

INTRODUCTION

This Quick Start is intended to assist in the initial installation and evaluation of Print Manager Plus 9.0. Setup will allow for installations of Basic, Standard and Premium levels of features, further information can be found below.

http://www.printmanager.com/products/print_manager_plus_9_features.htm

RELEASE NOTES

- The evaluation provides full installation and will run for up to 60 days.
- Upgrades from Print Manager Plus 8.0 are not supported.
- Existing versions of Print Manager Plus and its agents should be removed prior to installing.
- **Warning! - Current database upgrades are not yet available so you should keep your Print Manager Plus 8.0 database. An upgrade script will be available soon.**
- Should you encounter any issues, please see the **Troubleshooting** sections at the end of this document.

STARTING THE INSTALLATION

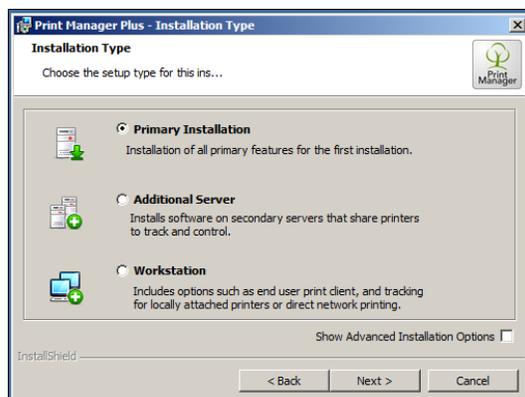
After accepting the license agreement, the installation provides three major installation options.

[Primary Installation]* Most evaluations or setups will just install with the Primary Installation option on their main Windows Print Server where shared printers are installed.

- *To create the Database on an existing SQL Server you will need to check the “Show Advanced Installation Options” before clicking next.*

[Additional Server] If additional servers require tracking the install can be run on those with the Additional Server option.

[Workstation] To track workstation queues, direct IP printing, install remote administration, or provide users with the Print client, choose Workstation



*The Primary Installation must always be performed before additional installation types

PERFORMING THE PRIMARY INSTALLATION:

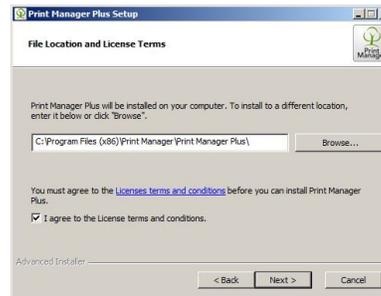
The following will provide guidance on a Primary Installation with default features.

Default Features of Primary Install:

- Install and initialization of the Print Manager Plus Database on SQL Express
- Tracking, Control and Web Printing services for all local print queues on that machine
- Web Portal for Reporting, Web Printing, Release Station, Balance information and purchases
- Print Client, for providing authentication, billing or other end user feedback required to log a job.

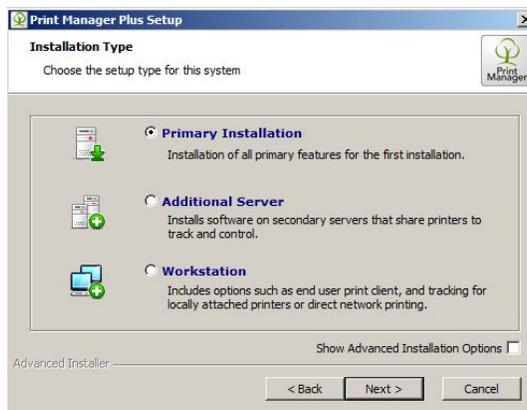
1. Launch the Setup and accept the License:

After launching the installation and passing the welcome screen, you will need to view and agree to the license and click **[Next]**.



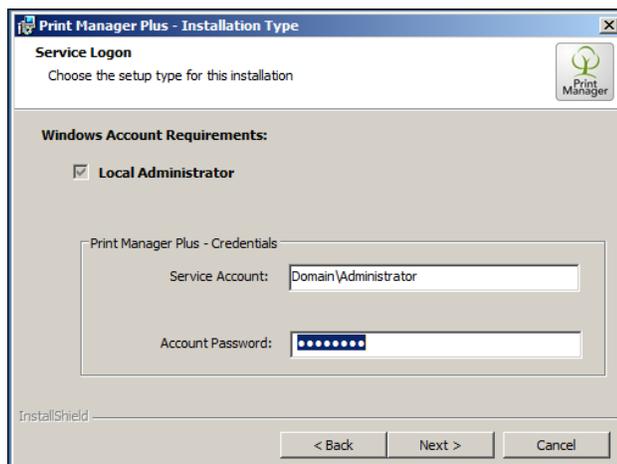
2. Choose the Installation Type:

Select **Primary Installation** and click **[Next]**.



3. Provide an Authentication Account:

The Primary Installation will require a Windows Account for its Services and Web Portal with local administrator privileges.



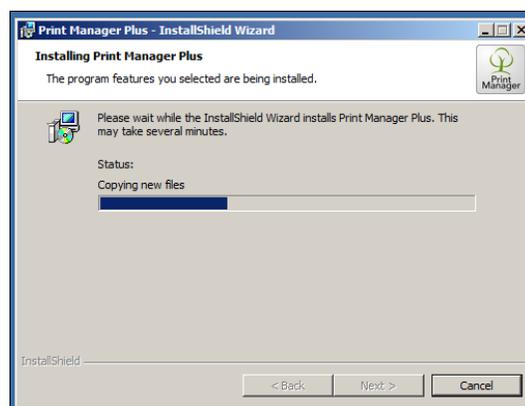
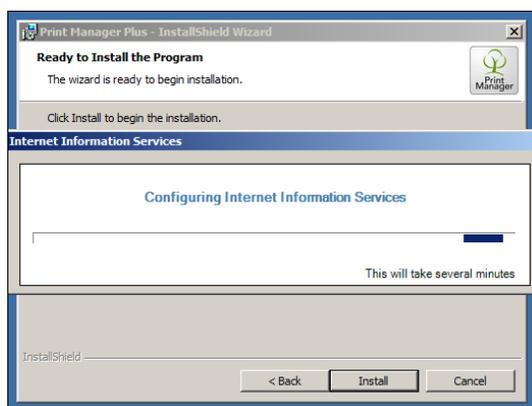
Service Logon Credential Functions

These credentials are required for the following:

- Track and Control Printing
- Run Web Portal within IIS
- Provide Web Printing features to queues on this server
- Lookup user information in the directory
- Access the database created during installation

4. Ready to Install:

After clicking **[Install]** on the ready to install screen, many components including database and web services will be installed. This may take several minutes.



5. Installation Completed

Once completed, you should have two new icons on your desktop.



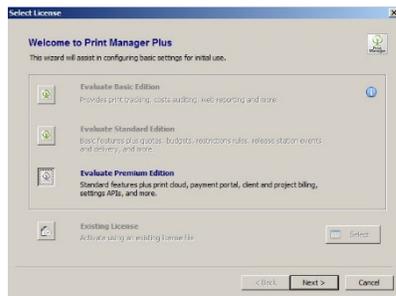
LAUNCHING PRINT MANAGER PLUS FOR THE FIRST TIME:

Once installed on the Print Server, Print Manager Plus will automatically be tracking all network printing spooling on that Print Server. To further use the product and web portal, you will need to configure the product by first running the **[Print Manager Plus]** application shortcut.

Welcome & License Screen:

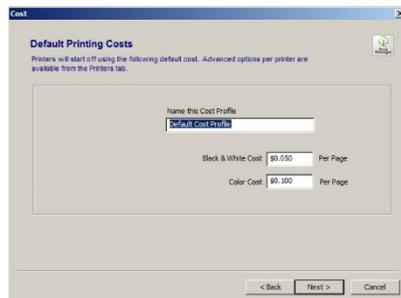
The first screen is a simple welcome screen. You will be prompted here to choose a License mode.

This installation provides a 60 day test version of the Edition you choose.



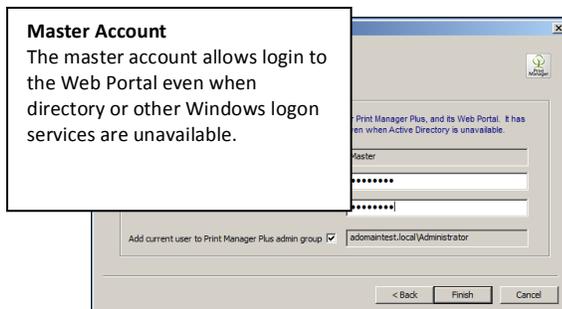
Default Printing Costs:

This screen allows you name your starting cost profile for all print queues, and also set basic printing costs. Many more advanced options will be available per printer after your installation.



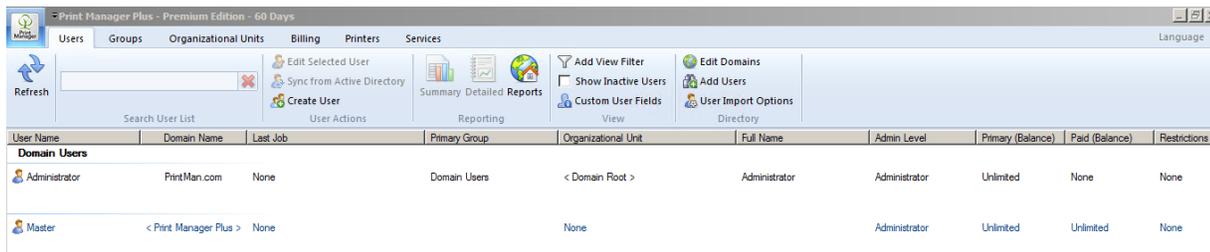
Master Password and Admin Setup:

This screen requires you set a password on the master administrative account for Print Manager Plus. In addition to that it will by default promote the using running the wizard to an Admin so that they have full control over tracking settings and history.



THE ADMINISTRATIVE INTERFACE:

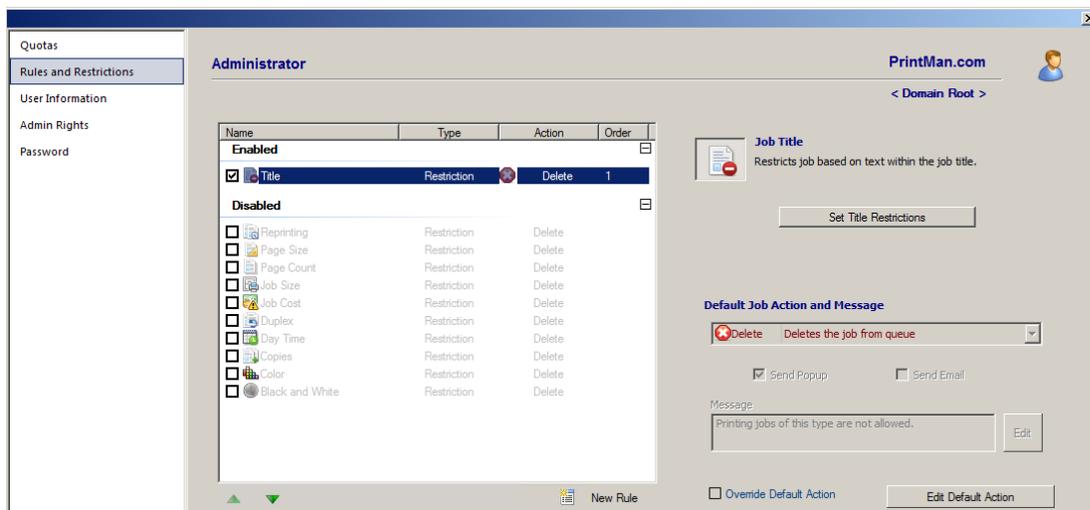
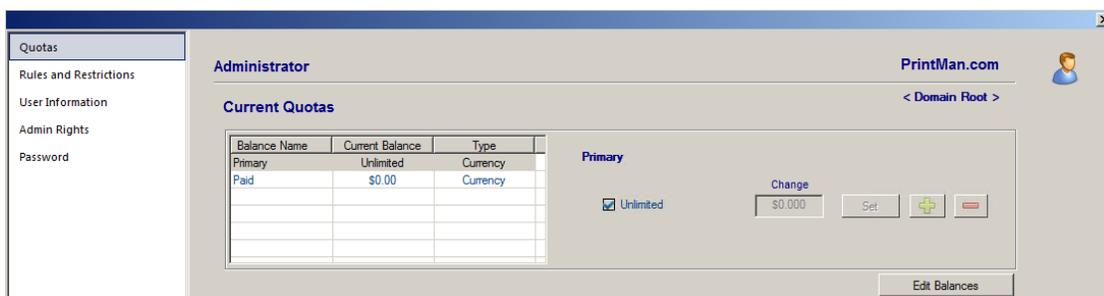
Print Manager Plus is divided into six sections for managing various aspects of printing that can be navigated through the menu at the top of the program:



USERS:

This tab will provide a list of users Print Manager Plus is aware of. This list grows as users print and their jobs are tracked.

Double Clicking a User will provide Quota, Restriction, and other user specific options:



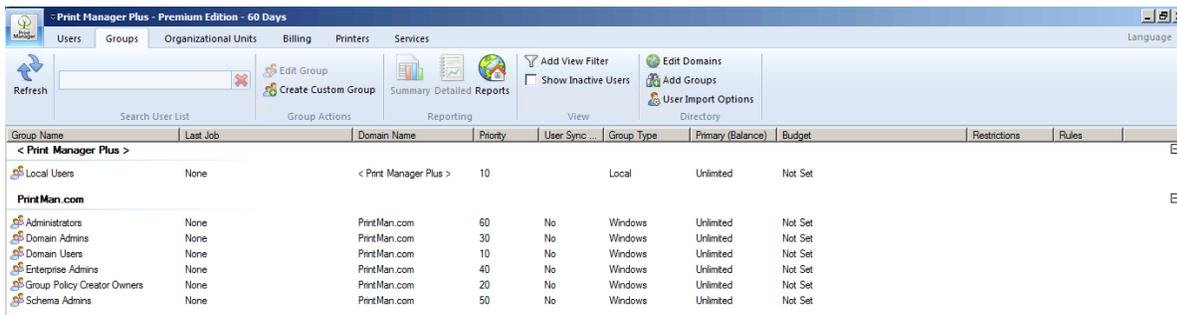
GROUPS AND ORGANIZATIONAL UNITS

These tabs will contain all of the Groups and OUs from your directory. Like users, this will automatically grow. Restrictions can also be placed on Groups and OUs. As well as starting quotas, and scheduled quota updates

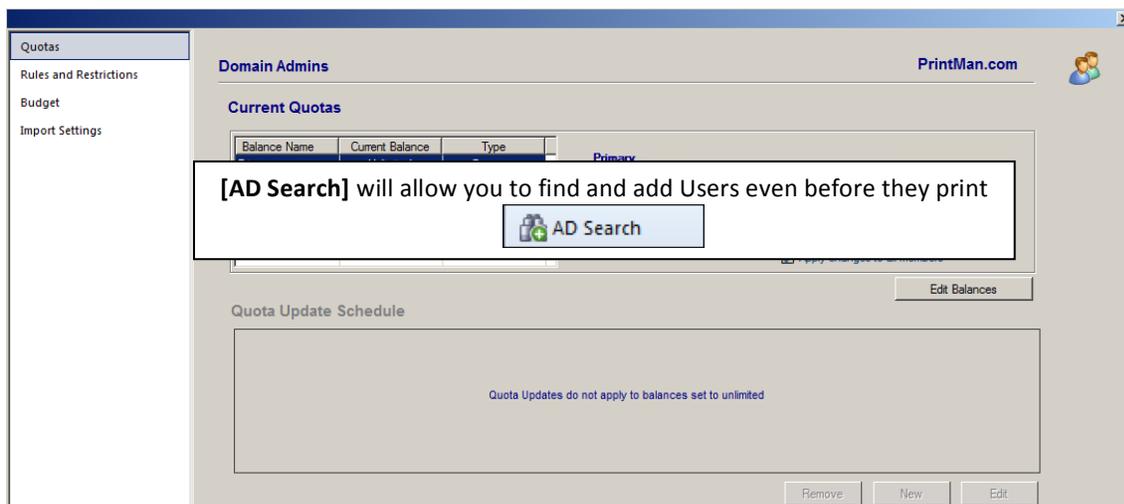
Double Clicking a Group or OU will provide Quota, Restriction, and other user specific options:

Print Manager Plus[®] 9.0

Quick Start Guide



Group Name	Last Job	Domain Name	Priority	User Sync...	Group Type	Primary (Balance)	Budget	Restrictions	Rules
< Print Manager Plus >									
Local Users	None	< Print Manager Plus >	10		Local	Unlimited	Not Set		
PrintMan.com									
Administrators	None	PrintMan.com	60	No	Windows	Unlimited	Not Set		
Domain Admins	None	PrintMan.com	30	No	Windows	Unlimited	Not Set		
Domain Users	None	PrintMan.com	10	No	Windows	Unlimited	Not Set		
Enterprise Admins	None	PrintMan.com	40	No	Windows	Unlimited	Not Set		
Group Policy Creator Owners	None	PrintMan.com	20	No	Windows	Unlimited	Not Set		
Schema Admins	None	PrintMan.com	50	No	Windows	Unlimited	Not Set		

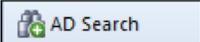


Domain Admins PrintMan.com

Current Quotas

Balance Name	Current Balance	Type	Primary
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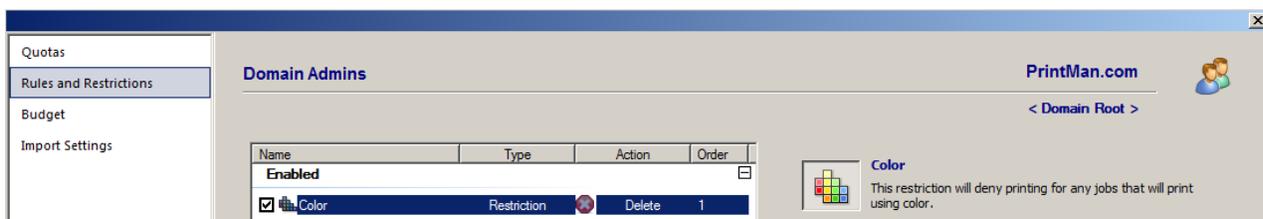
[AD Search] will allow you to find and add Users even before they print



Quota Update Schedule

Quota Updates do not apply to balances set to unlimited

Remove New Edit



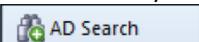
Domain Admins PrintMan.com

< Domain Root >

Name	Type	Action	Order
Enabled			
<input checked="" type="checkbox"/> Color	Restriction	Delete	1

Color
This restriction will deny printing for any jobs that will print using color.

[AD Search] will allow you to find and add Groups and OUs that have not been added yet

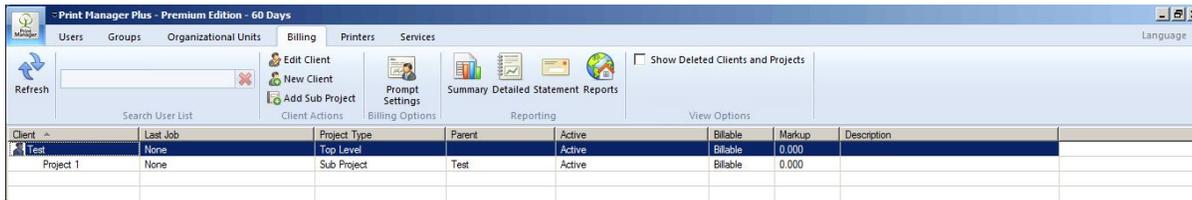


BILLING

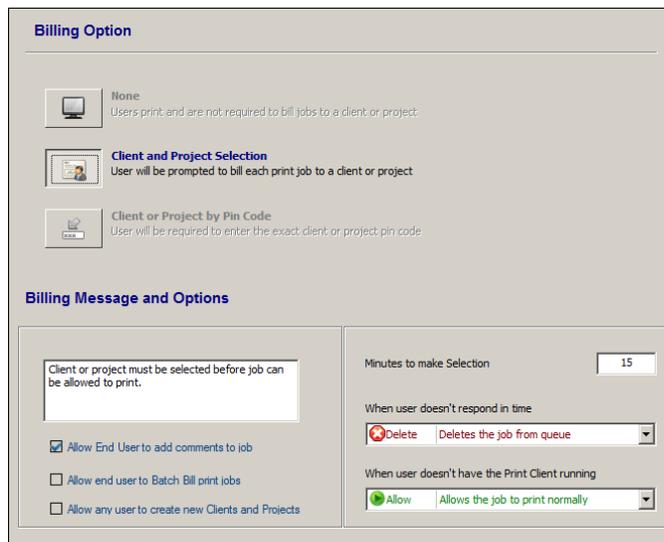
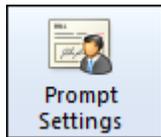
Optional Clients and Projects can be created within this tab. It can be required that users select a client and or project to bill to for every job, or for specific printers.

Clicking [New Client] will add your first account

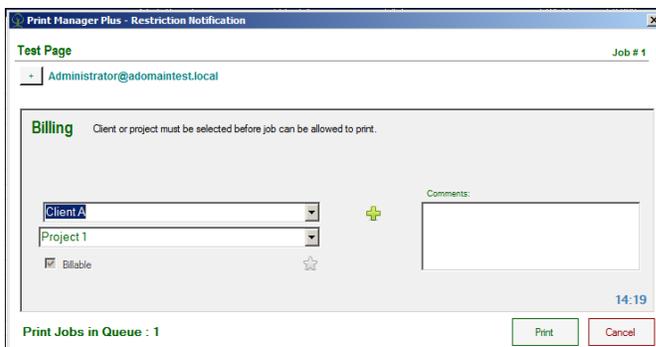




Opening [Prompt Settings] will allow you to prompt users to bill a client on each print job.



Users will receive a prompt requiring them to bill the job.



Print Client Required:
Job Billing requires end users have the Print Client installed on each machine.

This can be done by choosing **Workstation** during installation.

PRINTERS

This tab lists print queues being tracked, as well as Cost Profiles. Cost profiles are used as an easy way to set costs for many printers.

Printer	Last Job	Print Server	Share Name	Type	Status	Condition	Device	Cost
Default Cost Profile (Default)	None			Cost Profile	Not Installed	Not Installed		\$0.05
Windows Print Queue								
WIN-F78TEBLTJU8\Brother PCL6 Class...	None	WIN-F78TEBLT...	< Not Shared >	Windows Print Queue	Tracking	Ready	WIN-F78T...	[Defa
WIN-F78TEBLTJU8\Brother PCL6 Class...	None	WIN-F78TEBLT...	< Not Shared >	Windows Print Queue	Tracking	Ready	WIN-F78T...	[Defa
WIN-F78TEBLTJU8\Canon iR C5185 (f...	None	WIN-F78TEBLT...	< Not Shared >	Windows Print Queue	Tracking	Ready	WIN-F78T...	[Defa
WIN-F78TEBLTJU8\Canon LBP6680/3...	None	WIN-F78TEBLT...	< Not Shared >	Windows Print Queue	Tracking	Ready	WIN-F78T...	[Defa
WIN-F78TEBLTJU8\Canon LBP6680/3...	None	WIN-F78TEBLT...	< Not Shared >	Windows Print Queue	Tracking	Ready	WIN-F78T...	[Defa

Editing a Printer Queue will allow to set costs, restrictions, Web Portal Options and many other settings specific to that printer:

Cost Settings

Printer Cost Settings

Use a Cost Profile
Use the selected cost profile to determine page costs:

Standard Cost Options
Provides base cost options by Black, White, Color, and Page Size for most devices.

Advanced Cost Options
Provides more advanced cost options including Black, White, Color, Page Size, Linear Length, Area, Duplex and Economode Discounts.

Mark as Large Format Device / Plotter for Reporting

How to charge for printing

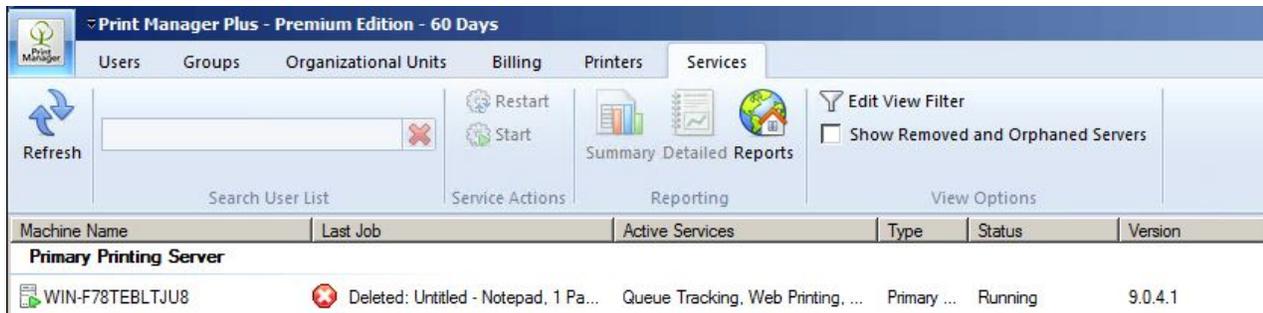
Charge Per Page
 Black & White Cost: Per Page
 Color Cost: Per Page

Charge by Page Size

Deduct Quota from the following balance
 Checks and deducts from Primary balance

SERVICES

This tab lists the services running the Print Manager Plus tracking and printing agents. These services can be stopped or restarted from this tab.



ACCESSING THE WEB PORTAL

Getting into the web portal can be done via either the Desktop shortcuts, or by clicking the reports button from any tab in Print Manager.



PORTAL HOME:

The home page provides at a glance information on recent printing. End users who logon only see information on their printing.

The screenshot displays the Print Manager Plus 9.0 interface. At the top, there is a navigation bar with icons for Print, Balances, Release, Completed Jobs, and Reports. On the right side of the navigation bar, there are icons for information, settings, and a user dropdown menu.

Recent Activity

Test Page 5:09:58 AM
Printer: Canon iR C3880/C4080/C4580 Cost: \$0.10

Summary

Last Job	5:09:58 AM
B&W Pages	0
Color Pages	1
Jobs	1
Cost	\$0.10
Savings	\$0.00

Effective Environmental Impact

- Wood** [Details](#)
0.0 Trees Used
0.0 Trees Saved
- Electricity** [Details](#)
0.0 kWh used
0.0 kWh saved
- Emissions** [Details](#)
0.0 lbs CO₂ used
0.0 lbs CO₂ saved

Top Printers

Printer	Pages	Cost
Canon iR C3880/C4080/C4580	2	\$0.20

Top Users

Name	Pages	Cost
Administrator	2	\$0.20

PRINT:

This page allows users to upload, and print documents from a variety of browsers and platforms including, Windows, Mac OSX, Android Devices, Chromebook, Apple iPad, Windows Web Printer for Print Manager Plus and more.

Select Document

Name	Expires	Size
 An easier way to print.docx	14 day(s)	79.5 KB

Supported file types

Print Document

Printer: Paused 1 job in queue

Copies:

Pages per sheet:

Print on:

Color mode: Color Grayscale

Page range: All

Paper tray:

Preview

Enabling Web Printing:
Web printing must be enabled within the **Printers** tab either globally, or per Printer within the **Web** options.



BALANCES:

Administrators and managers may view and edit balances for all users. End users can see their own quota, and purchase more with a Credit Card or PayPal if enabled.

Balance Information

User: Administrator

Name	Balance	Last Updated	Next Update
Primary	\$24.90	5/22/2014 9:09:59 AM	
Paid	\$0.00		

Edit Balance: Primary

Amount: Unlimited: On Off

RELEASE

This page will show all print jobs that are currently being held for Release. Jobs can be deleted or released. By default only Administrators can release and delete jobs.

Release

Date Range: Today

From: 5/22/2014 12:00:00 AM

To: 5/22/2014 11:59:59 PM

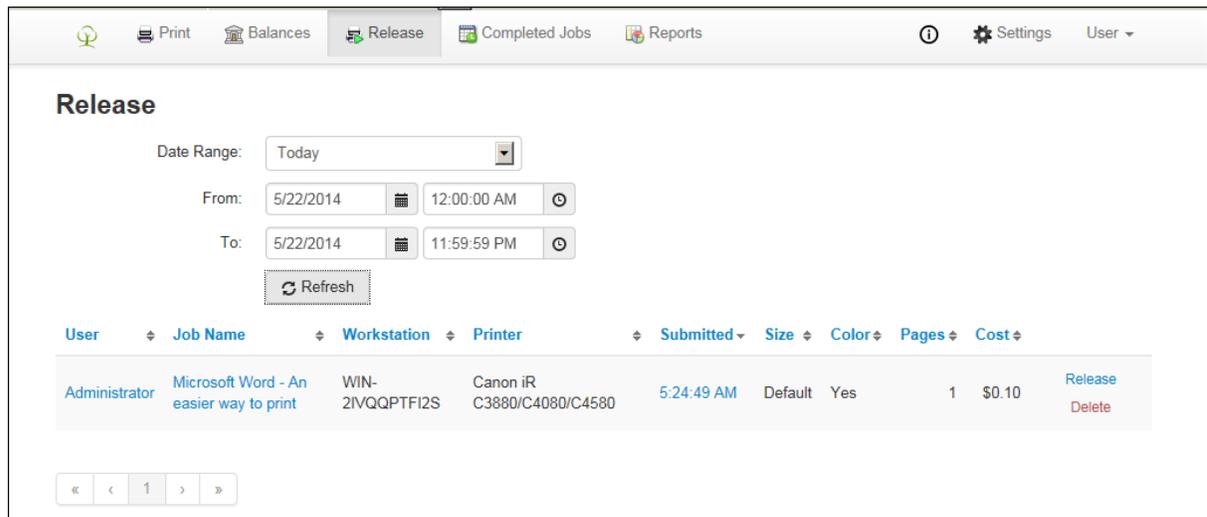
User	Job Name	Workstation	Printer	Submitted	Size	Color	Pages	Cost	Release	Delete
Administrator	Microsoft Word - An easier way to print	WIN-2IVQQPTFI2S	Canon iR C3880/C4080/C4580	5:24:49 AM	Default	Yes	1	\$0.10	Release	Delete

« < 1 > »

COMPLETED JOBS

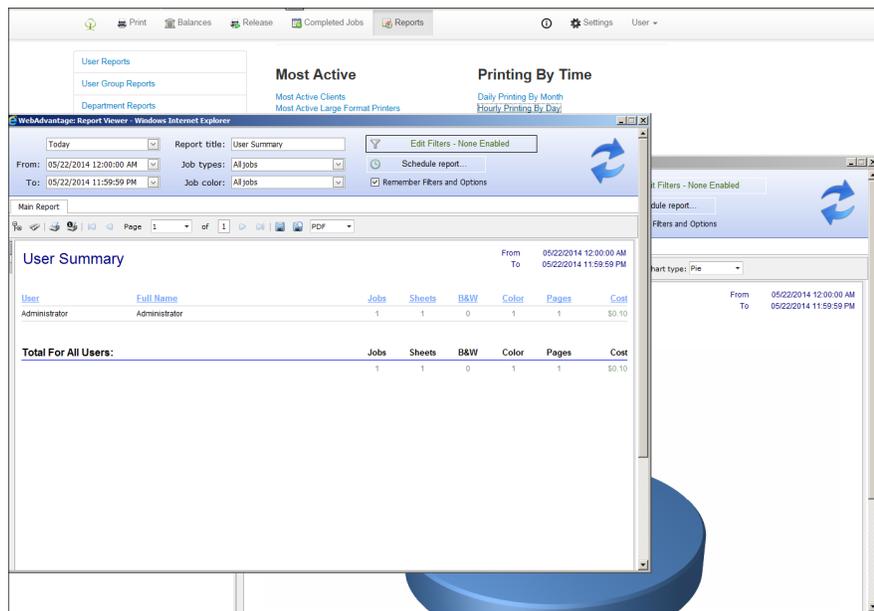
This page will show all print jobs that are logged as printed. It provides Administrators a way to retract an individual print job from history, or change the billing of a job if needed.

If enabled, end users may update the billing of their own print jobs.



REPORTS

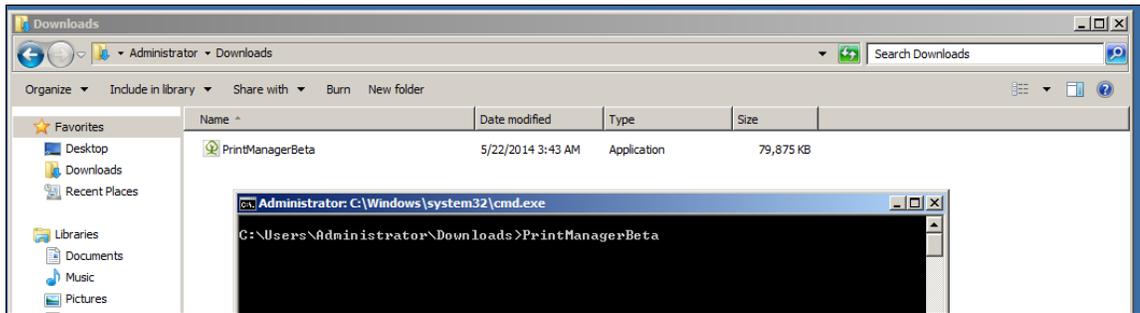
This page provides a full listing of all of the reports and charts available. The section labeled **[My Printing]** is available to all users and shows their own printing.



TROUBLESHOOTING INSTALLATION:

If Print Manager Plus will not install, please launch the installation with logging using the below steps and document which installations were chosen.

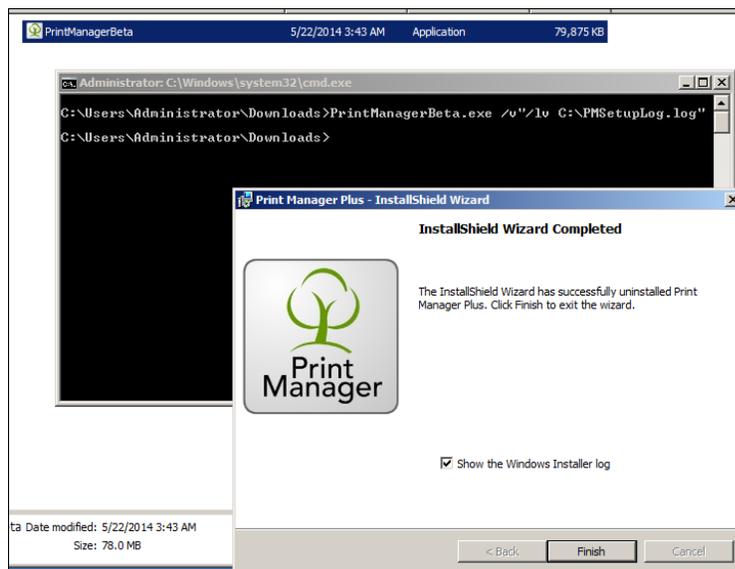
1. Open a Command Prompt to the folder with your Installation file:



2. At the prompt enter the following. Replace the **C:\PMSetupLog.log** with the location you would like to save the log file to.

`PrintManager.exe /v"/lv C:\PMSetupLog.log"`

3. The install will launch, and populate the install log with any errors.
4. When finished, please provide the following to worldwidesupport@printmanager.com
 - a. Screenshot of installation error, or the last screen
 - b. All installation options chosen
 - c. The created installation log



TROUBLESHOOTING PROGRAM ISSUES

If any errors, or unexpected behavior should occur during your evaluation, please provide the following information.

1. Description of the action being performed, and erroneous result
2. Screenshot of any errors, or visible malfunction
3. Screenshot relevant settings to that. (i.e. If a Job was charged incorrectly, please include cost settings)
4. Relevant log files immediately after the issue occurred.

5. Email all information to worldwidesupport@printmanager.com

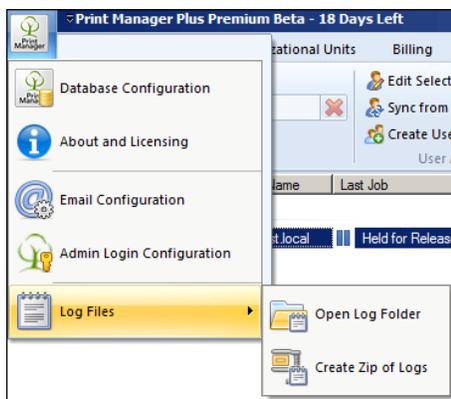
PRINT MANAGER PLUS LOG FILES

Print Manager Plus holds all logs within a **[Logs]** folder within the installation directory. There are four types.

- **PMTracking:**
This log provides detailed information about the tracking, and controlling of print jobs, including restrictions and quotas.
- **PMPrinting:**
This log provides information and errors on Web Prints sent to queues on this machine
- **PMWeb:**
This log provides information and errors on transactions within the Web Portal and IIS
- **PMAdmin:**
This log provides a listing of errors that occurred when making setting changes using the administrator

SAVING LOG FILES:

Print Manager Plus log files can be quickly found and/or zipped from the Application menu.



Print Manager Plus[®] 9.0

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