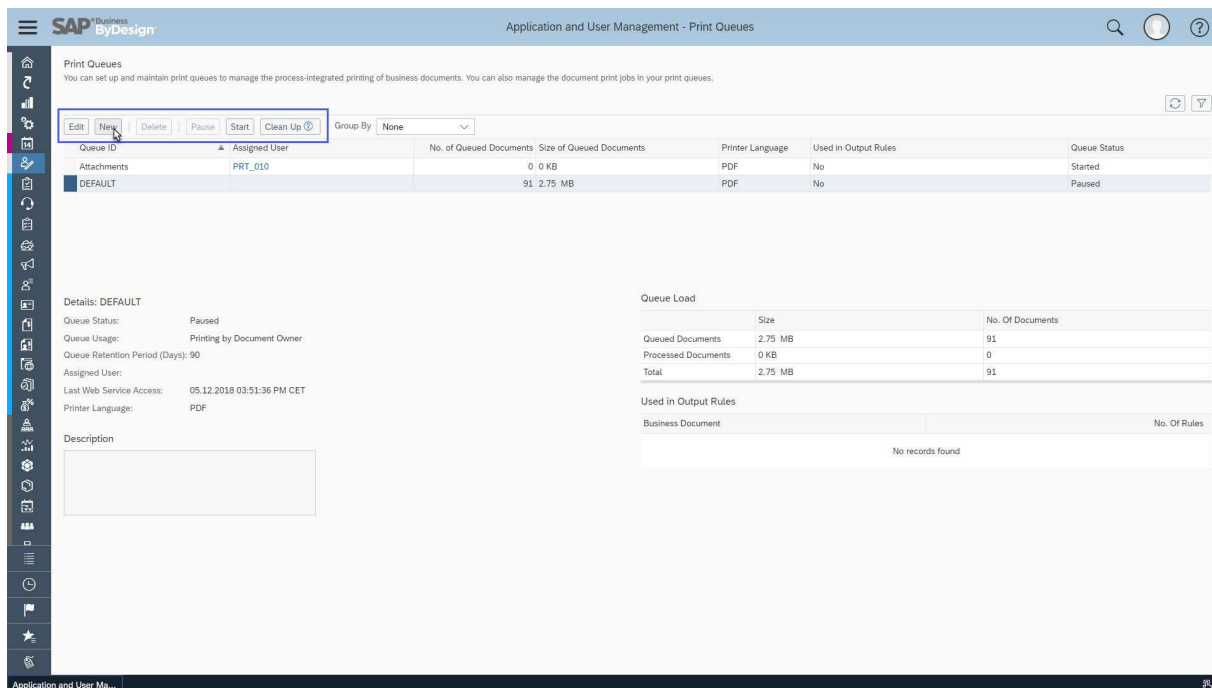


## 4 MANAGING PRINT QUEUES

1. Navigate to *Print Queues* in your SAP Business ByDesign system. Click  and select *Print Queues*.



2. On the *Print Queues* screen you can create, delete, edit and manage your print queues:



3. Click *New* to create a new print queue. Fill the *New Queue* dialog:
  - A. Enter an arbitrary name and description for your queue.
  - B. Select the printer language suitable for the printer you want to assign the queue to in the *SAP Cloud Print Manager for ByDesign*. If you are not sure about the printer language it is recommended to leave the default selection *PDF*.
  - C. Select *Central Printing via the Print Manager*.
  - D. Either select an existing *Print Client User* you want to use in *SAP Cloud Print Manager for ByDesign* or create a new print user with the *New* button.

The screenshot shows the 'New Queue' dialog box in the SAP Cloud Print Manager interface. The dialog has a title bar with 'New Queue' and a close button. Below the title bar are 'Save and Close' and 'Close' buttons. The main area is titled 'General Information' and contains the following fields:

- Queue ID:** \* (required) Input field containing 'SampleQueue'. A blue 'A' icon is next to the field.
- Queue Retention Period:** ? Input field containing '90' and 'Days'.
- Printer Language:** \* (required) Dropdown menu with 'PDF' selected. A blue 'B' icon is next to the dropdown.
- Queue Usage:** ? \* (required) Dropdown menu with 'Central Printing via the Print Manager' selected. A blue 'C' icon is next to the dropdown.
- Assigned User:** \* (required) Dropdown menu with 'PRT\_001' selected. A blue 'D' icon is next to the dropdown. There are 'Edit' and 'New' buttons next to the dropdown.

A large text area labeled 'Description:' is on the right side of the dialog, containing the text 'Sample Description'. A blue 'A' icon is next to the text area.

The bottom of the dialog shows a taskbar with 'Application and User Ma...' and two 'New Queue' window tabs.



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