

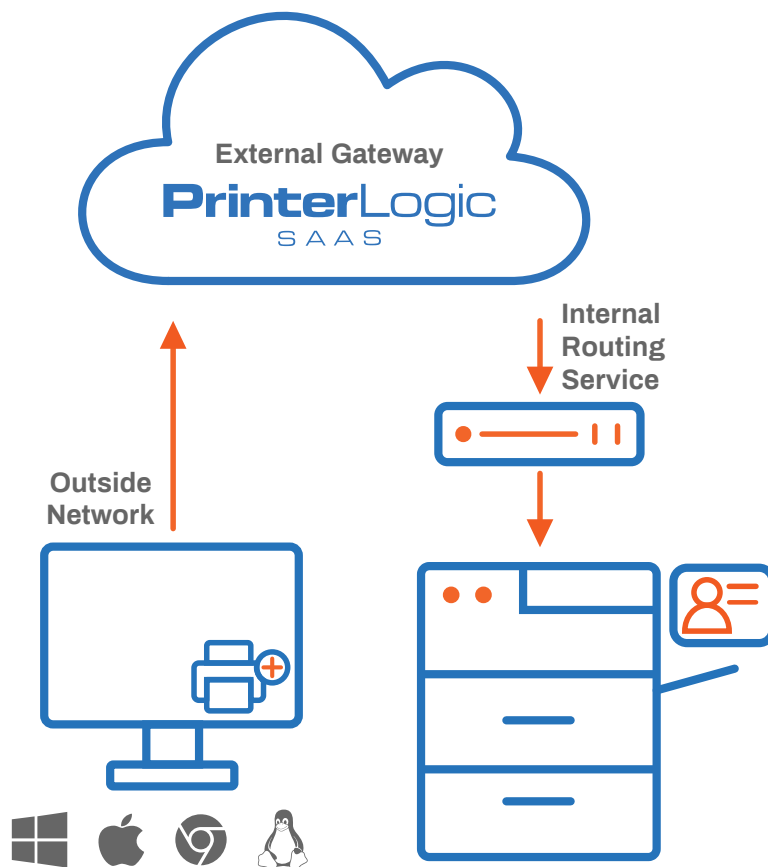
## Q What is Off-Network Printing?

A Off-Network Printing lets users print from anywhere, from any network. It's a great solution for organizations moving to a Zero Trust network architecture in which employees and shared printers are not on the same network. Other exemplary use cases are outlined below.

## Q How does Off-Network Printing work?

A In addition to the core PrinterLogic solution, two new components are required: the *External Gateway* and the *Internal Routing Service*:

- The **External Gateway** receives off-network print jobs from remote workstations. In the default SaaS model, the External Gateway is a service hosted by PrinterLogic in AWS. In the customer-hosted model, the gateway is hosted by the customer with an SSL certificate.
- The **Internal Routing Service** is set up on a Service Client that's behind the firewall. It connects with the External Gateway and listens for print jobs coming from another network via the PrinterLogic instance. When the External Gateway gets a print job, the Internal Routing Service downloads the job, and routes it to the designated printer.



## Q I've heard about Zero Trust. What does it entail?

A Workforces are evolving. Remote employees are common, and businesses rely more on contractors and guest workers. To one degree or another, all of these workers need access to business apps and network resources—from a variety of locations. The Zero Trust Network Architecture is not based on location and employment status, but instead requires every user to verify their identity using foolproof techniques such as dual-factor authentication.

## Q What other use cases make sense for this feature?

A Here is a short list of features in PrinterLogic's SaaS and VA platforms that are not in Web Stack:

- **Contractors and guests.** Organizations often have office space available for a mix of employees, contractors, and guest workers. However, their network privileges can be different. Off-Network Printing lets anyone who is part of the team access a nearby printer. This eliminates the need for workarounds like e-mail printing or special web portals.
- **Remote satellite offices and affiliates.** Off-Network Printing offers an economical and easy-to-configure solution for sending work orders or project documents from a central office to a job site or a business affiliate like a healthcare partner.

## Q How does Off-Network Printing serve the needs of remote workers?

A An employee working from a remote office, using any ISP, can send a print job to a secure network printer without the cost and complexity of a VPN, or resorting to a web printing portal. This cuts infrastructure costs and lessens the need for home office inkjet devices.

## Q Does Off-Network Printing work with mobile devices?

A Development is underway and support in PrinterLogic's latest iOS and Android apps will be available soon. This will be especially useful for field sales and support organizations that have standardized on tablets as their primary computing device.

## Q What's the best configuration for PrinterLogic SaaS?

A For PrinterLogic SaaS, the preferred option is the PrinterLogic-hosted configuration. In this scenario, the External Gateway is hosted in AWS. This simplifies things because only the Internal Routing Service is configured and maintained by the customer.

## Q What's the experience for the user? Is there training involved?

A Because Off-Network Printing acts like regular printing, there is no need to train employees on new printing procedures. They print from within the document or application as usual. The same printers a user would see if they were in the office are available remotely.<sup>2</sup>

## Q What PrinterLogic platforms support this feature?

A PrinterLogic's Off-Network Printing feature is included in the company's SaaS and Virtual Appliance platforms. SaaS offers the most flexibility in terms of configuration options. Off-Network Printing is not supported on PrinterLogic Web Stack or previous legacy on-prem versions. Details about how to upgrade to a newer platform [are available here](#).

## Q What endpoint operating systems are supported?

A The PrinterLogic solution depends on a small software agent (the Client) that's installed on every user endpoint. Off-Network Printing uses this Client. Supported operating systems include Windows, macOS, Linux, Chrome OS, iOS, and Android. These are detailed in our [Admin Guide](#).

## Q Can I host the External Gateway in our data center?

A Yes. You can host the External Gateway in your data center or private cloud environment. This works so long as the gateway:

- is accessible to off-network users and has a publicly available IP address and DNS name
- has a certificate signed by a public certificate authority
- has port 443 open for incoming connections

## Q What about security? Are print jobs encrypted?

A As part of the AWS [Well-Architected Framework](#), PrinterLogic conforms to the [AWS Security Pillar](#). Off-network print jobs are encrypted using TLS encryption before they leave the user's workstation, and remain that way in transit across public networks. Once they arrive inside the organization's firewall, they are unencrypted by the Internal Routing Service before moving on to the printer. Jobs do not remain at rest as they move through the gateways and on to the printer.

## Q Does Off-Network Printing support Secure Release Printing?

A Yes. Secure Release Printing is especially helpful because the person who initiates the print job may not be near the printer. The job is held on their computer until they go to the printer and authenticate. Users can verify their identity using a variety of release techniques including badge release, touchless smartphone release, or entering their credentials on the printer's control panel.

## Q Where are print jobs stored before they get to the destination printer?

A PrinterLogic does not use print servers, and print jobs are never at rest as they move through the gateways and arrive at the printer. Secure Release print jobs are the only exception, which are held on the originating computer until they are called for. Then the job goes through the same routing and does not stop until it prints.

**Q How does PrinterLogic ensure that print jobs are routed correctly?**

**A** When a print job is received at the External Gateway, it's checked to make sure the end-user client device has a valid OAuth token. If a valid token is not held on that device, the print job is rejected. IT controls which printers are available for a given user via portal security or printer deployments.

**Q Are VPNs, open ports, or other network configurations required?**

**A** No, the Internal Routing Service creates a websocket connection from inside the secure network and pulls jobs down using these connections. This eliminates the need for VPNs, opening incoming ports, or other special network configurations.

**Q What about load-balancing and redundancy to ensure print availability?**

**A** In a SaaS configuration where PrinterLogic hosts the External Gateway the resource will scale as needed. If there's a failure, jobs are automatically rerouted to another available gateway.

**Q What operating systems can host a Service Client?**

**A** A Service Client can run on Windows, macOS or Linux devices. Chrome OS devices are not supported.

**Q Is licensing for Off-Network Printing included or is this an additional cost?**

**A** Off-Network Printing is included as part of the core PrinterLogic license.

**Q Where can I learn more about Off-Network Printing?**

**A** For more information about PrinterLogic's Off-Network Printing, see our [feature page](#) or get our white paper. If you're a PrinterLogic customer, reach out to your PrinterLogic representative or contact our Product Support team.

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<sup>1</sup> When Off-network Printing is used, print jobs travel through the PrinterLogic instance in the cloud. Jobs are immediately forwarded to a gateway on the network where the printer resides.

<sup>2</sup> In PrinterLogic, printers are deployed by IT in the Admin Console, and/or they are installed by end users in the Self-service Installation Portal. These methods also apply for Off-Network Printing.

<sup>3</sup> For customers using the Virtual Appliance, only the customer-hosted model is supported. The configuration in which PrinterLogic hosts the External Gateway in AWS is not supported on the VA.

<sup>4</sup> For Secure Release Printing, the originating computer must remain on until the print job is called for and delivered to the printer.