

# Print Manager Plus<sup>®</sup> 2010

Workgroup Print Tracking and Control

**Quick Start  
Workgroup Installations**

## INTRODUCTION:

This Quick Start is intended to assist in the initial installation and/or evaluation of Print Manager Plus 2010 within a Workgroup. It will guide you through tracking your printing whether you are using a workgroup Print Server, have locally attached printers or users are printing directly to the IP Address of each printer.

## MAIN INSTALLATION:

### I have a Print Server:

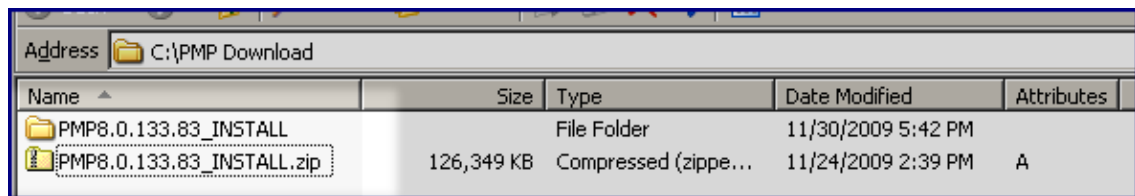
Print Manager Plus requires one central installation. If you have a computer in your network that is already hosting or sharing the printers in your network, then this is the computer you should perform the Main Installation on.

### I do not have a Print Server:

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.

#### 1. **Download:**

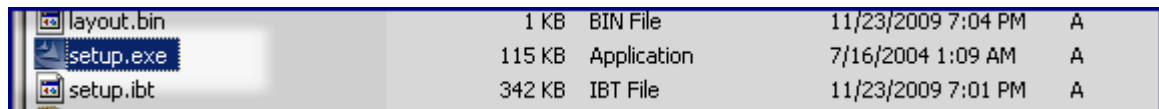
Download the Print Manager Plus 2010 Installer. This should be saved and unzipped to your Print Server  
[http://downloads.softwareself.com/products/PMP2010/PMP2010\\_TRIALDOWNLOAD.asp](http://downloads.softwareself.com/products/PMP2010/PMP2010_TRIALDOWNLOAD.asp)



Name	Size	Type	Date Modified	Attributes
PMP8.0.133.83_INSTALL		File Folder	11/30/2009 5:42 PM	
PMP8.0.133.83_INSTALL.zip	126,349 KB	Compressed (zippe...	11/24/2009 2:39 PM	A

#### 2. **Unzip:**

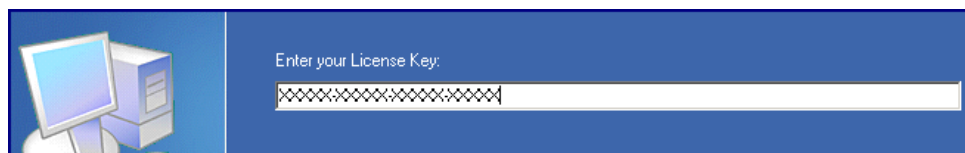
Once downloaded and unzipped, you will want to ensure you are logged in as an Administrator to your print server, and launch the **Setup.exe**



layout.bin	1 KB	BIN File	11/23/2009 7:04 PM	A
setup.exe	115 KB	Application	7/16/2004 1:09 AM	A
setup.ibt	342 KB	IBT File	11/23/2009 7:01 PM	A

#### 3. **Launch Setup:**

Launch the installer and follow the prompts to the point where a license key is required. Enter your full or trial license key.



**Trial Version:** If you do not currently own Print Manager Plus you can obtain an evaluation key at [this site](#).



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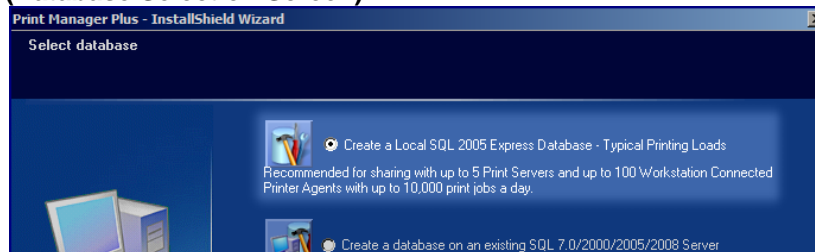
#### 4. License and Install Location:

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]**.

#### 5. Database Selection:

At the database selection screen there are several options. The default option of **[Create a Local SQL 2005 Express Database]** is always recommended for workgroups.

##### (Database Selection Screen)



Choosing other database options are beyond the scope of this guide.

If you are interested in using a different database option, then please review the full User Guide.

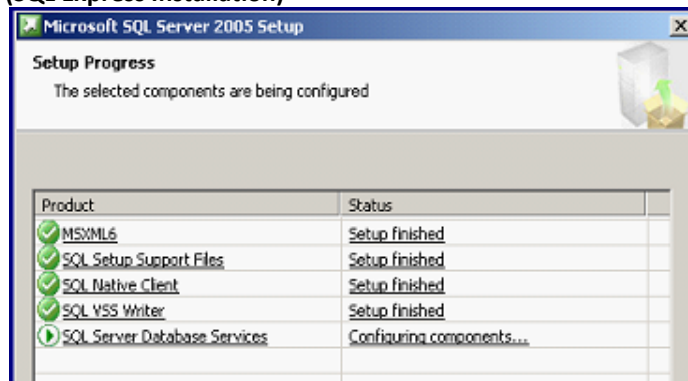
#### 6. Finishing the Install

After the database setup has completed, you will be prompted to click **[Install]** which will install the remaining product components.

##### SQL Express Installations:

When the default SQL Express database was chosen, please allow at least several minutes for that database to finish configuring and installing itself.

##### (SQL Express Installation)



#### 7. 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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## WORKSTATION AGENT INSTALLATION AND SETUP:

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 Agent Installation**.

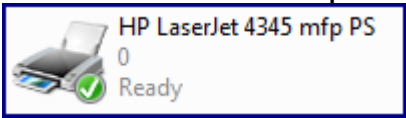
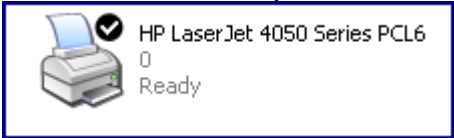
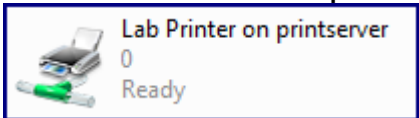
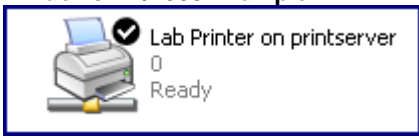
### (B) My Workstations Print Directly to an Attached Printer, or to the IP Address of the Printer:

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.

### (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 IP or Workstation Attached Printer (Requires Workstation Agent Installation)	Printing through a Print Server (Does Not Require Workstation Agent Installation)
<ul style="list-style-type: none"><li>• Printer will include model 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>.</p>

## WORKSTATION AGENT INSTALLATION AND SETUP:

If you have determined that your users are printing directly to an attached printer, or a printer's IP address in the earlier section, then you will need to install the Workstation Agent on each computer.

Installing the workstation agent requires certain key Workgroup Infrastructure be setup ahead of time.

### 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, then 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 account is a standard feature of Windows functionality. Here are basic steps on creating user accounts. For further information, please consult Microsoft Documentation

### Follow these steps on Every Computer in the Workgroup:

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 AGENT INSTALLATION AND SETUP (CONT...):

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. Download the Workstation Agent installation, and launch the Setup.exe.

[http://downloads.softwareself.com/products/PMP2010/PMP2010\\_WKSAGENTDOWNLOAD.asp](http://downloads.softwareself.com/products/PMP2010/PMP2010_WKSAGENTDOWNLOAD.asp)

engine32.cab	7/16/2004 3:09 AM	Cabinet File	451 KB
layout.bin	6/16/2010 10:32...	BIN File	1 KB
setup.exe	7/16/2004 3:09 AM	Application	115 KB
setup.ibt	6/16/2010 10:32...	IBT File	342 KB
setup.ini	6/16/2010 10:32...	Configuration File	2 KB

3. Upon running the install, the installation screen will appear. Click **[Next]** to get the installation started.

4. The next screen will require the license key that you have received; note that the key is case sensitive and not the same as your server's license key. A workstation connected printed agent key is required.

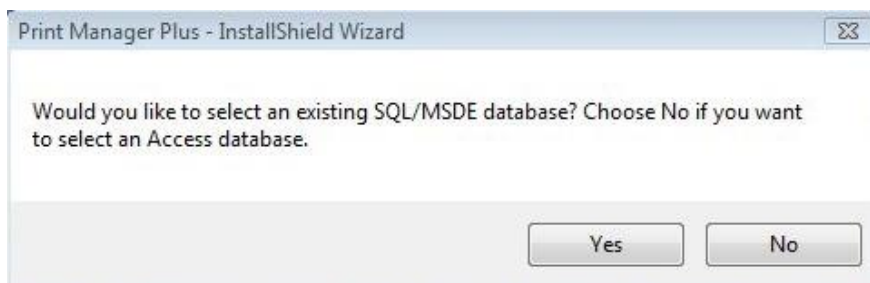


**Note:** If you need to purchase or evaluate the Workstation Connected Printer Agent, please see the product information page:

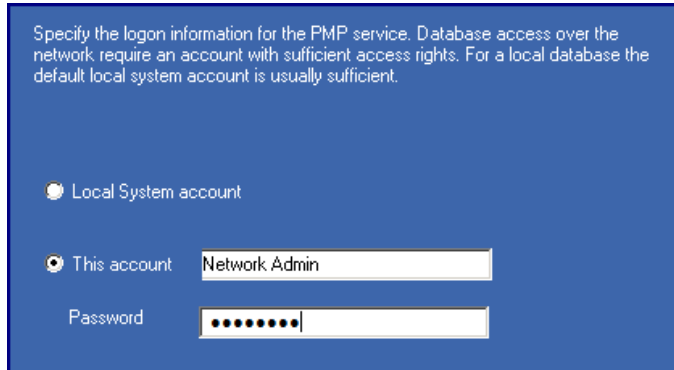
[http://www.softwareself.com/products/print\\_manager\\_plus\\_workstation\\_agent.htm](http://www.softwareself.com/products/print_manager_plus_workstation_agent.htm)

5. The next screen allows you to view the license agreement which you should agree to and then click **[Next]**.

6. Next you will be prompted to select which type of database your Print Manager Plus server uses. In this case it is a SQL Database so you would choose **[Yes]**.



7. 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:

8. You will now be asked for the location of your Print Manager Plus SQL Server. Enter the main server name with “PMP” at the end of it. See example:



SQL Server:

9. After the Database has been verified, you will be prompted to click **[Install]** to complete the install.
10. 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 Central Print Manager Plus Server.
- 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 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:

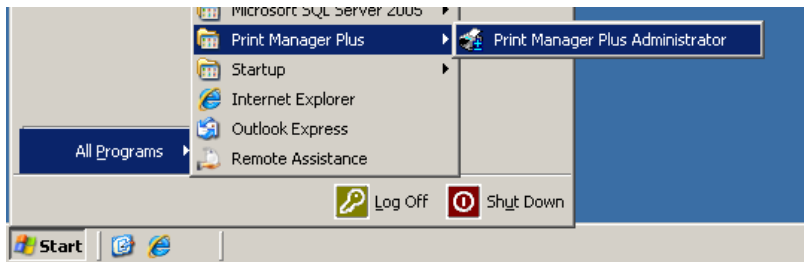
This is the user interface of the program that is available on the central server. This will also be installed with a full install on the Print Server. This component allows administrators to set the tracking, quota and restrictions options as well as run reports of printing.

### 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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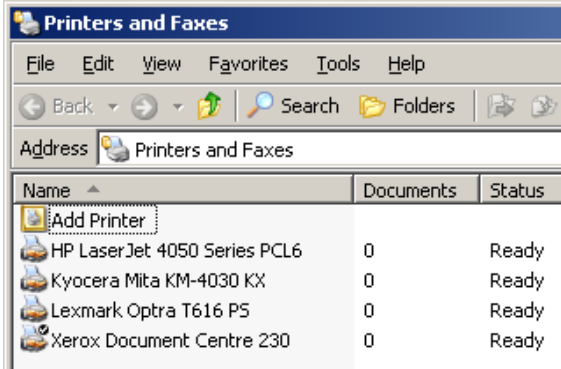
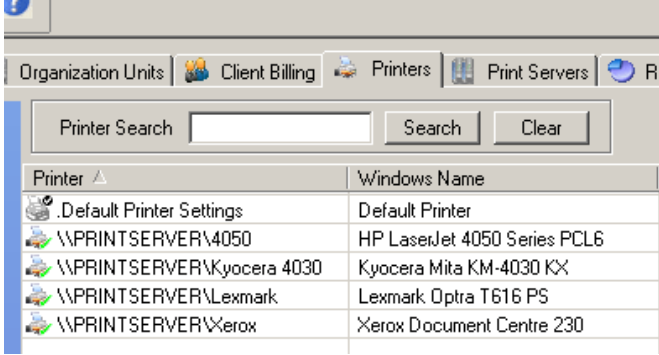
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## ENSURING PRINTERS & WORKSTATIONS ARE DETECTED

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.

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.

Printer	Windows Name	Printer Type
.Default Printer Settings	Default Printer	Standard
\\PRINTSERVER\Brother	Brother HL-4000CN PS	Standard
\\PRINTSERVER\C4080	Canon iR C4080/C4580 PCL5c	Standard
\\PRINTSERVER\CanonIPF700	Canon iPF710	Standard
\\PRINTSERVER\Dell 5310	Dell Laser Printer 5310n PS3	Standard
\\PRINTSERVER\EPSON W40	EPSON WorkForce 40 Series	Standard
\\PRINTSERVER\EPSONArtisan 800	EPSON Artisan 800 Series	Standard
\\PRINTSERVER\HP1200	HP Business Inkjet 1200 Series	Standard
\\PRINTSERVER\HPColor3800	HP Color LaserJet 3800 PCL 6	Standard
\\PRINTSERVER\HPDesign1050ps	HP DesignJet 1050C PS3	Standard

**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 a 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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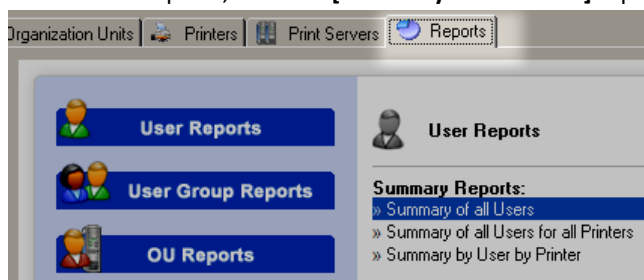
## RUNNING REPORTS TO VIEW SUMMARY AND DETAILED INFORMATION

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.

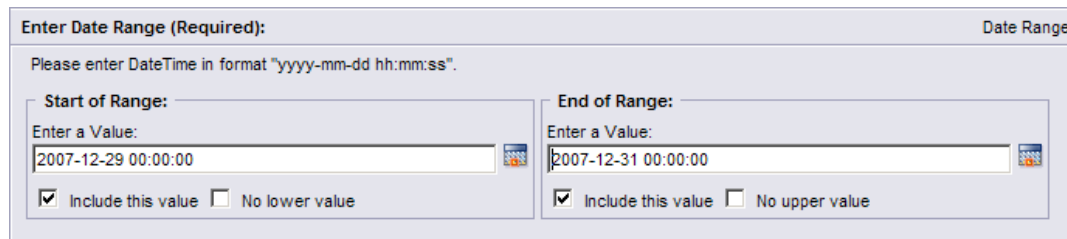
### Summary Reports:

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.



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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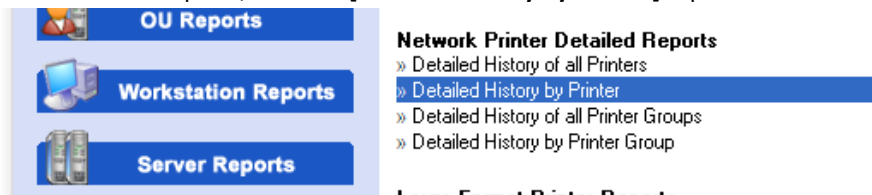
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## Detailed Reports:

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:

Select Printers:

Available Values:

- \\PRINTSERVER\Brother
- \\PRINTSERVER\C4080
- \\PRINTSERVER\CanonPF700
- \\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

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

Start of Range:

Enter a Value: 2009-12-1 00:00:00

☒ Include this value ☐ No lower value

End of Range:

Enter a Value: 2009-12-1 00:00:00

☒ Include this 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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