

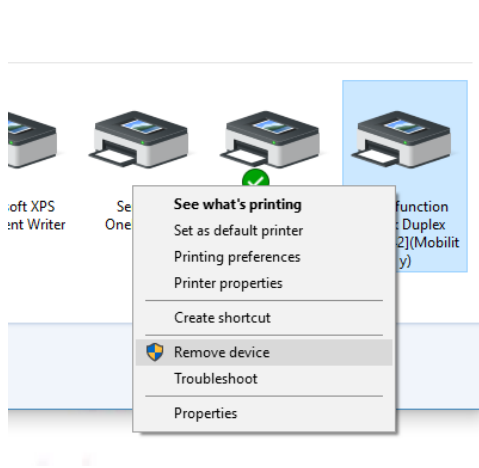
How to reset printer authentication setting on my device?

On some occasions, you need to remove the printer authentication setting on your device. For example, when you change your ITSC account password, you need to update / remove the printer setting and re-create it.

A. If you are using Microsoft Windows devices

A1. If you have used the "pc-mobility-print-printer-setup.exe" to add printer

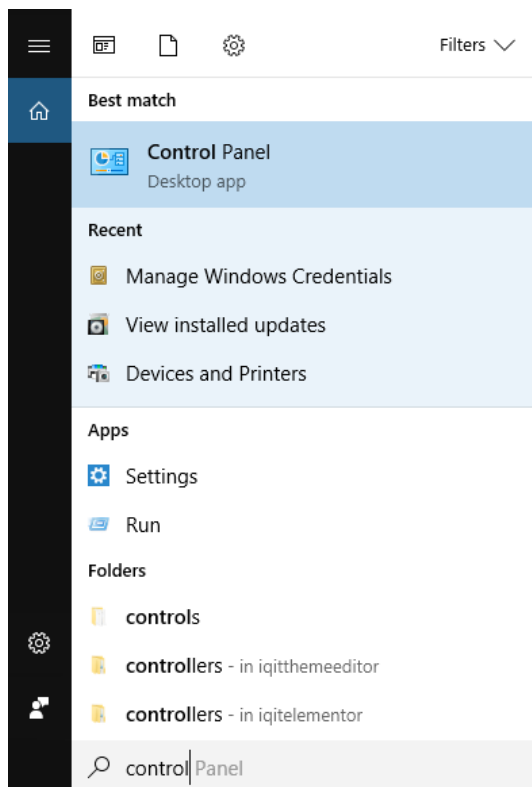
Step 1. Remove the printer from the control panel



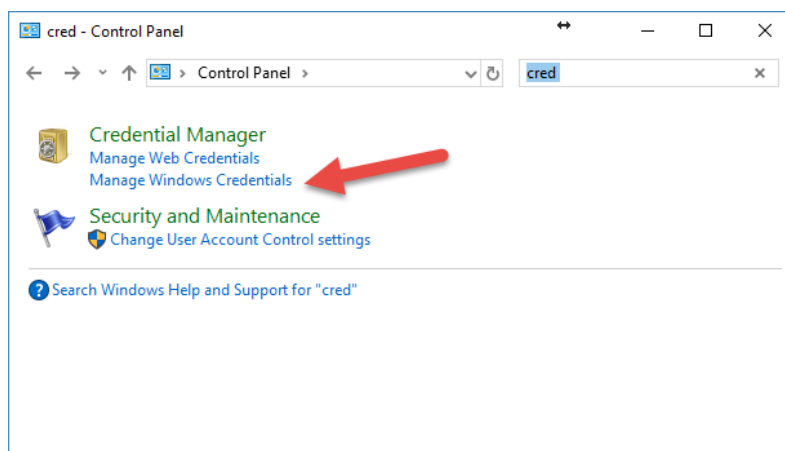
Step 2. Reinstall the printer using the "pc-mobility-print-printer-setup.exe" – download from here <https://www.papercut.com/products/ng/mobility-print/manual/setting-up-your-devices/windows/>

A2. If you have used the "Print Queue Utility.exe" to add printer

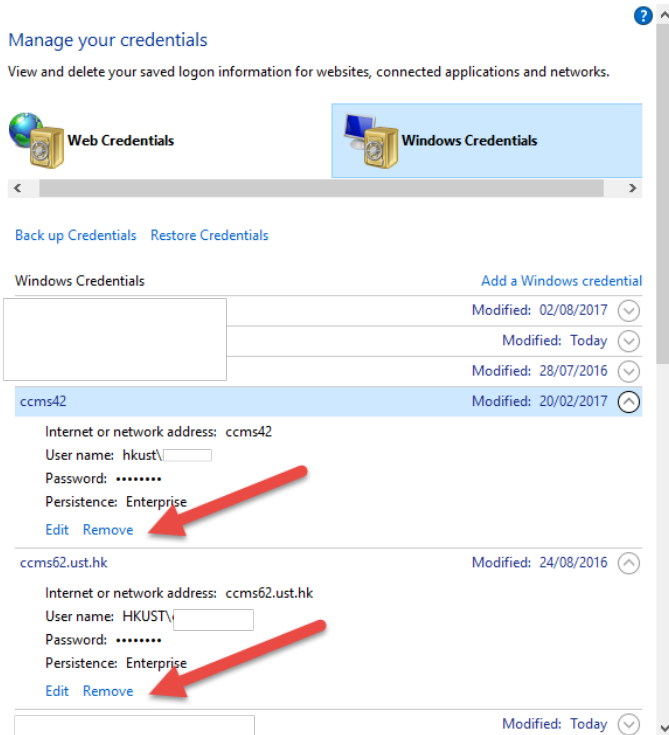
1. Open control panel in start menu or desktop



2. Search Credential from the top right box



3. Select "Manage Windows Credentials"

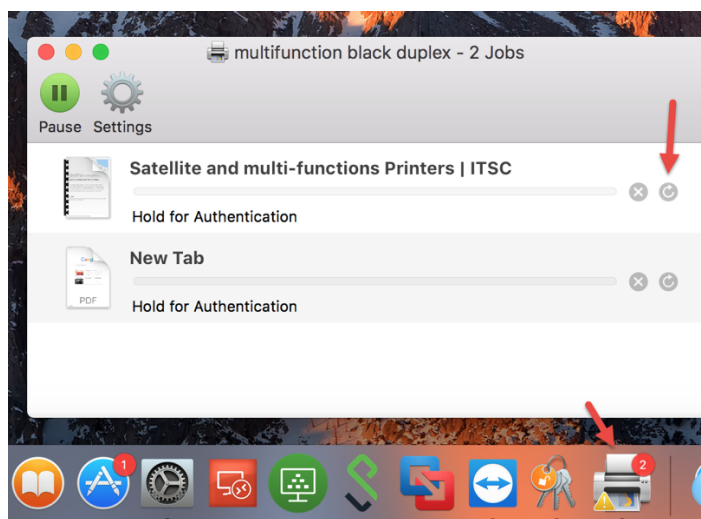


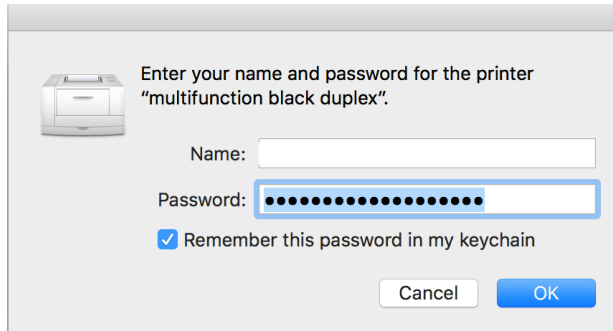
4. In the "Windows Credentials" section, remove all ccms42, ccms62 items.

B. If you are using Mac OSX devices

B1. If you have used AirPrint to add the printer

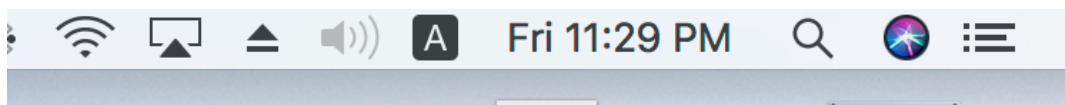
When you print after changing the password, the printer will show error "Hold for Authentication", you can click on the "refresh" icon at the right hand side of the print job to re-enter the new password



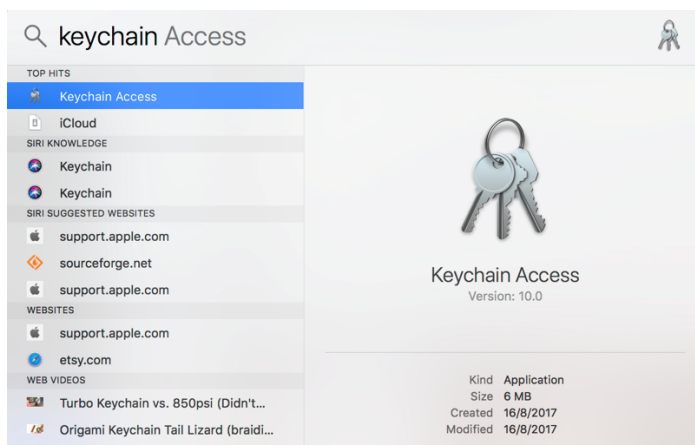


B2. If you have used the old "PrintQueueTool.command" to add printer in the MacOSX

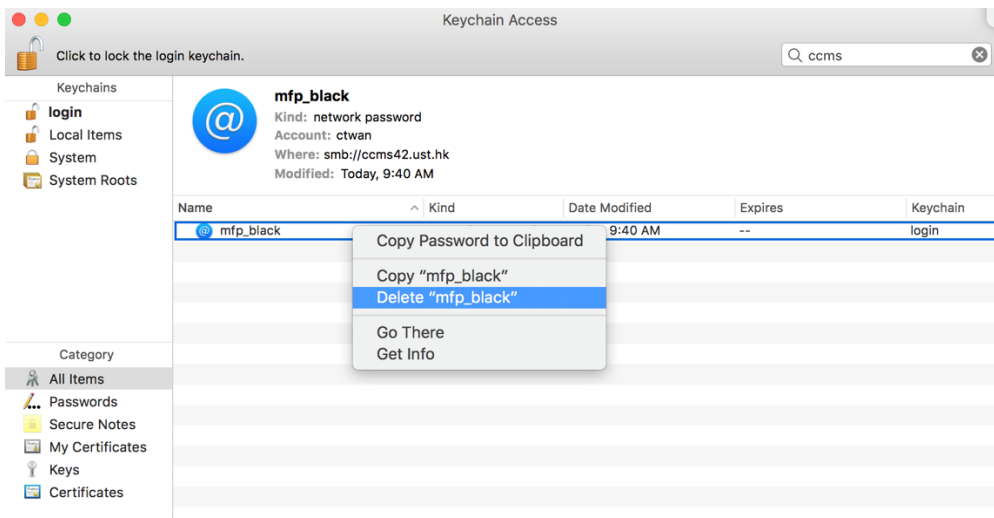
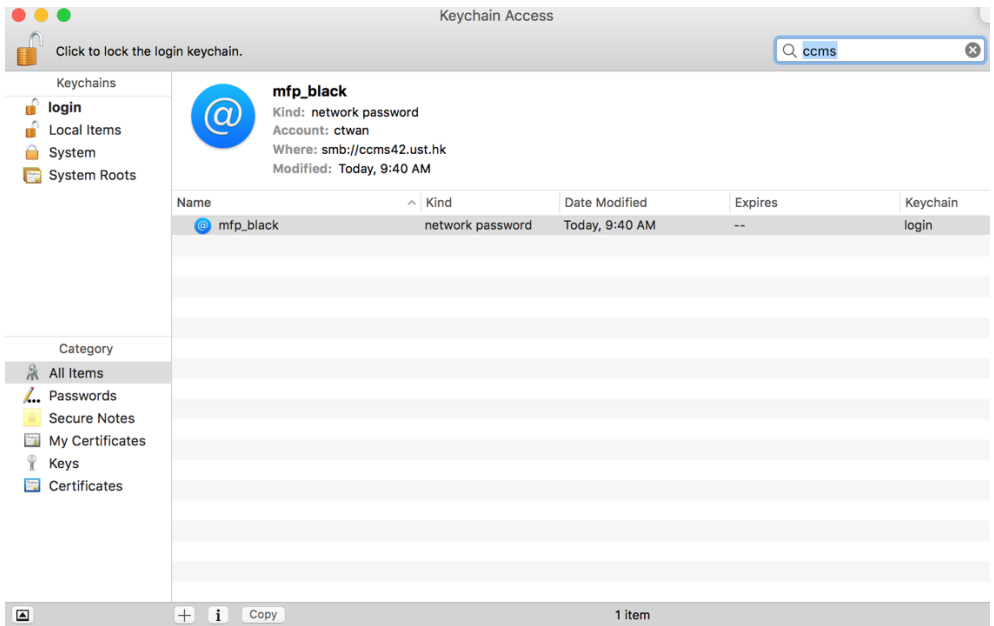
1. Use spotlight to find "Keychain Access"



2. Type "Keychain Access" in the search box and click to run "Keychain Access"



3. From the search box in keychain access, search for "ccms" and remove all entries found



C. If you are using iOS devices

iOS will ask for your new password before printing

D. If you are using Android devices

Android will ask for your new password before printing