

## INTRODUCTION:

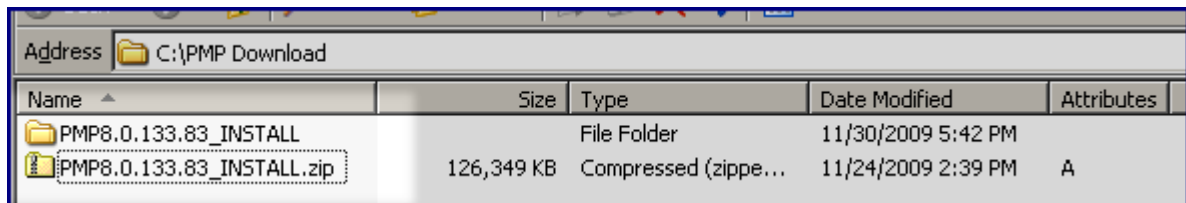
This Quick Start is intended to assist in the initial installation and/or evaluation of Print Manager Plus 2010, and covers the basic install and use of the product. Its target audience is for Schools, Colleges, Universities and other Academic or similar organizations.

## SERVER INSTALLATION:

Print Manager Plus is designed to be installed on an established Windows print server running Windows 2000/2003/2008/XP/Vista.

### 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)



### 2. Unzip:

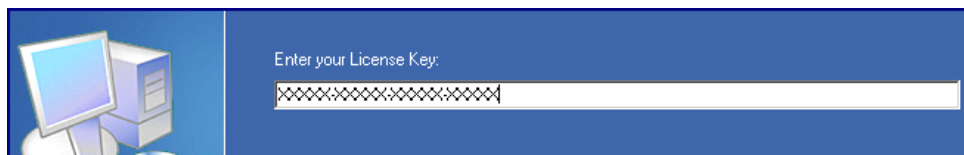
Once downloaded and unzipped, you will want to ensure you are logged in as an Administrator to your print server, and launch the **Setup.exe**

Name	Size	Type	Date Modified	Attributes
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

**Note:** If your printing is a direct IP based setup (workstations printing directly to the printer) or a setup with locally attached printers where there is no windows print server, then please refer to our complete User and Installation Guides.

### 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. <http://www.softwareself.com/files/downloads.asp?ID=121>

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, choose the database option that best fits your needs. Below are some guidelines on choosing this.

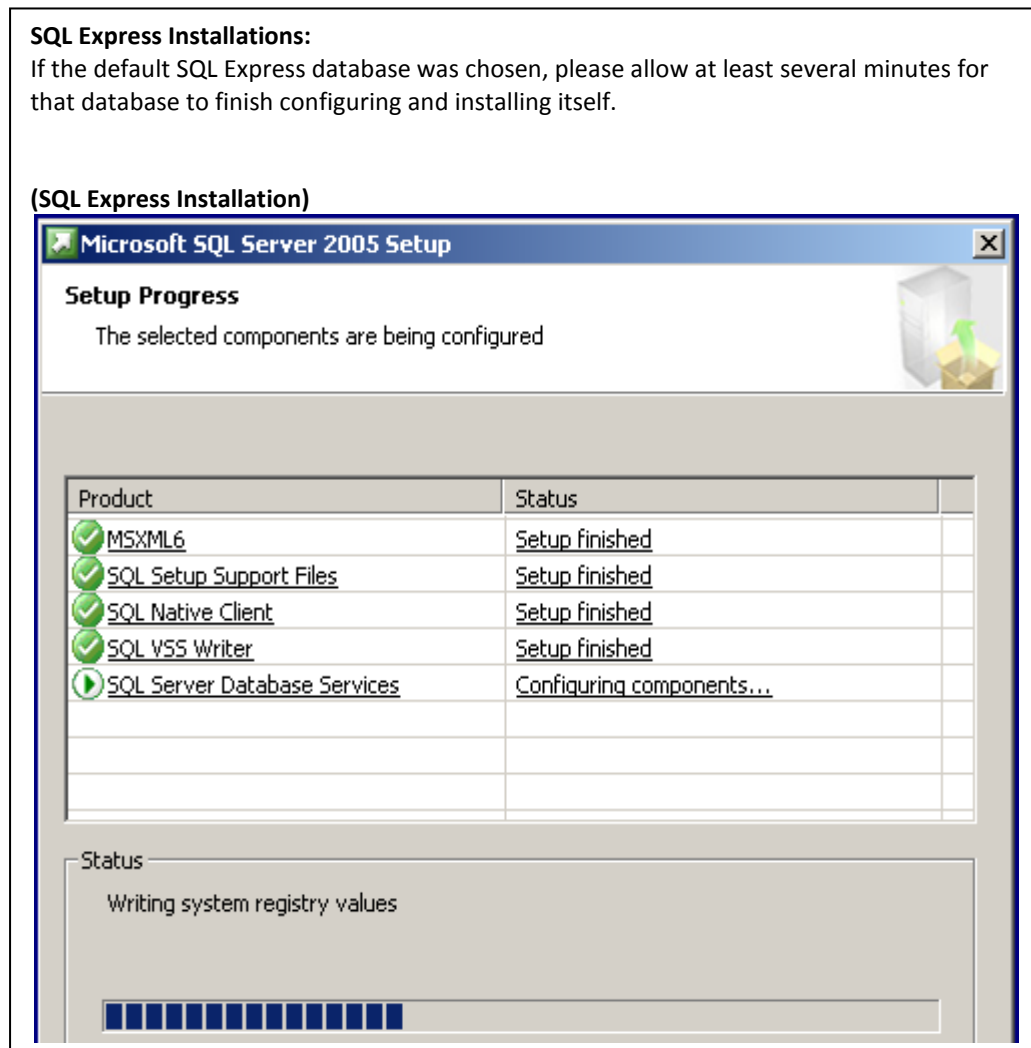
Database Option	Types of Setup
<b>Microsoft SQL 2005 Express:</b> Recommended for Most Installations	<ul style="list-style-type: none"><li>• Small to Medium sized networks, Labs and Libraries</li><li>• Printing up to 10,000 print jobs per a day.</li><li>• Used with up to 5 Print Servers</li><li>• Up to 100 Workstation Connected Printer Agents</li></ul>
<b>Microsoft SQL 7.0/2000/2005/2008</b> Recommended for Medium to Large installations or setups with an existing SQL Server	<ul style="list-style-type: none"><li>• Medium to Large networks</li><li>• Setups with an existing SQL Server</li><li>• Printing over 10,000 print jobs per day</li><li>• Single or Multiple Windows Print Servers</li><li>• Unlimited Workstation Connected Printer Agents</li></ul>
<b>Microsoft Access</b> Recommended for Small Office / Home Office Setups	<ul style="list-style-type: none"><li>• Small networks and workgroups</li><li>• Printing less than 1,000 print jobs per day.</li><li>• Used Single Server Install, with no Database sharing such as Remote Consoles or Workstation Agents.</li></ul>
<b>Connect to an Existing Database</b>	<ul style="list-style-type: none"><li>• Used if a Print Manager Plus 2010 database has been already setup.</li></ul>

**(Database Selection Screen)**



## 6. Finishing the Install

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



## 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.

## 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:

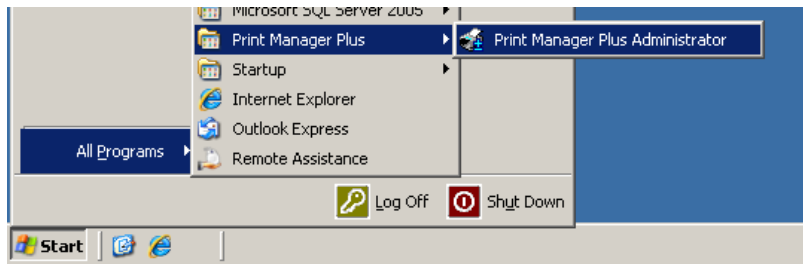
This is the user interface of the program. This will also be installed with a full install on the Print Server. This component allows administrators to set the tracking, quota and restrictions options as well as run reports of printing.

### 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.



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.

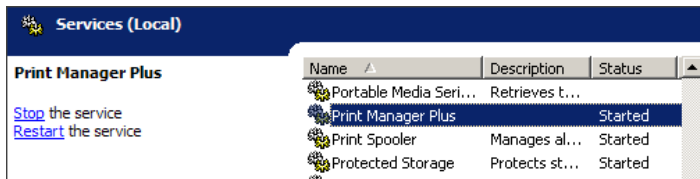
## STARTING THE PRINT MANAGER PLUS SERVICE

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.



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

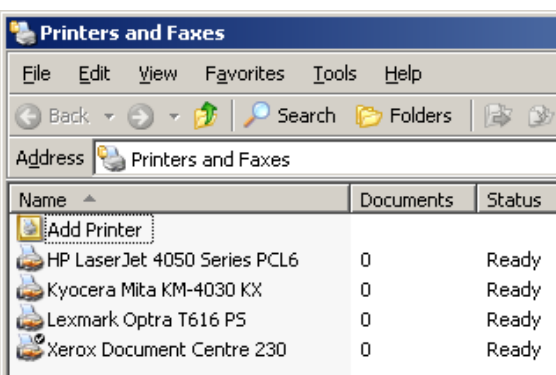
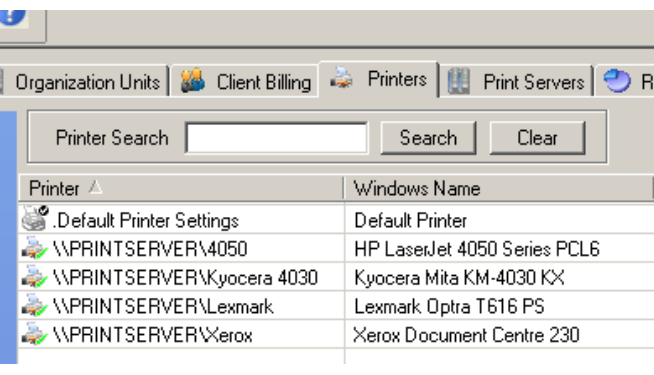


3. Stop, start or restart the service as necessary to enable or disable the tracking of Print Jobs.

**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 and Faxes Folder	Print Manager Plus Printers Tab																														
 <table border="1"><thead><tr><th>Name</th><th>Documents</th><th>Status</th></tr></thead><tbody><tr><td>Add Printer</td><td></td><td></td></tr><tr><td>HP LaserJet 4050 Series PCL6</td><td>0</td><td>Ready</td></tr><tr><td>Kyocera Mita KM-4030 KX</td><td>0</td><td>Ready</td></tr><tr><td>Lexmark Optra T616 PS</td><td>0</td><td>Ready</td></tr><tr><td>Xerox Document Centre 230</td><td>0</td><td>Ready</td></tr></tbody></table>	Name	Documents	Status	Add Printer			HP LaserJet 4050 Series PCL6	0	Ready	Kyocera Mita KM-4030 KX	0	Ready	Lexmark Optra T616 PS	0	Ready	Xerox Document Centre 230	0	Ready	 <table border="1"><thead><tr><th>Printer</th><th>Windows Name</th></tr></thead><tbody><tr><td>.Default Printer Settings</td><td>Default Printer</td></tr><tr><td>\\PRINTSERVER\4050</td><td>HP LaserJet 4050 Series PCL6</td></tr><tr><td>\\PRINTSERVER\Kyocera 4030</td><td>Kyocera Mita KM-4030 KX</td></tr><tr><td>\\PRINTSERVER\Lexmark</td><td>Lexmark Optra T616 PS</td></tr><tr><td>\\PRINTSERVER\Xerox</td><td>Xerox Document Centre 230</td></tr></tbody></table>	Printer	Windows Name	.Default Printer Settings	Default Printer	\\PRINTSERVER\4050	HP LaserJet 4050 Series PCL6	\\PRINTSERVER\Kyocera 4030	Kyocera Mita KM-4030 KX	\\PRINTSERVER\Lexmark	Lexmark Optra T616 PS	\\PRINTSERVER\Xerox	Xerox Document Centre 230
Name	Documents	Status																													
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\\PRINTSERVER\Lexmark	Lexmark Optra T616 PS																														
\\PRINTSERVER\Xerox	Xerox Document Centre 230																														

## 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\EPSON Artisan 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, 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
\\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.

User	Name	Domain	Account Type	Pages/Sheets
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
servicelogon	servicelogon	mydomain.local	No Account	No Account
SUPPORT_3889	CN=Microsoft Corporati	mydomain.local	No Account	No Account

## 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.



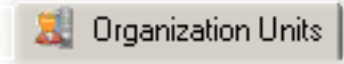
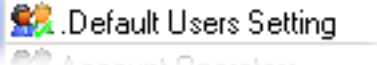
### Large Active Directories:

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)

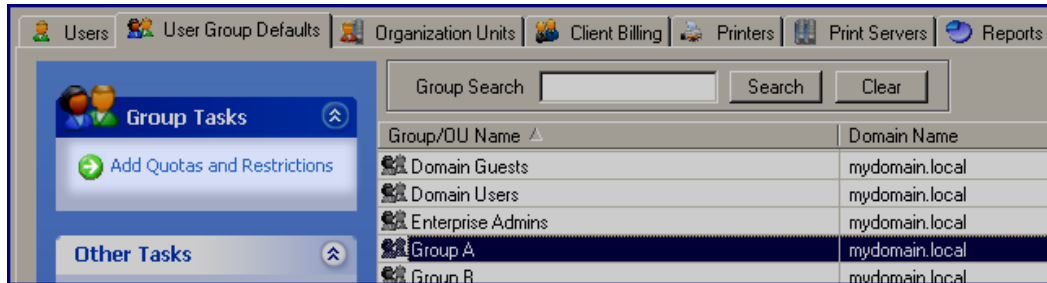
Print Manager Plus has three tabs designed for the management of quotas and restrictions for Users, Groups and Organizational Units (OUs). Below is a breakdown of each tab and its general use.

Tab	General Use
	<ul style="list-style-type: none"><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>
	<ul style="list-style-type: none"><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>
	<ul style="list-style-type: none"><li>• Setting Quotas or Restrictions on an Organizational Unit (OU)</li></ul>
 (Located Within Group Tab)	<ul style="list-style-type: none"><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>

## 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.

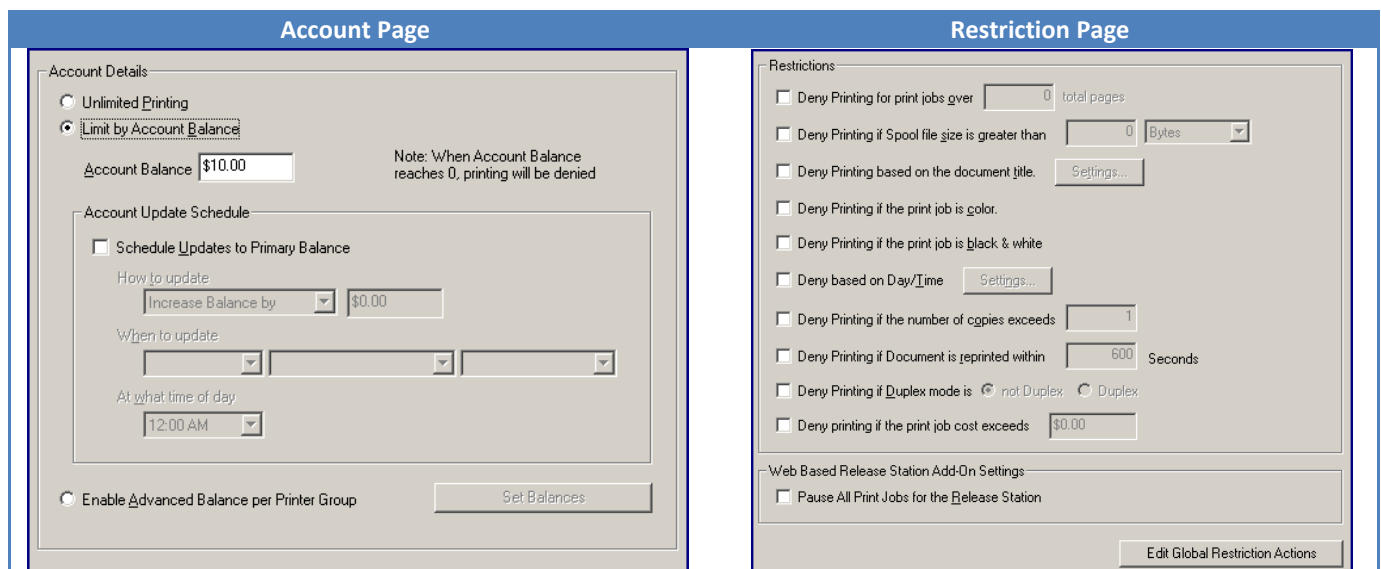
1. Open the Print Manager Plus administrator and browse to the [User Group Defaults] or the [Organizational Units] tab
2. Highlight the Group or OU and click the [Add Quotas and Restrictions] button on the left hand side.



**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 least restrictive balance.

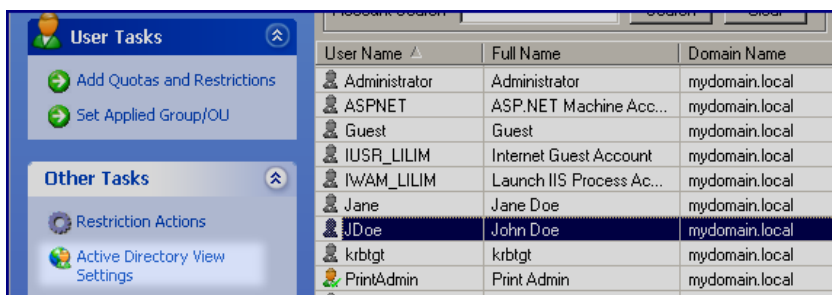
3. Under the [Account] page, you can set the group to unlimited printing, or set it to limit by Account Balance. If an account balance is selected, then specify the amount of printing balance each user within the group will get. The [Restrictions] page allows you to set a variety of restrictive settings the users in that group will obtain when they print.



## FILTERING USERS BY GROUPS, ORGANIZATIONAL UNITS AND DOMAINS

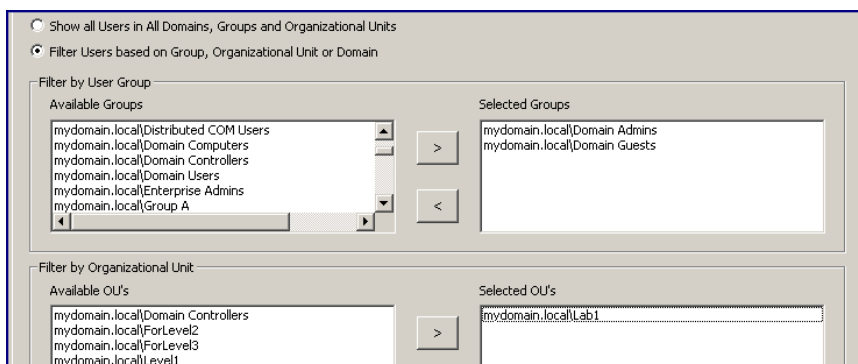
For ease of administration, Print Manager Plus provides options for filtering which Users, Groups and Organizational Units (OUs) are shown which are covered in the following section

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.



User Name	Full Name	Domain Name
Administrator	Administrator	mydomain.local
ASPNET	ASP.NET Machine Acc...	mydomain.local
Guest	Guest	mydomain.local
IUSR_LILIM	Internet Guest Account	mydomain.local
IWAM_LILIM	Launch IIS Process Ac...	mydomain.local
Jane	Jane Doe	mydomain.local
JDoe	John Doe	mydomain.local
krbtgt	krbtgt	mydomain.local
PrintAdmin	Print Admin	mydomain.local

4. 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: mydomain.local\Distributed COM Users, mydomain.local\Domain Computers, mydomain.local\Domain Controllers, mydomain.local\Domain Users, mydomain.local\Enterprise Admins, mydomain.local\Group A

Selected Groups: mydomain.local\Domain Admins, mydomain.local\Domain Guests

**Filter by Organizational Unit**

Available OUs: mydomain.local\Domain Controllers, mydomain.local\ForeLevel2, mydomain.local\ForeLevel3, mydomain.local\Level1

Selected OUs: mydomain.local\Lab1

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

User Name	Full Name	Domain Name	Primary Balance	Paid Balance	Pages Printed
Administrator	Administrator	mydomain.local	No Account	No Account	
Guest	Guest	mydomain.local	No Account	No Account	
Lab User	Lab User	mydomain.local	No Account	No Account	
PrintAdmin	Print Admin	mydomain.local	Unlimited	\$0.00	1
servicelogon	servicelogon	mydomain.local	No Account	No Account	
UserA	UserA	mydomain.local	No Account	No Account	

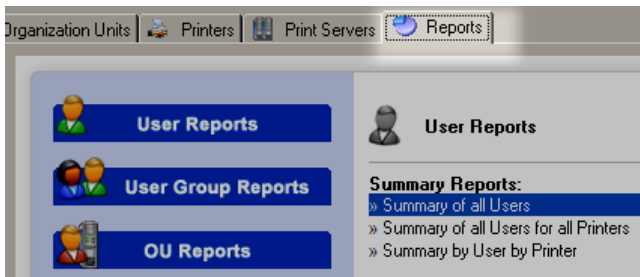
## RUNNING REPORTS TO VIEW SUMMARY AND DETAILED INFORMATION

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.

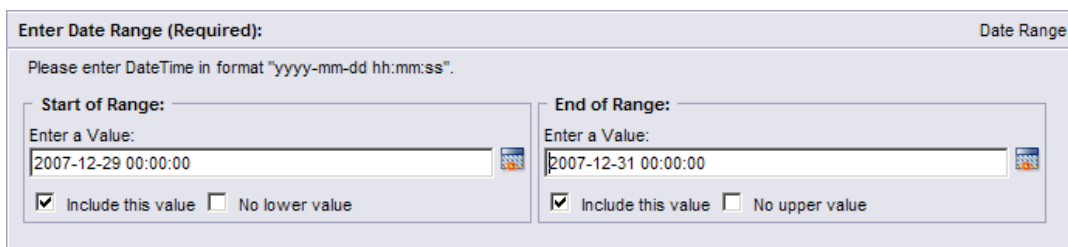
### Summary Reports:

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.

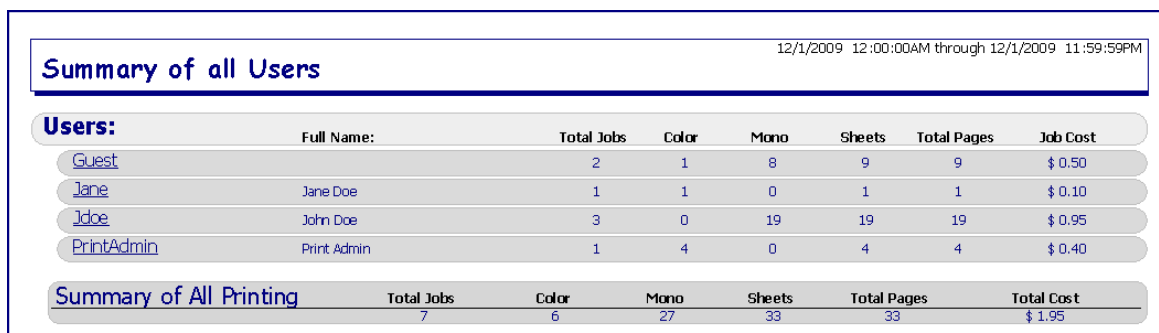
1. Open the Print Manager Plus administrator, and browse to the [Reports] tab.
2. Within User reports, click the [Summary for all Users] report.



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.

A screenshot of a dialog box titled 'Enter Date Range (Required):'. It contains two input fields for 'Start of Range:' and 'End of Range:'. The start date is '2007-12-29 00:00:00' and the end date is '2007-12-31 00:00:00'. Both fields have checkboxes for 'Include this value' and 'No lower value' (for start) or 'No upper value' (for end). The 'Include this value' checkboxes are checked.

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

A screenshot of a report titled 'Summary of all Users' for the date range '12/1/2009 12:00:00AM through 12/1/2009 11:59:59PM'. The report is divided into two sections: 'Users:' and 'Summary of All Printing'.

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

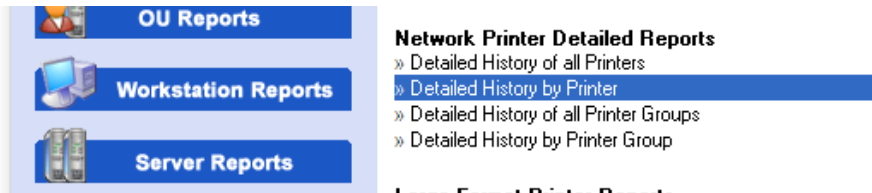
  

Summary of All Printing	Total Jobs	Color	Mono	Sheets	Total Pages	Total Cost
	7	6	27	33	33	\$ 1.95

## 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\\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: 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

Include this value  No upper value

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

Detailed History by Printer

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

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	Document: Untitled - Notepad						

Summary for \\PRINTSERVER\\EPSONArtisan 800

Total Jobs	Color	Mono	Sheets	Total Pages	Total Cost
1	4	0	4	4	\$ 0.40