# 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 <u>https://www.papercut.com/products/ng/mobility-print/manual/setting-up-your-devices/windows/</u>

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"

Manage your credentials		?	^					
View and delete your saved logon information for websites, connected applications and networks.								
Web Credentials	Windows Credentials							
<		>						
Back up Credentials Restore Cred	dentials							
Windows Credentials	Add a Windows crede	ntial						
	Modified: 02/08/2017	$\odot$						
	Modified: Today	$\odot$						
	Modified: 28/07/2016	$\odot$						
ccms42	Modified: 20/02/2017	$\bigcirc$						
Internet or network address: User name: hkust\ Password: Persistence: Enterprise Edit Remove	ccms42							
ccms62.ust.hk	Modified: 24/08/2016	$\bigcirc$						
Internet or network address: User name: HKUST\ Password: •••••• Persistence: Enterprise Edit Remove	ccms62.ust.hk							
	Modified: Today	$\odot$	¥					

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



	Enter your name and password for the printer "multifunction black duplex".						
	Name:						
	Password:	•••••					
Remember this password in my keychain							
		Cancel	<				

- 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

			Keychain Ac	cess				
Click to lock the le	ogin keychain.						Q ccms	0
Keychains login Local Items System System Roots	@	mfp_black Kind: network passwor Account: ctwan Where: smb://ccms42. Modified: Today, 9:40	rd ust.hk AM					
	Name		^ Kind	Date M	Aodified	Expire	S	Keychain
	e mfp_bla	ick	network passwo	rd Today,	9:40 AM			login
Category								
All Items								
A. Passwords								
Secure Notes My Certificates								
Keys								
Certificates								
	+ i Co	ру			1 item			
• • •			Keychain A	ccess				
Click to lock the	ogin kevchain.						Q ccms	8
Kayahaina	- 3 ,							
login Local Items System	@	mfp_black Kind: network passwo Account: ctwan Where: smb://ccms42 Modified: Today, 9:40	rd .ust.hk ) AM					
	Name		^ Kind	Date	Modified	Expire	es	Keychain
	(@ mfp_bla	ack Cop	Password to C	lipboard	9:40 AM			login
		0.00						
		Dele	te "mfp_black"					
			to imp_biddit					
Catagory		Go T Get	here					
Category		Go T Get	here Info		]			
Category		Go T Get	here Info					
Category All Items Passwords Secure Notes		Go T Get	'here Info					
Category All Items All Items Passwords Secure Notes My Certificates		Go T Get	'here Info					
Category All Items All Items Passwords Secure Notes My Certificates Y Keys		Go T Get	'here Info					
Category All Items All Items Passwords Secure Notes My Certificates Y Keys Certificates		Go T Get	'here Info					

# 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