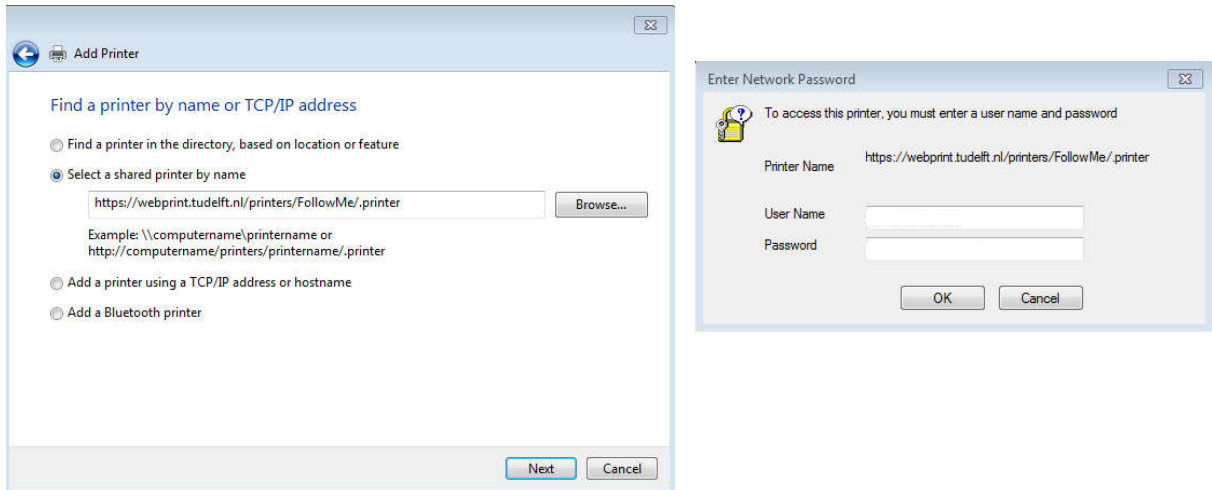


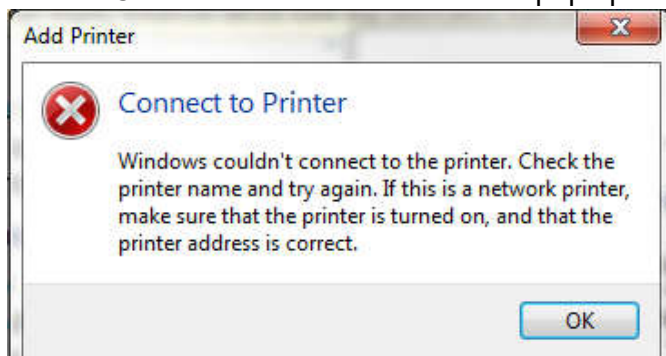
Cannot connect to printer type error during installation.

This guide is for users of **Follow me on <https://webprint.tudelft.nl>** only.

If you install the printer Follow me on <https://webprint.tudelft.nl> on your PC you expect the credentials pop up after clicking Next in the screen below.



Some PC's will not show the credentials pop up but an error message like:



Note, this has no relation with a driver or specific printer, you are just creating an IPP connection between your PC and a website.

Tips how to solve this problem.

Did you spell the address right? <https://webprint.tudelft.nl/printers/FollowMe/.printer>

Are you connected to a network?

Does the network provider restrict connection to certain sites or domains?

Check by typing the address in a browser, if you get the credentials pop up, there is not that type of restriction.

Does your firewall block the connection?

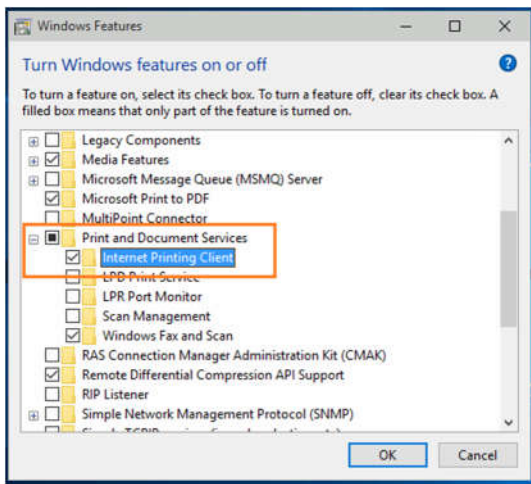
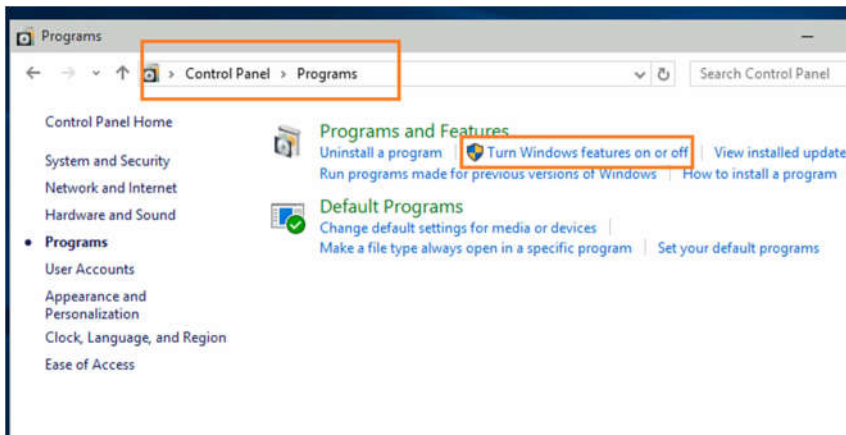
Switch the firewall off and try, if you get the pop up, change the setting in the firewall.

If you don't get the pop up, there is at least one other setting blocking the connection.

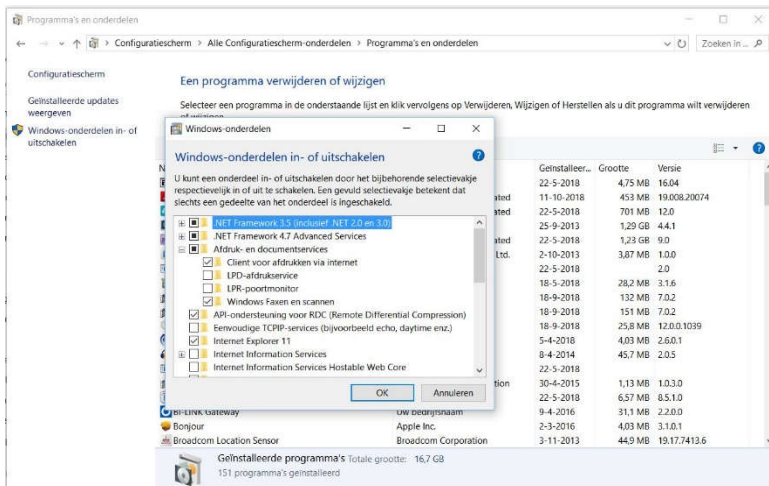
(Don't forget to switch on the firewall after the test)

Is IPP printing enabled on your PC?

Go to start => Control panel => Programs => Turn Windows features on or off



Picture for Dutch Windows systems only



If the above tips did not solve your problem, please contact the system administrator of your PC for further help.