Print Manager Plus® 2010
Enterprise Wide Print Tracking and Control

INTRODUCTION:

This Quick Start is intended to assist in the initial installation or evaluation of Print Manager Plus 2010 Enterprise Edition. This covers the basic install and use of the product.

SERVER INSTALLATION:

Print Manager Plus is designed to be installed on an established Windows print server running Windows 2000/2003/2008/XP/Vista/Seven. This quick start assumes that all of your print traffic is currently routed through shared print queues hosted on one or more Windows Servers.

> **Note On Direct Print and Local Printers:**
> If your users are printing directly to network print devices, or to printers attached directly to their workstations please look at our Workstation Connected Printer Agent Add-On option for Print Manager Plus.

SERVER INSTALLATION:

Print Manager Plus Enterprise Edition supports one or more print server's sharing a central database for settings and reporting. The following steps are aimed at installing the product on or more print servers.

1. **Launch the Setup:**
   Run the item named "Launch Main Installation" from within the download folder.
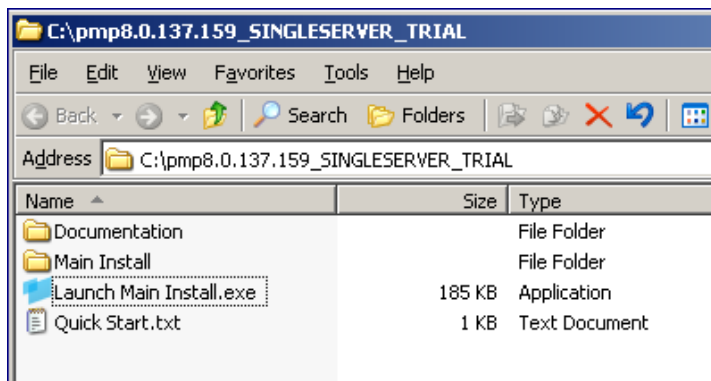
2. **License and Install Location:**
   In the following two screens, you will be required to accept the license agreement, and verify the install location. Once this has been completed click **[Next]**.
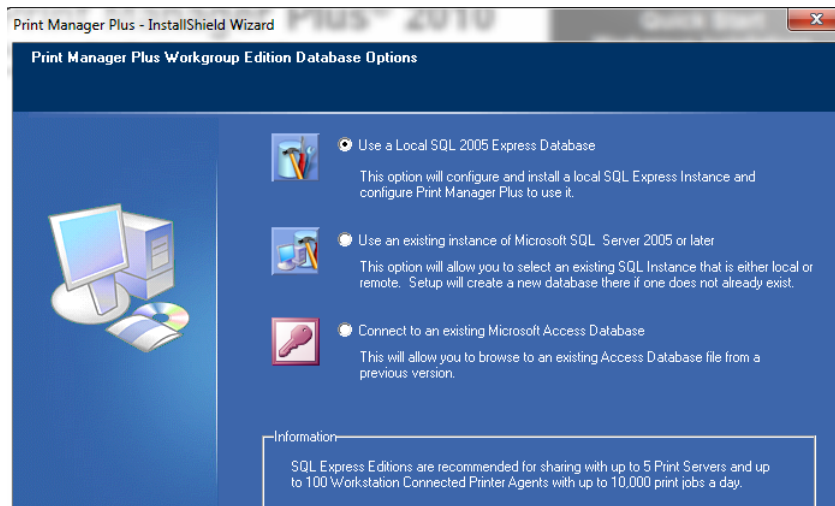
3. **Database Installation:**
   Print Manager Plus Enterprise Edition supports installing its database to a new SQL Express instance that setup will install for you, or any existing Microsoft SQL Instance, version 2005 and later. The chart below can help

Print Manager Plus - InstallShield Wizard

Print Manager Plus Workgroup Edition Database Options

○ Use a Local SQL 2005 Express Database
  This option will configure and install a local SQL Express Instance and configure Print Manager Plus to use it.

○ Use an existing instance of Microsoft SQL Server 2005 or later
  This option will allow you to select an existing SQL Instance that is either local or remote. Setup will create a new database there if one does not already exist.

○ Connect to an existing Microsoft Access Database
  This will allow you to browse to an existing Access Database file from a previous version.

─Information─
SQL Express Editions are recommended for sharing with up to 5 Print Servers and up to 100 Workstation Connected Printer Agents with up to 10,000 print jobs a day.

Additional Print Servers:

If installation is being performed on an additional print server, then typically you would choose "Use an existing instance of Microsoft SQL Server 2005 or later"

| Database Option	Support Notes
Use a Local SQL Express Creates and installs a Local SQL Express on that machine. This instance can be shared with up to 5 print servers.	Small to Medium sized networks, Labs and Libraries Printing up to 10,000 print jobs per a day. Used with up to 5 Print Servers Up to 100 Workstation Connected Printer Agents
Existing Instance of Microsoft SQL Server 2005 When installing and connecting to an instance of SQL that already exists.	Medium to Large networks Setups with an existing SQL Server Instance or when connecting to an existing Express instance. **When Full Version of SQL is Provided by Customer:** Printing over 10,000 print jobs per day Single or Multiple Windows Print Servers Unlimited Workstation Connected Printer Agents

a. **Installing the Database (Continued choosing Create SQL Express…)**
    When choosing Express, setup will continue and install an Instance of SQL Express for you.

b. **Installing the Database (Continued choosing Use Existing SQL Server)**
    This option will prompt you for the instance of SQL you would like to use. If the database was setup by choosing Create SQL Express, then simply choose that computer name.

    You will need to be logged in as a user that is an Administrator of both this print server, and has full rights to the SQL database on the remote server.
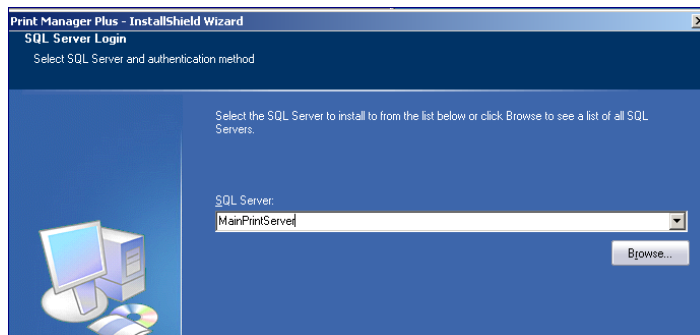
Next you will be prompted to provide a username and password that has Administrative rights to this print server, and the Print Manager Plus Database.
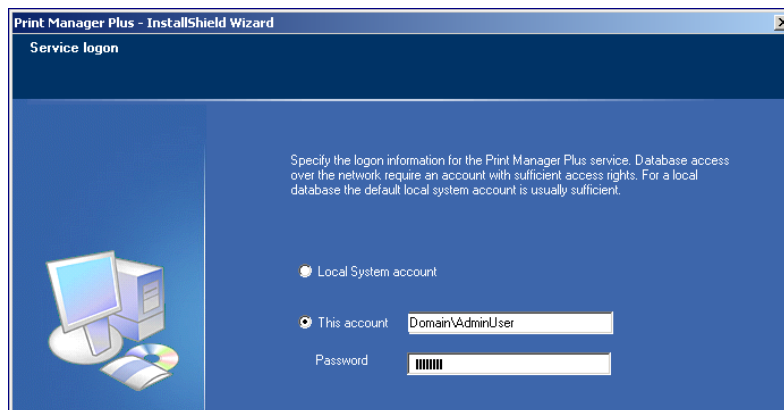
4. **Finishing the Install**
    After the database setup has completed, you will be prompted to click **[Install]** which will install the remaining product components.

5. **Restart:**
    It is highly recommended on all Operating Systems that a system restart is performed after the installation. Some operating systems and printers cannot have their print jobs properly tracked until this restart takes place.

INTRODUCTION TO USING PRINT MANAGER PLUS

Once installed on the Print Server, Print Manager Plus will automatically be tracking all network printing spooling on that Print Server. The managing of the software is primarily composed of two components. They are:

The Print Manager Plus Administrator:
This is the user interface of the program. This will also be installed with a full install on the Print Server. This component allows administrators to set the tracking, quota and restrictions options as well as run reports of printing.

The Print Manager Plus Service:
This component runs in the background on the Print Server it is installed on. This is the component that monitors the Print Spooler to track print jobs and log them to the Print Manager Plus database.

LAUNCHING PRINT MANAGER PLUS

After installation, the Print Manager Plus administrator can be launched from the **Start Menu > All Programs**. It is located under the Print Manager Plus folder.
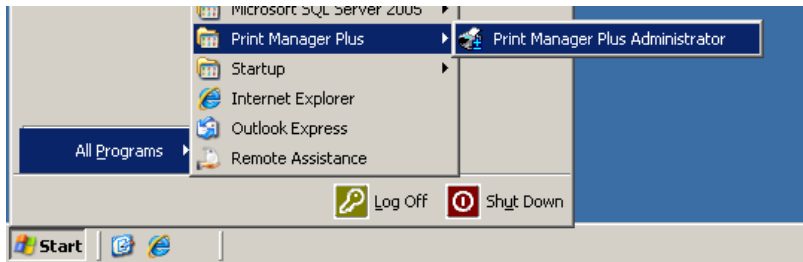
Once launched, the program should provide several tabs, allowing you to view your Active Directory Users, Groups, Organizational Units, Printers and Reports.

> **Note:**
> Initially Print Manager Plus will load the entire Active Directory which may take several minutes depending on the size and speed of your network.

STARTING THE PRINT MANAGER PLUS SERVICE

After install the Print Manager Plus service should be started and set to Automatic. This can be verified within **[Administrative Tools > Services].**

1. Browse to Administrative Tools and open Services.

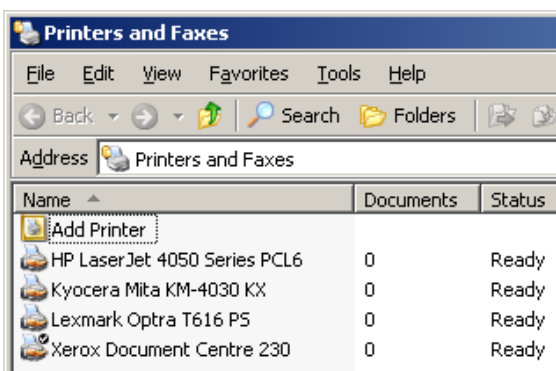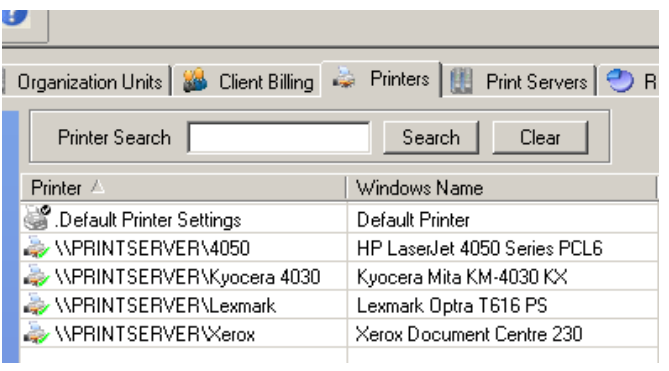2. Within services locate the service named Print Manager Plus.
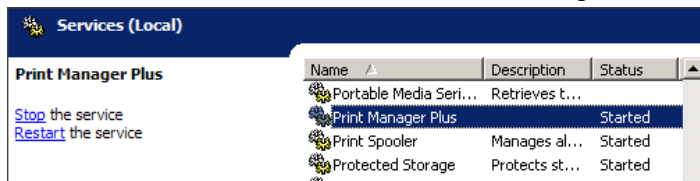
3. Stop, start or restart the service as necessary to enable or disable the tracking of Print Jobs.

> **Important:** If the Print Manager Plus service won't start, please contact support for further assistance.

ENSURING PRINTERS ARE DETECTED

Once installed, Print Manager Plus will automatically detect the printers that are installed locally on the Print Server. These printers will appear within the **[Printers]** tab.   The printers listed should be the same printers that are installed as Local Printers within the **[Printers and Faxes]** folder of the operating system.

Server's Printers and Faxes Folder	Print Manager Plus Printers Tab

VERIFYING THAT PRINT MANAGER PLUS IS TRACKING PRINT JOBS

1. Open Print Manager Plus and ensure the program has detected the installed printers by opening the Printers tab.

> **Important:** If Print Manager Plus does not display the locally installed printers, ensure that the Print Manager Plus Service is started within Services (see the previous section) and that you have installed the product on your Print Server.

2. Send a Windows test page, or a print job to one of the detected printers.

3. Refresh the Printers tab by clicking the Refresh button under the file menu or hitting **[F5].**

4. Once done, the Printer the job was sent to should show the pages printed under the **[Pages/Sheets]** column.

Printer △	Windows Name	Printer Type	Cost per Page/Cm.	Pages/Sheets...
.Default Printer Settings	Default Printer	Standard	0.050 / 0.100	
\\PRINTSERVER\Brother	Brother HL-4000CN PS	Standard	Default	0
\\PRINTSERVER\C4080	Canon iR C4080/C4580 PCL5c	Standard	Default	1
\\PRINTSERVER\CanoniPF700	Canon iPF710	Standard	Default	0
\\PRINTSERVER\Dell 5310	Dell Laser Printer 5310n PS3	Standard	Default	0
\\PRINTSERVER\EPSON W40	EPSON WorkForce 40 Series	Standard	Default	0

5. Refreshing the Users tab will also show the pages printed under the user that printed the job.

JDoe	John Doe	mydomain.local	No Account	No Account	
krbtgt	krbtgt	mydomain.local	No Account	No Account	
PrintAdmin	Print Admin	mydomain.local	Unlimited	$0.00	1
servicelogon	servicelogon	mydomain.local	No Account	No Account	
SUPPORT_3889	CN=Microsoft Corporati	mydomain.local	No Account	No Account	

THE ACTIVE DIRECTORY VIEW

Upon opening the Print Manager Plus administrator for the first time, the users, groups and organizational units for the domain the Print Server is in will automatically be displayed.
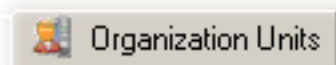
.

> **Large Active Directories:**
>
> If you are using Print Manager in a Large Active Directory, it may take some time to load the entire list. We recommend turning off the viewing of all users by following these steps. With this option users will get added one at a time as they print for their first time.
>
> 1. Locate the **[View]** pull down menu
> 2. Within that menu, uncheck the setting **[Show All Domain Users]**
> 3. Close and reopen the application

INTRODUCTION TO USERS, GROUPS AND ORGANIZATIONAL UNITS (OU)

Print Manager Plus has three tabs designed for the management of quotas and restrictions for Users, Groups and Organizational Units (OUs). Below is a breakdown of each tab and its general use.

Tab	General Use
👤 Users	• Setting Restrictions on a Per User Basis • Viewing which users have printed, and how many pages. • Setting custom Usernames and Passwords
👥 User Group Defaults	• Activating tracking per User Group • Setting Quotas or Restrictions on an entire Active Directory Group • Adjusting the Default User Settings
👤 Organization Units	• Setting Quotas or Restrictions on an Organizational Unit (OU)
👥 .Default Users Setting **(Located Within Group Tab)**	• Applies to all users, if a more specific setting is not set or found for that user. • Creates a "Catch All" setting to ensure all users obtain settings

SETTING QUOTAS AND RESTRICTIONS ON A GROUP OR AN OU

Most commonly Quotas and Restrictions will be set up per an Organizational Unit or Windows Group. This can be done within the **[User Group Defaults]** and **[Organizational Units]** tabs within the program.

1. Open the Print Manager Plus administrator and browse to the **[User Group Defaults]** or the **[Organizational Units]** tab

2. Highlight the Group or OU and click the **[Add Quotas and Restrictions]** button on the left hand side.
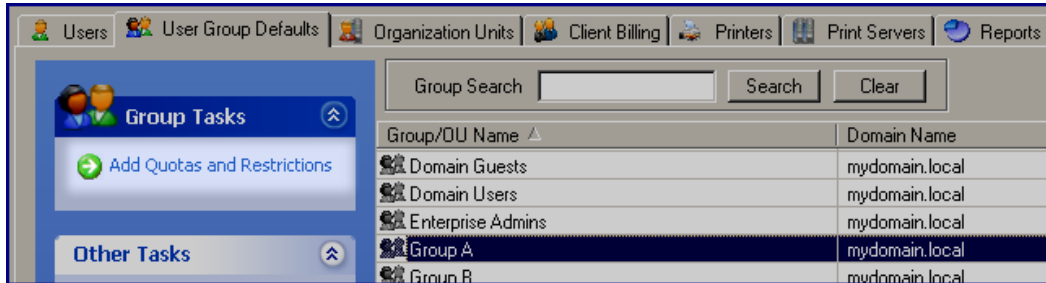
> **Important:** Users may only belong to, be reported in, and obtain settings from one Group or OU at a time. Care should be taken to carefully choose the simplest group arrangement that allows users to get the settings they require.
>
> **Example:** Enabling the Domain Users group to have Unlimited printing, may cause ALL users to get unlimited printing despite another group membership. Print Manager Plus assigns users to the group with the least restrictive balance.

3. Under the **[Account]** page, you can set the group to unlimited printing, or set it to limit by Account Balance. If an account balance is selected, then specify the amount of printing balance each user within the group will get. The **[Restrictions]** page allows you to set a variety of restrictive settings the users in that group will obtain when they print.

Account Page	Restriction Page
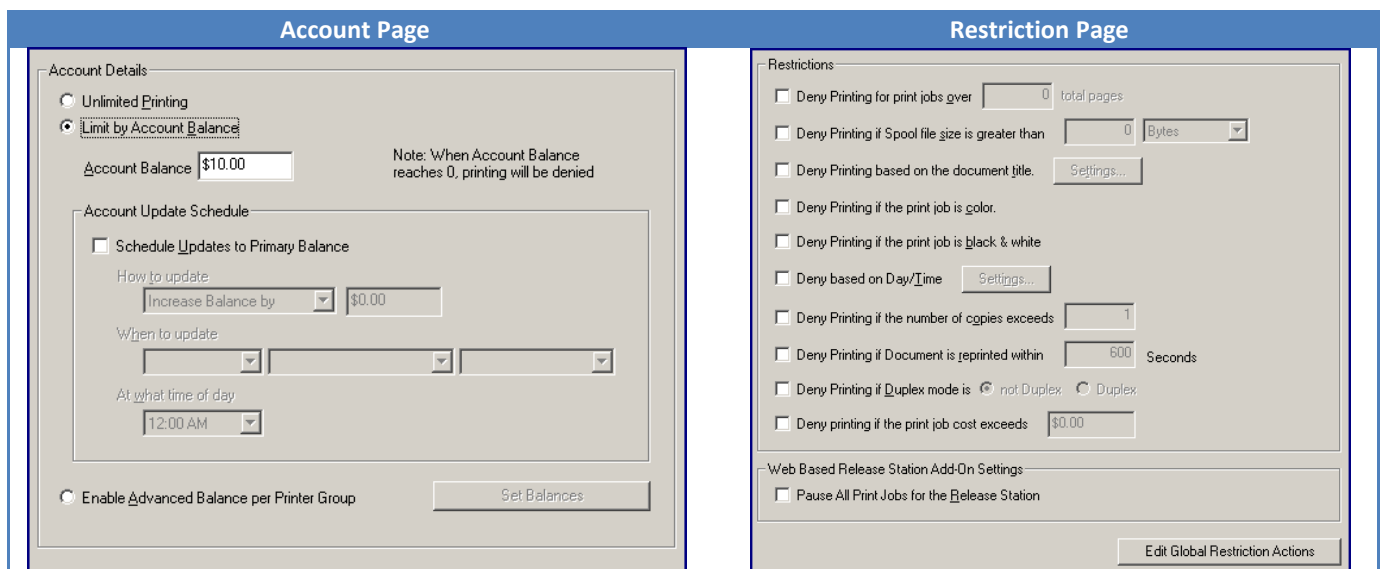
FILTERING USERS BY GROUPS, ORGANIZATIONAL UNITS AND DOMAINS

For ease of administration, Print Manager Plus provides options for filtering which Users, Groups and Organizational Units (OUs) are shown which are covered in the following section

1. Open the Print Manager Plus Administrator.

2. Once opened the program will default to the **[Users]** tab.

3. To filter the users shown in the view, click the **[Active Directory View Settings]** located on the left hand side, or within the **[View]** pull down menu.

4. Once opened, a dialog will appear with the option of viewing the entire domain, or filtering which users should be shown. To filter users, select the option labeled **[Filter Users based on Group, Organizational Unit or Domain]**. Select the Groups or Organizational Units (OUs) . Users will be shown if they match any of the selected items. Once selected click **[OK]**.

5. User list will now show the selected subset of users.

RUNNING REPORTS TO VIEW SUMMARY AND DETAILED INFORMATION

The Print Manager Plus [**Reports**] tab allows Administrators to view summaries and detailed printing histories sorted by User, Groups, Workstations, Printers and many other categories.

Summary Reports:

Summary reports provide basic totals of printing for **Users, Printers, User Groups** and many other categories.   Below is an example of a *Summary for all Users* report from the *User Reports Category*. This report lists the total prints made by each user.

1. Open the Print Manager Plus administrator, and browse to the **[Reports]** tab.

2. Within User reports, click the **[Summary for all Users]** report.
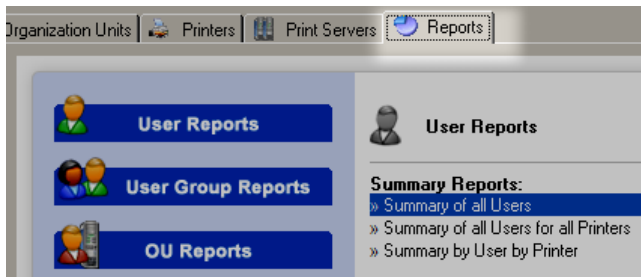
3. A new dialog will load. This dialog will allow you to select the date range to report on; select the start and end ranges desired for reporting.

4. Clicking **[OK]** will display the desired summary report.

Summary of all Users

12/1/2009 12:00:00AM through 12/1/2009 11:59:59PM

Users:	Full Name:	Total Jobs	Color	Mono	Sheets	Total Pages	Job Cost
Guest		2	1	8	9	9	$ 0.50
Jane	Jane Doe	1	1	0	1	1	$ 0.10
Jdoe	John Doe	3	0	19	19	19	$ 0.95
PrintAdmin	Print Admin	1	4	0	4	4	$ 0.40

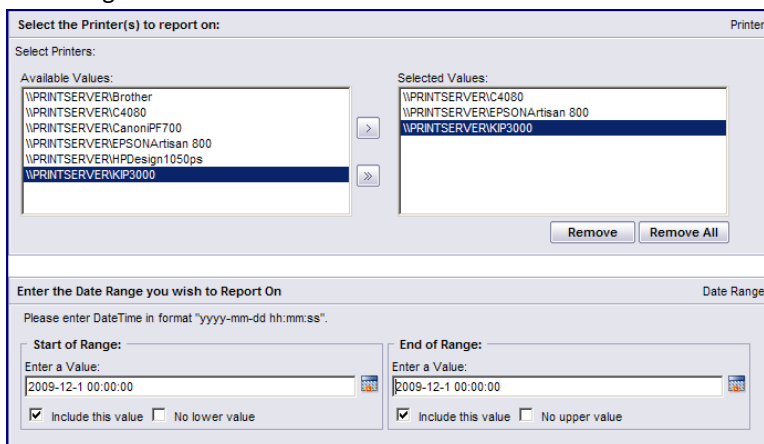| Summary of All Printing	Total Jobs	Color	Mono	Sheets	Total Pages	Total Cost
	7	6	27	33	33	$ 1.95

Detailed Reports:

Detailed history reports show the detailed information of each and every print job. Below is an example of running a *Detailed History by Printer* report.

1. Open the Print Manager Plus administrator, and browse to the Reports tab.

2. Within Printer reports, click the **[Detailed History by Printer]** report.
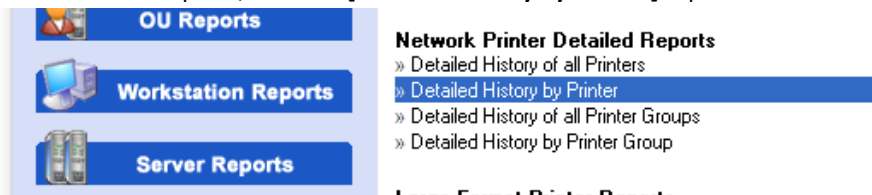
3. A new dialog will load. This dialog will allow you to select the printers to report on, as well as the start and end range of Printing.
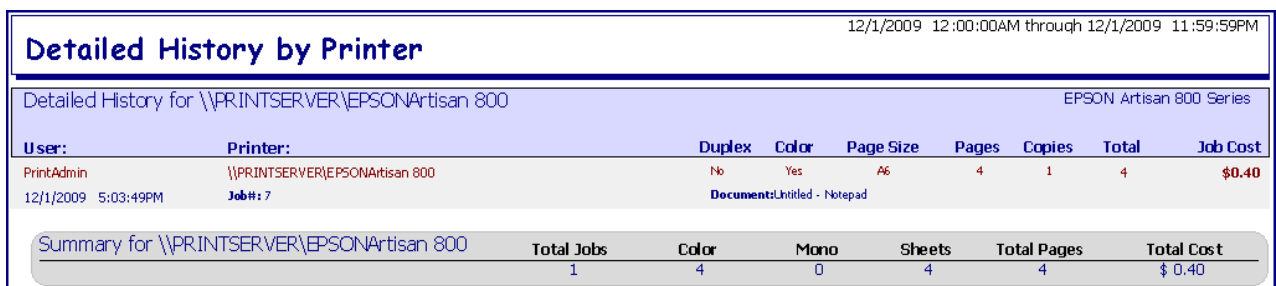
4. Clicking **[OK]** will display the desired detailed report.