

Secure Printing with VMware View

KEY BENEFITS

- Leverage the same single sign-on process for desktop access and print job release
- Allow direct management of print jobs from any virtual desktop
- Enable a seamless generic printing release process for mobile roaming devices, e.g. tablets, medical carts, and laptops
- Simplify management processes with integrated reporting and auditing
- Reduce unnecessary CAPEX and OPEX spending for acquiring newer MFP printers—compatible with legacy and/or MFP printers
- Ensure compliance with personal information mandates (e.g. HIPAA, PCI, SOX, etc.)

SOLUTION COMPONENTS

VMware® ESXi™ or vSphere™ 5
VMware vCenter™ Server 5.0
VMware View™ 4.x or above
Print Release Partner Solution
Print Server enabled on Microsoft Windows Server 2003/2008/2008R2
Network-Based Printer(Legacy or MFP)
125Khz Proximity Card Reader
Mifare, Casi-Rusco, ISO/IEC 14443 Proximity Card

Virtual Desktop Mobility Printing with Security

Traditional “walled garden” firewalls or security perimeters centralize corporate data and help control user access, but they do not secure the printing process. The risks and consequences of an unsecured printing environment can result in leaks of corporate or government data. Violating compliance mandates (HIPAA, PCI, SOX, etc.) on personal information is another serious risk.

Every day, employees send business-critical information to networked printers away from their workstations—but there is no way to physically ensure that the correct person picks up a specific print job. It's critical for security and management to be able to audit what's been printed by whom and when at which location.

Employees at a company with a virtual desktop environment can access their data from anywhere within the network or over a trusted VPN, and send it to a networked printer.

In the location-aware mobile computing environment, virtual desktop secure printing is becoming a requirement.

Secure Print Release enables any VMware View user to securely print their documents with an easy tap-and-print process for either legacy or modern MFP printers.

The VMware View user will be able to send their print job to any networked printer and then retrieve their document on demand, all from the virtual desktop. By leveraging existing VMware View technology, the end user can access their virtual desktop on multiple devices: thin clients, tablets, notebooks, mobile phones, or mobility carts—and take advantage of secure printing.

Business Process Challenges

- Allow on-demand reporting and compliance auditing on who prints what job at what time at which location
- Print delegation for releasing the job to other authorized staff to be able to print
- Eliminate inconvenient queued print jobs for on-the-fly document printing to any networked printers

Secure Print Release Solution

The first step in implementing Secure Print Release is to acquire the Secure Print Server solution from a printing partner. The Secure Print Control software will be installed on the same machine as your existing Print Server.

The Secure Print Control software can use Active Directory for authentication or will integrate with an existing single sign-on solution. The Secure Print Control vendor solutions have modular SSO architecture and can work with you to integrate any existing SSO solution in your current infrastructure. Companies that do not want to use Active Directory or that have an existing SSO solution can alternatively use local lists or user input to a SQL database. The single sign-on and user login data are aggregated for compliance auditing purposes.

To modify your printers to work with Secure Print Control, you need to update the firmware on your MFP printers to include the Secure Print Control Client Application, and attach a USB proximity card reader. For Legacy printers that are not MFP, you need to install and

configure a network-based proximity card reader. In addition to this, you would connect a thin client next to the Legacy printer, or require the VMware View user to use their mobile device to access the Secure Print Client application.

The diagram below shows how the Secure Print Release solution fits in with your existing infrastructure.

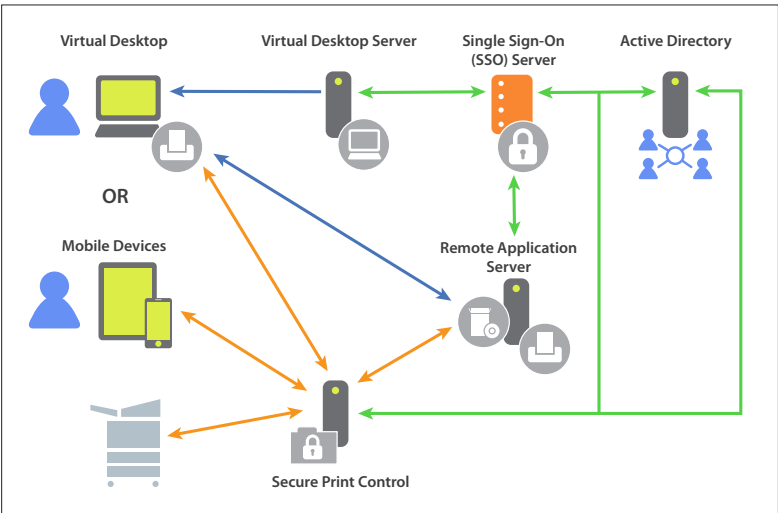


Figure 2: Secure Print Release Solution Network Architecture

Result

Implementation of a Secure Print Release solution will allow your organization to:

- Give job release control to the user
- Change the printer queue to follow the user instead of following the printer
- Eliminate unclaimed print output waste

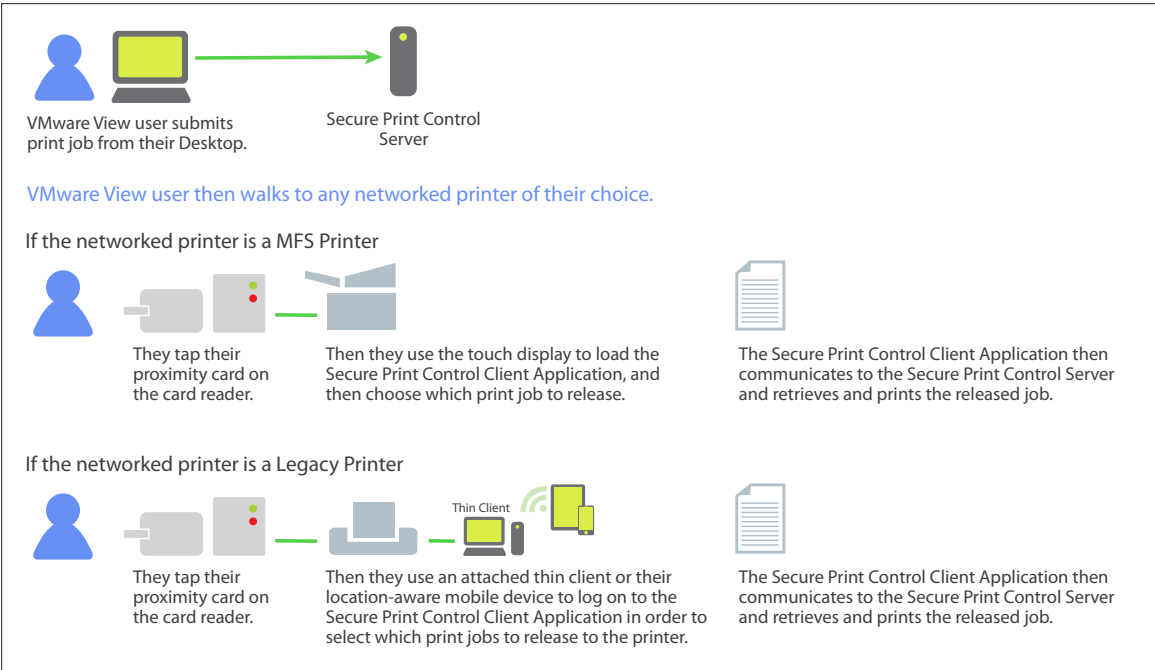


Figure 1: VMware View User Print Release Flow

Summary

By implementing our Secure Printing Solution with VMware View, you will be able to easily allow users to securely queue documents sent from any virtual desktop, to be released and printed to any networked printers within their organization.

Solution Partners

Name	Bill of Material	URL
Plus Technologies	Secure Print Release Software	http://www.plustechnologies.com/PrintSolutions/SecurePrintingSolutions.aspx
Jetmobile	SecureJet	https://www.jetmobile.com/SecureJet_enterprise_online_demo

About the Authors

The solution management team with VMware's End-User Computing business unit built the solution infrastructure, validated the design, and produced this solution brief. Please note the solution is NOT exclusive with partners below. Consult with your print service provider for better business decision making.

About Plus Technologies

Plus Technologies has been developing and providing quality software and service solutions targeted to the enterprise print market since 1994. Our solutions help customers:

- | | |
|---|--|
| <ul style="list-style-type: none"> • Improve IT and help desk productivity • Reduce printing costs • Avoid unnecessary printing • Increase print throughput and scalability | <ul style="list-style-type: none"> • Improve compliance/security • Add print routing/delegation capabilities • Provide pro-active break/fix notification • Track user and device print metrics |
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About Jetmobile

Jetmobile, an ISO 9001:2008 certified company, invents, develops and provides since 1994 a range of innovative printing solutions that generate savings for your company on a daily basis.

