## **INTRODUCTION:**

This Quick Start is intended to assist in the initial installation or evaluation of Print Manager Plus 2010 Single Server 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 this Windows Server computer.

#### 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.

### 1. Launch the Setup:

Run the item named "Launch Main Installation" from within the download folder.

C:\pmp8.0.137.159_SINGLESERVER_TRIAL						
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u>	ools <u>H</u> elp					
🕒 Back 👻 🕤 👻 🏂 🔎 Searc	h 🌔 Folders 🛛 😥 汝 🗙 🎾 🛄 🕇					
Address 🛅 C:\pmp8.0.137.159_5	INGLESERVER_TRIAL					
Name 🔺	Size Type					
Documentation	File Folder					
🛅 Main Install	File Folder					
📁 Launch Main Install.exe	185 KB Application					
📋 Quick Start.txt	1 KB Text Document					

### 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]**.





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### 3. Database Installation:

Print Manager Plus Single Server Edition by default only supports using a local SQL Express database which will be installed for you.

	Advanced SQL Options:
Use a Local SQL 2005 Express Database This option will configure and install a local SQ configure Print Manager Plus to use it.	QL Express Instance and Print Manager Plus does support additional SQL Server
<ul> <li>Use an existing instance of Microsoft SQL. Se</li> <li>This option will allow you to select an existing remote. Setup will create a new database the</li> </ul>	options. These options are included in the Enterprise Edition of the product.
<ul> <li>Connect to an existing Microsoft Access Data</li> <li>This will allow you to browse to an existing Ac previous version.</li> </ul>	abase ccess Database file from a

### 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.



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Print Server Tracking and Control

## 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.

	Microsoft SQL Server 2005	1				
Gin (1997)	Print Manager Plus	►	1	Print Manag	ger Plus Administrator	
<u> </u>	Startup	١				
Ć	Internet Explorer					
· · · · · · · · · · · · · · · · · · ·	Outlook Express					
All <u>P</u> rograms 🔸 🔔	Remote Assistance					
	💋 Log Off	K	D	Sh <u>u</u> t Down		
🍂 Start 🛛 🚱 🏉						

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.



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Print Server Tracking and Control

# 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.

Administrativo Tools	🚊 Routing and Remote Access
	🍇 Services
Printers and Faxes	B Terminal Server Licensing

2. Within services locate the service named Print Manager Plus.

Services (Local)				
Print Manager Plus	Name 🛆	Description	Status	
2	🆓 Portable Media Seri	Retrieves t		
Stop the service	🌸 Print Manager Plus		Started	
Restart the service	Print Spooler	Manages al	Started	_
	Revealed Storage	Protects st	Started	

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 a	nd Faxes Fo	older	Print Manager F	Plus Printers Tab
Sprinters and Faxes			9	
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites <u>T</u>	ools <u>H</u> elp		Organization Units 🏼 🏙 Client Billing	😂 Printers 🔠 Print Servers 🕙 R
G Back → O → D Searc	h 🌔 Folders	B 0	Printer Search	Search Clear
Name	Documento	Status	Printer 🛆	Windows Name
Add Printer Add Printer HP LaserJet 4050 Series PCL6 Kyocera Mita KM-4030 KX Lexmark Optra T616 PS Xerox Document Centre 230	0 0 0 0 0	Ready Ready Ready Ready	Cefault Printer Settings	Default Printer HP LaserJet 4050 Series PCL6 Kyocera Mita KM-4030 KX Lexmark Optra T616 PS Xerox Document Centre 230
SOFTWARE SHELF	Software Shelf 601 Cleveland S Clearwater, FL Phone: 727-445 Sales Email: <u>sa</u> Support Email:	International, Inc. Street, Suite# 710 33755 United States -1920 Fax: 727-445- les@softwareshelf.d support@softwares	Software Shelf In Vitality House, 2 East Grinstead, 2223 Phone# +44 134 om Sales Email: sal elf.com Support Email: sal	nternational, Inc. - 3 Imberhorne Way West Sussex, RH19 1RL, United Kingdom 2 310950 es@softwareshelf.co.uk support@softwareself.co.uk

### Print Server Tracking and Control

# 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.

Drintor Tacke	Printer Search	Search Clear	
	Printer 🛆	Windows Name	Printer Type
😜 Edit this Printer's	🔐 .Default Printer Settings	Default Printer	Standard
Configuration		Brother HL-4000CN PS	Standard
🗙 Reset Tracking Counters	\\PRINTSERVER\C4080	Canon iR C4080/C4580 PCL5c	Standard
Redit Authentication	lipha Alexandre State Alexandre Alex	Canon iPF710	Standard
Cuic Addientication	like All San Server All San Server and All San Server and Server a	Dell Laser Printer 5310n PS3	Standard
Edit Restrictions	like AVERINTSERVER VERSON W40	EPSON WorkForce 40 Series	Standard
	like Alexandre Server 🕹 🕹	EPSON Artisan 800 Series	Standard
Drinter Details	lipping and the second	HP Business Inkjet 1200 Series	Standard
Frinter Details	like Alama and A	HP Color LaserJet 3800 PCL 6	Standard
	ll Applied Contraction (Applied Contraction Contractico Contractic	HP DesignJet 1050C PS3	Standard

**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
lipping the second seco	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
a servicelogon	servicelogon	mydomain.local	No Account	No Account	
🙎 SUPPORT 3889	CN=Microsoft Corporati	mydomain local	No Account	No Account	



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



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## 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 <u>least</u> 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
Account Details	Restrictions
C Unlimited Printing	Deny Printing for print jobs over     total pages
C Limit by Account Balance	Deny Printing if Spool file <u>si</u> ze is greater than     Bytes
Account Balance \$10.00 Note: When Account Balance reaches 0, printing will be denied	Deny Printing based on the document title.
Account Update Schedule	Deny Printing if the print job is <u>c</u> olor.
Schedule Updates to Primary Balance	Deny Printing if the print job is <u>b</u> lack & white
How to update	Deny based on Day/Time     Settings
Increase Balance by 🗾 \$0.00	Deny Printing if the number of copies exceeds
When to update	Deny Printing if Document is reprinted within 600 Seconds
	Denv Printing if Duplex mode is  not Duplex.
12:00 AM	Deny printing if the print job cost exceeds \$0.00
	└────────────────────────────────────
C Enable Advanced Balance per Printer Group Set Balances	Pause All Print Jobs for the <u>R</u> elease Station
	Edit Clobal Destriction Astions



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## 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.

Ucor Tacko				
	User Name 🛆	Full Name	Domain Name	
Add Quotas and Restrictions	a Administrator	Administrator	mydomain.local	
Set Applied Group/OU	aspnet 🙎	ASP.NET Machine Acc	mydomain.local	
	al Guest	Guest	mydomain.local	
	a iusr_lilim	Internet Guest Account	mydomain.local	
Other Tasks 🔅	a iwam_lilim	Launch IIS Process Ac	mydomain.local	
	ane 🙎 Jane	Jane Doe	mydomain.local	
C Restriction Actions	2 JDoe	John Doe	mydomain.local	
🙀 Active Directory View	a krbtgt	krbtgt	mydomain.local	
Settings	🚴 PrintAdmin	Print Admin	mydomain.local	
	A			

 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].

Show all Users in All Domains, Groups and Organizational Units     Filter Users based on Group, Organizational Unit or Domain	
- Filter by User Group	
Available Groups	Selected Groups
mydomain.local\Distributed COM Users mydomain.local\Domain Computers mydomain.local\Domain Controllers mydomain.local\Enterprise Admins mydomain.local\Enterprise Admins mydomain.local\Enterprise Admins	mydomain.local\Domain Admins     mydomain.local\Domain Guests
Filter by Organizational Unit	
Available OU's	Selected OU's
mydomain.local/Domain Controllers mydomain.local/Fort.evel2 mydomain.local/Fort.evel3 mydomain.local/Locuel1	> mydomain.locall.lab1

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

Full Name	Domain Name	Primary Balance	Paid Balance	Pages Printed
Administrator	mydomain.local	No Account	No Account	
Guest	mydomain.local	No Account	No Account	
Lab User	mydomain.local	No Account	No Account	
Print Admin	mydomain.local	Unlimited	\$0.00	1
servicelogon	mydomain.local	No Account	No Account	
UserA	mydomain.local	No Account	No Account	
	Full Name Administrator Guest Lab User Print Admin servicelogon UserA	Full NameDomain NameAdministratormydomain.localGuestmydomain.localLab Usermydomain.localPrint Adminmydomain.localservicelogonmydomain.localUserAmydomain.local	Full NameDomain NamePrimary BalanceAdministratormydomain.localNo AccountGuestmydomain.localNo AccountLab Usermydomain.localNo AccountPrint Adminmydomain.localUnlimitedservicelogonmydomain.localNo AccountUserAmydomain.localNo Account	Full NameDomain NamePrimary BalancePaid BalanceAdministratormydomain.localNo AccountNo AccountGuestmydomain.localNo AccountNo AccountLab Usermydomain.localNo AccountNo AccountPrint Adminmydomain.localUnlimited\$0.00servicelogonmydomain.localNo AccountNo AccountUserAmydomain.localNo AccountNo Account



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Print Server Tracking and Control

## 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.

Jsers:	Full Name:	Total Jobs	Color	Mono	Sheets	Total Pages	Job Cost
Guest		2	1	8	9	9	\$ 0.50
<u>Jane</u>	Jane Doe	1	1	0	1	1	\$ 0.10
<u>Jdoe</u>	John Doe	3	0	19	19	19	\$ 0.95
PrintAdmin	Print Admin	1	4	0	4	4	\$ 0.40
Summary of All F	Printing Total Jobs	Color	Mono	Sheets	Total Pa	ages	Total Cost
Summary of Air r	7	Color	27	33	10tal Pa 33	ages	\$ 1.95



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### **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.

Select the Printer(s) to report on:			Printer
Select Printers: Available Values: IVPRINTSERVERNGrother IVPRINTSERVERNGradoo VPRINTSERVERNGradoonDF700 WPRINTSERVERNEPBOSION UVPRINTSERVERNEPBOSIO VPRINTSERVERNEPBOSIO	>	Selected Values: IVPRINTSERVERIC4080 IVPRINTSERVERICFS0NArtisan 800 IVPRINTSERVERIKIP3000 Remove Remove Remove	AII
Enter the Date Range you wish to Report On			Date Range
Please enter DateTime in format "yyyy-mm-dd hh:mm:ss".			
Start of Range: Enter a Value: 2009-12-1 00:00:00		End of Range: Enter a Value: [2009-12-1 00:00:00	

4. Clicking [OK] will display the desired detailed report.

Detailed History by Printer									
Detailed History for \\PRINTSERVER\EPSONArtisan 800 Series EPSON Artisan 800 Series									
User:	Printer:		Duplex	Color	Page Size	Pages	Copies	Total	Job Cost
PrintAdmin	\\PRINTSERVER\EPSONArtisan 800		No	Yes	A6	4	1	4	\$0.40
12/1/2009 5:03:49PM	Job#: 7		Document: Untitled - Notepad						
() () () () () () () () () () () () () (									_
Summary for \\PR	INTSERVER\EPSONArtisan 800	Total Jobs	Color	Mon	o Shee	ets To	otal Pages	Te	otal Cost
		1	4	0	4		4		\$ 0.40



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