Kommunikations- und Informationszentrum (kiz)

Stand: April 2019
GENERAL QUESTIONS

WHAT IS THE KIZ PRINT SERVICES?
The kiz print services is the new print system of Ulm University and driven by the kiz / Infrastructure. The system is addressed solely via the website at https://print.uni-ulm.de.

WHERE CAN I USE THE KIZ PRINT SERVICE FROM?
Practically, everywhere.
- From all the kiz windows Pools and soon from the kiz linux Pools.
- Within the university network, one can print from one's own computer.
- Within the wireless network Eduroam, one can print from one's own computer.
- Using the university VPN, you can print from your laptop at home as well as on the campus.
- There is also an "Online-Druck" option on the Website, which further allows printing from mobile phones and outside the university network just using the web downloader.

IS MY OPERATING SYSTEM SUPPORTED?
Yes, very likely. Microsoft Windows, MacOs and GNU/Linux are all supported. If you use another OS like Haiku OS or FreeDos, you can only use the kiz printing service from the website.

WHAT HAPPENS IF I CHANGE/RESET MY PASSWORD AT THE IDM SELF SERVICES?
If you print from a Windows PC your password will be asked once and then be encrypted and saved. If you change your password, you will be prompted to enter it again, the next time you print.

WILL MY PRINT JOBS BE HOLD FOREVER?
No, the print jobs in the FollowMe queue will be cancelled after 48 hours if they are not printed.

WHY DO MY PRINTJOBS DISAPPEAR?
Likely, the page size of your print job is set to "letter". Those will be denied by the kiz print service. You need to set the page size to A4 prior to sending the print job. You will be informed by email about cancelled print jobs just like non-matching page sizes.

I HAVE A VERY OBSCURE GNU/LINUX DISTRIBUTION AND CANNOT INSTALL THE PRINTER
Use the cups service directly or come to the IT-Sprechstunde during office hours.

I PRINT IN WINDOWS POOL AND MY OUTPUT IS SOMEHOW GARBLED AND INCOMPLETE
Better use FireFox as Browser and better set the default of the pdf-viewer to Adobe Acrobat Reader - in general this reader has much less troubles especially when using printing options like multiple pages.
1. The first time you log into your account, a PowerShell password prompt will require you to provide your kiz login details.

2. If you enter your details, you will be able to use the FollowMe print queue on the computers of the Windows PC-Pools.
You will need to install the PaperCut Global PostScript Drivers. Log into the Ulm University print system, and navigate to the "FollowMe" section. There you will find a link to the drivers. Or simply follow:

➤ https://print.uni-ulm.de/custom/PC-Global-Print-Driver.zip

1. The drivers are downloaded as a zip file. Unzip the files, e.g. by right-clicking and selecting “extract all”.

2. Go to “Settings”, then “Printers & scanners”, and choose “Add a printer or scanner”.

3. Choose „The Printer that I want isn’t listed”.

The printer that I want isn’t listed
4. In the following dialogue, choose “select a shared printer by name” and enter the following url:

https://print.uni-ulm.de:631/printers/FollowMe/.printer

Find a printer by other options

- My printer is a little older. Help me find it.
- Select a shared printer by name
  - Example: \computername\printername or http://computername/printers/printername/.printer
- Add a printer using a TCP/IP address or hostname
- Add a Bluetooth, wireless or network discoverable printer
- Add a local printer or network printer with manual settings

5. Enter your kiz-account credentials.

Enter Network Password

To access this printer, you must enter a user name and password

Printer Name: https://print.uni-ulm.de:631/printers/FollowMe/.printer

User Name: 
Password: 

[OK] [Cancel]
6. You are then required to choose the appropriate drivers. Fortunately, we already downloaded them in the beginning. Choose “Have Disk” and then “Browse..”.

7. Navigate to the directory where you unzipped the downloaded driver files to, and open the “PCGlobal.inf” file.

8. The “FollowMe” printer is now successfully installed and can be used.
1. Go to the website of Ulm university print system.

   https://print.uni-ulm.de

2. Choose “Online-Druck”

3. Using the option “Druckauftrag abgeben”

4. You enter the number of desired copies using „Kopien“ and upload the document with “3. Dokument hochladen”.

5. You can now drop and drag the document into the box saying “Dateien hier ablegen” or choose the file picker of the browsing with “Vom Computer laden...”

6. Your document is now in the FollowMe queue and is ready to be printed.

CAUTION: one default option for online-printing is duplex-printing. In case you want to change other options on the printout like n-up (printing more pages per side) you need to prepare the output before the upload.
1. Open your system “Settings”

2. Navigate to “Devices”, then “Printers”

3. Choose “Additional printer settings”

4. Choose “Add”
5. Choose “Network Printer” and “Internet Printing Protocol (https)” and enter the following address:

https://print.uni-ulm.de:631/printers/FollowMe/.printer

6. As a driver, choose “Generic” from the database
7. Subsequently, choose “PostScript” and “Generic PostScript Printer(en)”

8. Give the printer an appropriate name of your liking, e.g. FollowMe_Printer

9. You can now print from your computer using the installed printer.
Clicking on the popup will prompt you for your KIZ login details. Entering those will send the print job to the followme queue.

Alternatively, you can view all your print jobs from “settings” – “devices” – “printers” and authenticate the print job from there.
1. Open “System Preferences” and choose “Printers & Scanners”

2. In the “Printers & Scanners” menu, choose the “+” (add printer) button on the lower left side.
3. Click on “Advanced”

If the “Advanced” button is not visible for you, right-click on “Windows” and choose “customize toolbar” which lets you add the “Advanced” button to the menu bar.

4. In the following dialogue, choose
   a. Type: Internet Printing Protocol (https)
   b. Device: Another Device
   c. URL: https://print.uni-ulm.de:631/printers/FollowMe/.printer
   d. Name: FollowMe (or any other name of your choice)
   e. Use: Generic PostScript Printer
5. With a click on “Add” the FollowMe-queue printer is added to your system.
6. When printing for the first time, it is likely that your print job will be stuck in the print queue waiting for authentication.
7. By refreshing the print job (circle – arrow – symbol), you will be prompted to enter your KIZ account details, which you can save in your keychain.

8. You are now ready to print from your Mac OS system.
If you have trouble installing the drivers and/or printing from the FollowMe-queue, please come to the kiz IT-Sprechstunde (IT-consulting).

Competent colleagues will help you to find a solution.

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Gebäude O26/Niveau 5
Room 5407

During the lecture period, the opening hours are:

Mon. to Thu.: 9.00 – 12 and 13.00 – 16.00
Fri: 9.00 – 12.00