I just thought I'd reply to my own thread, since we got this working.

The trick to getting the @hpeprint.com printers to accept print jobs from Alma is to:

1. Set General Configuration / Other settings / EnvelopeFrom address to a valid email address
2. Set the Letter Emails value for addressFrom in the relevant letters to that same email address

The hpeprint.com system is pretty sensitive to who is sending the email, and hpeprint.com will only accept email originating from an address that is valid according to the SPF associated with the SMTP server sending the email.

If you use email addresses from your own institution for #1 and #2 above, and you can't get printing working, then try using a valid gmail.com address in #1 and #2 above.

Gmail.com addresses seem to work fine, so that you can at least confirm that your hpeprint.com printers will work with Alma.

If you can't get addresses from your own institution to work in the configuration settings referenced above, then you probably need to look at the configuration and/or SPF of your campus SMTP server, since hpeprint.com doesn't see your emails as valid.

These HP eprint printers seem to be a nice way to go, btw. Especially if you want something to print resource request pull slips fairly painlessly…

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From: Guidry, Wade
Sent: Thursday, August 4, 2016 3:36 PM
To: ALMA-L@LISTSERV.ND.EDU
Subject: Troubleshooting Alma printing to "HP Connected" printers (ie, @hpeprint.com")

We're having trouble printing from Alma to "HP connected" printers.

These are email addressable HP printers, with email addresses like *@hpeprint.com.

We can print to the printers from any other email-based source so far. Just not from Alma.

Has anyone who has tried these printers run into a similar issue?

Some restrictions for @hpeprint.com email based printing I have already ruled out:

-Any images must be larger than 100px x 100px
-Only one recipient per email
-Subject line required

So, I'm at a loss at the moment.

Thanks for any thoughts.

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