brother

Secure Print+
User's Guide

Definitions of Notes

We use the following symbol throughout this User's Guide:

Tips icons indicate helpful hints and supplementary information.

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1. Introduction

Brother's Secure Print+ solution improves print security and protects confidential documents. When a secure print job is sent to a Brother machine, it will not be printed until the authorized user releases it using an NFC ID card.

Send your print job to the machine

Print Job

Swipe your NFC card on the Brother machine to collect your printed pages

You may need to remove your ID card from a case or cover to ensure the machine can detected it

Functions and Features

- Works as a standalone solution (no servers or additional software required)
- Can be integrated into Microsoft Active Directory
- Allows users to select and print specific documents if there are multiple print jobs in the print queue
- Provides automatic, ruled-based deletion of stored print jobs
- Supports built-in and external USB card readers with popular RFID/NFC tags
  (for a comprehensive list of supported card types, contact your local Brother office)
- Allows configuration of multiple machines using either the Brother Mass Deployment Tool or BRAdmin Professional 4 and JSON files

Modes

To identify authorized users, Brother machines must check if they exist in a user database. Secure Print+ supports two types of user database:

- **The Brother machine's internal database (Standalone Mode)**
  To use Secure Print+ with the machine's internal database, see section *2. Configuration (Standalone Mode)*.

- **Microsoft Active Directory database (Active Directory Mode)**
  To use Secure Print+ with Active Directory, see section *3. Configuration (Active Directory Mode)*.

> To activate this solution, you need a valid license code and software that can send license codes to target machines. For more information, contact your local Brother office.

2. Configuration (Standalone Mode)

2.1 Requirements

- The Secure Print+ software solution must be activated on the target machine.
- The Brother machine must be connected to a network and accessible from a web browser.
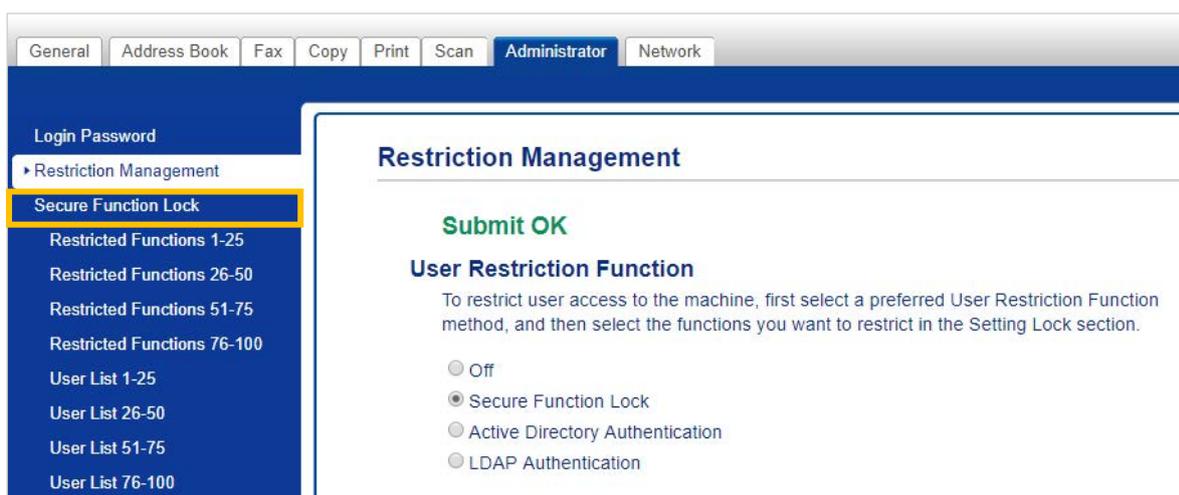- Users must have a Brother native printer driver installed on their computers.

2.2 Enable Print Data Storage

1. Start your web browser.

2. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

3. If the machine prompts you for a password, type it, and then click ➡.

   - The default login password to manage machine settings is on the back of the machine and marked "Pwd".
   - We recommend changing the default login password in order to protect your machine from unauthorized access and to make features and software more secure.

4. Click the **Administrator** tab.

5. Click **User Restriction Function** (or **Restriction Management**) in the left navigation bar.

6. Select the **Secure Function Lock** radio button, and then click **Submit**.

7. Click **Secure Function Lock** in the left navigation bar.

8. Ensure the **Storage PC Print Data** option is enabled, and then click **Submit**.

2.3 Register a User

1. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

2. If the machine prompts you for a password, type it, and then click .

3. Click the **Administrator** tab.

4. Click one of the **Restricted Functions** options in the left navigation bar.
   If you are configuring Secure Print+ for the first time, click the first **Restricted Functions / User Restriction Function** option in the list.

5. Type the name of the user profile you want to configure in the **User List / Restricted Functions** column. This is the User ID.

🖉 We recommend using the user's Windows login name as the user name.

User List / Restricted Functions		Functions												Page Limits (*)			Page Counters		
		Print	Copy	Scan	Fax		USB		Web Connect		Apps	On	Max. Pages	Color Print	All Counter Reset					
					Send	Receive	Direct Print*	Scan to	Upload	Download					Total	B&W	Color			
	Public Mode	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	☐	0	✔	0	0	0			
1	JOHNSMITH	✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	☐	0	✔	0	0	0			
2		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	☐	0	✔	0	0	0			
3		✔	✔	✔	✔	✔	✔	✔	✔	✔	✔	☐	0	✔	0	0	0			

6. Click **Submit**.

7. Click one of the **User List** options in the left navigation bar. If you are configuring Secure Print+ for the first time, click the first **User List** option in the list.

8. Type the new user's name in the first free cell in the **User List** column.

9. Select the same name from the drop-down list in the **User List / Restricted Functions** column.
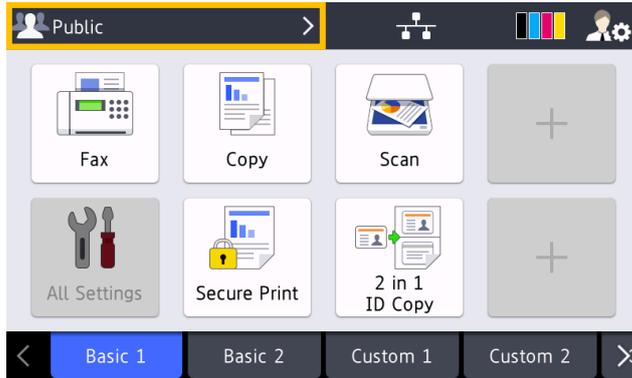
🖉 Be careful when typing names and IDs. The user cannot be recognized if the user's name is misspelled during registration.
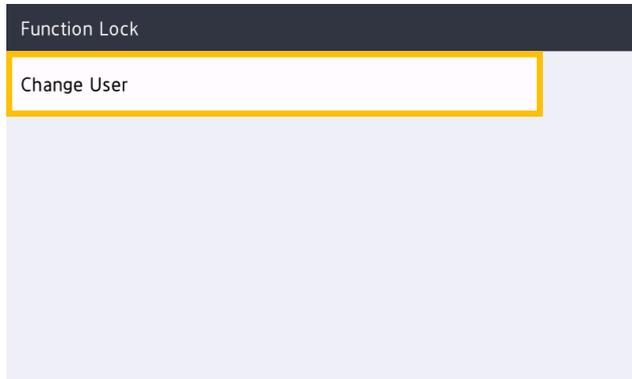
10. Type the user's PIN in the **PIN Number** column. This PIN is required when you register the user's ID card on the machine.

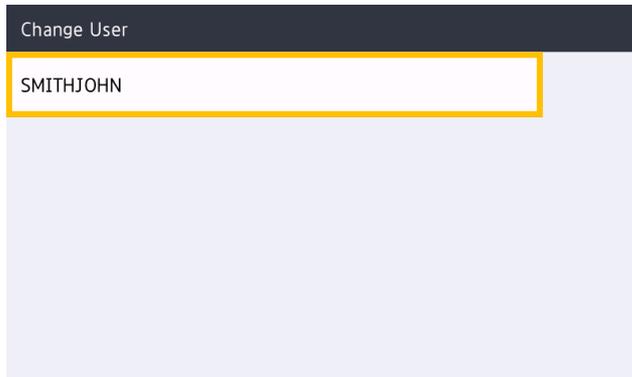## 2.4 Register an ID Card on the Brother Machine

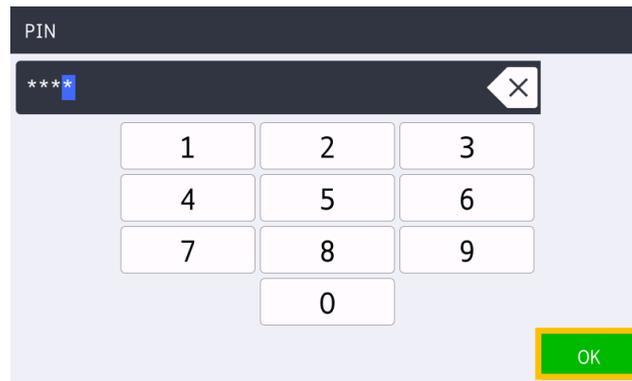1. Press the [Public] profile.
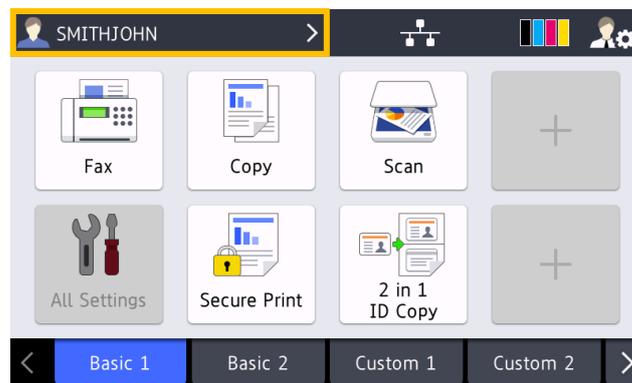

2. Press [Change User].

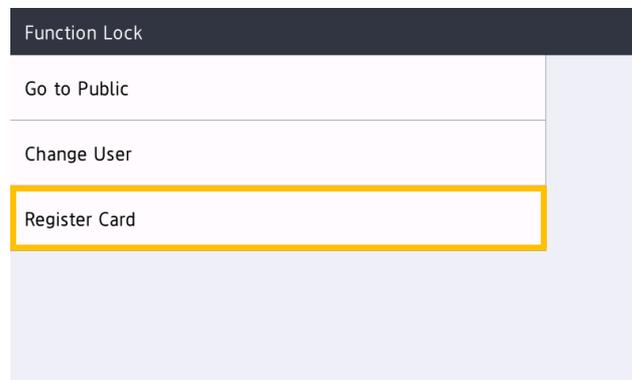3. Press the user name you just registered in Web Based Management.

4. Enter the PIN you set for the user, and then press [OK].
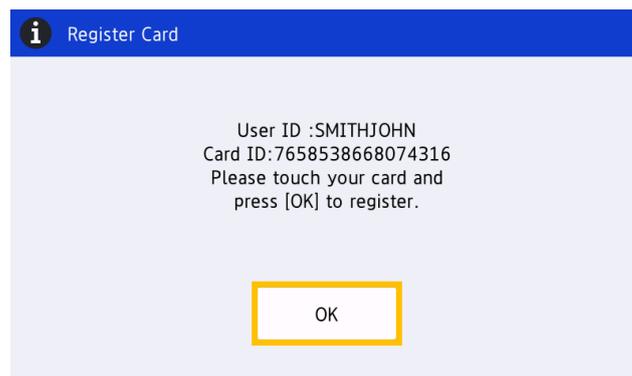

5. Press the user name.

6. Press [Register Card].

7. Touch the ID card to the NFC symbol ( ) on the machine's control panel.
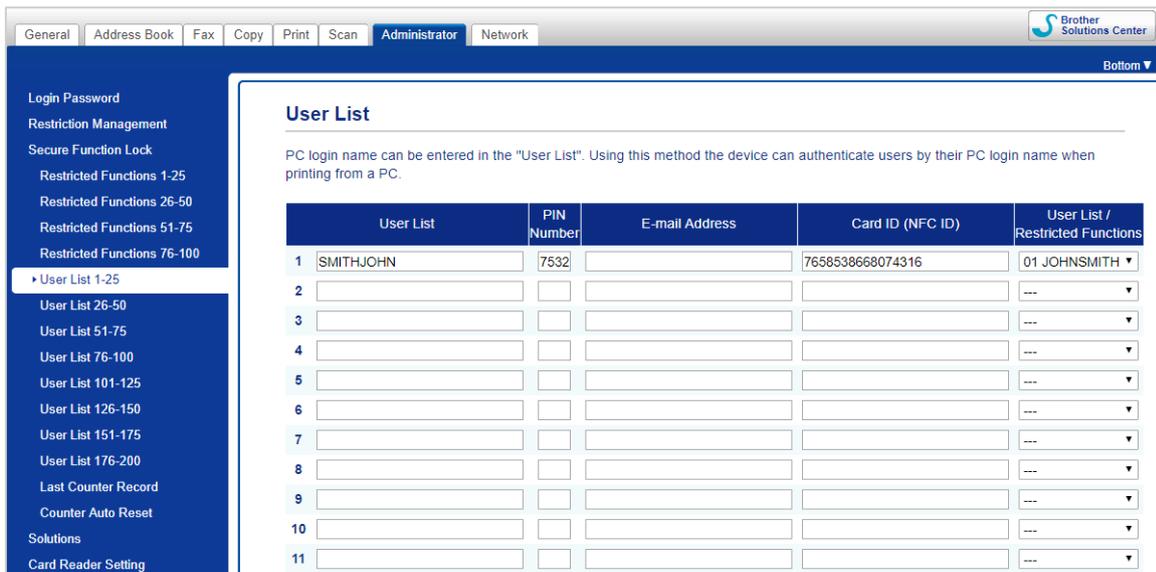The machine registers the ID number of the new NFC card.

8. Press [OK].

2.5 Verify User ID and ID Card

Confirm that the ID card has been assigned correctly in Web Based Management.

1. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

2. If the machine prompts you for a password, type it, and then click ➔.

3. Click the **Administrator** tab.

4. Click **Secure Function Lock** in the left navigation bar.

5. Click the **User List** that contains the user's information.

6. Verify that the ID card is registered with the correct user and that the following are correct:
   - User's ID in the User List
   - PIN Number
   - Card ID (NFC ID)
   - User List / Restricted Functions properties

7. Before giving the ID card to the user, test its function on the Brother machine to make sure it is working correctly.

2.6 Test the New ID Card

1. Send a secure print job to the machine you configured.

2. Touch the ID card to the NFC symbol ( ) on the machine's control panel to release the print job.

   If the job prints
   Give the ID card to the user. Select the print retrieval method and optimize print job storage (see section *4. Optional Settings*).

   If the job does not print
   Confirm the following:

   - User settings are configured in the machine's Web Based Management screen.
   - The User Name is correct in the machine's Web Based Management screen.
   - The ID card is registered on the machine.

3. Configuration (Active Directory Mode)

3.1 Requirements

Brother Machine Requirements

- The target machine must support Active Directory® Authentication and be compatible with the Secure Print+ software solution's Active Directory Mode. For more information, contact your local Brother office.
- The Secure Print+ software solution must be activated on the target machine.
- The Brother machine must be connected to a network and accessible from a web browser.
- Users must have a Brother native printer driver installed on their computers.

Active Directory Requirements

- An accessible Active Directory server with LDAP protocol support.
- A service (IT) account with a non-expiring password.
- The ability to add NFC card IDs manually into Active Directory.
- An Active Directory Attribute for NFC card ID (security).
- SNTP synchronization of the date and time between the Brother machine and the Active Directory server.

Card Reader Requirements

- An external NFC card reader for initial registration of the NFC card ID into Active Directory.
- The NFC card ID must match the ID read by the Brother machine.
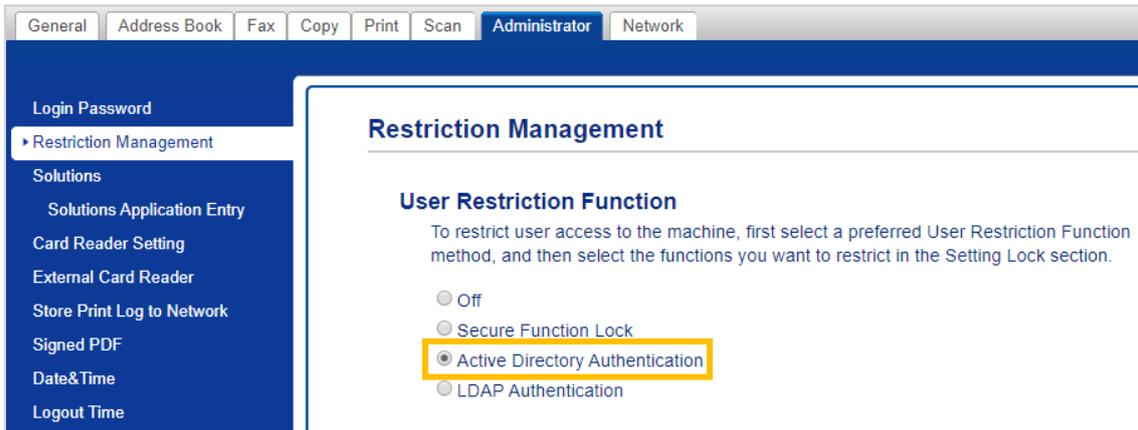
3.2 Enable Active Directory Authentication

1. Start your web browser.

2. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

3. If the machine prompts you for a password, type it, and then click .

- · The default login password to manage machine settings is on the back of the machine and marked "Pwd".
- · We recommend changing the default login password in order to protect your machine from unauthorized access and to make features and software more secure.

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4. Click the **Administrator** tab.

5. Click **User Restriction Function** (or **Restriction Management**) in the left navigation bar.

6. Select the **Active Directory Authentication** radio button, and then click **Submit**.
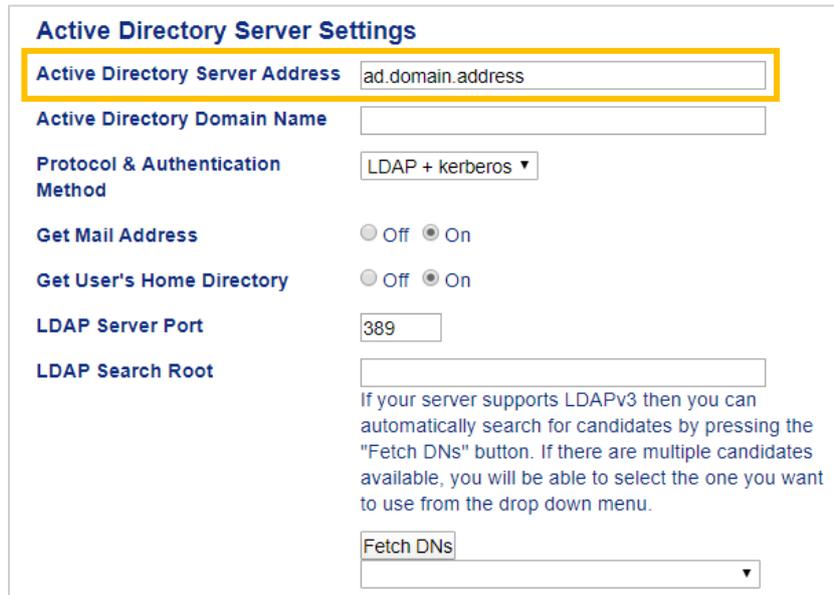

3.3 Enable Print Data Storage

1. Click the **Administrator** tab.

2. Click **Active Directory Authentication**.

3. Ensure the **Storage PC Print Data** option is enabled, and then click **Submit**.
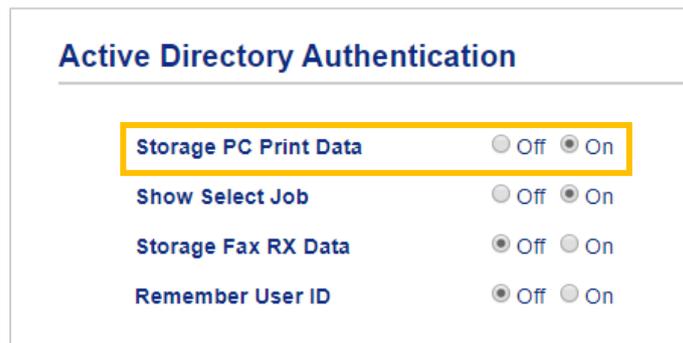
3.4 Configure Active Directory Settings

1. In the **Active Directory Server Address** field, type the IP address or Fully Qualified Domain Name (FQDN) of your Active Directory server.
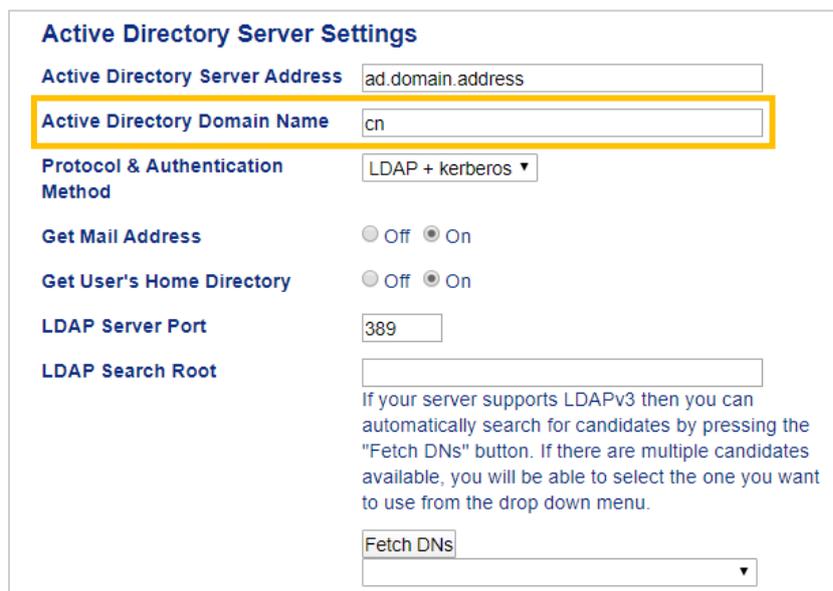

> If you are using the FQDN name, configure the DNS settings under **Network** > **Wired** or **Wireless** > **Advanced Settings**.

2. Specify the **Active Directory Domain Name** (also known as the NETBIOS name).

3. Select the protocol and authentication method used by your Active Directory server.
   The standard setting is "LDAP + kerberos". If you selected any other authentication method, go to step 6.

4. Specify the **LDAP Server Port** number (Default: 389).

5. Specify the **LDAP Search Root** to indicate the part of your Active Directory server with which the Brother machine needs to communicate.

Active Directory Server Settings

Active Directory Server Address	ad.domain.address
Active Directory Domain Name	cn
Protocol & Authentication Method	LDAP + kerberos ▼
Get Mail Address	○ Off ● On
Get User's Home Directory	○ Off ● On
LDAP Server Port	389
LDAP Search Root	

If your server supports LDAPv3 then you can automatically search for candidates by pressing the "Fetch DNs" button. If there are multiple candidates available, you will be able to select the one you want to use from the drop down menu.

Fetch DNs
▼

Most modern Active Directory servers can help you configure this. Click the **Fetch DNs** button and then select the LDAP search root you want from the list.
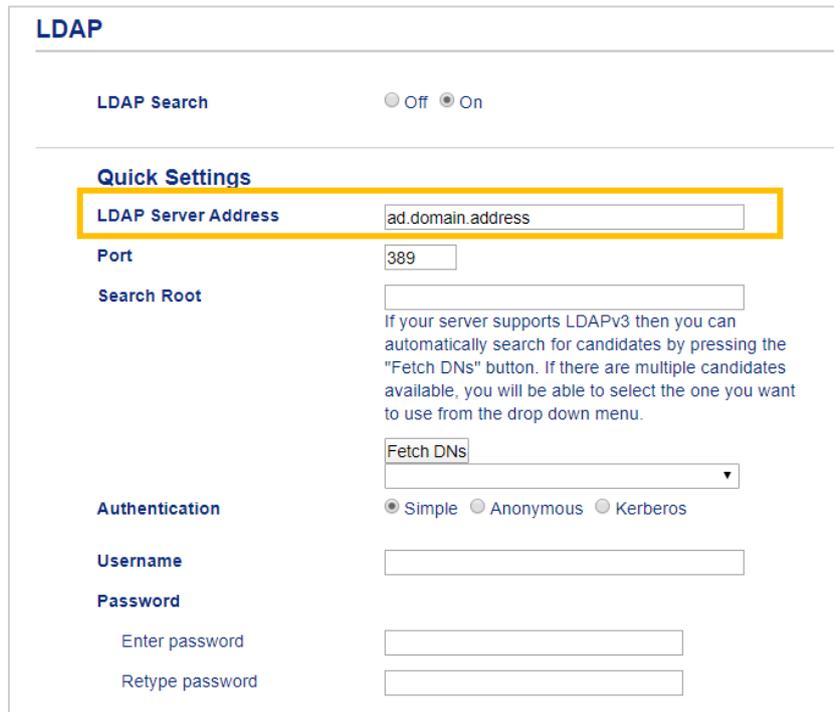
6. Click **Submit**.

3.5 Configure LDAP Settings

1. Click the **Administrator** tab.

2. Click **Active Directory Authentication**.

3. Click **LDAP**.

4. Enable the **LDAP Search** option.

5. In the **LDAP Server Address** field, type the IP address or Fully Qualified Domain Name (FQDN) of your Active Directory server (1 – 64 ASCII characters). For example: 192.0.0.1, ldap.example.net.

LDAP

LDAP Search	○ Off ● On

Quick Settings

LDAP Server Address	ad.domain.address
Port	389
Search Root	

If your server supports LDAPv3 then you can automatically search for candidates by pressing the "Fetch DNs" button. If there are multiple candidates available, you will be able to select the one you want to use from the drop down menu.

Fetch DNs

Authentication	● Simple ○ Anonymous ○ Kerberos
Username	
Password	
Enter password	
Retype password	

🖉 If you are using the FQDN name, configure the DNS settings under **Network** > **Wired** or **Wireless** > **Advanced Settings**.

6. Specify the **Port** number (1 – 65535, Default: 389).
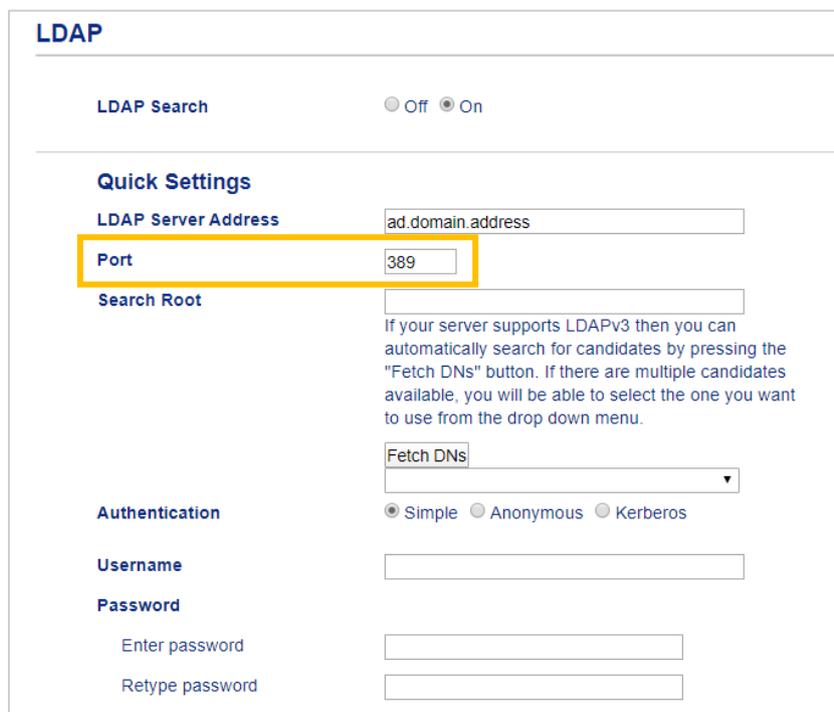
LDAP

LDAP Search	○ Off ● On

Quick Settings

LDAP Server Address	ad.domain.address
Port	389
Search Root	

If your server supports LDAPv3 then you can automatically search for candidates by pressing the "Fetch DNs" button. If there are multiple candidates available, you will be able to select the one you want to use from the drop down menu.

Fetch DNs

Authentication	● Simple ○ Anonymous ○ Kerberos
Username	
Password	
Enter password	
Retype password	

7. Specify the Search Root option to indicate the part of your Active Directory server with which the Brother machine needs to communicate (1 – 255 UTF8 characters). For example: dc = example, ou = sales, o = company.
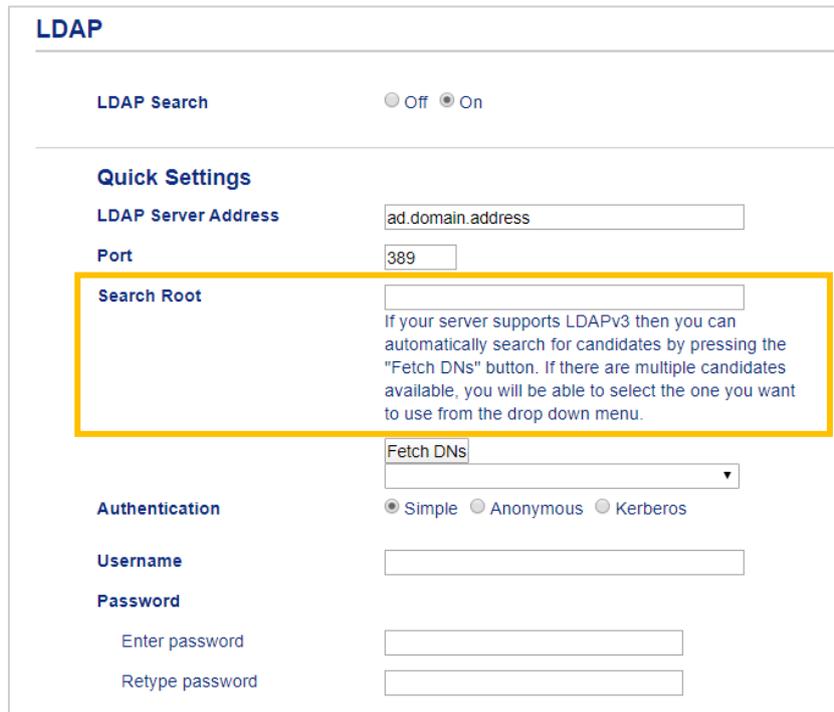
Most modern AD servers can help you configure this. Click the **Fetch DNs** button and then select the LDAP search root you want from the list.

8. Select the **Authentication** method to connect to the LDAP server.

9. Depending on the authentication method you selected, do the following:

   <u>For "Anonymous"</u>
   Go to step 10.

   <u>For "Simple"</u>
   a. Type the **Username** and **Password** of the service account as follows:
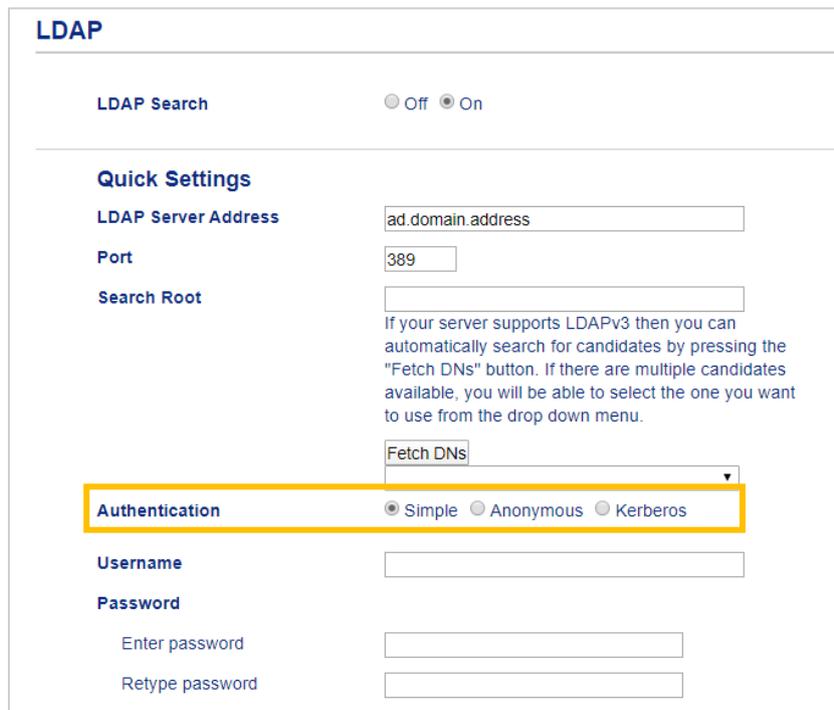   -   Username: ID name (cn = admin, ou = sales, o = company) (1 – 255 UTF8 characters)
       -   Password: Your service account password (1 – 32 UTF8 characters)

   b. Go to step 10.

   <u>For "Kerberos"</u>
   a. Type the **Username** and **Password** of the service account as follows:
       -   Username: username@domain (1 – 255 UTF8 characters)
       -   Password: Your service account password (1 – 32 UTF8 characters)

   b. (Optional) To use a server other than the LDAP server, clear the **Kerberos Server is the same as LDAP Server** check box, and then type the host name or IP address of the Kerberos server in the **Kerberos Server Address** field (1 – 64 ASCII characters).

   c. Go to step 10.

10. Specify the search key necessary to connect to the LDAP server (the NFC card ID in Active Directory) in the **Attribute of Card ID (Search Key)** field (1 – 64 ASCII characters).

11. Specify the attribute name necessary to connect to the LDAP server in the **Attribute of Name** field
    (1 – 64 ASCII characters, default: cn).

Attribute of Card ID (Search Key)	
Attribute of Name	cn

Active Directory Authentication>>

12. Click **Submit**.

    <u>If the configuration is successful</u>
    The Brother machine returns a search query from the LDAP address book, for example a user's email
    address.

    <u>If the configuration is unsuccessful</u>
    The machine shows the appropriate error message. For more information, see section *6. Troubleshooting*.

3.6 Configure the Card Reader Settings

1. Click the **Administrator** tab.

2. Click **Card Reader Setting**.

If you use an external card reader
Enable **USB card reader support**.

If you use an internal card reader

a. Enable **Internal NFC reader**.

b. Select the supported types of the internal NFC card reader from the **Supported Types** drop-down list (ALL/MIFARE/my-d/Tag-it/ICODE/FeliCa, Default: ALL).

c. Specify the Notation format of the card ID obtained by the internal NFC card reader and then submitted to the server (Decimal/Hexadecimal, Default: Decimal).

d. Specify the Byte Order of the card ID obtained by the internal NFC card reader (Normal/Reverse, Default: Normal).

e. Specify the maximum data length of the card ID obtained by the internal NFC card reader and submitted to the server in the **Limit Data Length** field (1 – 255, Default: 20).

f. (Optional) Specify the prefix of the card ID obtained by the internal NFC card reader in the **Add Leading Character** field (1 – 20 ASCII characters, Default: blank).

g. (Optional) Specify the suffix of the card ID obtained by the internal NFC card reader in the **Add Trailing Character** field (1 – 20 ASCII characters, Default: blank).

3. Click **Submit**.

4. Before you give the ID card to the user, test the function to make sure it is working correctly. Go to section *3.7 Test the New ID Card*.

3.7 Test the New ID Card

1. Send a secure print job to the machine you configured.

2. Touch the ID card to the NFC symbol ( ) on the machine's control panel to release the print job.

   <u>If the job prints</u>
   Give the ID card to the user. Select the print retrieval method and optimize print job storage (see section *4. Optional Settings*).

   <u>If the job does not print</u>
   Confirm the following:

   - The ID registered in Active Directory matches the NFC card's ID.
   - User settings are configured in the machine's Web Based Management screen.

4. Optional Settings

4.1 Enable the Job List

Enable the print job list so users are required to select their secure print jobs instead of allowing the machine to release them automatically.
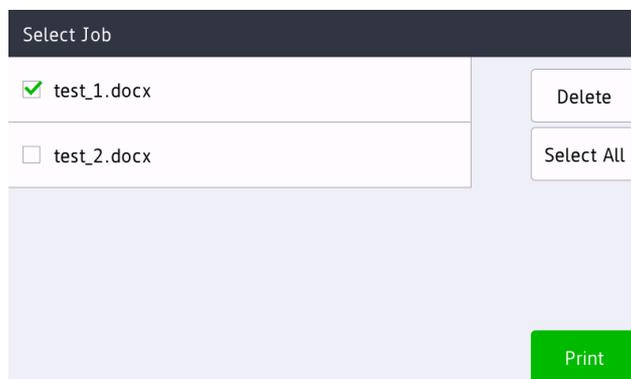
Access the print job list from the machine's control panel by pressing **Secure Print** on either the **Home Screen** or the **Functions** screen.

1. Start your web browser.

2. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

3. If the machine prompts you for a password, type it, and then click .

   - The default login password to manage machine settings is on the back of the machine and marked "Pwd".
   - We recommend changing the default login password in order to protect your machine from unauthorized access and to make features and software more secure.

4. Click the **Administrator** tab.

5. Click **Active Directory Authentication**.

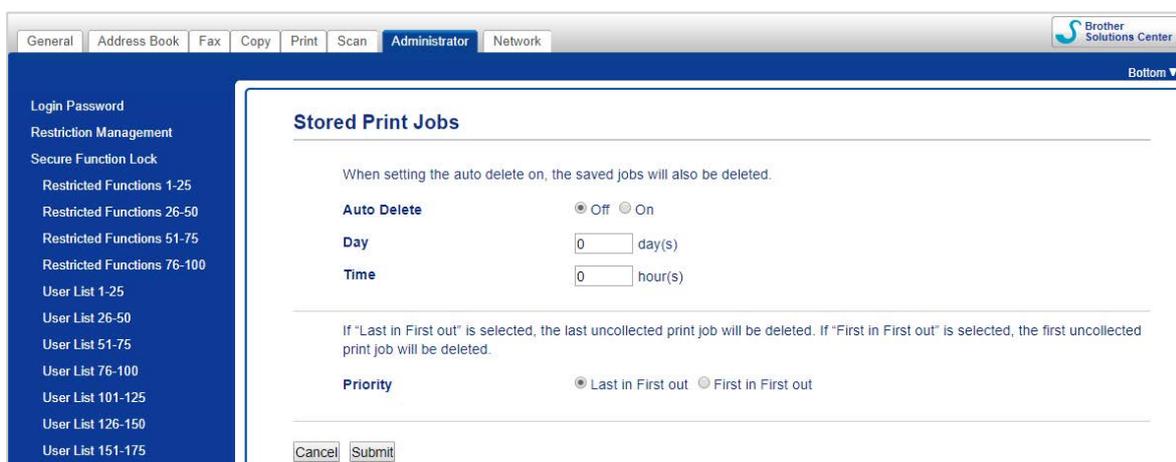6. Turn the **Show Select Job** function on.

7. Click **Submit**.

4.2 Purge Uncollected Jobs

We recommend optimizing Secure Print+ to avoid running out of memory on your Brother machine.
If the machine's memory is full, the machine stops printing and does not accept any new secure print jobs.
Configure your machine to purge any uncollected print jobs from its memory.

1. Start your web browser.

2. Type "http://machine's IP address" in your browser's address bar (where "machine's IP address" is the IP address of the machine or the print server name). For example: http://192.168.1.2.

3. If the machine prompts you for a password, type it, and then click .

4. Click the **Administrator** tab.

5. Click **Stored Print Jobs** in the left navigation bar and configure the **Stored Print Jobs** settings.

| Setting	Description
Auto Delete	Specify the time when stored print jobs should be deleted from the machine.

Priority	Specify the priority for deleting jobs:
	· Last in First out
	    If a new print job is received, the last uncollected print job will be deleted.
	
	· First in First out
	    If a new print job is received, the first uncollected print job will be deleted.

6. Click **Submit**.

> If you do not want to use Web Based Management, turn the machine off and then on again to purge any uncollected print jobs.

5. Usage

5.1 If the Job List is Disabled

1. Send a secure print job to your Brother machine.

2. Touch your ID card to the NFC symbol (⎘) on the machine's control panel.

3. Your user name appears in the top left corner and your print job is released.
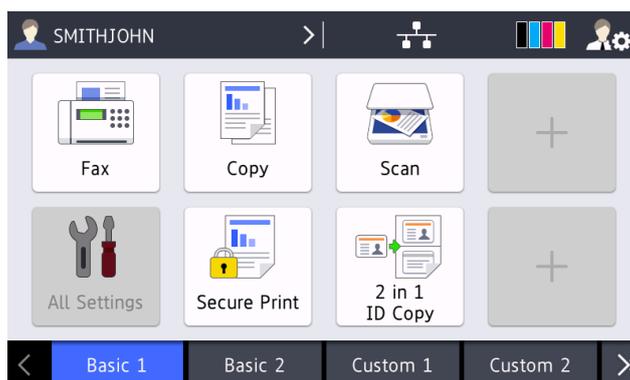

5.2 If the Job List is Enabled

5.2.1 If the print job is sent before you log into the machine

1. Send a secure print job to your Brother machine.

2. Touch your ID card to the NFC symbol (⎘) on the machine's control panel.

3. Select the print job you want, and then press **Print**.
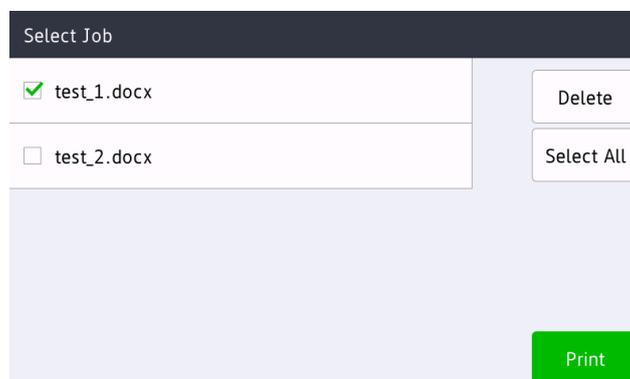
5.2.2 If you are already logged into the machine and then send a print job
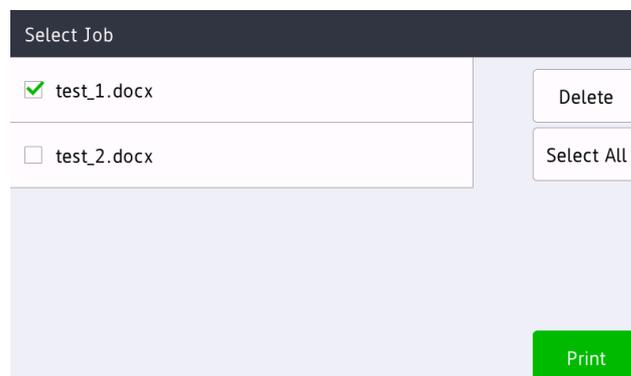
1. Send a secure print job to your Brother machine.

2. Depending on the machine's screen type, access the Secure Print Job List by doing one of the following:

   - On the **Home Screen**, press the **Secure Print** icon.
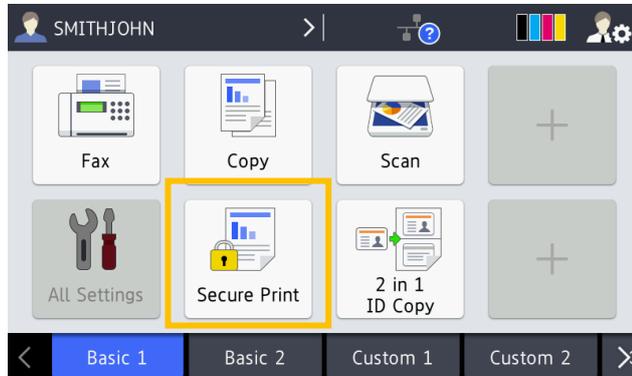
   - On the **Home Screen**, press the **Functions** icon, and then press the **Secure Print** icon.
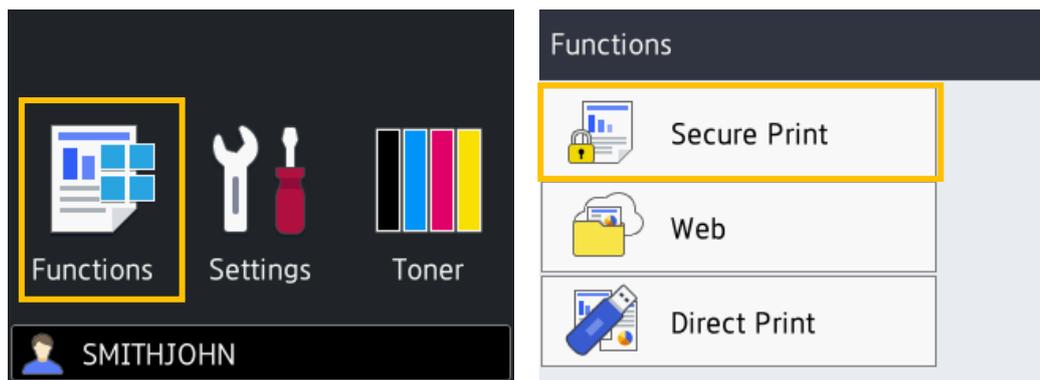
3. Select the print job you want, and then press [Print].

- Print jobs are stored in the machine's memory only until the job is released. Secure print jobs cannot be collected from other machines.
- If an unauthorized user tries to print a secure job, an error notification appears.
- If you restart the machine, all secure print jobs are automatically deleted and must be sent again.
- Use the Counter Auto Reset function to periodically reset the machine's print job counter:

  a. Go to **Administrator** > **Secure Function Lock** and select **Counter Auto Reset**.
  b. Set the frequency of the page counter reset (daily, weekly, or monthly).
  c. Specify the time when the page counter will be reset, and then click **Submit**.

  The Counter Auto Reset function applies to all registered users.

6. Troubleshooting

6.1 General

Error	Solution
No Data Stored	No jobs are stored in the machine's memory. Send a print job to the machine.
Out of Memory	Clear the error by pressing [X], and then turn the machine off and on again. Secure Print+ uses between 20% and 30% of the Brother machine's memory. If the number or size of unreleased documents exceeds the machine's memory, the machine stops printing and does not accept any new jobs.

6.2 Active Directory

Error	Solution
LDAP error	• Make sure the domain controller is configured correctly and connected to the network. • Make sure the machine is connected to the network.
Server time out	• Domain controller does not exist. • Domain controller did not connect to network. • Make sure the machine is connected to the network.
Authentication error	• Make sure the service account's username and password are correct. • Make sure the "Attribute of Card ID" in the LDAP settings is correct. • Make sure the machine's date and time are set correctly.
Wrong date and time	Make sure the machine's date and time are set correctly.
Internal error	• Make sure the machine is connected to the network. • Make sure all settings are configured correctly. • Restart the machine.
Server busy	The server is busy. Try again later.

brother

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global.brother