

- When all files attached to a message have been printed, the entire job will be deleted, including the email body, even if the email body was not printed.

## File Printing Expectations

What is printed may not match what is displayed on screen due to variables in submission devices, server operating systems, default settings, and so forth. Documents, such as Excel spreadsheets, must be formatted for printing and saved prior to sending the email to the Xerox® Mobile Print Solution.

### Note

Any custom or special, non-standard fonts should be installed on the Xerox® Mobile Print Solution server before or after the solution is installed in order to print documents that use the font. If these fonts are not installed font substitution will occur, affecting document appearance and pagination.

Listed here are the file types that Xerox® Mobile Print Solution supports and the expectations when printing a file.

Application	File extension	Expectation
Microsoft Word	.doc, .docm, .docx, .rtf	Documents print as expected.
Microsoft Excel	.xls, .xslm, .xlsx	Excel spreadsheets must be formatted for printing before sending the email. For example, selecting and saving the printable area and desired page breaks must take place prior to submission to ensure desired page formatting.
Open Document spreadsheet creation	.ods	Excel spreadsheets must be formatted for printing before sending the email. For example, selecting and saving the printable area and desired page breaks must take place prior to submission to ensure desired page formatting.
Microsoft PowerPoint	.ppt, .pptm, .pptx	All slides print as expected. Handouts, note pages, and outlines are not printed.
Open Document presentation creation	.odp	All slides print as expected. Handouts, note pages, and outlines are not printed.
Open Document document creation	.odt	Documents print as expected.
Open Document graphics creation	.odg	Documents print as expected.
Open Document formula creation	.odf	Documents print as expected.
PDF	.pdf	Documents print as expected.
PNG	.png	Each PNG image is printed on a separate page.

## System Requirements

Application	File extension	Expectation
GIF images	.gif	Each GIF image is printed on a separate page.
JPG images	.jpg, jpeg	Each JPG image is printed on a separate page.
TIFF images	.tif, tiff	Each TIFF image is printed on a separate page.
Text files	.txt	Documents print as expected.
Formatted email printing	.eml, .msg	Emails sent in .eml and .msg files with text and graphics will print as expected. Some variation in print may occur with html-based email communications.
Unformatted, text-only email printing	n/a	Plain text emails print as expected.

### Important

Only Apache OpenOffice™ 4.1 is compatible with the Xerox® Mobile Print Solution. To support OpenOffice document types in Mobile Print, the OpenOffice software must be installed on the same machine that Xerox® Mobile Print is hosted on. (DCE's included)

## Accounting and Authentication Support

- Xerox® Mobile Print Solution supports Xerox Standard Accounting and Xerox Network Accounting only on Xerox devices.
- Xerox Mobile Print Solution may be configured to use default accounting codes. When using default accounting codes, the administrator has three options:
  - Defaults are only used to print welcome sheets.
  - Defaults are used only if the user does not supply accounting information.
  - Defaults will override any user supplied accounting information.
- In environments where a third-party accounting system is used and configured for print tracking through the accounting server, Mobile Print jobs that are sent to the third-party queue will be tracked and accounted for properly by the third-party accounting system.
- Xerox® Mobile Print Solution supports Authentication enabled on the MFP, including Xerox Secure Access.

## Backing up Your Xerox® Mobile Print Solution

Customers should follow their recommended corporate best practice to always back up their Xerox® Mobile Print Solution server prior to carrying out any action, such as installation of an upgrade, which might result in irreversible changes to the system.

There are two types of backup that are the customer's responsibility: