

## INTRODUCTION:

This Quick Start is intended to assist in the initial installation of the Workstation Printer Agent add on. This add on allows the following enhancements to the Print Manager Plus product.

- The ability to track print jobs sent to locally attached printers, or users who are printing directly to the IP address of the Printer.
- Restrict, control and quota printing done to Locally attached and Direct IP Printers
- Add interaction with other Print Manager Plus add ons, such as hold jobs for the Release Station or provide Client Billing and Authentication on Locally Attached / Direct IP Printers.

**Workgroups:** If you will be using the Workstation Agent within a workgroup, we recommend looking at the Workgroup Edition Setup guide available at the link below.

[http://www.softwareself.com/files/productsResources.asp?ID=157&page= system\\_resources](http://www.softwareself.com/files/productsResources.asp?ID=157&page= system_resources)

## PRE-REQUISITES:

This add on has several pre-requisites that you ensure are in place before using this product.

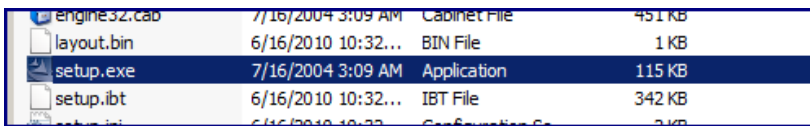
- **Existing Print Manager Plus Installation:** A current and up to date installation of Print Manager Plus 2010, that is using either the default Local SQL Express database, or a Microsoft SQL database in the network.
- **Operating System:** A workstation running Windows 2000/XP/Vista/Seven that has locally installed printers, or printers that being printed to directly to their IP Address.
- **SQL Instance:** The SQL Server hosting your Print Manager Plus database.
  - Typically this is the Name of your Print Server where Print Manager Plus is installed, and "**\PMP**". (i.e. If you performed a default installation of Print Manager Plus on a server named **JUPITER**, then your SQL Database instance is "**JUPITER\PMP**".)
  - If you used a non-default SQL Server, then please contact your SQL Administrator for the name of this instance, or go to [**File > Database Connection**] to view the instance currently being used.
- **Administrative Username and Password with Database rights:** An Administrative Username and password that has (A) Administrative rights to the workstation, and (B) Administrative rights to the SQL Server (Or DB Owner rights).
- **License Key & Download:** A license key allowing one or more Workstation Installation Installations and a download of the Workstation Agent installation.  
[http://downloads.softwareself.com/products/PMP2010/PMP2010\\_WKSAGENTDOWNLOAD.asp](http://downloads.softwareself.com/products/PMP2010/PMP2010_WKSAGENTDOWNLOAD.asp)

## WORKSTATION AGENT INSTALLATION AND SETUP:

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 account mentioned during pre-requisites.
2. Launch the Setup.exe.



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

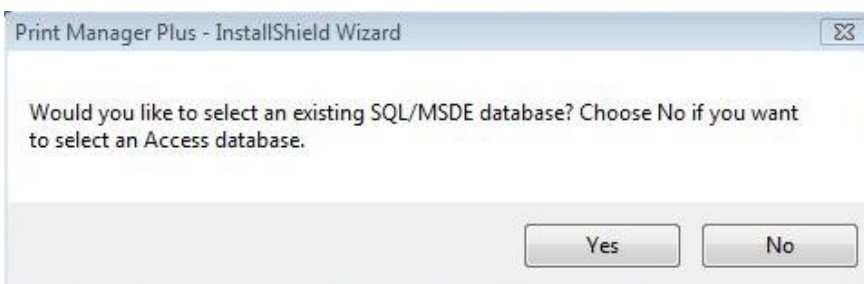
3. Upon running the install, the installation screen will appear. Click **[Next]** to get the installation started.
4. The next screen will require the license key that you have received; note that the key is case sensitive and not the same as your server's license key. A workstation connected printed agent key is required.



Enter your License Key:

**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]**.

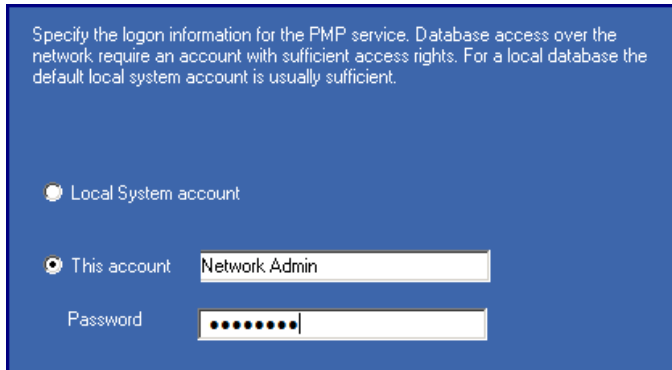


Print Manager Plus - InstallShield Wizard

Would you like to select an existing SQL/MSDE database? Choose No if you want to select an Access database.

Yes No

- It will now ask you which logon the service will use when connecting to the database. You must have an account that is an Administrator of the workstation, and has rights to the Print Manager Plus database. This user is described during pre-requisites.



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:

- 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 or the name of your SQL Instance if you are using your SQL Server.



SQL Server:

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

# Print Manager Plus<sup>®</sup> 2010

Workstation Agent for Direct IP and Locally Attached Printing

Quick Start  
Workstation Printer Agent

## ENSURING WORKSTATION PRINTERS ARE DETECTED

Once installed, Print Manager Plus will automatically detect the printers that are installed locally on the workstation. You should see the Server listed on the Print Server's tab, and the Printers from the workstation on the Printers tab.

The screenshot displays two tabs from the Print Manager Plus software. The 'Print Server's Tab' on the left features a search bar and a table with columns for 'Server Name', 'Type', and 'Status'. It lists two entries: '\\PRINTSERVER' (Server, Running) and '\\WORKSTATION' (Workstation, Running). The 'Printers Tab' on the right shows a list of detected printers with columns for the printer path and name, including '\\PRINTSERVER\\Lanier21', '\\PRINTSERVER\\MacQueue', '\\PRINTSERVER\\RICOH 3228', '\\PRINTSERVER\\Xerox', '\\PRINTSERVER\\XeroxWor', and '\\WORKSTATION\\HP4345'.

### Troubleshooting Installation:

Should you encounter issues during the installation, or the workstation and its printer do not appear, please follow these steps.

- You are logged in to that workstation during installation is a user that is (A) An Administrator of that machine, (B) has the same account is an Admin user on the server running the Print Manager Plus database, or has full rights to the Print Manager Plus database in SQL.
- After installation, go to **[Administrative Tools > Services]** and locate the Print Manager Plus service. Here go to **Properties** and ensure on the Logon tab the Administrative account is entered properly with the correct password, and that the service is started.
- 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 and SQL Instance name are being used when selecting SQL Server.



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