

Q Will the extension work for SaaS and the Virtual Appliance?

A The Chrome OS Client Extension works on SaaS and the new Virtual Appliance. It does not work on PrinterLogic Web Stack, but on-prem customers can migrate to the VA to get this functionality.

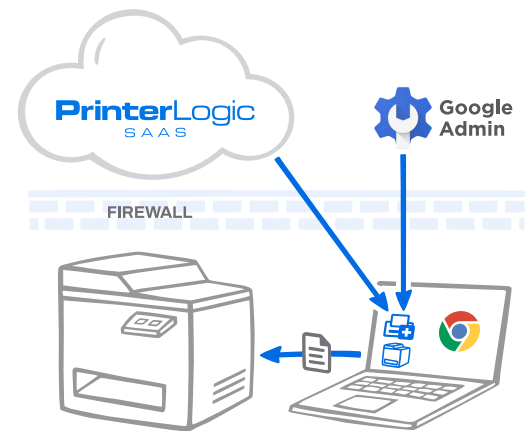
Q Do I need an enterprise G-Suite license to deploy the extension?

A No. Any G-Suite license type will work. It will also work with a Chrome Enterprise Upgrade.

Q What are the differences between the Chrome OS Client Extension and the Windows client?

A The functionality provided by the Chrome OS Extension is similar to other clients, but there are a few differences:

- The Google Admin Console is used to deploy the extension to Chrome OS devices. This can't be done from the PrinterLogic console.
- Driver deployment does not apply because the solution is driverless, as explained below.
- The solution does not use printer-object profiles.
- Chrome OS does not support default printer settings. The user chooses a printer for each job. However, Chrome OS printing does default to the last printer used.
- Reporting on USB-connected printers is not available with the Chrome OS Extension.
- With the Windows client, menu options that appear when a user right-clicks on the client icon can be disabled. With the Chrome OS Extension, all menu options always appear.



Q How do drivers work with the Chrome OS solution?

A PrinterLogic's Chrome OS solution uses a driverless printing technology that provides broad printer compatibility while accessing a printer's features on-the-fly for the best possible output. When a printer is selected by the user, the extension updates menu options based on that printer's features. The user picks the options they want, clicks Print, and the job is rendered and sent to the printer.

Q What is driverless printing? How does it work?

A Driverless printing uses the Internet Printing Protocol (IPP), which allows a computer to query a destination printer about its available feature set. This information is used to render print jobs so they take full advantage of the printer. IPP was first developed in the late 1990s, and is used by the Chrome OS and Apple's AirPrint, as well as other popular printing standards. The standard is supported by the vast majority of printers sold today.

Q Does IT need to use the Google Admin and the PrinterLogic Admin for this solution?

A The Google Admin Console is only required for initial deployment of the extension. This can be automated for new Chromebooks when logging in. After that, printer deployment, printer management, and all other PrinterLogic features are managed from the PrinterLogic Admin Console.

Q When do I need a Service Client?

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- For installing and using CPAs to release secure/pull print jobs.
- For SNMP monitoring and alerting when configured to use a Service Client.
- For mobile printing, which includes email and iOS printing.

Q Can I use a Chrome OS device as a Service Client?

A Not at this time. The Service Client must be configured on a Windows, Mac, Linux, or Windows Server device.

Q Where are secure release jobs held until they are retrieved by the user?

A Secure-release printing works the same way it does on a Windows or Mac workstation. The job is held on the Chromebook until it is released (authenticated) by the user at the printer.

Q Google Cloud Print is being phased out. How will that affect the new solution?

A Google Cloud Print is not used in PrinterLogic's direct-IP solution. We will support Chromebook printing via Google Cloud Print in our mobile-printing solution through 2020. We will also assist with migration.

Q Do I need a mobile printing license for Chrome OS support?

A No. Chrome OS support is included in the core SaaS or Virtual Appliance product. Chromebook printing will no longer require a mobile license for either platform.

Q What is the difference between the Chrome OS Client Extension and the PrinterLogic Extension for Chrome we've been using for years?

A The Chrome OS Client Extension is a new extension that is installed on Chrome OS endpoints. It provides centrally managed direct-IP printing on these devices. The PrinterLogic Extension for the Chrome browser is different. It enables communication between the browser and the PrinterLogic Client on the host OS (e.g., Windows, Mac, etc.). The browser extension isn't required for printing, but it is necessary for using the Admin Console or the Self-service Portal. PrinterLogic has extensions for many popular browsers, including Chrome, Internet Explorer, Edge, Firefox, and Safari.

For more information, contact **PrinterLogic** at (435) 216-0095.

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