

The Printer Working Group

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IPP Client Use Best Practices

Status: Interim

Abstract: This document enumerates a number of tasks that are commonly performed by a client in the process of interacting with a print service, and explores options for how the Internet Printing Protocol (IPP) may be used to perform those tasks, some of which are preferred and others that are less than optimal.

This document is a PWG Working Draft. For a definition of a "PWG Working Draft", see: ftp://ftp.pwg.org/pub/pwg/general/pwg-process30.pdf

This document is available electronically at:

ftp://ftp.pwg.org/pub/pwg/general/templates/tb-ipp-best-practices-20130205.pdf

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About the IEEE-ISTO PWG

The Printer Working Group (or PWG) is a Program of the IEEE Industry Standards and Technology Organization (ISTO) with member organizations including printer manufacturers, print server developers, operating system providers, network operating systems providers, network connectivity vendors, and print management application developers. The group is chartered to make printers and the applications and operating systems supporting them work together better. All references to the PWG in this document implicitly mean "The Printer Working Group, a Program of the IEEE ISTO." In order to meet this objective, the PWG will document the results of their work as open standards that define print related protocols, interfaces, procedures and conventions. Printer manufacturers and vendors of printer related software will benefit from the

- 54
- 55 interoperability provided by voluntary conformance to these standards.
- 56 In general, a PWG standard is a specification that is stable, well understood, and is 57 technically competent, has multiple, independent and interoperable implementations with 58 substantial operational experience, and enjoys significant public support.
- For additional information regarding the Printer Working Group visit: 59
- 60 http://www.pwg.org
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- 66 **USA**

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About the Internet Printing Protocol Work Group

The Internet Printing Protocol (IPP) working group has developed a modern, full-featured network printing protocol, which is now the industry standard. IPP allows a print client to query a printer for its supported capabilities, features, and parameters to allow the selection of an appropriate printer for each print job. IPP also provides job information prior to, during, and at the end of job processing.

74 For additional information regarding IPP visit:

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http://www.pwg.org/ipp/

Implementers of this specification are encouraged to join the IPP mailing list in order to participate in any discussions of the specification. Suggested additions, changes, or clarification to this specification, should be sent to the IPP mailing list for consideration.

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128 1. Introduction

- 129 The use case descriptions below represent stages or sub-tasks that users perform in the
- 130 process of using a printer. Each of these below include a textual description as well as a
- 131 series of workflow options for how it might be implemented using IPP. Each workflow
- option will be informally labeled according to its perceived quality, using the set of labels
- 133 {"BAD", "POOR", "GOOD", "BETTER", "BEST"}, that are ordered from least desirable to
- most desirable.

135 **2. Terminology**

2.1 Conformance Terminology

- 137 Capitalized terms, such as MUST, MUST NOT, RECOMMENDED, REQUIRED, SHOULD,
- 138 SHOULD NOT, MAY, and OPTIONAL, have special meaning relating to conformance as
- 139 defined in Key words for use in RFCs to Indicate Requirement Levels [RFC2119]. The
- 140 term CONDITIONALLY REQUIRED is additionally defined for a conformance requirement
- that applies to a particular capability or feature.

142 2.2 Other Terminology

143 Capitalized Term In Italics: definition of the term with any references as appropriate.

144 2.3 Acronyms and Organizations

- 145 // Internet Assigned Numbers Authority, http://www.iana.org/
- 146 IETF: Internet Engineering Task Force, http://www.ietf.org/
- 147 /SO: International Organization for Standardization, http://www.iso.org/
- 148 PWG: Printer Working Group, http://www.pwg.org/

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3. Requirements

3.1 Rationale 152

- 153 The Internet Printing Protocol/1.1: Implementor's Guide [RFC3196] was ratified in
- November 2001. Since that time many extensions to IPP have been ratified, and the 154
- 155 scope of use of IPP has grown considerably. Given all these extensions to IPP,
- 156 implementers would benefit from an updated best practices document that covers the use
- 157 of these extensions, as well as the core of IPP that has remained unchanged, to assist
- 158 implementers in their efforts to deliver a quality client experience.

3.2 Use Cases 159

3.2.1 Developer Implementing New IPP Client Support

- 161 Garrett is a developer working on a new client platform that is adding system-level printing
- support. Many printers support IPP Everywhere [PWG5100.14], so he plans to implement 162
- printing support in his client platform using this standard as well. But IPP Everywhere and 163
- 164 its related standards don't describe how best to use IPP for the various tasks his software
- 165 must perform, in order to deliver a quality client user experience. He finds RFC 3196 but
- 166 its recommendations are insufficient. Using the IPP Use Best Practices document, he is
- 167 able to avoid some common design pitfalls and quickly deliver a quality IPP client
- 168 experience.

169 3.2.2 Developer Implementing New IPP Printer Support

- 170 Duncan is a firmware developer at a printer vendor creating a new printer that implements
- IPP Everywhere. In reading the IPP Client Use Best Practices, he can more easily 171
- 172 anticipate how some segment of clients implemented according to these practices are
- 173 likely to behave, and more rapidly understand how the various operations can be used with
- 174 one another to achieve certain tasks.

3.3 Out of Scope 175

- The following are considered out of scope for this specification: 176
 - 1. Specifications to extend or replace portions of the Internet Printing Protocol itself
- 178 2. Normative requirements regarding user experience

3.4 Design Requirements 179

180 The design requirements for this specification are:

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1. Explore tasks performed by client implementations

2. Enumerate a series of alternatives

3. Rank those options according to a non-numeric qualitative grading scheme

4. Tasks and Implementation Alternatives

For a number of tasks, the set of IPP operations provides a rich enough set of semantics that it is possible to perform those tasks in a few different ways. In this section a number of common tasks will be enumerated, and some alternatives for how those tasks might be performed will be evaluated.

4.1 Create A Relationship With A Printer

- 190 You can't print to a printer if you cannot establish a connection to it. Historically, connecting to a printer to establish a "relationship" with it meant identifying a printer and 191 192 then creating a persistent local records and resources for that printer relationship with your system's print spooler. This was called a "print queue", and it involved binding drivers to 193 194 create the relationships needed to communicate at the different levels, and then keeping 195 record of that set of relationships so that it could be re-used at a later time. The set of 196 printers or other devices the user's system might encounter was relatively small and fairly 197 static.
- More recent re-thinking of this relationship between client and printer has resulted in more "dynamic" relationship creation, where universal drivers can interrogate a device hosting a print service using a standardized protocol solution stack, and using that dynamically ascertain and update print service attributes. In this paradigm, a "persistent" print service record is more like a Web browser bookmark.
- Both paradigms still require a method of identifying the target devices. That can be done using dynamic service discovery protocols where the services respond to discovery requests, or explicitly by name (host name or raw IPv4/IPv6 address).

4.1.1 Discover And Select A Printer Via A Discovery Protocol

- Discovery protocols are used to identify instances of print services or printers by searching the network for service types or device types. This helps the user by making it so that they don't need to do a physical survey of devices' addresses.
- Regardless of the actual discovery protocol used, the APIs driving the protocols generally can be used in either a synchronous or asynchronous fashion. Unfortunately, many legacy software systems (as well as developers) are accustomed to the synchronous model, which is easily identified by the presence of a "refresh button". The synchronous model is not as user friendly as the asynchronous model, but it is somewhat easier to write
- 215 programs in a synchronous way than an asynchronous way.

216 **Options** 217

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- POOR:
 - Perform network discovery with a synchronous API
 - Show progress bar
 - Discovery.Start()
 - sleep(X) where X is some reasonably short number of seconds
 - Discovery.Stop()
 - Present the results of the discovery process
 - "Refresh" button restarts the process
 - Why this is bad:
 - List contents can be stale
 - Results are not "live"
 - "Reset" button is unnecessary and is a crutch
 - User selects a printer and presses "Continue" or equivalent
- BETTER:
 - Perform network discovery with an asynchronous API
 - Show List UI widget
 - Discovery.Start() with a callback
 - Callback is called when discovery responses (add or remove) are received
 - o User selects a printer and presses "Continue" or equivalent
 - Discovery.Stop()

4.1.2 Select A Printer Via User Provided DNS Hostname Or Raw Ipv4 / Ipv6 Address

In some cases a discovery protocol is either not adequate or unnecessary. Examples of when this use case is encountered include pre-published names or addresses, and also situations where the target device is not on the local link. (DNS-SD and WS-Discovery are generally used for link-local discovery, though wide-area variants as well as LDAP systems may also be used, but are frequently not for various reasons.)

For each of these options below, the assumption is that the client has been given an address string, and should attempt to connect to the host at that address.

Options

- BAD:
 - Let each printer model make up its own path, and depend on some other protocol to get the resource path
 - IPP has no defined standard mechanism to enumerate the Printer objects' resource paths
- POOR:
 - IPP Get-Printer-Attributes with printer-uri set to a URI that was manually entered by the user

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4.3 Get Printer Options

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Use the defaults, but provide the credentials to allow the user access

Once the user has selected a printer, it is necessary for the print system to understand the

capabilities that the printer device's print service provides. This includes what print job

payload formats can be consumed by the print service, the available options and default

choices, and so forth. It also includes other information about the device itself, such as its

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location. Some of this is done at relationship creation time (queue creation time), perhaps by consulting information stored statically in the printer. It may be that this information can all be retrieved from the printer itself. This is basically the print dialog's activity between the time that the user performs an action to request that the print dialog be presented, and the time that the dialog is presented to the user, populated with the available option choices.

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- SAD:
 - Depend on a-priori knowledge about a particular model as a way of listing options for the model of device identified as the target
 - Model specific print drivers fall in this bucket
- GOOD:
 - o IPP Get-Printer-Attributes Operation
 - Request includes no printer attributes; only operation attributes
 - Reply will contain the job template attributes for all PDLs
 - Client guesses at what attributes may work or not work for a given PDL, or uses a-priori knowledge
- BETTER:
 - o IPP Get-Printer-Attributes Operation
 - Any specific attributes?
 - o Process results; decide on a PDL
 - IPP Get-Printer-Attributes Operation
 - Request includes the document-format attribute with value specifying the chosen PDL
 - Reply will contain the job template attributes appropriately filtered ("colored") for that particular document-format

4.4 Check constraints between presented options

Printer features and options are presented typically in a print dialog. Some of these have states that have relationships with other options' states, where one cannot be in a particular state if another one is too. These are known as constraints, and they must be calculated any time the state of a control changes state. There are various ways that this can be done.

Options

- POOR:
 - o IPP Validate-Job
 - Every time a control is changed, the client sends IPP Validate-Job with attribute values corresponding to current state of controls
- GOOD:

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POOR:

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o IPP Print-Job

No pre-flight checks

The printer may reject it but only after it has been transmitted.

Better to check ticket and content types first.

GOOD:

o IPP Validate-Job

 Pre-flight checks the job by validating the job attributes, document type, authentication and transport encryption upgrades (if needed)

o IPP Print-Job

<u>Creates</u> the job and sends the payload in one operation

However, the Job object's URI isn't usually known until the job transmission is complete

Doesn't work well with flow-controlled (low-end) printers

BETTER:

IPP Validate-Job

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IPP Print-URI

No pre-flight checks

Printer may reject it but only after it has been transmitted.

Better to check ticket and content types first

GOOD:

o IPP Validate-Job

Pre-flight checks the job by validating the job attributes and document type

IPP Print-URI

Creates the job and sends a URL to where the payload can be retrieved in one operation

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Options

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POOR:

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- o IPP Get-Jobs / IPP Get-Printer-Attributes
 - Monitor the value of the printer-state attribute and the state of all jobs
 - Not precise; polling for status without knowing the actual job ID
 - Polling is generally not desirable

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See above regarding polling intervals

- GOOD:
 - IPP Get-Job-Attributes / IPP Get-Printer-Attributes
 - Monitor the value of printer-state attribute as well as targeted monitoring of a specific job's status
 - Polling is generally not desirable
 - See above regarding polling intervals
- BETTER:
 - IPP Create-Printer-Subscriptions / IPP Get-Notifications / IPP Get-Job-
 - Asynchronous / long running queries for notifications that don't require polling
 - When you see that a job has completed, guery the state of that job at that time
 - Printer state changes will be provided by subscribing to the printer: subscribing to the job will provide less information and not be as

4.7 Canceling a Print Job

It may be that the user wants to terminate a job before it has been fully processed, for whatever reason. There are things that must be done to ensure that the client has decisively cleaned up the state of the Job Object if the client is responsible for canceling the job. Clients' leaving broken Job objects on the Print service is bad behavior.

There is also a dependency between the options below and how the job was submitted.

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• BAD:

JPP Print-Job operation

- Client stops sending chunks
- POOR:
 - o IPP Print-Job operation
 - Client stops sending chunks.
 - o IPP Cancel-Job operation request for the job via a second connection, which for some printers could result in a PDL interpreter hang because the last chunk sent didn't stop on a "statement" boundary
- GOOD:
 - o IPP Create-Job operation
 - **IPP Send-Document operation**
 - Potentially truncating job during Send-Document payload transmission
 - IPP Cancel-Job operation

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4.8 Getting printer supplies status

Some administrative tasks, like checking consumables levels, are presented to end users in some cases, such as during print job status or in print dialogs. This is useful to end users and should be supported.

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- POOR:
 - Don't use IPP but use some proprietary protocol or platform-specific extension to IPP
 - The point is to use only IPP extensions based on open standards (i.e. PWG standard) and this violates that core principle
- GOOD:
 - IPP Get-Printer-Attributes
 - Printer must implement JPS3 "printer-supply" attribute
- BETTER
 - IPP Create-Printer-Subscription operation + IPP Get-Notifications operation
 - IPP Get-Printer-Attributes operations

5. Attributes and Their Use in Operations

Some attributes that IPP has labeled as optional should always be used as a best practice. Below are some of these attributes and how they should be used in various contexts.

5.1 Explicit "document-format" Selection

While IPP Printer Objects provide a default document format (which is known via the document-format-default attribute), as a general principle, it is much better for a client to explicitly provide the document-format attribute with all operations relating to validating or submitting a document payload to the printer (Validate-Job, Print-Job, Send-Document).

5.2 Prefer "media-col" Attribute To "media" Attribute

Given a Printer Object that supports both "media" and "media-col" attributes, a client should prefer to include the "media-col" attribute with operations that accept one of these attributes. This is true for when "media" and "media-col" are top-level attributes as well as when "media" or "media-col" may be included within other collection attributes, such as "job-sheets", "job-error-sheet", "job-accounting-sheets", and others.

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5.3 Prefer "finishings-col" Attribute To "finishings" Attribute

627 Given a Printer Object that supports both "finishings" and "finishings-col" attributes, a client 628 should prefer to include the "finishings-col" attribute with operations that accept one of these attributes. 629

5.4 Using "ipp-attribute-fidelity" 630

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5.5 Using "pdl-override" 632

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6. HTTP Protocol Usage

635 IPP currently uses HTTP/1.1 for its transport. IPP/2.0 and other IPP specifications have specified some of the facilities of HTTP that IPP clients and servers should support in 636 order to provide the semantics that IPP needs to provide a great user experience. Even 638 so, there are best practices that should be followed.

6.1 HTTP/1.1 Expect Header

As defined in [RFC 2616 "HTTP/1.1"], the "Expect" header allows the client to check with the server on the HTTP connection negotiation before sending the HTTP request payload.

The IPP client should implement the following:

- On first request to a printer, include the "Expect: 100-continue" header.
- Wait up to 1 second for a response.
- · If no response is received, remember this for the next request so that you don't have the 1-second delay; continue sending the request.
- If a 100 (continue) status code is returned, continue sending the request
- If a 301 (moved permanently) or 302 (moved temporarily) status code is returned, redirect the request to the new URI *or* fail/report an error depending on the security requirements of the Client (redirection is generally unexpected)
- If a 400 (Bad Request) status code is returned, remember this (don't use Expect header) and re-send the POST request. This Printer is technically non-conforming since it fails RFC 2616 requirements for a HTTP/1.1 server.

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	·			Smith Kennedy 3/20/13 11:15 PM Deleted: February 5		
654 655	• If a 401 stace credentials.	atus code is returned, re-send the POS	T request with the requested			
656	• If a 403 stat	sus code is returned, fail/report an error.				
657 658 659		atus code is returned, send an OPTIONS d the POST request.	* request to upgrade to TLS,			
660	The IPP server sho	ould implement the following:				
661 662 663 664 665 666	authenticatiReturn statuauthorized stateadequate	us code 403 for unauthorized client addression or authorization is not adequate us code 200 with an IPP response contain status code when the IPP level authenticates 301 and 302 are not recommended	ng the client-error-not-			
667		us code 400 only if problems are detected	with the HTTP request itself			
668		us code 200 with an IPP response contain				
669	request stat	tus code if problems are detected with the	IPP operation			
670	7. Security Considerations					
671	TBD,					
672	• <u>"</u> What you m	night do to ensure that the documents sub	mitted remain private	Smith Kennedy 3/20/13 11:15 PM Deleted: .		
673	 Using the [IPPS URI] Smith Kennedy 3/20/13 11:15 PM Deleted: <#>IANA Considerations					
674	8. References					
675	8.1 Informative References Smith Kennedy 3/20/13 11:15 PM					
676	[PWG5100.12]	R. Bergman, H. Lewis, I. McDonald, M.		Deleted: <#>Normative References[21]		
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679 680 681	[PWG5100.14]	F. Last author list or standards body, "IF 2013, January 2013, ftp://ftp.pwg.org/puippeve10-20130128-5100.14.pdf				
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714 white paper:

715 Evan Williams - Kentucky State Board of Recreation

10. Change History 716

717 10.1 February 5, 2013

718 Initial revision.

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10.2 March 20, 2013

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Resolved issues from feedback provided during the IPP conference call on February 25, 2013, as documented in teleconference meeting minutes and author's own notes.

- 1. Added Validate-Job operation as operation to be used during printer selection process to validate access by client / user
- 2. Replaced previous Section 5 "Conformance Requirements" with new Section 5 "Attributes and Their Use in Operations"
- 3. Replaced previous Section 6 "Internationalization Considerations" with new Section 6 "HTTP Protocol Usage"
- 4. Added updated list of references