Software Shelf® Computer Software

USER GUIDE
PRINT QUEUE MANAGER™ 3.0

Print Queue Manager™ 3.0

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This document describes the installation and operation of Software Shelf® Print Queue Manager software.

Software Version: Version 3.0

Operating System: Windows™ NT, 2000, XP, 2003, 2008, Vista

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Introduction

Print Queue Manager allows centralized control of all printing activity on a network of Windows NT™ Servers and Windows NT™, Windows 3.1, Windows 95, Unix, OS/2 or Apple Macintosh Workstations.

Printers may be directly connected to a Windows NT™ Print Server via a COM port, LPT port or network-connected (either through a built-in network card or via a device which interfaces the network to an LPT1 style connector). (This device is often called a "Printer Server" – do not confuse this with the Windows NT™ Print Server machine).

Print Queue Manager gives you the power to:

- Move or copy jobs between printers

- Redirect and load-balance jobs based on criteria you control

- Notify users of redirected jobs

- Control multiple printers with the click of a button.

- Arrange printers into logical groups, allowing you to perform actions on groups of printers that you select.

- View print jobs from multiple printers, all in one view.

- Make copies of existing printers with the click of a button.

- Automatically add locate and track printers in a domain, or even in an entire network.

You can also:

- Colorize printers based on criteria you select. Such as "Printers with error show up in red"

- Sort printers based on criteria you select. Such as "Order printers by document count", so the busiest printers show up on top.

Print Queue Manager components

Print Queue Manager consists of two components, the client component which is a Windows NT™ application that runs on any Windows NT™ Server or Workstation on your network.   The server component runs on any Windows NT™ server that hosts printers. The server component enables the Automated Printer Management (APM) features.

BackOffice approval

Print Queue Manager was written from the ground up as a native 32-bit NT application, and is BackOffice approved.

Getting Started

Let's get started by taking a look at the main Print Queue Manager Window, and examining its parts.

The main Print Queue Manager window is comprised of two main elements; the "Printer List" on the left, and the "Document View" on the right.
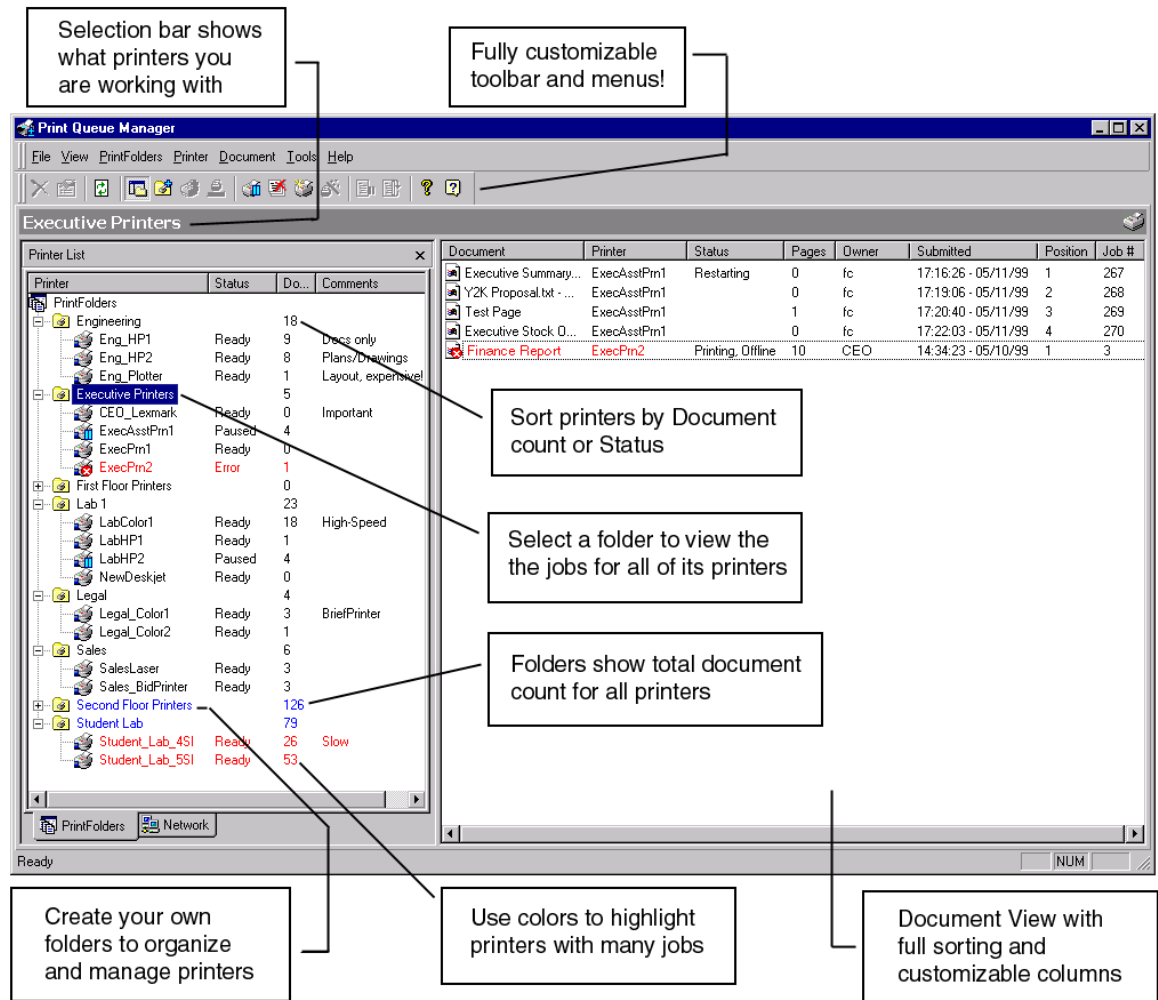
Printer List

The Printer List is used for the selection and management of printers. There are two different modes which you can use to select printers, either the through the PrintFolders tab, or through the Network tab.

The PrintFolders tab allows grouping of printers into logical "folders" which you create. Printers can be sorted by their name, document count or status. Clicking on a print folder allows you to perform actions on all printers in the folder, such as pausing/resuming/purging, etc.

The Network tab allows you to navigate directly to a printer in your network, and manage it. There are some features that may not always be accessible when using the Network tab. APM, for example, will only work in the network tab, if the printer is also in the PrintFolders tab.

There is no need to install the printer first (as in Windows NT™).

See: Using the PrintFolders View

Document View

The Document View shows all of the documents for the selected printer(s). Documents can be paused, restarted, deleted, etc. The Document View supports sorting by any of the columns, both ascending and descending. The Document View also supports customizing the column layout, so you can drag-and-drop the columns into the order that you want them.

See: Using the Document View.

Installation

Installing Print Queue Manager

Print Queue Manager is comprised of two components, the server and the client.

Server Component

The server component needs to be installed on any Print Server that you wish to add Print Queue Manager's features to, such as moving jobs between printers, or any other APM feature.

Client Component

The client component can be installed on any Windows NT™ Workstation or Server. This is the main user interface where you will access the features of Print Queue Manager.

For either installation, the process is quick and simple. You need only to select the path where the product will be installed, and the shortcut group for the start-menu items. It's that easy.

1) Insert the original CD-ROM into the appropriate drive in your Windows NT™ 4.0 Server/Workstation.

2) Setup should launch automatically once the CD is inserted.

3) If it doesn't, from the Windows NT™ Explorer File Manager, run the SETUP.EXE file on the CD.

4) For the Setup Type, select the appropriate setup type:

   (a) Select **Server Setup (Service Only)** if this is a print server with printers you would like Print Queue Manager to control.

   (b) Select **Client Setup (Administrator Only)** if this is a workstation or a server from which you will be running the Print Queue Manager user interface.

   (c) Select **Full Setup** if this is a print server, and you will also be running the Print Queue Manager user interface from this machine.

5) Follow the installation instructions that appear.

6) After a short period of copying files, the program group is created and the installation is complete.

7) Setup will only ask you to reboot if some of the files it needed to copy were in-use. Rebooting ensures that these files are properly copied into place.

8) If the install does not tell you to reboot, then you can start using the product immediately.

Upgrading From Previous Versions

Before upgrading, please be sure to uninstall any earlier version of Print Queue Manager, either beta or production. You must uninstall previous versions before installing the new one.

Note: Failure to reboot after de-installation can result in registry entries relating to an earlier version being left on your system, causing Print Queue Manager to function incorrectly. See the Troubleshooting section if you suspect this may have occurred.

Registering

After installation be sure to register Print Queue Manager through our web site http://www.softwareshelf.com or call us at 650-369-5200. This ensures you receive your free 90 days of Print Queue Manager technical support.

Registry entries

Installing Print Queue Manager on a clean system (no previous install of any version) will generate the following registry settings:

HKEY_CURRENT_USER\Software\Intrust Software\Print Queue Manager

HKEY_LOCAL_MACHINE\Software\Intrust Software\Print Queue Manager

Using Print Queue Manager

Using the PrintFolders View

The PrintFolders View is designed to allow you to organize your printers into logical groups for easier management and display.

PrintFolders are useful because they allow you to view all of the jobs at one time, for a group of printers.

Creating your own folders and adding printers to them is easy. All of the functions relating to the PrintFolders view can be accessed by right-clicking on an item (any item, folder, printer, etc). To add a folder, right-click on an existing folder, or in the white space, and then click "Add-Folder".

Adding printers to a folder is also easy. Simply right-click on the folder and then click "Add Printer To Folder". The Browse for Printer Dialog will be displayed. The Browse for Printer Dialog is a fast easy way to add one or more printers to your folder. Click the selection box to the left of a printer in order to select it, and then click OK. You can select as many printers as you want from as many different domains/servers. Adding all of the printers from an entire domain is simple, just click the domain, then click OK. Print Queue Manager will automatically search for every server with shared printers, and add them to the print folder. Note: *This may take a while if the domain has many printers.*

Do not confuse adding a printer to a folder, with "installing a printer". When you add a printer to a folder, you are really adding a "printer shortcut" to the folder, and not installing a new printer. To install a new printer, use the printer menu)

PrintFolders show the sum of the document counts for all of their printers. This is useful, as you can collapse the print folder and show only the document count for each folder. When you select a print folder, its name appears on the top in the "Selection" area.

TIP

When Print Queue Manager runs for the first time, it will create a folder called "Local Printers", and will automatically add every local printer to this folder.

TIP

You will notice when Print Queue Manager loads that it initializes the printers in the PrintFolders view in order of appearance. While this initializing is in progress, you can still use Print Queue Manager. Sorting is not performed until all printers have been initialized.

Using the Network Tab

The network tab allows you to browse directly to a server and manage a print queue without installing it. For more robust management capabilities, use the PrintFolders tab.

Using the Browse for Printer Dialog

The Browse for Printer Dialog is used to add printers to a PrintFolder. You can either type the printer name directly into the edit box at the top of the dialog, or browse to the printer. You can select the entire network, a domain, a server or a specific printer. When you select a network, domain or server, Print Queue Manager will automatically search

for all printers in that area. See How to add all printers on a domain or a network to a folder for more information.

Using the Document View

The document view is used to view and control the documents that are in the printer or printers currently selected. If a single printer is selected, the printer name will appear in the "Selection Bar". The document view will show the print jobs for that printer only. If you are viewing multiple printers by selecting a PrintFolder, then the document view will display the jobs for all of the printers in the PrintFolder. The printer column is useful in this scenario to show you which printer each job is related to.

Multiple jobs can be selected at one time by drag-selecting in the document column or by using the shift/ctrl keys while clicking.

The document view has several features that may not be readily apparent, these are:

1. Columns are moveable, try dragging and dropping the columns into the order you want them to appear.

2. Full sorting support, just click on the column. You can also right-click and select Sort. Sorting is available for all columns. Each time you click on a column, the sort order will be reversed. For example, the first time you click on the "Owner" column, all documents will be sorted in *ascending* order, by owner. If you click on the "Owner" column a second time, the documents will be sorted in *descending* order.

Customize Colors Dialog

The customize colors dialog can be used to set the colors for both printers and PrintFolders. For Printers, you can set colors for two criteria, either the document count or the error status.

To set the color based on the document count for either a printer or folder, click on the color well button, and select the color you want to use, then click in the edit field and set the document limit. When the document count exceeds the limit that you set, the printer/folder will turn the selected color.

TIP

Try setting the document count to **0**. This will allow you to see which printers are active, and which printers are empty, based on their color.

Note: Many printers do not report their error status properly, so setting the colors for the printer error state does not work with all printers. This is due to the printer driver not properly reporting the error state to Windows.

How To…

How to make a copy of a printer

Right-Click on the printer you wish to copy and select "Install a copy of this printer". In the "Duplicate Printer Installation" dialog, enter the new printer name and the new share name. You can also add any number of copies that you wish.

When making more than one copy of a printer, Print Queue Manager will add a number to the end of each printer name.

TIP

Using the string "%d" in the printer name and share name will control where the sequence number is inserted. For example, using the name "%d Copied Printer" will generate printer names: "1 Copied Printer", "2 Copied Printer", etc.

How to Create and Delete PrintFolders

Right-click on the PrintFolders view, and select "New Folder". The new folder will be added to the bottom of the PrintFolders view, and you will be able to edit the folder name.

To delete a folder, right click on the folder and select "Delete Folder". You can also select the folder, and then press the Delete key.

How To Add Printers To A PrintFolder

Right click on the PrintFolders view, and select "New Folder". The new folder will be added to the bottom of the PrintFolders view, and you will be able to edit the folder name.

To delete a printer, right click on the printer and select "Remove Printer From Folder". You can also select the printer, then press the Delete key.

How to add all printers on a domain or a network to a folder

Right-Click the folder that you want to add the printers to, and then select "Add Printer to Folder". Navigate to the domain you want to add and click the selection checkbox. You do not need to expand the domain, simply click the selection checkbox. Print Queue Manager will then display a dialog while it locates all of the printers in the domain.

How to operate on more than one printer at a time

Selecting a folder which contains more than one printer allows you to operate on all the printers in the folder at once. See the Printer Menu for information on which commands work on a folder.

Tips on using PrintFolders

You can directly edit the "DefaultGroups.ini" file. This file contains the contents of the PrintFolders view.

How to colorize the printers and folders in the PrintFolders View

Right-click on the PrintFolders view, or click on the PrinterFolders menu, and select "Customize Colors". See the Customize Colors Dialog for more information.

How to reorder columns in the document view

The columns in the Document View can be ordered by clicking on the columns and dragging them to new positions.

How to add user tools to the menu

Select the menu item "Tools->Customize User Tools". Use this dialog to add your own custom commands to the tools menu. The menu items you add will be displayed in the Tools menu.

How to customize the toolbar

Select the menu item "Tools->Customize". Once in this dialog, you can drag and drop items on the Print Queue Manager window to new locations. You can move menus to toolbars and vice-versa.

How to copy documents from one printer to another

Using Drag & Drop

To copy multiple documents from one printer to another, first select the documents you would like to copy.

While holding down the [Shift] key, drag the selected documents from the Document View, and then drop the documents on the destination printer in the PrintFolders View.

Using Load Balancing

See: How to load balance printers

Using APM (Automated Printer Management)

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. Click **Enable APM for ALL new jobs**, and then click [Next].

6. Click the **Apply an action to all documents** checkbox, and then click **Copy to another printer**.

7. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

Copy documents to several printers

See: How to use print broadcasting

How to move documents from one printer to another

Using Drag & Drop

To move multiple documents from one printer to another, first select the documents you would like to move.

Drag the selected documents from the Document View, and then drop the documents on the destination printer in the PrintFolders View.

Using the Send To Printer… menu item

1. From the Document View, select the documents that you would like to move to another printer.

2. Click the **Document** menu, or right-click on any of the selected documents.

3. Select the **Send To Printer…** menu item.

4. From the **Browse for Printer** dialog box, select the printer that you would like the documents copied to.

Using APM (Automated Printer Management)

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. Click **Enable APM for ALL new jobs**, and then click [Next].

6. Click the **Apply an action to all documents** checkbox, and then click **Move to another printer**.

7. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

Move documents to several printers

See: How to use print broadcasting

Using Load Balancing

See: How to load balance printers

How to use print broadcasting

Print broadcasting is a term used to describe the process of printing a single document on several printers simultaneously.

For example, a printer can be set up so whenever somebody prints a document, a copy of it would also go to the Records department printer for filing.

Another use for print broadcasting is to speed up printing many copies of a single document. Lets say you need one thousand copies of a one-page document. This will take over 2 hours on your average 8ppm printer. Using print broadcasting, you can configure one printer to share this workload with several printers. For our example, let say you share the workload across 10 printers. You 2-hour task can now be accomplished in about 12 minutes.

Configuring a print broadcast printer

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. Click **Enable APM for ALL new jobs**, and then click [Next].

6. Click the **Apply an action to all documents** checkbox, click **Copy to another printer**, and then click [Next].

7. From the **Select Destination Printer(s)** page, click [Add].

8. From the **Browse for Printer** dialog box, select one or more destination printers. Each document printed to the source printer, will also print on each of the destination printers you select in this dialog box.

9. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

How to load balance printers

Load balancing is used to distribute the workload between two or more identical printers.

The granularity of the workload distribution is per document. That is, a single document will be distributed to one printer or another, but will not be split up.

Using APM, a printer can be configured to offload incoming documents to another printer whenever it is too busy.

APM Load Balancing distributes documents based on a user specified threshold. For example, a printer might be configured to load balance to a second printer when the first printer had 3 or more documents already waiting to be printed.

APM load balancing can also be configured redirect documents to a second printer only when the first printer is printing a large document that will take a long time.

APM allows distribution between several print servers, whereas Windows NT™ print pooling only works between printers on the same print server.

Using APM Load Balancing

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. From the **When to enable** page, select **Enable APM for load balancing**, and then click [Next].

6. From the **Load Balancing Options** page, select the load balancing options that best suites your needs, and then click [Next].

7. From the **Select Destination Printer(s)** page, click [Add].

8. From the **Browse for Printer** dialog box, select a destination printer. When the load balancing conditions have been met, new documents will be redirected to the printer selected in this dialog box.

9. NOTE: Although you can select multiple printers from the **Browse for Printer** dialog box, load balancing works best if each printer has only one destination printer. If multiple destination printers are selected, then load-balanced documents will be printed on each destination printer causing several copies to be printed. This has the same effect as print broadcasting.

10. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

Using Printer Pooling

APM load balancing may be used in conjunction with Windows NT™ print pooling.

See: Windows NT™ online help for more information.

How to get notified when a printer is down

Using APM

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. From the **When to enable** page, select **Enable APM only when the printer is down or has an error**, and then click [Next].

6. From the **Select APM Action** page, you may select an action, however it is not necessary if all you need is to be notified when the printer is down. Click [Next].

7. From the **Notifications and Alerts** page, select the appropriate notification options.

8. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

How to redirect documents when a printer goes down, or has an error

When a printer goes down, or has an error that prevents it from printing any further, APM can automatically move existing documents in the queue to a backup printer. APM will also redirect any new documents to the backup printer. The owners of the print job can optionally be notified that their document was printed on an alternate printer.

Using APM to redirect documents from non-working printers, to working printers.

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Click [Next] on the **Introduction** page.

5. From the **When to enable** page, select **Enable APM only when the printer is down or has an error**, and then click [Next].

6. Click the **Apply an action to all documents** checkbox, click **Move to another printer**, and then click [Next].

7. From the **Select Destination Printer(s)** page, click [Add].

8. From the **Browse for Printer** dialog box, select one destination printer. When the source printer goes down, all documents will be redirected to the printer you select from this **Browse for Printer** dialog box. Click [Next].

9. NOTE: Although you can select multiple printers from the **Browse for Printer** dialog box, this option works best if the source printer has only one destination (backup) printer. If multiple destination printers are selected, then documents will be redirected to each destination printer causing several copies to be printed. This has the same effect as print broadcasting.

10. From the **Notifications and Alerts** page, select the appropriate notification options.

11. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

Automated Printer Management (APM) Wizard

Introduction

Automated Printer Management (APM) automates tasks that would normally require human intervention. Tasks that can be automated include:

- Rerouting documents from busy printers to less busy printers (load balancing)

- Rerouting documents from printers that are down to working printers.

- Being notified when a printer goes down or has an error.

- Making copies of everything printed to one printer, on another printer.

- Print Broadcasting

- And more…

To configure a printer to use APM

1. Select a printer from the PrintFolders View.

2. Click the **Printer** menu, or right-click the selected printer.

3. Select the **Automated Printer Management (APM)…** menu item.

4. Follow the remaining directions displayed by the **Automated Print Management Wizard**.

When to enable

- Disable APM

  If this option is selected, APM will not be active for the specified printer.

- Enable APM for all new jobs

  If this option is selected, APM will act on all documents in the queue (waiting to be printed). Furthermore, APM will act on all incoming documents, and will continue to do so until this option has been disabled.

  The action that is performed on each document is specified by your selection in the **Select APM Action** dialog box.

- Enable APM only when the printer is down or has an error

  This feature works like the **Enable APM for all new jobs** feature, with the following exception.

  If this option is selected, APM will only act on documents after the printer goes down or has an error. Error conditions include:

1. General Error

2. Paper Jam

3. Paper Out

4. General Paper Problem

5. Not Available

6. No Toner

7. User Intervention Required

8. Out of Memory

9. Door Open

  Note: APM depends on the notification sent by the printers in order to detect error conditions. Some printer manufactures do not report all error conditions; therefore, APM may not work correctly with these printers.

- Enable APM for load balancing

  If this option is selected, APM will only act on documents after the criteria have been met, as specified in the **Load Balancing Options** dialog box.

  In order to see the **Load Balancing Options** dialog box, you must first select this option.
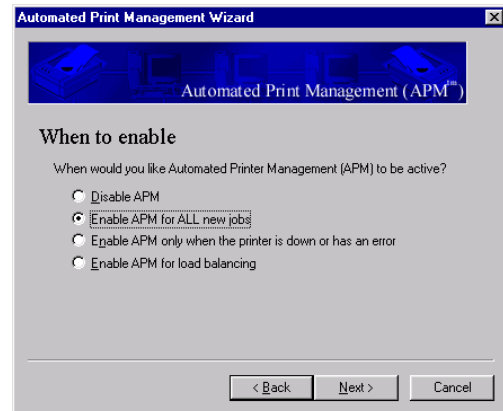
See: How to load balance printers

Select APM Action

The APM Action dialog box allows you to specify which action will be applied to each document.

- Move to another printer

  This causes documents to be rerouted to another printer, as specified in the **Select Destination Printer(s)** dialog box. The document will then be printed on the selected destination printer, but will **not** be printed on the APM source printer.

- Copy to another printer

  This causes documents to be copied to another printer, as specified in the **Select Destination Printer(s)** dialog box. The document will then be printed on the selected destination printer, as well as the APM source printer. Consequently, more than one copy of the document will be printed.

- Delete documents

  This causes documents to be deleted before they are printed.

- Pause documents

  This causes documents to be paused before they are printed. Documents must then be un-paused manually.
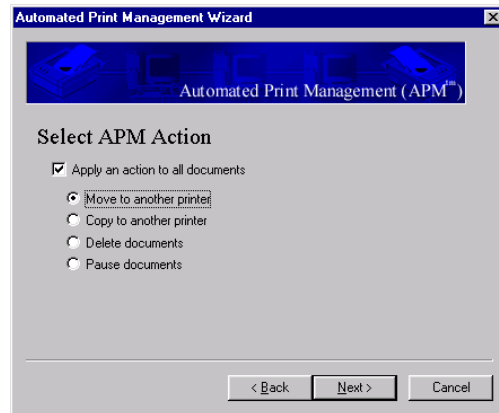
Select Destination Printer(s)

The **Select Destination Printer(s)** dialog box allows you to specify destination printers. Documents will be copied, or moved to the destination printers you select

Add printers by clicking the [Add] button.

Remove printers by selecting the printer from the list, then clicking the [Remove] button.

NOTE: If multiple destination printers are selected, then documents will be copied or moved to each destination printer causing several copies to be printed. This has the same effect as print broadcasting.

Load Balancing Options

The **Load Balancing Options** dialog box allows you to specify the criteria that APM will use for load balancing.

See: How to load balance printers

- More than [   ] documents

  This option tells APM to reroute incoming documents only if the queue has more than the number of documents specified. Documents will be rerouted to the destination printer specified on the **Select Destination Printer(s)** page.

For example, if **10** were entered into this field, APM would allow this printer to have up to 10 documents in the queue. When the 11th document is sent to this printer, APM would reroute it to the destination printer.

- More than [   ] bytes

  This option tells APM to reroute incoming documents only if the combined total bytes of all the documents in the queue, are more than the bytes specified. Documents will be rerouted to the destination printer specified on the **Select Destination Printer(s)** page.

  For example, if **10000** were entered into this field, APM would allow this printer to have any number of documents in the queue, as long as the total bytes in the queue did not exceed 10K. Whenever the queue has enough documents to total 10K or more, any new document sent to this printer, will be rerouted to the destination printer.

- When the printer is down or has an error.

  If this option is selected, APM will reroute documents after the printer goes down or has an error. This is in addition to the other load balancing options displayed in this dialog box.
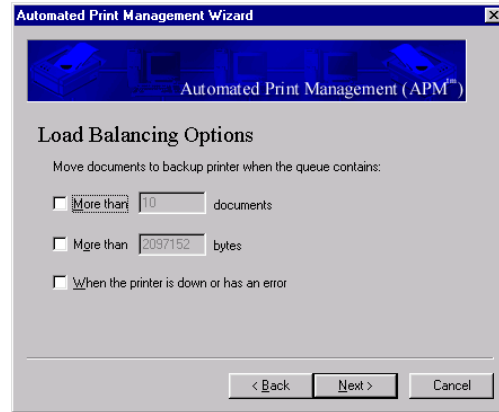
Notifications and Alerts

If APM reroutes a users document, APM can be configured to notify the user which printer the document has been rerouted to. This notification can be turned on for any action that APM takes, whether it is moving a document, pausing a document, or just notifying the user that the printer is down.

Confirmation

The confirmation dialog box explains that actions APM will be taking when the [Finish] button is clicked.

Menus

File Menu

The file menu offers the following commands:

Server Properties Shows properties for the local print server.

Exit Closes the application

View Menu

The View menu offers the following commands:

Toolbar Shows or hides the toolbar.

Status Bar Shows or hides the status bar.

Printer List Shows or hides the printer list view.

Refresh Refreshes the information displayed by Print Queue Manager. This is not normally necessary, as Print Queue Manager displays the latest data about all printers and jobs, as they change.

PrintFolders Menu

The PrintFolders menu offers the following commands, which provide you with the ability to control the PrintFolders view.

New Folder Creates a folder.

Rename Folder Change the name of a folder

Delete Folder	Removes a folder.
Add Printer to Folder	Adds a shortcut to a printer to the selected folder.
Remove Printer from Folder	Removes the selected printer from the current folder.
Sort	Allows printers to be sorted by various criteria.
Show Server Names	Enables you to show or hide the server name for a given printer. This is useful for lengthy server names, which obscure the name of the printer..
Customize Colors	Allows color selection for printers based on various criteria, such as a large document count, printers with errors, etc.

Printer Menu

The Printer menu offers the following commands, which provide you with the ability to control one or more printers. Most commands operate on both a single printer, or a print folder. When a print folder is selected, the command will operate on all printers in the print folder. Common commands also operate on both local and remote printers.

Pause Printing	Pauses the selected printer(s). No jobs will print while a printer is paused.

Support

- *Multiple Printers*

- *PrintFolders*

- *Local and Remote Printers*

Set As Default   Sets the selected printer as the default printer.

Support

- *Single Printer*

- *Local Printer*

Purge Print Documents   Deletes all print jobs in the selected printer

Support

- *Multiple Printers*

- *PrintFolders*

- *Local and Remote Printers*

Install copy of this printer   Automatically installs one or more copies of the selected printer. Works with a single printer. Works with local and remote printers. The new printers will have the same settings as the selected printer. The newly created printers will be automatically added to the currently selected print folder.

Support

- *Single Printer*

- *Local and Remote Printers*

Add Printer   Install a new printer. Installs the printer on the local machine only.

Support

- *Adds Local Printers only*

Delete Printer   Deletes the selected printer (uninstalls it). Note that this is different that removing a printer from a

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print folder (PrintFolders only contain shortcuts to printers, not actual printers).

Support

- *Single Printers*

- *Local and Remote Printers*

Document Defaults   Displays a property sheet which allows you to configure the defaults for all documents printed on this printer. Supports local printers only.

Support

- *Single Printer*

- *Local Printer*

Properties   Displays a property sheet which allows you to configure all settings related to the printer.

Support

- *Single Printer*

- *Local and Remote Printers. (Note: Properties are read-only when working with a remote printer.*

Document Menu

The Document menu offers the following commands, which provide you with the ability to control one or more print jobs.

Pause   Pauses the selected document or documents

Resume   Resumes the printing of the selected document or documents

Restart   Restarts the printing of the selected document
                     or documents

Delete   Deletes the selected document or documents
                     from the printer

Properties   Allows configuration of certain job properties,
                     including priority and job notification user.

Sort   Allows sorting of jobs in the document view by:

- Document Name

- Printer Name

- Status

- Page count

- Owner

- Time Submitted

- Job Number

- Priority

- Size

Tools Menu

The Tools menu offers the following commands, which provide you with the ability to customize the toolbars and menus:

Customize   Allows you to configure the buttons and
                         menus. Your settings will be saved and
                         appear that way each time you load the
                         program.

Options   Allows access to global options.

Customize User Tools   Allows you to add up to nine customized tools to the tool menu. Each tool can have it's own name, EXE file, command line and starting folder. This is useful for putting your various print related tools, so that they are easily accessible from Print Queue Manager. The tools you add will be displayed at the bottom of the Tools menu.

Help Menu

The Help menu offers the following commands, which provide you with help:

Help Topics   Takes you to the help file.

About Print Queue Manager   Show you version information about this product and allows access to our support web sites.

Troubleshooting

Print Queue Manager is too slow

Print Queue Manager has many features that are specifically designed for performance. Print Queue Manager is designed to handle thousands of printers with thousands of print jobs, using little overhead, while delivering fast performance. If you are experiencing slow-downs, you should try some of the following tips:

1. Turn turning off advanced printer error detection, through Tools->Options.

2. If it is related to a printer, try removing the printer and see if the problem goes away.

3. Try turning off sorting in both the PrintFolders view and the Document View.

If you are managing printers connected to a remote Windows NT™ server which is accessed through TCP/IP instead of NetBEUI, updates will be shown once every 7 seconds. This is due to limitations of the Windows NT™ print spooler talking to servers through TCP/IP (usually the case in a heterogeneous network configured not to route Microsoft Networking packets).

I am unable to move or copy jobs from one printer to another

Make sure that the server component is installed on the print server.

Make sure that the printers are attached to a Windows NT™ print server.

Make sure that you are moving or copying documents between two similar printers. The source and destination printers should be using the same printer driver.

Note: APM features may not be available on printers that are attached to non Windows NT™ print servers (such as Novell™ print servers).

When a printer has an error, the error status is not displayed

Many printers do not report their error status properly, so features based on the printer's error state may not work correctly. This is due to the printer driver not properly reporting the error state to Windows. To see if this is the case, compare that status shown by the user interface, with the status shown by the Windows NT™ Printer window. If neither status shows the error state, then the printer driver is at fault.

Novell™ printers do not update automatically

The Novell™ redirector does not support dynamic updates from Novell print shares. You can use the F5 button to refresh the display on demand.

Where to find technical support

Software Shelf provides technical support for Print Queue Manager for 90 days after the product has been purchased. Our technical support desk can be reached by:

Phone: 727-445-1920

Fax: 727-445-9223

Email: Support@softwareshelf.com

Address: Software Shelf International, Inc.

                    601 Cleveland Street

                    Clearwater, FL 33755

                    USA

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