

# User Instruction

*Botany Print Service – use Ricoh printer from Mac Computer*

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Botany IT

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# Pre-Installation

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## Pre-check List

**Network Connection:**

To print to any of the four Ricoh printers, you need connect to the UBC networks. This includes any UBC building local area networks, ubcsecure wireless networks and ubcprivate wireless networks. If you are connected to non-UBC networks, you can turn on UBC myVPN, and then you will be able to print.

Please check <https://it.ubc.ca/services/email-voice-internet/myvpn> for more details about UBC myVPN connection.

**Supported Mac Operating System Versions: Mac OS 10.7 or newer**

Due to limitations with the Ricoh MP C6004 drivers, currently we can only offer printing support for Mac OS 10.7+. Check your OS version: <https://support.apple.com/en-ca/HT201260>

**CWL Account registration and speedchart association**

To print to any of the four Ricoh printers, you need have your CWL account registered with our PaperCut system, and have at least one speedchart associated with your account. Based on lists received from Botany and Zoology, we have registered most staff and faculty members in both departments with the PaperCut system. To register your account or verify your account status, please contact us by sending email to [helpdesk@botany.ubc.ca](mailto:helpdesk@botany.ubc.ca).

## Ricoh printer locations

- BioSci 3200 (outside of the Botany main office)
- BioSci 4213 (Zoology mailroom)
- Wesbrook 220A
- DH Copp 2604 (Biology Office)

## Cost

- 7 cents per page for black and white print out
- 12 cents per page for color print out

Reference: <http://it.botany.ubc.ca/it-services-and-resources/print-services/>

# Installation

## Overview

The installation requires you to perform the following operations:

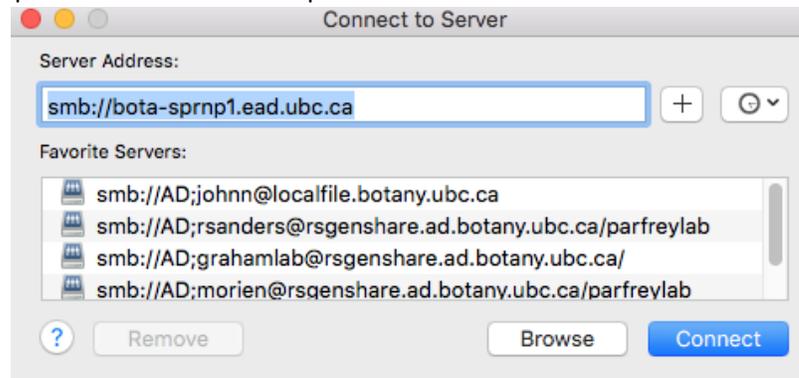
1. Download and install PaperCut Client App
2. Add PaperCut client to your Login Items (easier, but not reliable)  
Or  
Set the PaperCut client to start with Launchd (more complicate, but reliable)
3. Download and install Ricoh MP C6004 driver
4. Add the Ricoh printer(s) as LPD/LPR printer(s)
5. Test the printer(s).

## Download and Install PaperCut Client App

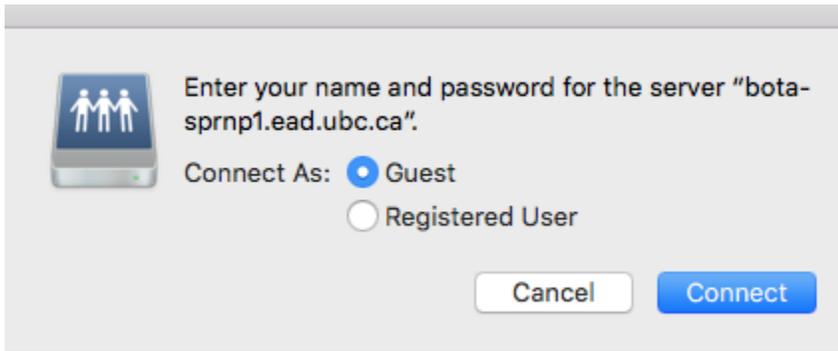
1. Click an empty area on your Desktop to ensure you are viewing the Finder Menu at the top of your screen.
2. Click “Go” on the Finder Menu.
3. Click “Connect to Server ...” at the bottom of the drop down menu.



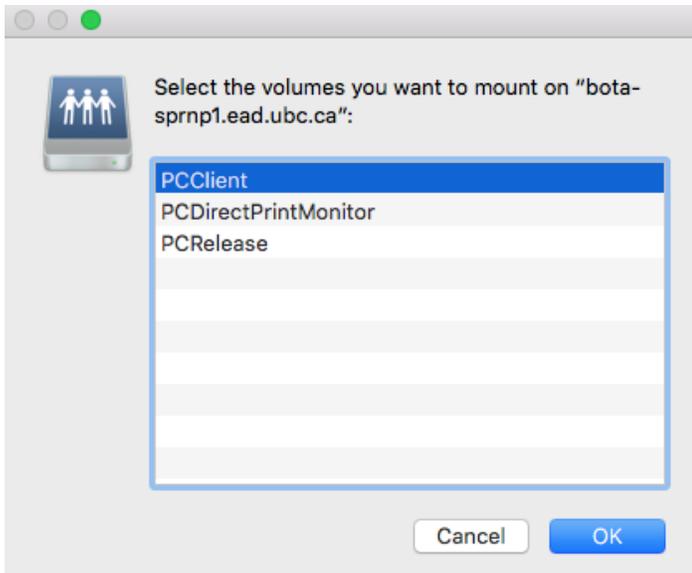
4. Type “smb://bota-sprnp1.ead.ubc.ca” without quotes under the “Server Address:” and click “Connect”.



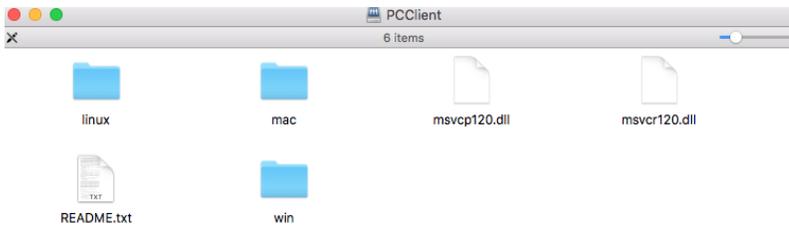
5. You will be asked to login, please select “Connect As: Guest”, then click “Connect”.



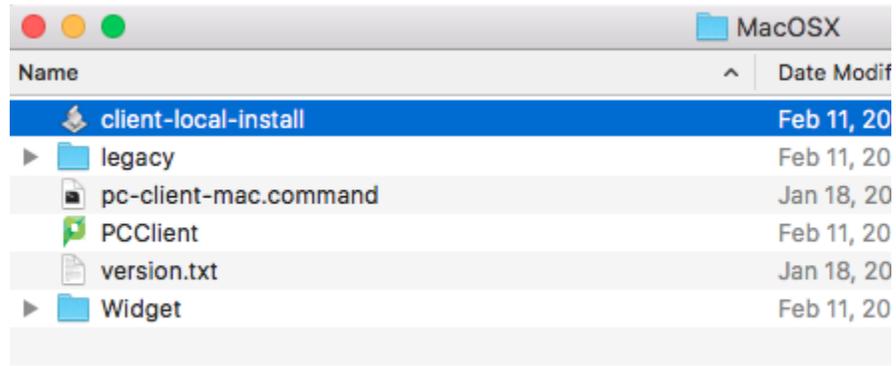
6. In the next window, choose “PCClient” and click “OK” to mount the volume.



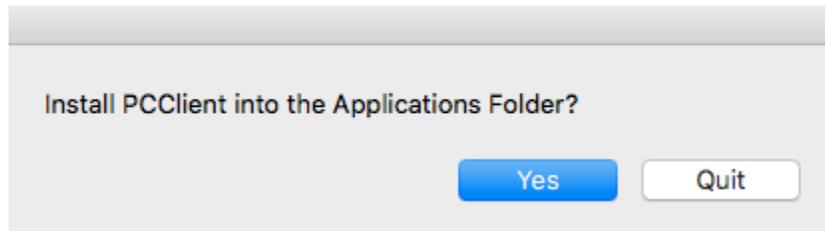
7. In the mounted drive, open the “mac” folder.



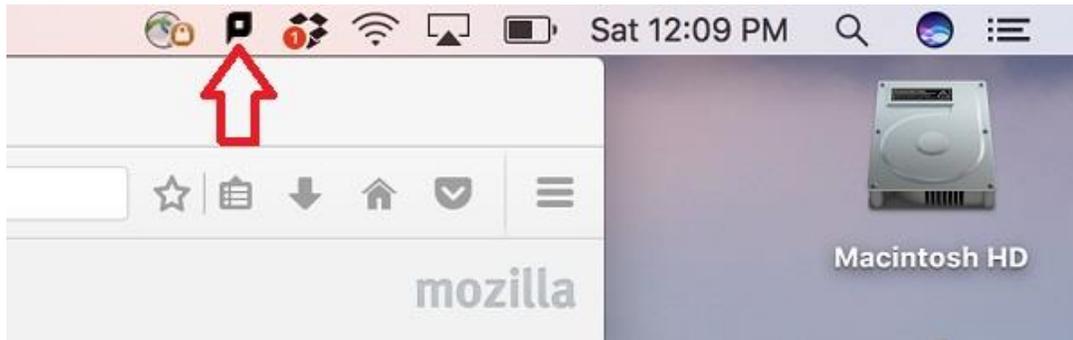
Double-click the “client-local-install” script.



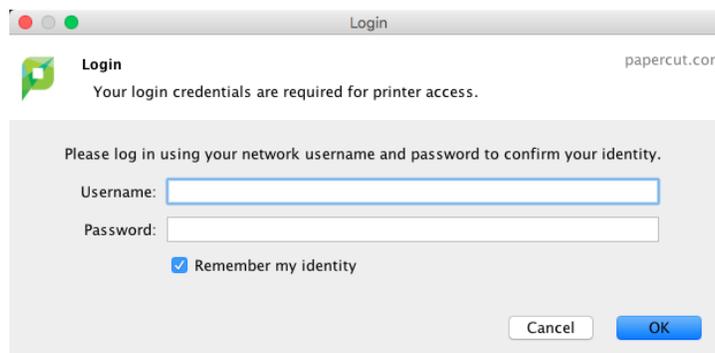
When you see the popout window below, click “Yes” to install the **PPClient**. It may take a few seconds for the script to install the PaperCut client app to your Applications folder. Please wait patiently.



8. Once the script completed the installation, you will notice two things:  
First, a black “P” icon will show on the Finder Menu bar close to your clock, as shown below.



Second, a PaperCut client login window will pop out and ask you to enter your username and password. Please type in your CWL account username and password, and check “Remember my identity”, then click “OK” to close the window for now. The PaperCut client app will prompt you to enter your CWL credential again when you print to our Ricoh printers.



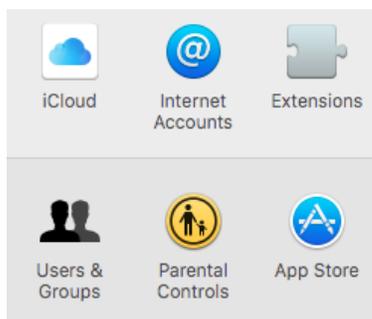
If you see an error of “Invalid username or password”, please try to enter your CWL ID and password again. If you keep getting this error, you may not have your CWL account registered with the PaperCut system. Please contact us at [helpdesk@botany.ubc.ca](mailto:helpdesk@botany.ubc.ca) to find out.



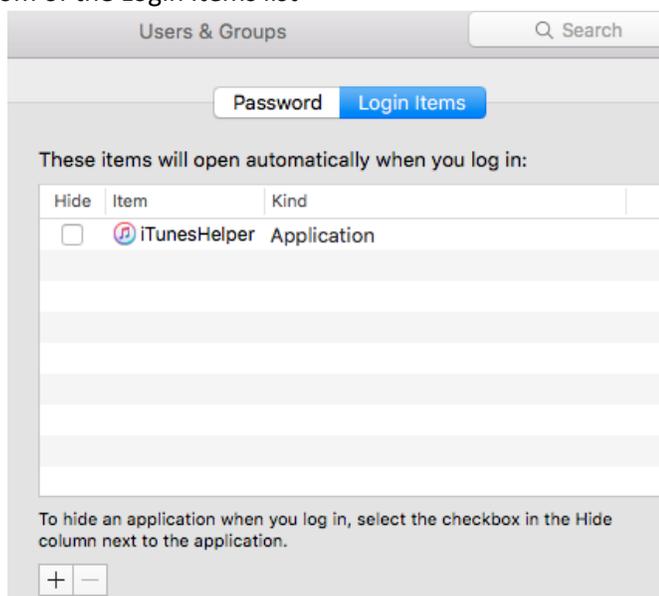
## Add PaperCut client to your Login Items

**Note:** for Mac laptop users who keep switching networks at different locations, and do not regularly log off or reboot your laptop, we strongly suggest you to follow steps in the “Starting the PaperCut Client with Launchd” section. Adding Papercut client to your login items cannot guarantee the reliable connection between mobile users and our print server/printers.

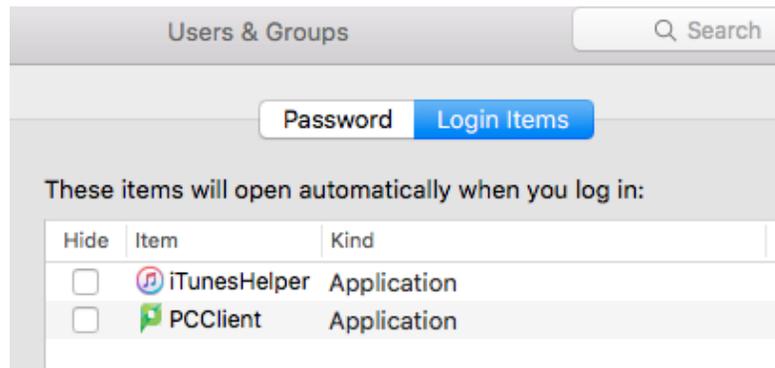
1. Open System Preferences, click on Users & Groups.



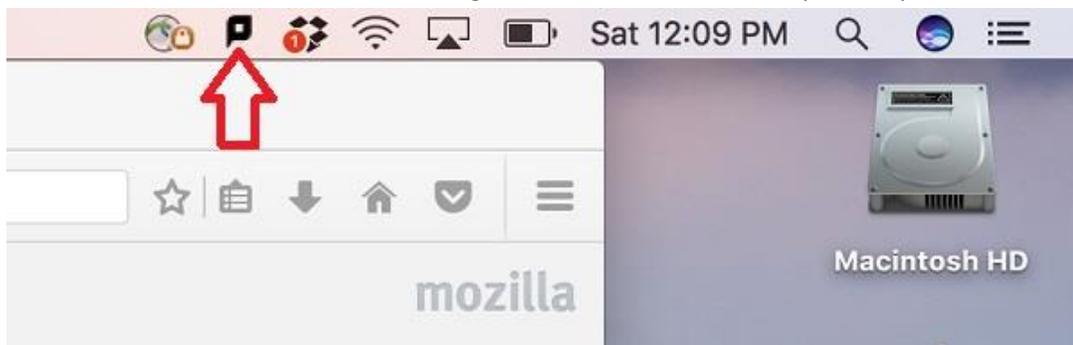
2. Select your username, then click on “Login Items” tab.
3. and click the “+” at the bottom of the Login Items list



4. Select the PPClient app from your Applications folder, then click “Add”.
5. You should now see the PPClient in your Login Items list



6. In the end, reboot your Mac computer to verify that the Login Items is functioning as expected. You should see the black PaperCut client icon at the menu bar around the right-upper corner, as shown below. Please note that if this icon changes to grey color, it means the PaperCut client cannot connect to the print server. Please make sure you connect to UBC network (or turn on myVPN connection if connect from outside of UBC), and wait a few minutes for this icon to change back to black color, then you can print.

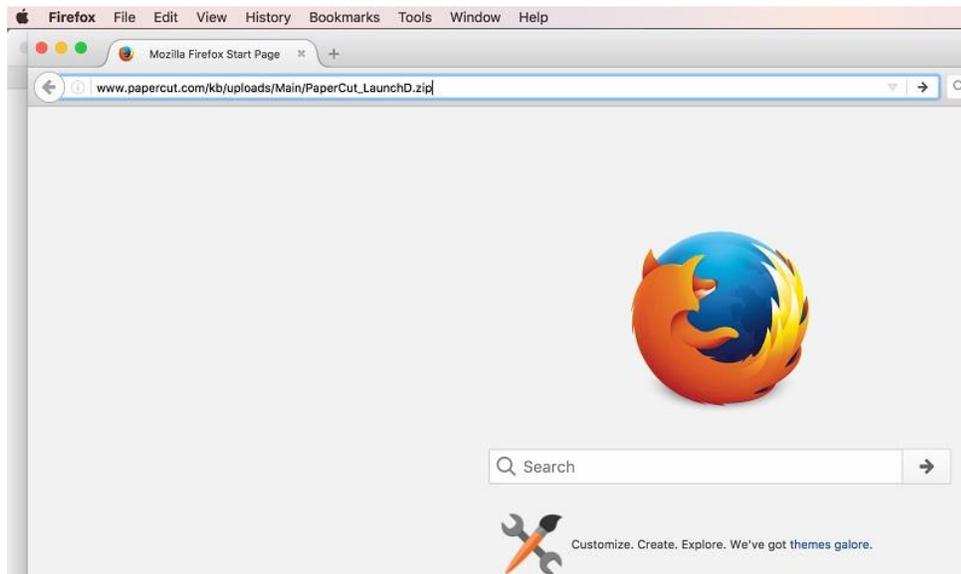


## Starting the PaperCut Client with Launchd

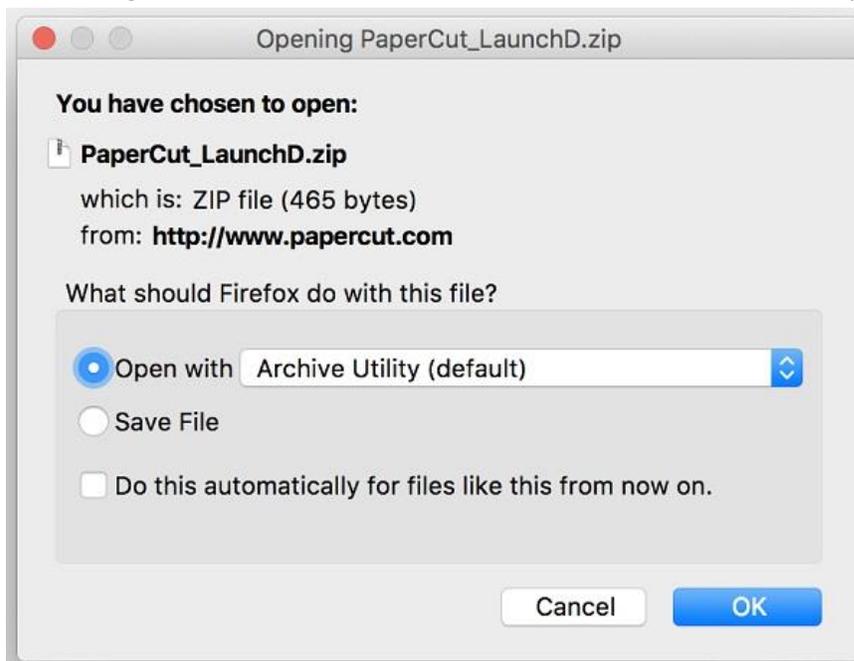
**Note:** steps in this section can be challenging for some users. Please feel free to contact Botany IT at [helpdesk@botany.ubc.ca](mailto:helpdesk@botany.ubc.ca) if you need help.

If you don't turn off or log out of your Mac computer every day, rather than add the PCClient app to the "Login Items", we strongly suggest you to follow the steps below to make sure the PCClient app will run all the time.

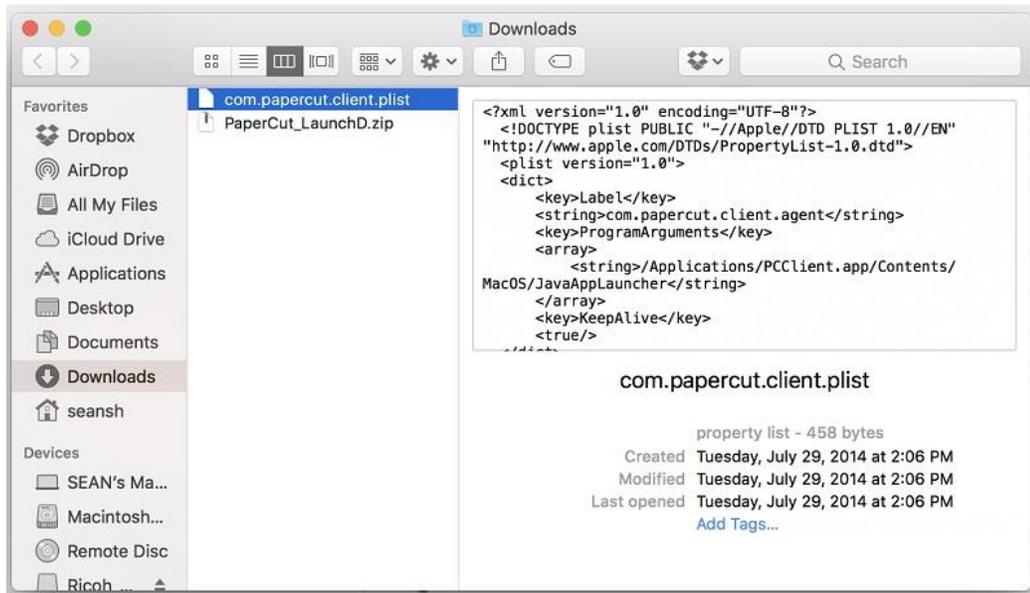
1. Log in to the Mac computer as a user with Administrator access.
2. Open a web browser, type <http://www.papercut.com/kb/Main/MacClientStartupWithLaunchd> at the address bar then push "Enter".



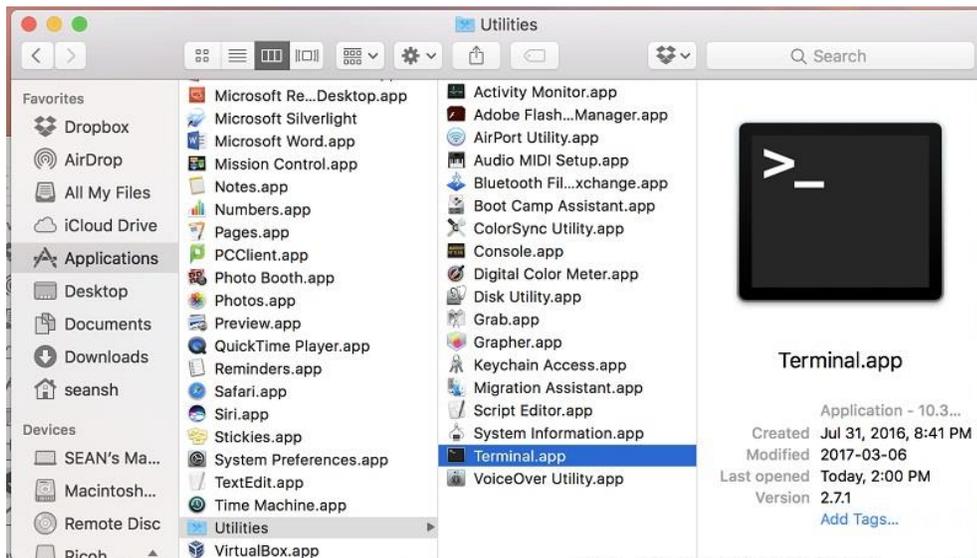
When the web browser asks you what to do with this ZIP file, you can choose to “Open with archive utility (default)”, or “Save File” then go to the “Downloads” folder and double click the file to unzip it.



Either way will give you the “com.papercut.client.plist” file in the “Downloads” folder.



3. In the next several steps, we will do some command lines with Terminal.app. You can find it in your “Applications/Utilities” folder.



4. In the Terminal window, copy the com.papercut.client.plist file from the Downloads folder to /Library/LaunchAgents/ folder by type in commands below:

```
cd "Downloads"
```

```
sudo cp com.papercut.client.plist /Library/LaunchAgents/
```

Your computer will ask you to type in your password when you run “sudo...” above.

5. In the Terminal window, change folder to “/Library/LaunchAgents”, then change the owner/group and permission of the com.papercut.client.plist file, by type in commands below:

```
cd /Library/LaunchAgents/
```

```
sudo chown root:wheel com.papercut.client.plist
```

```
sudo chmod 644 com.papercut.client.plist
```

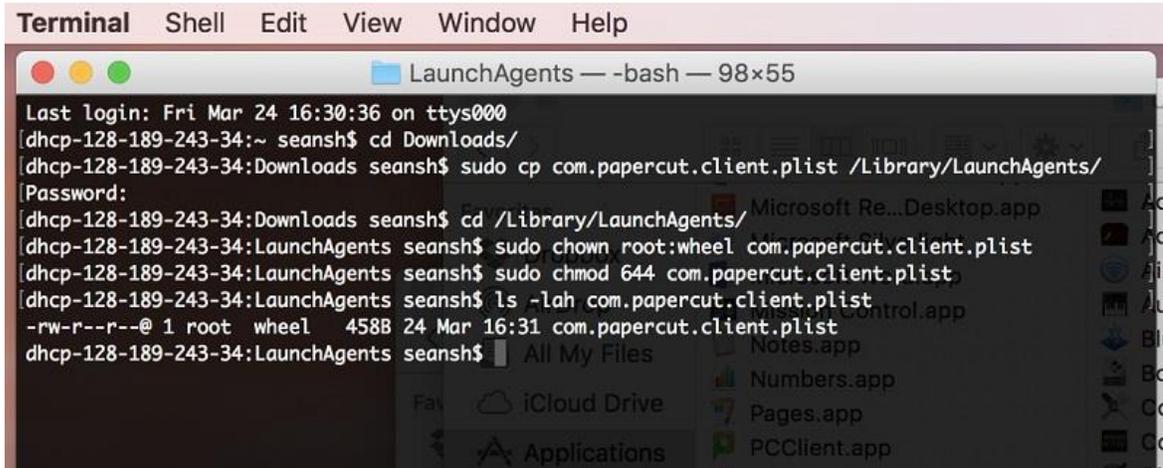
6. Next we'll verify that the permissions for the file are correct by type in command:

```
ls -lah com.papercut.client.plist
```

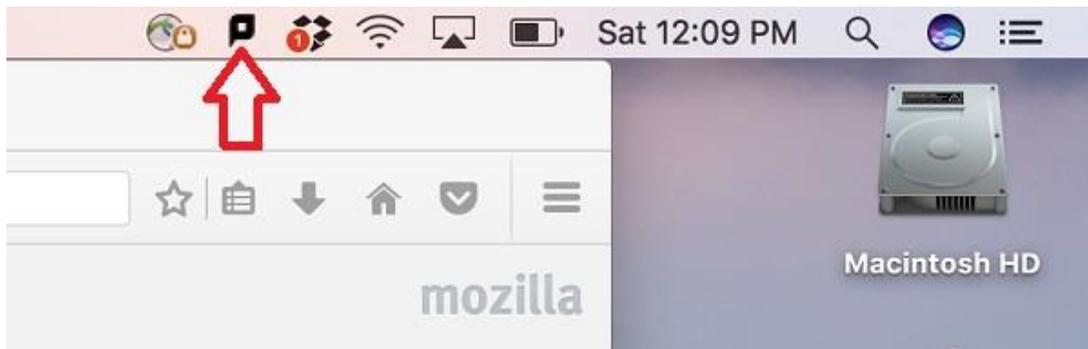
The output should look like:

```
-rw-r--r--@ 1 root wheel 458B Jul 29 2014 com.papercut.client.plist
```

7. A screen shot of all commands a shown below.

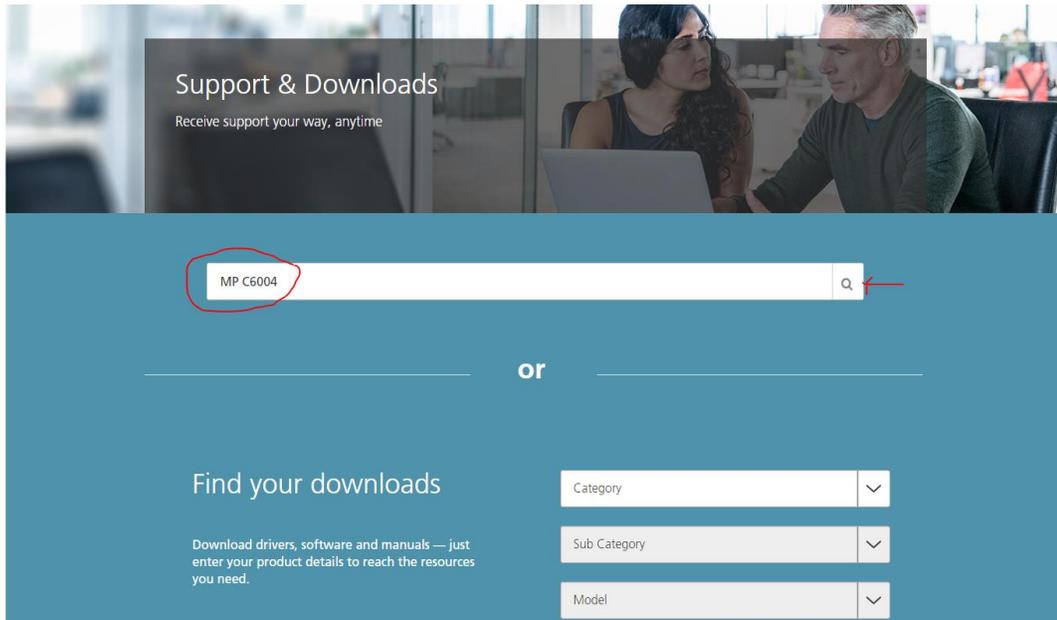


8. In the end, reboot the Mac to verify that the launchd job is functioning as expected. After the reboot, you should see the black PaperCut client icon at the menu bar around the right-upper corner, as shown below. Please note that if this icon changes to grey color, it means the PaperCut client cannot connect to the print server. Please make sure you connect to UBC network (or turn on myVPN connection of connect from outside of UBC), and wait a few minutes for this icon to change back to black color, then you can print.

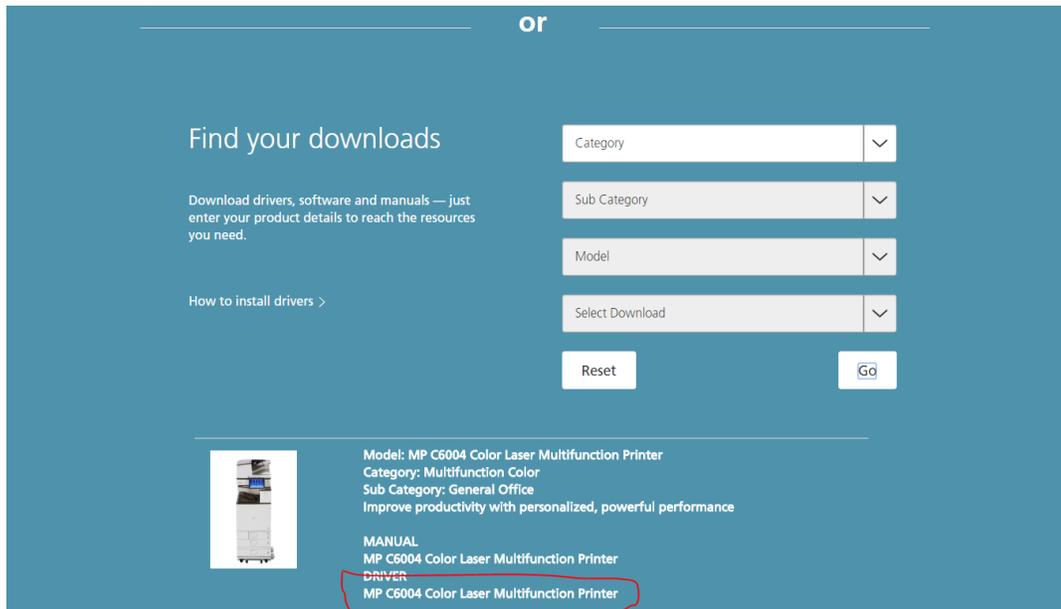


## Download and install Ricoh MP C6004 driver

1. Open a web browser of your choice, such as Safari, FireFox, or Chrome.
2. Go to Ricoh Support & Downloads page at <https://www.ricoh.ca/en/support-and-download>  
Type in "MP C6004" then click the search button.



3. Under the search result, click “MP C6004” below “DRIVER”.



4. Please click “I AGREE” for the software license agreement to move forward to the next page for choosing your Mac OS.

## MP C4504/C6004 series

[Sign up : Software Release Notifications](#) [Important Notice](#) **Important**

### Your OS

Please choose your OS



### Choose your OS

Select driver language

5. Scroll down until you see the “Mac OS X” under “Choose your OS”. Click the triangle drop down button to display the list of different Mac OS X versions.

### Change OS

Select driver language

- Windows
- Mac OS X
  - Mac OS X 10.11 (OS X El Capitan)
  - Mac OS X 10.10 (OS X Yosemite)
  - Mac OS X 10.9 (OS X Mavericks)
  - Mac OS X 10.8
  - Mac OS X 10.7
- Windows Server
- Firmware / Other OS

6. Select the OS version of your computer to expose the “Download” button, then click the “Download” button to download the PPD Installer.

Mac OS X 10.11 (OS X El Capitan)

#### Printer Driver

##### PPD Installer

[Download](#)  
(File Size : 1,460 KB)

Ver.1.2.0.0 Released Date: 09/14/2016 **New!**

This PPD installer is used to install a PPD (Postscript Printer Description) file on Mac OS X. PPD files contain descriptions of printer capabilities such as paper sizes, number of input trays and duplexing. Once the PPD file is installed on the system, even the OS's installer, the OS should not come trouble with Mac OS X can use the History

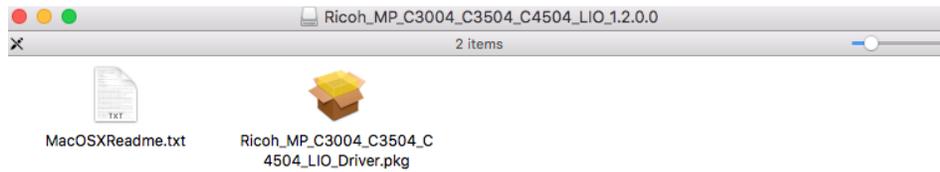
Mac OS X 10.10 (OS X Yosemite)

Mac OS X 10.9 (OS X Mavericks)

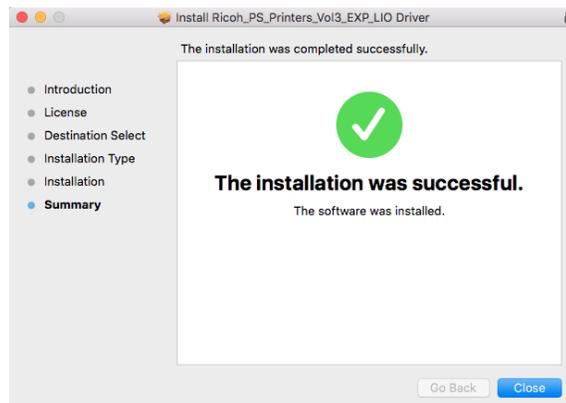
Mac OS X 10.8

Mac OS X 10.7

7. Open the downloaded dmg file, then double click the pkg file and follow the instructions to install the printer driver.



8. Installation was successful, click “Close” to close the installation window

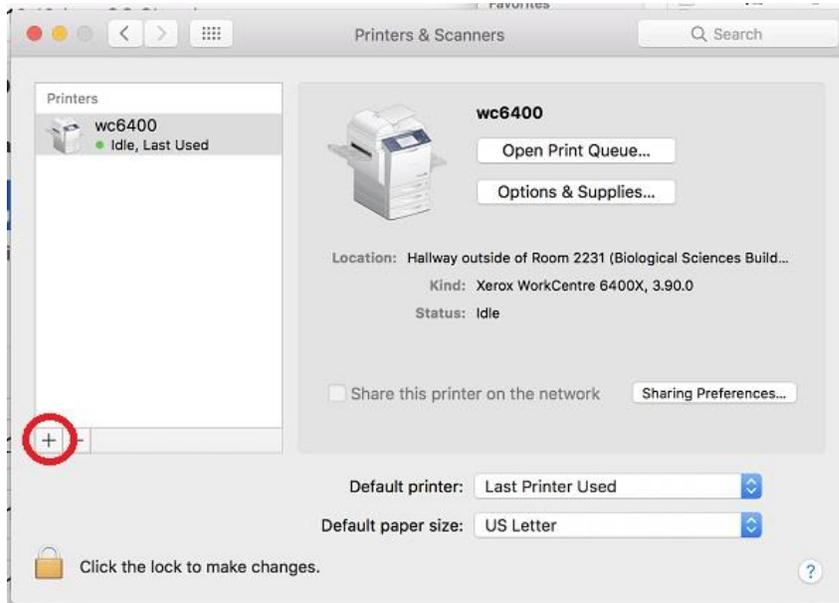


## Add Ricoh MP C6004 Printer(s) as LPD/LPR printer(s)

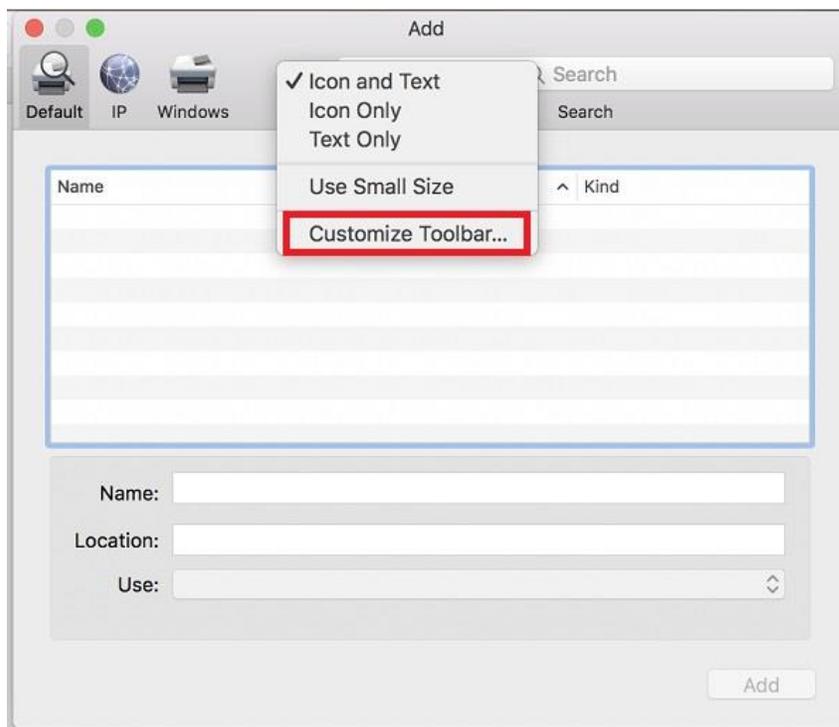
1. Open System Preferences, then click on Printers & Scanners.



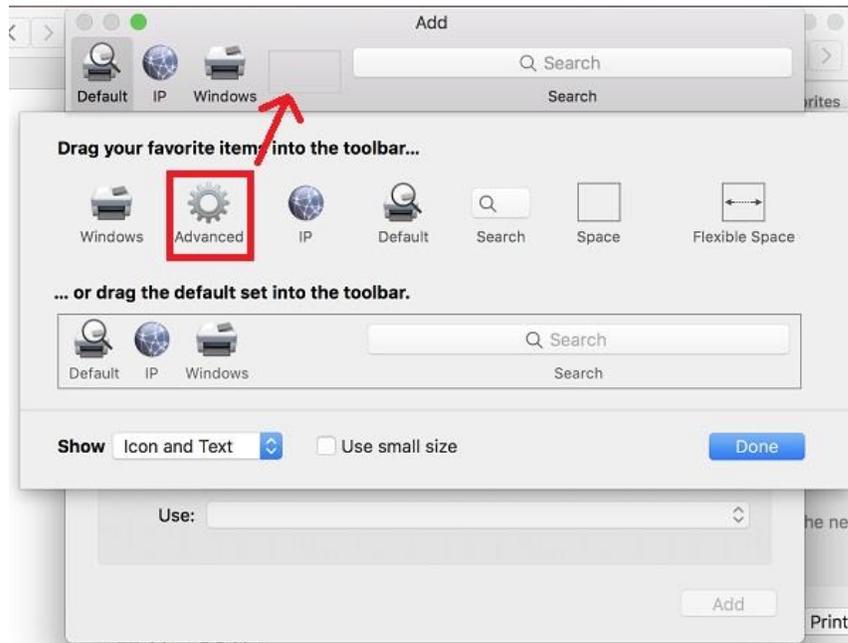
2. Click on the “+” at the bottom of the Printers list to add a new printer



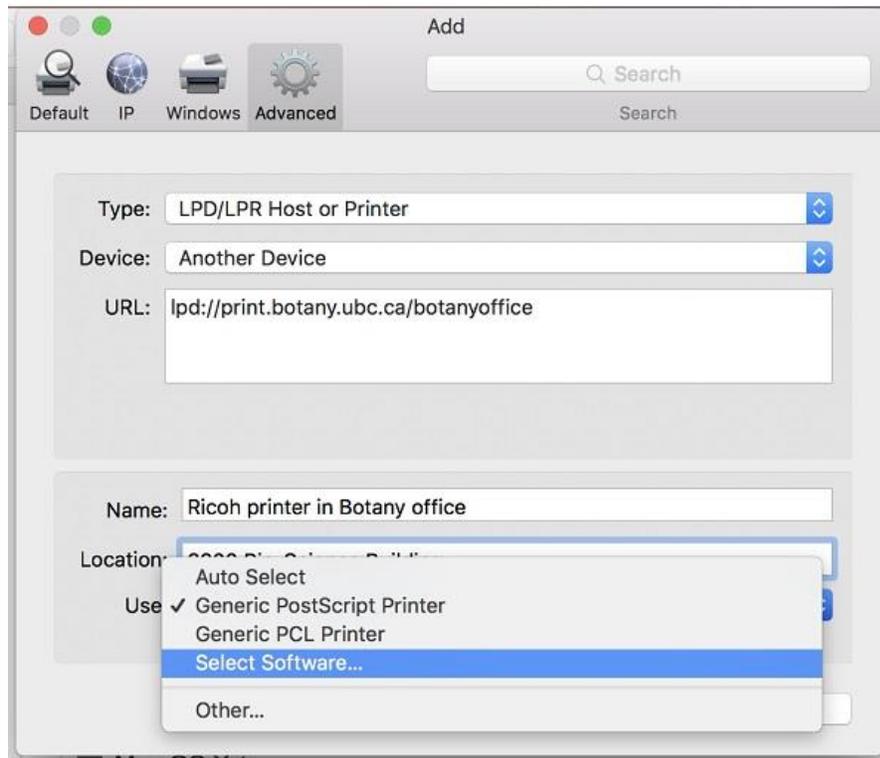
3. Since we suggest Mac users to install the Ricoh printers as LPD/LPR printer, you need to use the “Advanced” button to add this printer, which is not listed by default. To add the “Advanced” button, right Click (two fingers tap your trackpad, or hold down the “control” key when you left click) at the area between the “Windows” printer icon and the search bar. You will see a pop out menu as shown below. Click on the “Customize Toolbar...”



4. When you see the pop out window for extra toolbar items, drag and drop the “Advanced” gear icon onto the empty space between the Windows printer icon and search bar, then click “Done”.

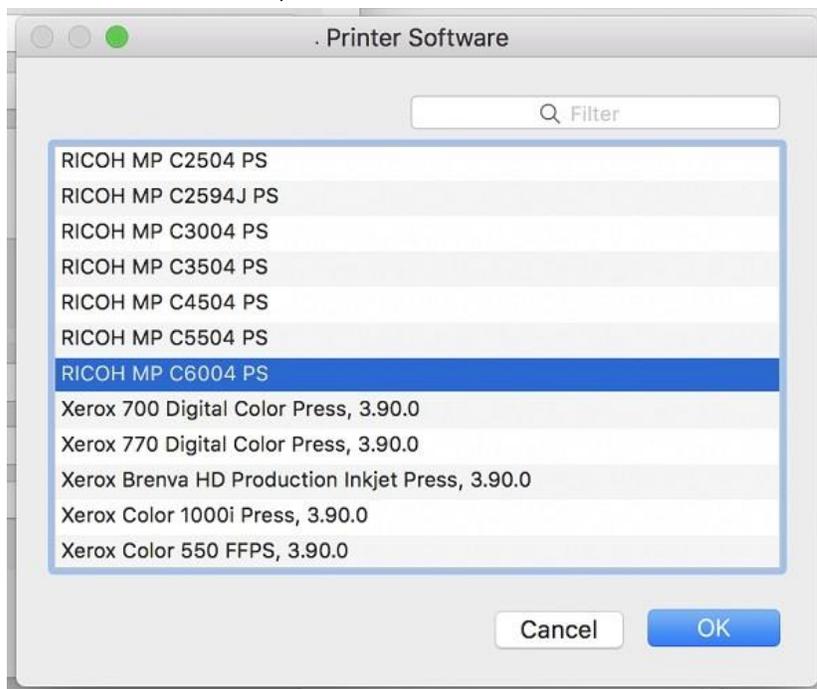


5. Now you can click the Advanced icon, set the following settings for this new printer as shown below:

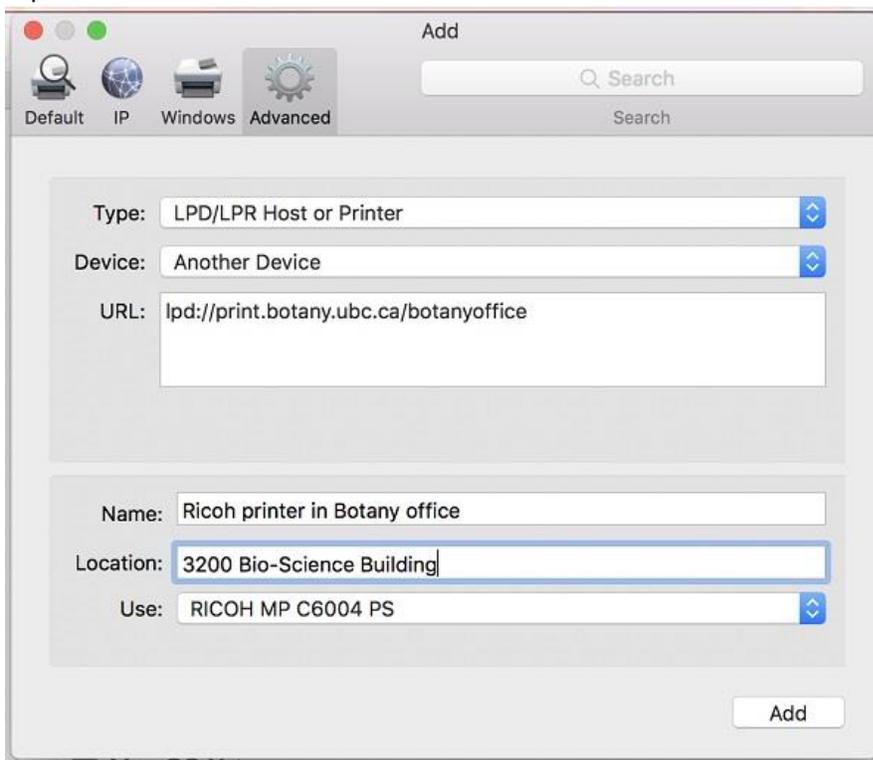


- a. Type: LPD/LPR Host or Printer
- b. Device: Another Device
- c. URL: <lpd://print.botany.ubc.ca/botanyoffice> for the Ricoh printer outside Botany office  
<lpd://print.botany.ubc.ca/zoologyoffice> for the Ricoh printer in Zoology mail room,  
<lpd://print.botany.ubc.ca/wesbrook220a> for the Ricoh printer in WesBrook 220A,  
<lpd://print.botany.ubc.ca/biologyoffice> for the Ricoh printer in Biology office,  
 Or <lpd://print.botany.ubc.ca/holdrelease> for the hold/release virtual printer.
- d. Use: Select Software ...

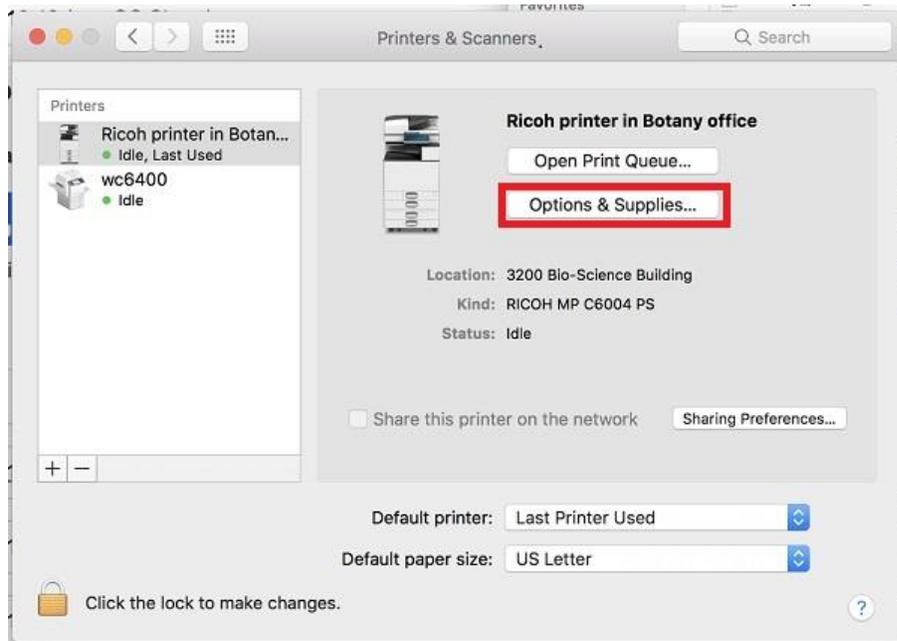
6. Once you choose “Select Software” from the last step, you will see the “Printer Software” pop out window, scroll down until you see Ricoh MP C6004 PS, select it and click OK



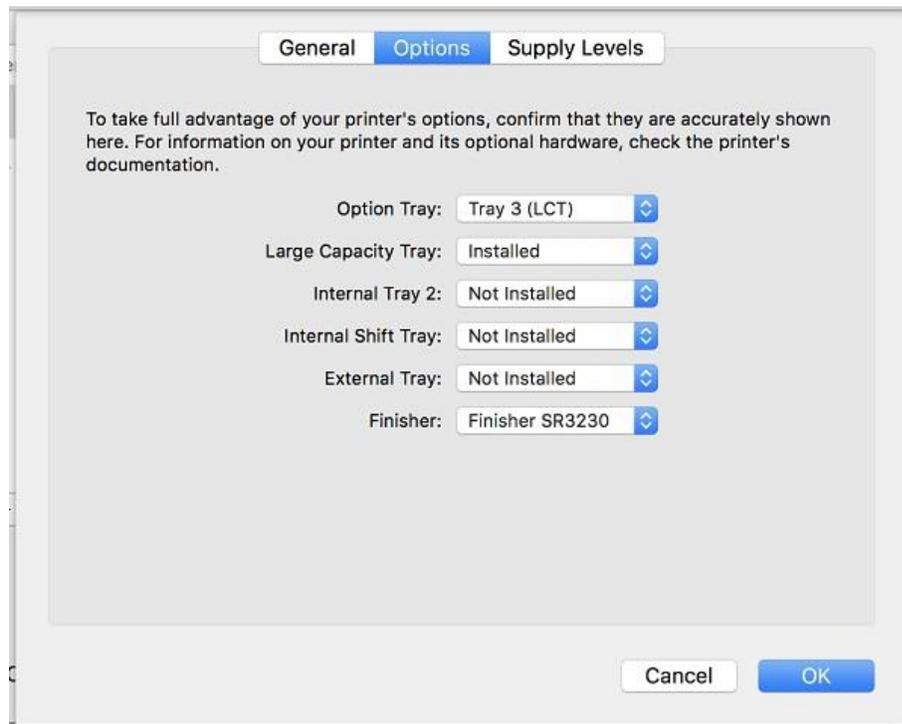
7. Now you are back at the “Add” window. Verify your settings and click “Add”. This should add your chosen Ricoh printer to your list of printers.



8. Now we need add two options for the installed Ricoh printer: large capacity paper tray and finisher. Select the installed Ricoh printer, then click “Options & Supplies...” as shown below.



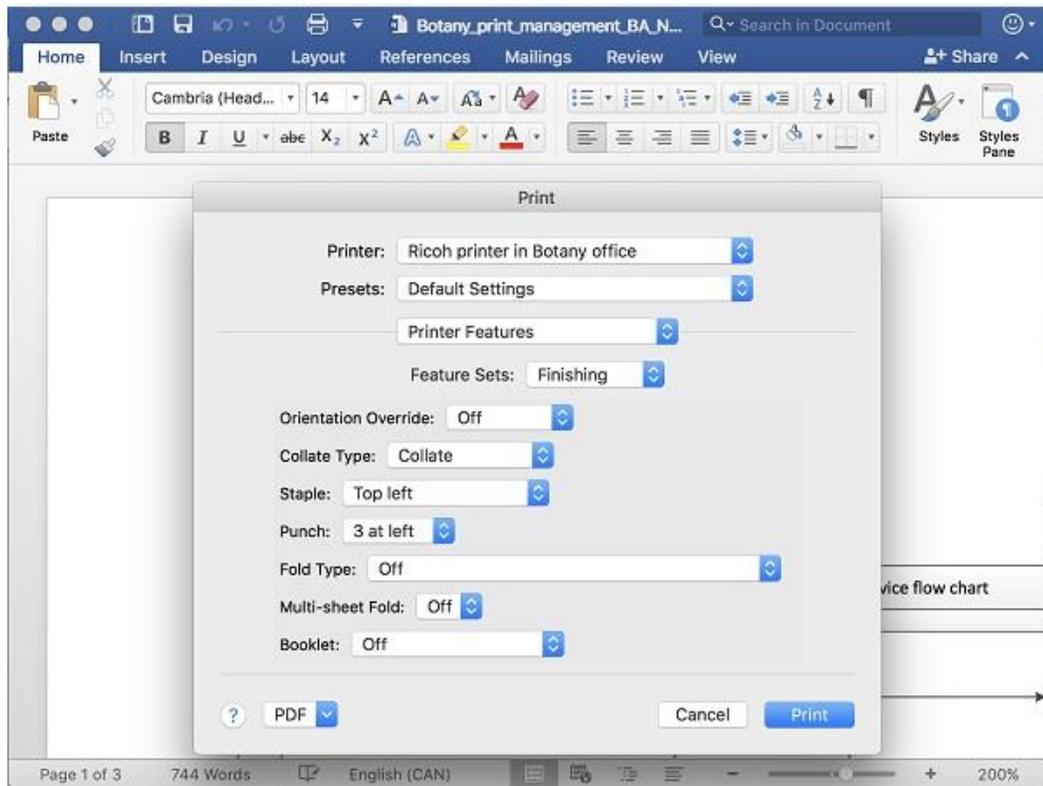
- Under the “Options” tab, select “Tray 3 (LCT)” for “Option Tray:”, select “Installed” for “Large Capacity Tray:”, and select “Finisher SR3230” for “Finisher”. As shown below. Click “OK” to close the window.



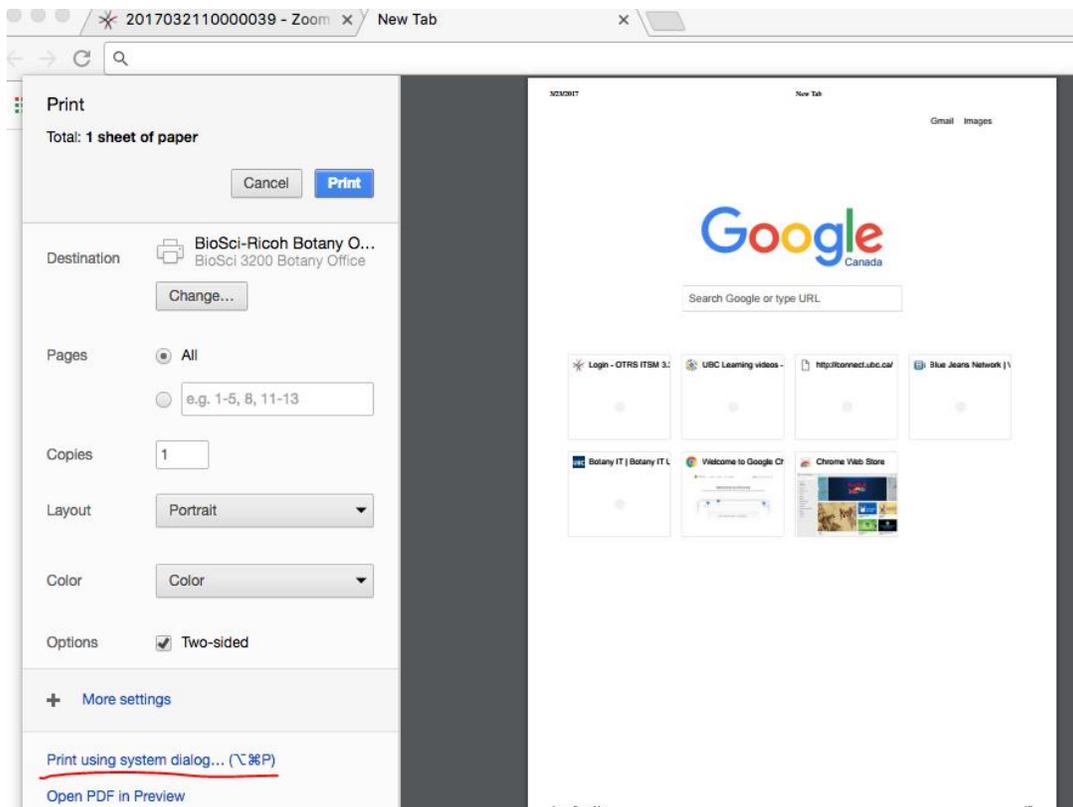
- You can repeat step 5 to 9 above to add other Ricoh printers. All Ricoh printers have exactly same settings except that they have different URL, as mentioned in step 5.

## Test the Printer(s)

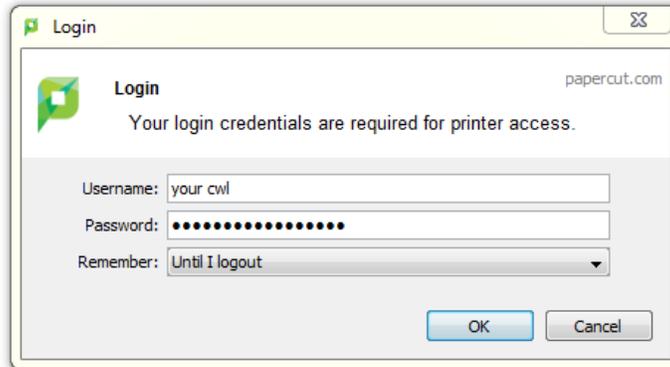
- Open any document or web page.
- Choose to print like you would normally do.
- Select one of the Ricoh printers (botanyoffice, zoologyoffice, biologyoffice, wesbrook220a, or the holdrelease virtul printer)
- Here you are able to change and/or save your Printing settings. If you have installed the extra options such as the finisher, you will be able to set the “Staple” and “Punch” under “Printer Features” as shown below.



5. If using Chrome or Adobe, we recommend using the “Print using system dialog” feature to view all of the available copier features, as shown below.



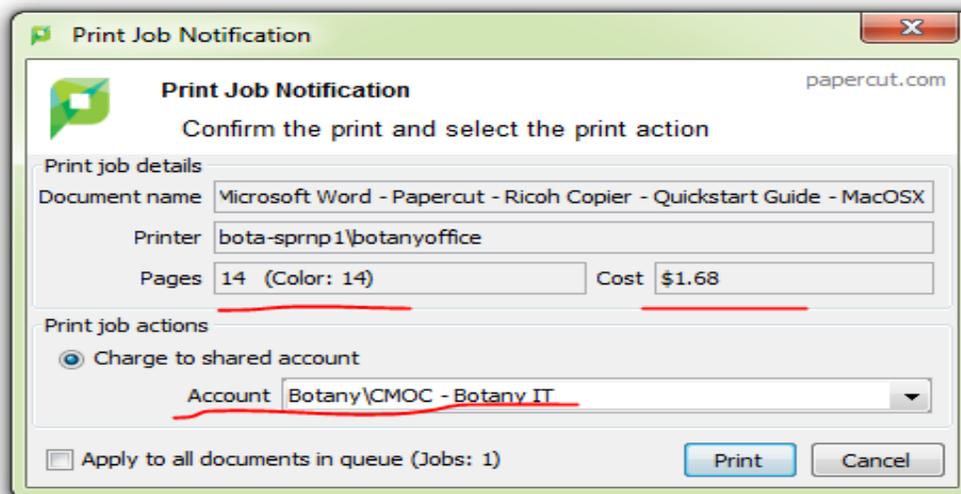
- Once print options are chosen, you may print your document. After clicking “Print”, you will see a dialog pop-up within a few seconds, depending on the network speed and age of your computer.



This is the login window for PaperCut to authenticate and identify who you are. Enter your CWL username in the username field and your CWL password in the password field. Also you can choose the option for how long the system shall remember your CWL credentials. Select the option in the “Remember” field by clicking the drop down arrow.

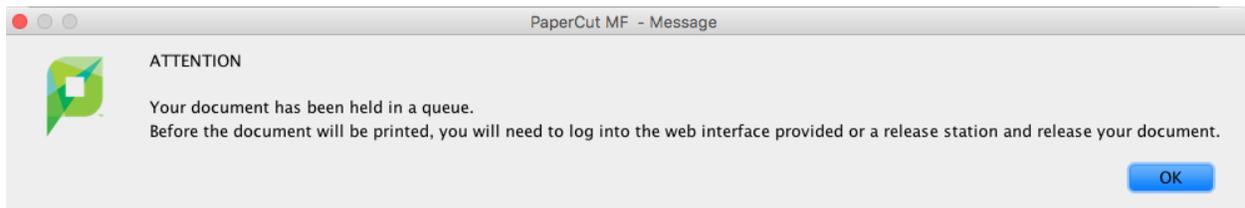
- Successful authentication will bring up a Print Job Notification pop-up. It shows the document name you are printing, which printer is the print job send to, the number of pages of the document and the cost of the print job. You select the account/speedchart you want for the print job by clicking the drop down arrow at the “Account” field. Then click “Print”.

If you print to any of the four Ricoh printers, you can now walk over to it and pick up your printouts.



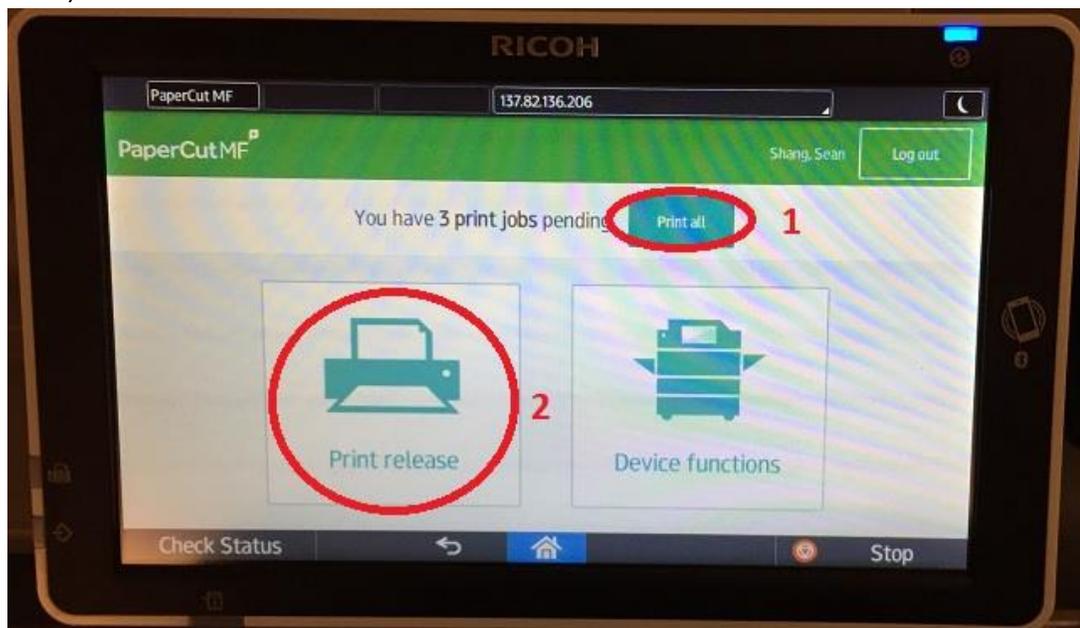
**Note: steps below are only applicable if you print to the holdrelease virtual printer.**

- If you print to the holdrelease virtual printer, an ATTENTION window will pop-up, as shown below. You need to walk over to any of the four Ricoh printers, login by tapping your UBC Card/entering your employee ID/entering your CWL ID & password, then release your print job.

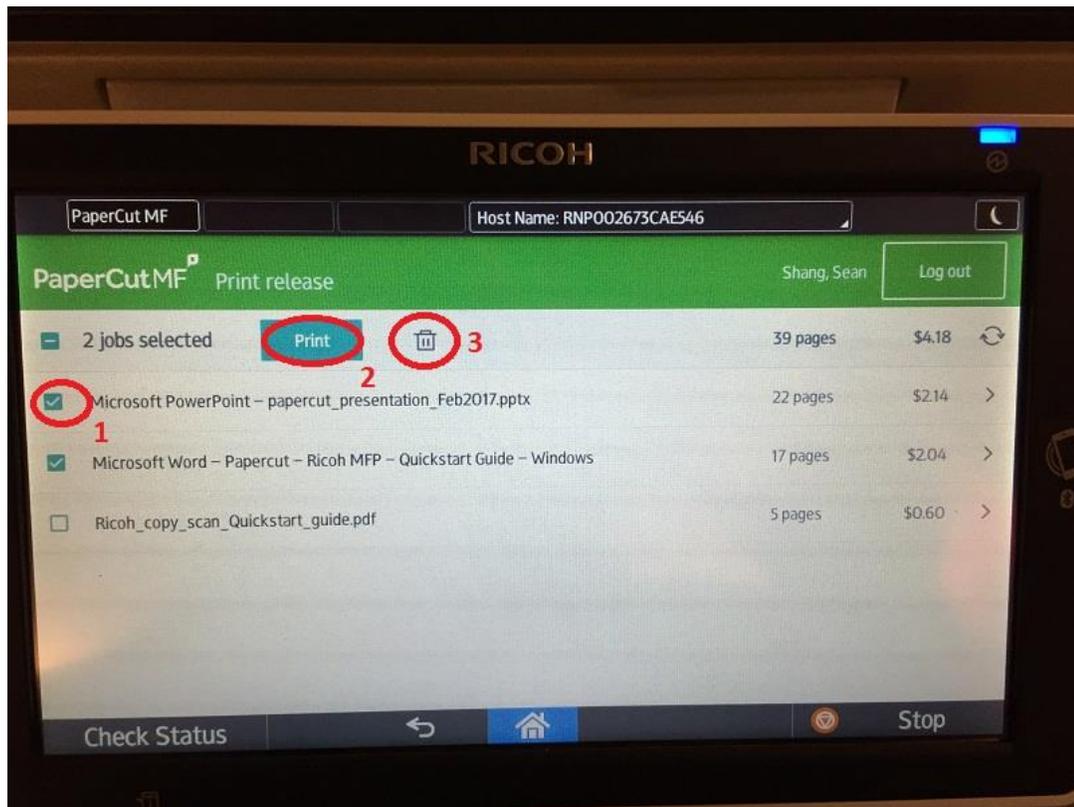


Note: All print jobs to the holdrelease virtual printer will be held for 24 hours then cleared from the system. If you forgot to release your print job at any of the four Ricoh printers within 24 hours, you will have to print your document again. For details about how to login to our Ricoh printers, please read the [Ricoh Copy/Scan Quick Start Guide](#).

9. Once you login to any of the four Ricoh printers, you will see the first screen as shown below. You can either touch the “Print all” button to release all hold jobs (circle 1), or touch the “Print release” button for more options (circle 2).



10. If you touch the “Print release” button in step above, you will see the second screen with a list of print jobs hold under your account. You need touch the check box in front of the job to select it (circle 1), then you can either print the selected job(s) (circle 2), or delete the selected job(s) (circle 3).



11. In the end, please pickup your printouts, then touch the “Log out” button.