

Toshiba Print Support Application

With this technical information, we would like to draw your attention to the extended application possibilities of the Toshiba Print Support Application (Toshiba PSA). The application now also supports:

- ARM-based Windows endpoints
- Compatibility with Windows Protected Print (WPP) – Microsoft's modern, zero-trust-oriented security standard for print environments

This makes the Toshiba PSA ideal for modern, security-oriented and hybrid IT infrastructures. On the following pages you will find more details about the Toshiba PSA.

Supported Products

The Toshiba Print Support application supports all current Windows 11 platforms, including x64 and ARM64-based devices, and is fully compatible with modern Microsoft Print technologies such as Windows Protected Print (WPP). In addition, the application works seamlessly with all current e-BRIDGE NEXT systems. The following is a list of all currently supported systems:

Supported Models:

- e-STUDIO 331AC / 401AC
- e-STUDIO 2020AC / 2021AC / 2032AC / 2520AC / 2521AC / 2532AC
- e-STUDIO 2025AC / 2525AC / 3025AC / 3525AC / 4525AC / 5525AC / 6525AC
- e-STUDIO 2035AC / 2535AC / 3035AC / 3535AC / 4535AC / 5535AC / 6535AC
- e-STUDIO 2528A / 3028A / 3528A / 4528A / 5528A / 6528A
- e-STUDIO 2538A / 3038A / 3538A / 4538A / 5538A / 6538A
- e-STUDIO 6526AC / 6527AC / 7527AC
- e-STUDIO 6536AC / 6537AC / 7537AC
- e-STUDIO 6529A / 7529A / 9029A
- e-STUDIO 65329A / 7539A / 9039A

Installation/Download

The Toshiba PSA can be downloaded directly from the Microsoft Store.

[Download](#)



Attention:

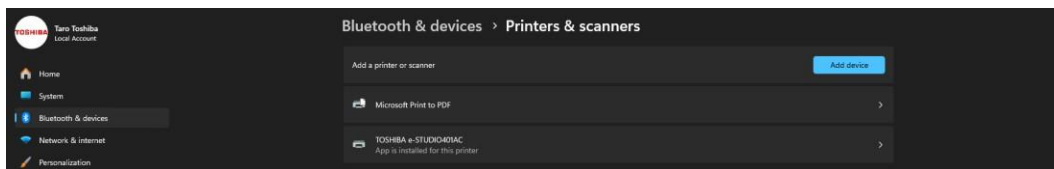
Please do not confuse the Toshiba Print Support Application with the Toshiba Print Experience Application. Both applications use the same user interface.

When installing a system as an IPP device, you can also find a link to redirect to the Toshiba Print Support application under the print settings of your added system.

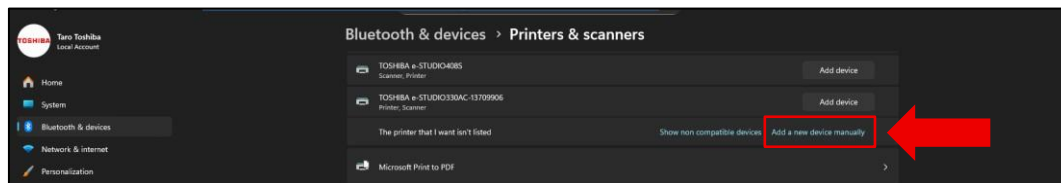
Quick Setup

In the following, we would like to show you an example of how you can set up a supported system as a print object in combination with the Toshiba Print Support application.

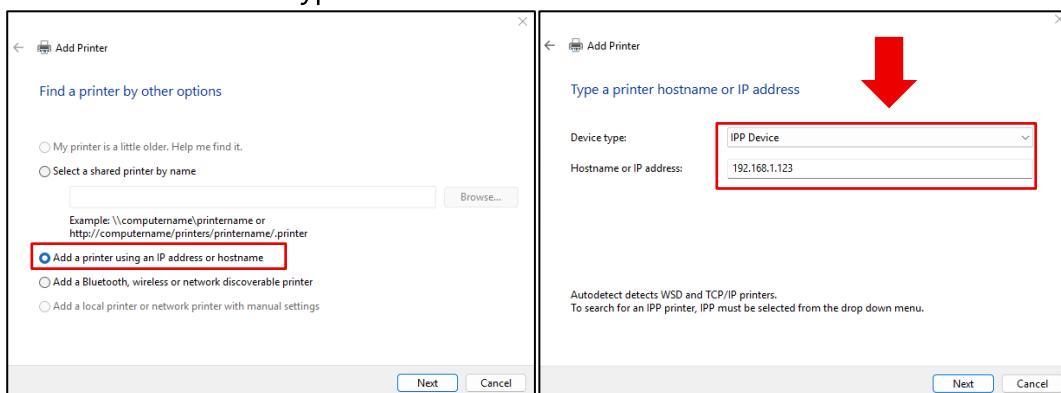
1. Open the settings of your Windows client.
2. Navigate to [Bluetooth and Devices] > [Printers and Scanners] and click [Add Device].



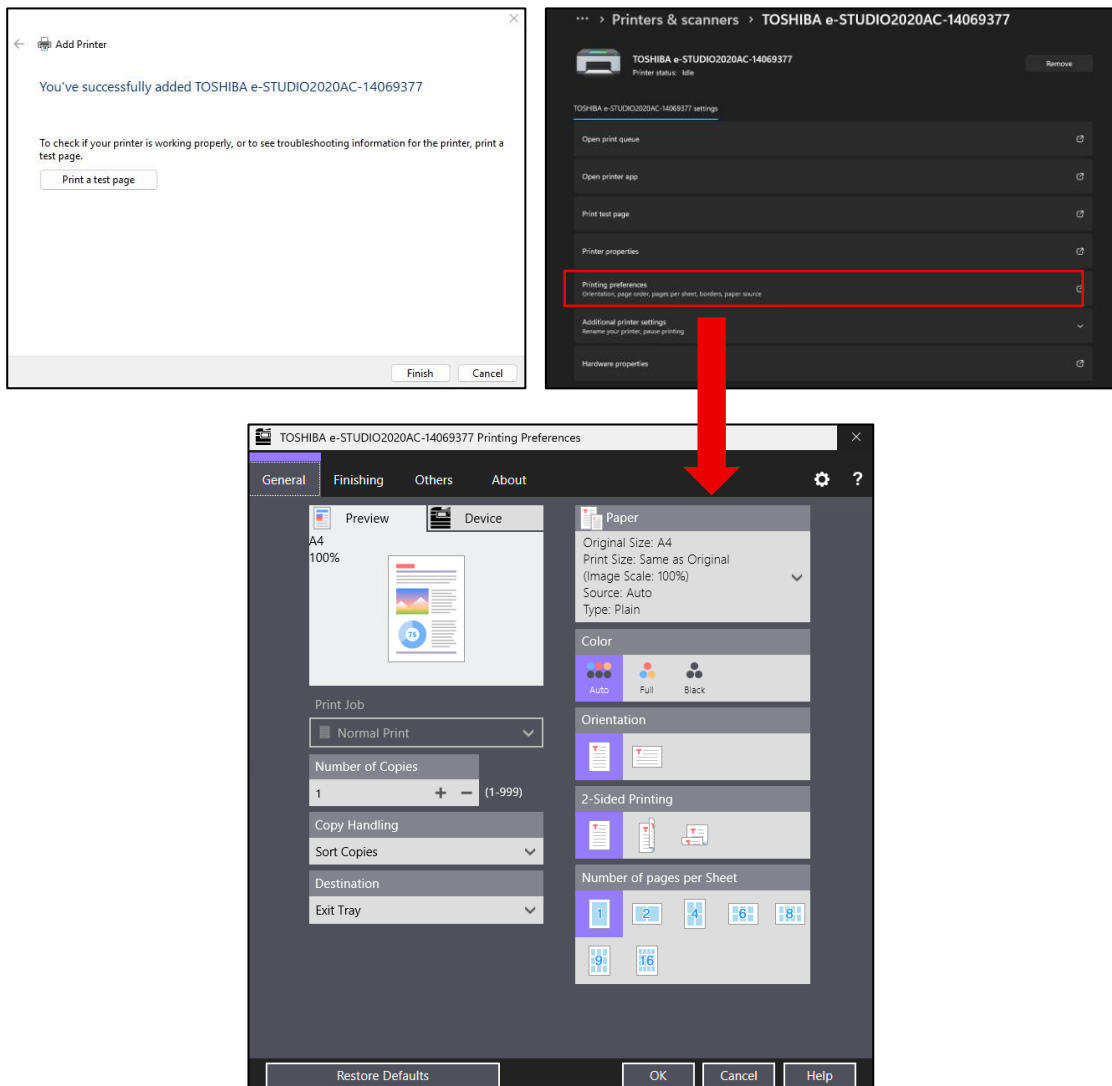
3. Click “Add a new device manually”. In this way, you can ensure that you are targeting your desired one in an environment with many systems.



4. Add your system via the assigned IP address and make sure to select IPP device for the device type:



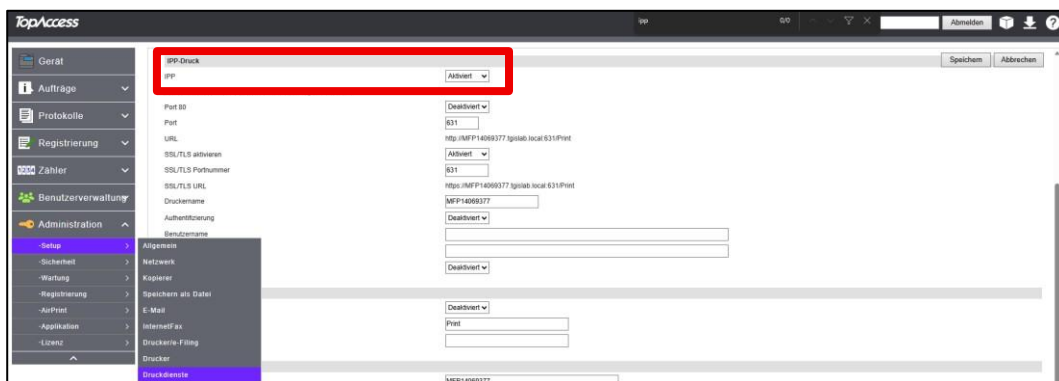
5. After the system has been recognized, it is created as a print object and printer settings can be controlled via the application itself when the application is installed.



This is also the final dialog that is called up in applications if you print via the system dialog.

Considerations and Limitations

- Make sure [Enable IPP] is set in the TopAccess menu. To do this, click on [Administration] > [Setup] > [Print Service] > [IPP Print] and then activate the setting [Enable IPP Print].



- To use the Print Support application while user authentication is enabled, navigate to [Administration] > [Setup] > [Print Service] > [IPP Print], and then select [Enable] for [Enable SSL/TLS] and [Basic] for [Authentication].
 - If Windows Domain Authentication or LDAP Authentication is used as the authentication type, enter the user name and domain name in the following format: Username@Domainname.
 - The operating system with the version Windows 11 24H2 or higher can be used to use Basic Authentication.
- The Print Support Application cannot be used on the secondary network.