

# Print Manager Plus<sup>®</sup> 2010

Workgroup Print Tracking and Control

Quick Start  
Workgroup Edition

## INTRODUCTION:

This Quick Start is intended to assist in the initial installation or evaluation of Print Manager Plus 2010 Workgroup Edition. This will guide you through tracking your printing whether your workgroup is using a print server, you have locally attached printers or users are printing directly to the print device across the network. This version supports up to 50 workstations in either configuration.

## CHOOSING THE MAIN INSTALLATION SYSTEM:

Print Manager Plus requires one central installation that stores the print job history, manages settings and controls the workstation installations within the network. This section will help you determine where to install this.

### I have a Print Server:

If you have a computer in your network that is already hosting or sharing the printers in your network, then this is the computer you should perform the Main Installation on.

### I do not have a Print Server or I do not know:

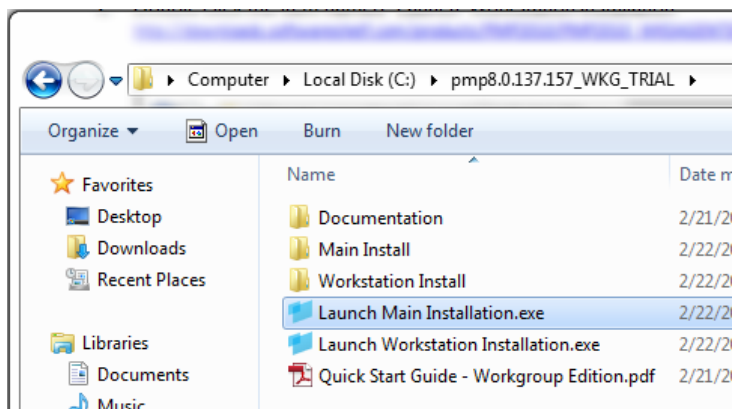
If you do not have a computer currently dedicated to the hosting and sharing of printing on your network, then pick a computer that is always on and can be used as the central Print Manager Plus server machine to install on.

## RUNNING THE MAIN INSTALLATION:

The following steps will guide you through running the main installation of Print Manager Plus.

### 1. **Launch the Setup:**

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



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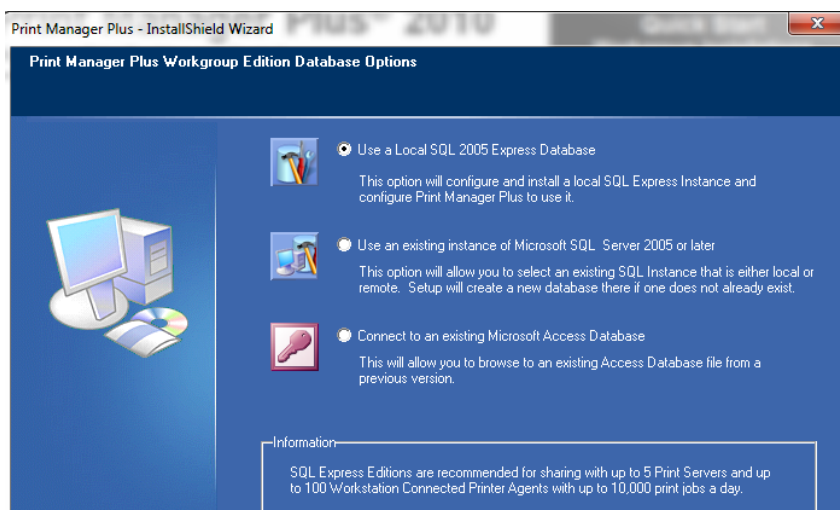
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2. **License and Install Location:**

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 Workgroup Edition by default only supports using a local SQL Express database which will be installed for you.



**Advanced SQL Options:**

Print Manager Plus does support additional SQL Server options. These options are included in the Enterprise Edition of the product.

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.

### WORKSTATION INSTALLATION INTRODUCTION:

Depending on your setup, you may need to install the Print Manager Plus workstation agent on each workstation. Please read below to determine the correct option for your setup.

#### (A) My Workstations Print through the Print Server:

If your printers are printing through the Print Server, then you can skip the sections regarding **Workstation Installation**. You are finished with the installation and can start using Print Manager Plus.

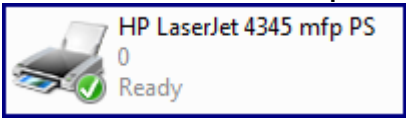
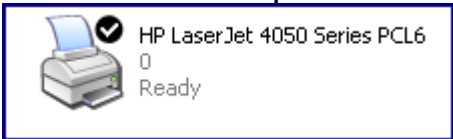
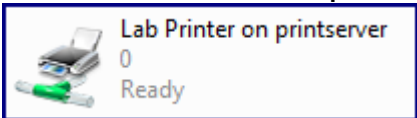
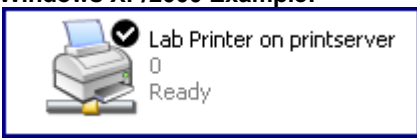
#### (B) My Workstations Print Directly to an Attached Printer, or to the IP Address of the Printer:

If your computers install the printer and print directly to the device locally attached, or directly to your print device across the network, then you will need to perform a **Workstation Installation** on each machine.

#### (C) I do not Know if my Workstations are using a Print Server:

If you are uncertain whether or not you are using a Print Server for your printing, please follow these guidelines to help determine your setup.

- Log into a workstation that has a typical configuration, and open your **[Printers]** or **[Printers & Faxes]** folder from **[Control Panel]**.
- Locate a printer typically used to print with. Compare the way the Printer is named in the chart below to help determine the setup.

Direct Network Printing or Workstation Attached Printer (Requires Workstation Agent Installation)	Printing through a Print Server (Does Not Require Workstation Agent Installation, provided the main installation is performed on the server listed.)
<ul style="list-style-type: none"><li>• Printer will include model name, or other printer name and not specify a Server Name.</li><li>• Printer Icon will not have a Network Cable beneath it.</li></ul> <p><b>Windows Vista / Seven Example:</b></p>  <p><b>Windows XP/2000 Example:</b></p>  <p><b>Note:</b> In these samples the printer printed to directly by the workstation.</p>	<ul style="list-style-type: none"><li>• Printer name will include the Print Server Name.</li><li>• Printer will have a Network Cable beneath it.</li></ul> <p><b>Windows Vista / Seven Example:</b></p>  <p><b>Windows XP/2000 Example:</b></p>  <p><b>Note:</b> In these samples the printer is shared and hosted from a computer that is named <b>Printserver</b>. This is the computer the main installation should have been performed on.</p>

## WORKSTATION INSTALLATION:

Installing the workstation agent requires that the computers in your workgroup be properly configured so that they can communicate and share information with each other. Certain key Workgroup Infrastructure must be place and needs to be setup ahead of time if it is not done already.

### Workstation Agent Prerequisites:

- **Main Installation Successfully Installed:**  
First the main installation must have been successfully completed on a workgroup computer that is always on. You will need to know the **Computer Name** of this system.
- **Common Administrative Account:**  
Managing and Controlling printing across your entire workgroup will require a common Administrator User account exist on every computer.

This account must have the same username and password on all workstations, including the Main Installation.

### I already Have a Common Administrator Account:

If you already have a common administrator account on all computers, and the username and password is consistent, than you can skip past pre-requisites and move onto Installing.

### I do not have a common Administrator Account, or I am not sure:

In this case you should create an Administrator Account for use by the Print Manager Plus product. Having a common administrative account is a standard in a workgroup that must share sensitive information. Here are basic steps on creating user accounts. For further information, please consult Microsoft Documentation

### **Follow these steps on Every Computer in the Workgroup starting with the system that the Main Installation was performed on:**

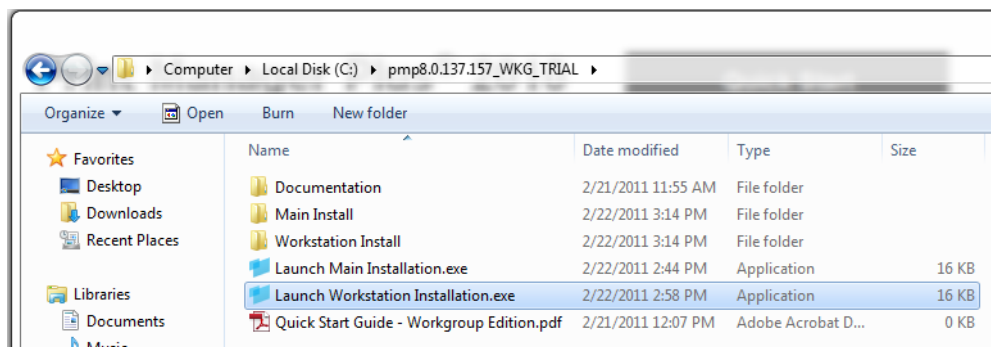
1. Right click on "My Computer" or "Computer" from your Start Menu, or on your Desktop and choose **[Manage]**
2. Within Manage, choose **[Local Users and Groups]** and create a new User Account. Make this account something easy to remember. Such as "Network Admin" or "PMP Admin". Give this account a secure password, but ensure it is documented and stored in a secure location.
3. After the User is created, right click on it and choose Properties. On the **[Member Of]** tab, add this user to Administrators.
4. Repeat these steps on every workstation you wish to track and control the printing of.

## WORKSTATION INSTALLATION (CONTINUED...):

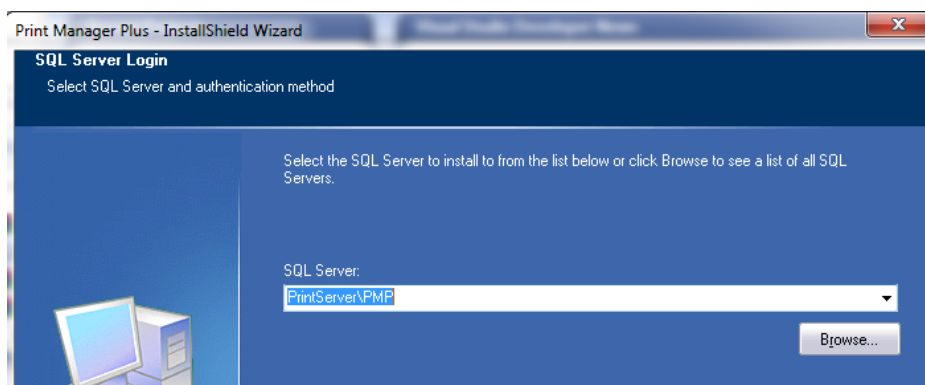
Once your prerequisites have been checked, you can proceed to installing the Workstation Agent on each computer that you need to track the printing on.

### Workstation Agent Installation Procedure:

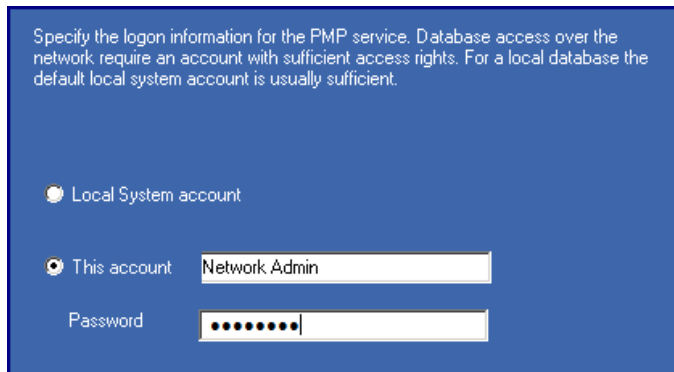
1. Log into the Workstation as the Administrator user you have, or created in the pre-requisites section.
2. Double click the item named "Launch Workstation Installation"



3. Upon running the install, the introduction screen will appear. Click **[Next]** to get the installation started. After agreeing to the license, you will be prompted for the machine that the Main Installation was performed on. To specify that server's database, you will need to specify the "ServerName\PMP" or typically entering just the machine name that the Main Install was performed on will be sufficient.



4. It will now ask you which logon the service will use when connecting to the database. You must use a common administrator account, as described in the Workstation Agent Pre-Requisites section.



Specify the logon information for the PMP service. Database access over the network require an account with sufficient access rights. For a local database the default local system account is usually sufficient.

Local System account

This account:

Password:

5. After the Database has been verified, you will be prompted to click **[Install]** to complete the install.
6. Click **[Finish]** to complete the installation.

### Troubleshooting Installation:

Should you encounter issues during the installation connect to the SQL database, please verify the following items.

- You are logged in to that workstation with a user that is (A) An Administrator of that machine, (B) has the same username and password as an Admin user on the computer with the Main Installation.
- The computers are part of the same workgroup, see below article for more information.  
<http://windows.microsoft.com/en-US/windows-vista/Join-or-create-a-workgroup>
- The Windows Firewall, or other firewalls on the Main install may need to have special SQL Database Exceptions made, or be turned off, see below article for more information.  
<http://technet.microsoft.com/en-us/library/ms175043.aspx>
- Ensure the correct computer name is being used when selecting SQL Server.

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## INTRODUCTION TO USING PRINT MANAGER PLUS

Once installed on your Print Server, and necessary workstations, Print Manager Plus will see and be tracking the printers that you have installed.

### The Print Manager Plus Administrator:

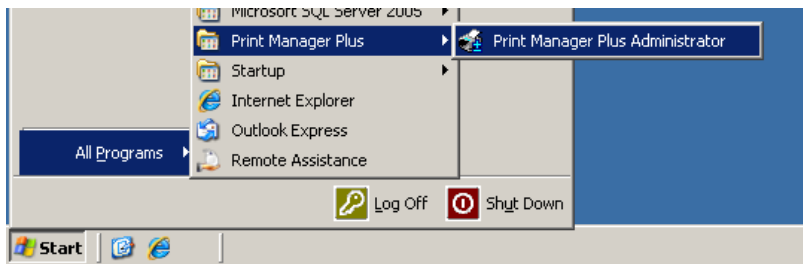
This is the user interface of the program that is available on the central server. This will also be installed with a full install on the Print Server. This component allows administrators to set the tracking, quota and restrictions options as well as run reports of printing.

### The Print Manager Plus Service:

This component runs in the background on the Print Server and Workstation 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

The Print Manager Plus administrator can be launched from the **Start Menu > All Programs** on the Main Install. 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, or if you are not using Active Directory, it will display local Users.

### Note:

In most Workgroups, no directory of users is available. In this situation it is recommend to Uncheck the setting "Show all Domain Users".

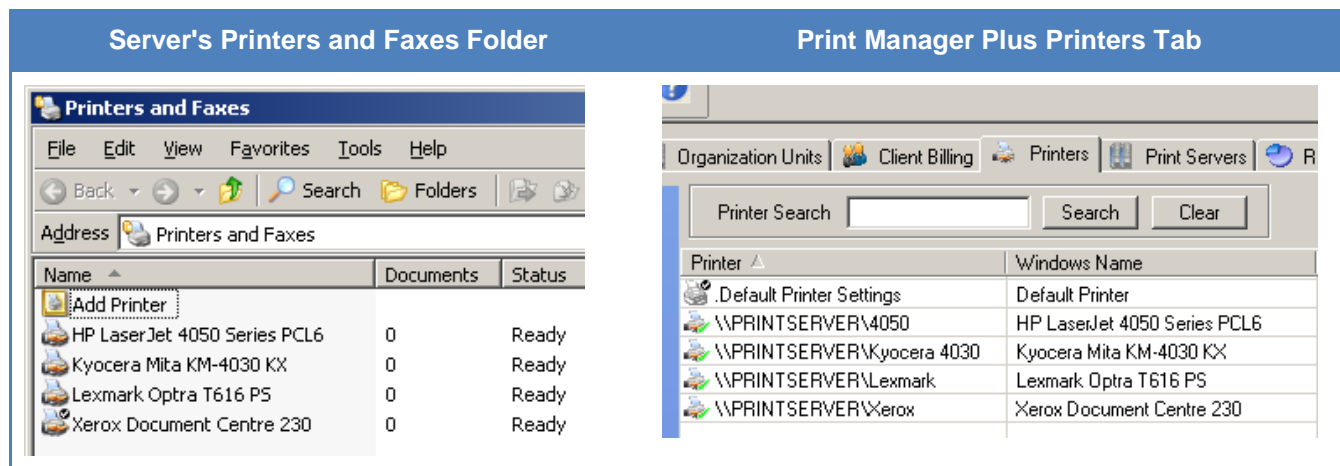


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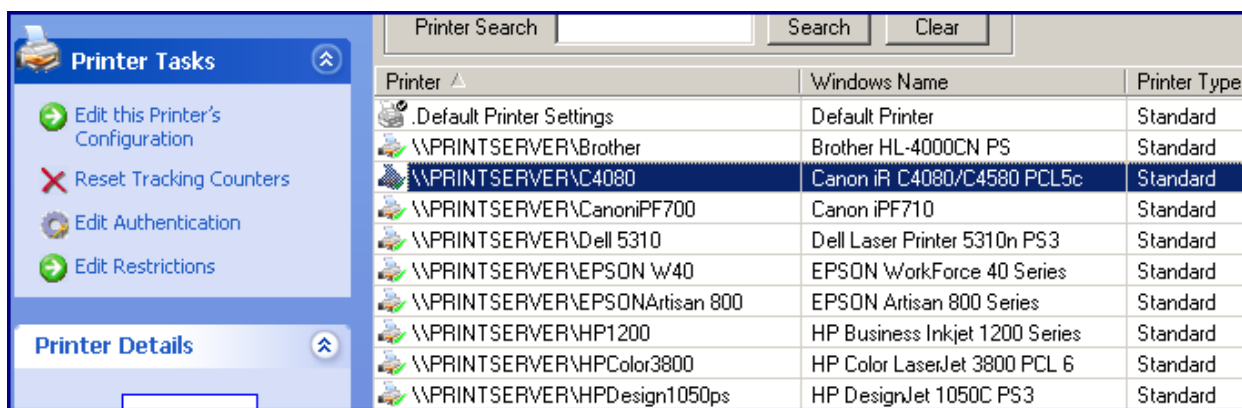
## ENSURING PRINTERS & WORKSTATIONS ARE DETECTED

Once installed, Print Manager Plus will automatically detect the printers that are installed locally on the Main Installation machine and any installed printers on machines running the Workstation Agent. 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 machines.



## 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 of the Main Server and Workstations, ensure that the Print Manager Plus Service is started within Services on each machine.

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



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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	



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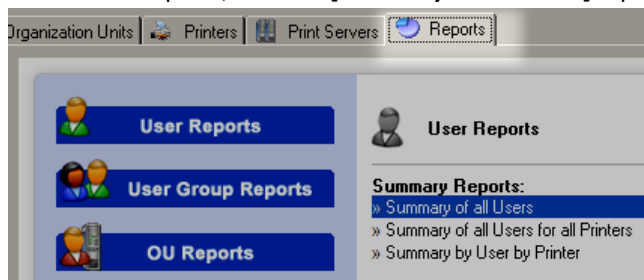
## RUNNING REPORTS TO VIEW SUMMARY AND DETAILED INFORMATION

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.

Enter Date Range (Required): Date Range

Please enter DateTime in format "yyyy-mm-dd hh:mm:ss".

**Start of Range:**  
Enter a Value: 2007-12-29 00:00:00  
 Include this value  No lower value

**End of Range:**  
Enter a Value: 2007-12-31 00:00:00  
 Include this value  No upper value

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
<a href="#">Guest</a>		2	1	8	9	9	\$ 0.50
<a href="#">Jane</a>	Jane Doe	1	1	0	1	1	\$ 0.10
<a href="#">Jdoe</a>	John Doe	3	0	19	19	19	\$ 0.95
<a href="#">PrintAdmin</a>	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

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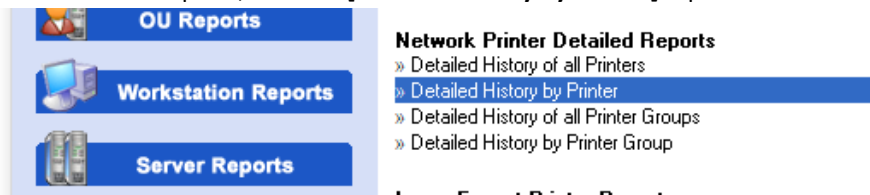
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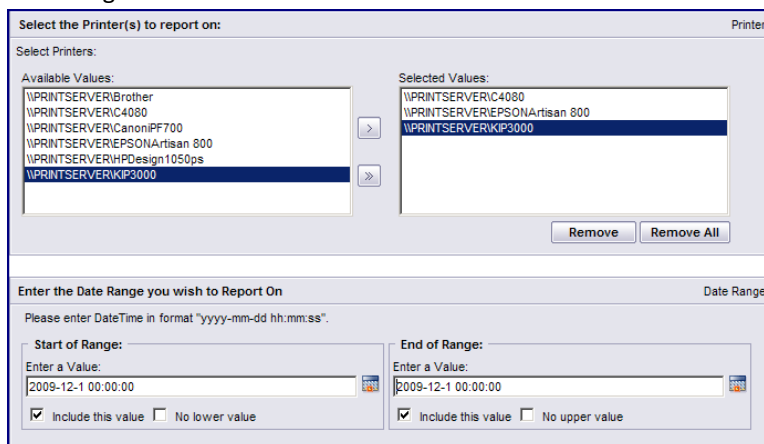
## Detailed Reports:

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:

- \\PRINTSERVER\Brother
- \\PRINTSERVER\C4080
- \\PRINTSERVER\CanonIP700
- \\PRINTSERVER\EPSONArtisan 800
- \\PRINTSERVER\HPDesign1050ps
- \\PRINTSERVER\KIP3000

Selected Values:

- \\PRINTSERVER\C4080
- \\PRINTSERVER\EPSONArtisan 800
- \\PRINTSERVER\KIP3000

Buttons: Remove, Remove All

Enter the Date Range you wish to Report On Date Range

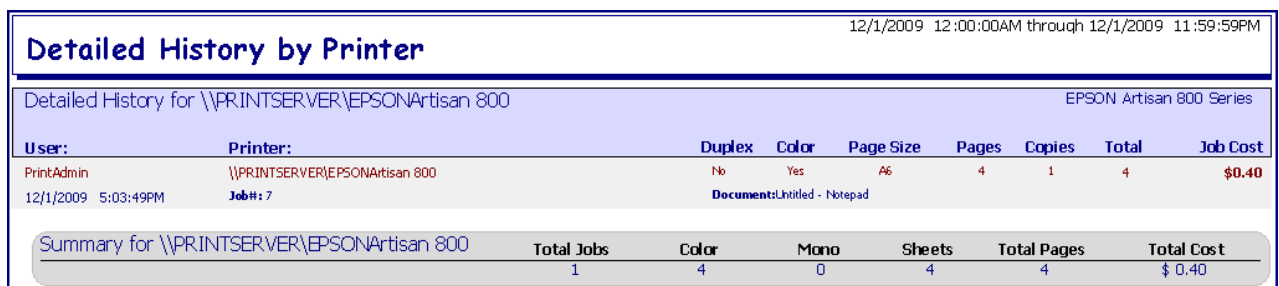
Please enter DateTime in format "yyyy-mm-dd hh:mm:ss".

Start of Range: Enter a Value: 2009-12-1 00:00:00

End of Range: Enter a Value: 2009-12-1 00:00:00

Include this value No lower value No upper value

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



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

### Detailed History by Printer

Detailed History for \\PRINTSERVER\EPSONArtisan 800 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	Documents:Untitled - Notepad						

Summary for \\PRINTSERVER\EPSONArtisan 800	Total Jobs	Color	Mono	Sheets	Total Pages	Total Cost
	1	4	0	4	4	\$ 0.40



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