UNIVERSITY OF EXETER

Academic Services

Information & Computing Services Division

Desktop Support

Active Directory Printer Setup

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1 TABLE OF CONTENTS

2 DOCUMENT HISTORY

2.1 DOCUMENT LOCATION

This document can be accessed from the following location:

http://www.its.ex.ac.uk/secure/ds-intranet/documents/DS003-ADPrinterSetup-v1.2.pdf

2.2 REVISION HISTORY

The latest revision can be found at the top of the list:

Revision Date	Author	Version	Summary of Changes
01 Jun 2009	N. Datta	1.2	Separate calls for IP registration and creation of print queue
28 Aug 2008	N. Datta	1.1	Amendments to IP registration process
14 Mar 2008	N. Datta	1.0	First live release

2.3 APPROVALS

This document requires the following approvals:

Name	Title	Version	Date of approval
P. Grogan	Desktop Support Team Leader	1.2	23 Jul 2009
P. Grogan	Desktop Support Team Leader	1.1	29 Aug 2008
P. Grogan	Desktop Support Team Leader	1.0	14 Mar 2008

3   INTRODUCTION

This document details the procedure necessary for setting up a printer on the campus network to be available on Active Directory.

4   PROCESS

The process has been divided up into several steps, as setting up a printer requires colleagues in other teams to perform various tasks. This is now done by having a master call and creating additional calls for assigning a static IP address and creating an AD queue.

Step 1 - Unpack the printer, set it up in the location and connect it to the network.

Step 2 - Print a configuration page from the printer to find out the physical hardware address. Generally this can be done by navigating the menus on the printer itself or pressing a button on the HP Jetdirect print server.

Step 3 - The next step is to get the printer assigned a static IP address. This is done by creating a new call and assigning it to *ICS Networks & Telecoms* with the printer's hardware address and location asking for a static IP address. The "*user*" for this call will be the person in DST who is requesting the job to be done. This new call reference should be entered into the notes of the master call.

Example

> **Call summary:**   Static IP address required for printer
>
> **Problem profile:**   Network services->Registered IP address
>
> **Problem Description:**
>
> Please register this printer for a static IP address
> Printer: HP Colour LaserJet 3000n
> Hardware address: 00:01:E6:6B:B5:D3
> Location: Room 216 Northcote House

Step 4 – The printer will get allocated a static IP address and the network team will inform the user i.e. the person in DST the job has been done.

Example

> 00:01:e6:6b:b5:d3   144.173.19.214   p0091.nh

Step 5 - The printer will need a power cycle to pick up the new IP address assigned to the printer. The network database is usually refreshed at 1:15pm every day, so prior to that it might not pick up the new IP address.

Step 6 – Create a new call with the printer make and model, serial number, department, location and newly assigned IP address. The "user" for this call like step 3 will be the person in DST who is requesting the job to be done. Again, this new call reference should be entered into the master call.

Example

Call summary:	AD print queue required for printer
Problem profile:	Central computing systems->Active Directory

Problem Description:

Please create an AD print queue for the following printer
Product: HP Colour LaserJet 3000n
Serial: CN1FN25451
Department: Planning Services
Location: Room 216 Northcote House
IP: 144.173.19.214

Then assign the call to the *ICS Infrastructure – Desktop Systems* group in Supportworks, ensuring that the printer is switched on. A member of that team will then create the Active Directory print queue and inform the user i.e. person in DST the job has been done.

Step 7 – Liaise with the end user to set up the printer on their PC and anyone else who needs to print to it. Once complete, update and close the master support call.