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 SERVICES?
Practically, everywhere.

- You can print by just using any ‘kiz windows PC Pool’ and soon from ‘kiz linux PC Pools’ as well.
- Within the ‘university network’ or within the ‘wireless network Eduroam’, you can print from your own laptop/computer.
- Using the university VPN, you can print from your laptop at home as well as on the campus.
- There is also an “Online-Print” option on the Website at https://print.uni-ulm.de, which enables you to print from mobile phones within and from outside the university network just using the web downloader.

USING KIZ PRINTER - HOW CAN I DO THIS?
In general you just send all your print-jobs into a single queue called ‘FollowMe’ and finally start the print-job using your id/card at the release-station connected to the desired printer. Within the website at https://print.uni-ulm.de a short intro using the new kiz print services is available. For more information this document is designed and will be constantly updated. To give a quite complete description on printing, just feel free to give feedback with any hints or about things that are missing and should be included. Find addresses for feedback on the last page in this document - you can come directly to our consulting hours or you may send an E-Mail to our helpdesk.

THIS DOCUMENT CONSISTS OF

- GENERAL QUESTIONS
- FAQS
- PRINTING FROM KIZ PC-POOLS (WINDOWS)
- PRINTING FROM YOUR LAPTOP/PC (WINDOWS) (currently not for windows 10 1903/higher)
- PRINTING ONLINE
- PRINTING ON UBUNTU GNU/LINUX (18.04 LTS)
- PRINTING ON MAC OS
- HELP AND CONTACT DETAILS
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 may use the kiz print services from the website.

WHAT HAPPENS IF I CHANGE/RESET MY PASSWORD AT THE IDM SELFSERVICES?
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 the new password 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 services. To avoid that 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 ITSprechstunde during office hours.

I PRINT FROM MY WINDOWS - THE OUTPUT IS SOMEHOW GARBLED AND INCOMPLETE?
Mostly this is happening using the builtin PDF viewer from Microsoft Products and using options like 4-up. Better use Firefox as Browser and better set the default pdf-viewer to Adobe Acrobat Reader - in general this reader has much less troubles especially when using printing options like multiple pages.

HOW CAN I CANCEL ONE OF MY PRINT-JOBS OR JUST ALL OF THEM?
The cancelling is possible at your general login located at https://print.uni-ulm.de. After login you select 'JOBS PENDING RELEASE' where you can check holding jobs and there you can cancel any job. If you just got more than one job pending in 'FollowMe' then you can also cancel at the release station.

MY PRINTJOB JUST STARTED – CAN I CANCEL A RUNNING JOB?
It is nearly too late to cancel, but you may try to cancel this running job directly at the printer using the printer's menu. Check for a button like 'X' - just push that button (at the b/w laser panels) or touch it on a touch display (at the color printer panels). This will pause the job and the printing should stop quite soon. Next step is to select and press the item similar to 'cancel all jobs', it is normal that you are requested to send an additional 'OK'. After that step you should see a kind of confirmation message. All printer models are similar to handle and do always start with the 'X' to cancel jobs. Please notice that this described procedure to cancel ensures that only your printed pages are finally accounted.
FAQS -CONTINUED

WHAT ABOUT THE COSTS?
All possible media/costs you can find at your general login located at https://print.uni-ulm.de: there you select 'Rates'. Another easy way is directly at the printer: here you can list the costs of the attached printer just using the touch-display of the release station and select the 'rates' button.

CAN I PREVIEW THE COST OF MY QUEUED PRINT-JOB?
Yes, but it depends: To display the costs of your print-job just use your general login located at https://print.uni-ulm.de. There you select ‘JOBS PENDING RELEASE’ where you can see all your holding jobs and there you can see the cost of any holding job if you will be using/releasing that job on a black-and-white-only printer which is the cheapest output. When releasing jobs at any non-black/white-only printer please be aware that the final costs may be higher than the pre-calculated.

PRINTING OPTIONS: SHOULD I TURN OFF COLOR WHEN USING A NON-COLOR PRINTER?
No, you may generally/always enable the color option when you are customizing the print options – there is no need to disable that option. If you decide to print such a job on a black/white printer then it will be black/white for sure and the costs are reflecting this. If you will use a color printer then this will lead to raising costs – but the output will be in color anyway because you have chosen this by selecting the corresponding release station.

CAN I RUN OUT OF MY BALANCE?
Yes, this may be possible once because the preview on costs reflect the lowest prices for black/white printer. Using a color printer may finally cause additional costs and such a job will complete anyway but will cause an overflow of your printer credits that prevents you from printing any additional print-job.

OUT OF PRINTERQUOTA – HOW CAN I PRINT AGAIN?
To print again you need to buy printer credits at the sb-terminals. To check your balance you can easily just hold your

HOW CAN I PRINT IN FORMAT A3?
In PC Pool 5 this is possible using the color inkjet printer there ( HP PageWide). If you need to print a Document in A3 you simply set the printing Options (after selecting 'FollowMe') to a Format 'A3' and ensure to set the Option is similar to 'Fitting to page size'. After you submitted this print job you can release this Job at the PageWide printer at the PC Pool 5. If you choose any other printer for printing that A3 formatted print-job then this job will be canceled. Please notice that the setting for your next printjob maybe still at A3 so you possibly need to set the format again back to A4.
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.
Please notice that the following workflow in this section “printing from your laptop/pc (windows)” is not operable for “Windows 10, version 1903 – or higher” – we are working on that and update status here. You may open a helpdesk-ticket so we can inform you directly when the problem is fixed.

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”.

…or simply follow:

https://print.uni-ulm.de/custom/PC-Global-Print-Driver.zip
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
  https://print.uni-ulm.de:631/printers/FollowMe/.printer
  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.

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.

PRINTING ONLINE

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.

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**PRINTING ON UBUNTU GNU/LINUX (18.04 LTS)**

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

![Generic driver selection](image)

7. Subsequently, choose “PostScript” and “Generic PostScript Printer(en)”

![PostScript driver selection](image)

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.
PRINTING ON MAC OS

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.

**kiz Universität Ost / University East**  
Gebäude O26/Niveau 5  
Room 5407

During the lecture period, the opening hours are:

Monday to Thursday: 9.00 – 12.00 and 13.00 – 16.00  
Friday: 9.00 – 12.00

More Information at:

https://www.uni-ulm.de/en/einrichtungen/kiz/service-katalog/consulting-support/itsprechstunde/

You may also contact our helpdesk at ...

**E-Mail**  helpdesk@uni-ulm.de  
**www** http://www.uni-ulm.de/index.php?id=1232  
**phone** +49 (0) 731/50 - 30 000 (University intern: 30 000)

... for any questions, hints, or just feedback on the ‘kiz print services’ - thank you!