



## **PrinterAdmin Print Job Manager 8.0 – User Guide**

If you have any questions, please send email to [support@printeradmin.com](mailto:support@printeradmin.com) or fill out the form at <http://www.printeradmin.com/support.htm> or call us.

### **Part I Components, Requirements and Installation Instructions (Page 2 ~ 15)**

**PrinterAdmin Print Job Manager 8.0 (Required)** Printer Admin - Print Job Manager 8.0 can be installed on a single computer and you will be able to track and manage printing of all other computers. Printer Admin - Print Job Manager 8.0 provides centralized print manager / print tracker / print counter. Printer Admin - Print Job Manager 8.0 is an easy to use print management software allowing management, control, quota, limit, tracking, count, audit and printing restrictions in Windows / Linux / Unix and Mac OS clients. Printer Admin - Print Job Manager 8.0 supports all brands of printers and all types of printing environments (print server / non print server / direct IP printer / workstation connected printer). (Page 2 - 3)

**Print Job Agent 2.0 (Optional Add-on)** Print Job Agent allows users to check their balance on their workstation, confirm or authenticate their print jobs from their workstations (Windows, Mac OSX / Classic, or Linux client) before they actually print, bill the print jobs by entering a client code or project code, and track the print jobs on the workstation-connected-printers or the printers themselves in a non-print server printing environment (Users send the print jobs to the printer directly via the IP address of the printer, instead of the shared printer on the print server). This software must be installed on the workstations that require the above features. (Page 4 ~ 12)

**Print Job Report 4.0 (Optional Add-on)** Print Job Report is a tool which allows you to generate and view 100 reports including 64 default reports and 36 customized reports, and provides the ability to export these reports to Adobe-PDF, MS-Word, MS-Excel and Rich Text formats. These reports are originally written in English, but can be easily translated into any language which takes just a few minutes. (Page 13~ 14)

**Remote Account Manager 1.0 (Optional Add-on)** Remote Account Manager allows you to add / edit users / billing code / client code / project code, update account balance / quota / group / pin from any computer. (Page 15)

**Print Job Web User 1.0 (Optional Add-on)** Print Job Web User will create an intranet website within your network that allows admin to view all print jobs, add / delete a user or update user account information (print quota, PIN, group, user status) through a web browser. It also allows users to view and export their print jobs, check their account information or change pin through a web browser. For more information, please see [Print\\_Job\\_Web\\_User\\_Guide.pdf](#) or <http://www.printeradmin.com/print-job-web.htm>.

### **Part II Installation Options and Examples (Page 16 ~ 29)**

#### **Installation Options and Examples that require only PrinterAdmin Print Job Manager 8.0**

If you don't need the features that Print Job Agent provides, you can just install PrinterAdmin Print Job Manager 8.0 only.

Option 1: Install PrinterAdmin Print Job Manager 8.0 on a central computer (Page 16)

Option 2: Install PrinterAdmin Print Job Manager 8.0 on your current print server computers (Page 17)

#### **Installation Options and Examples that require both PrinterAdmin Print Job Manager 8.0 and Print Job Agent 2.0**

Option 3: Install PrinterAdmin Print Job Manager 8.0 on a central computer and install Print Job Agent on the workstations (Page 18)

### **Part III Preferences (Page 31 – 40)**

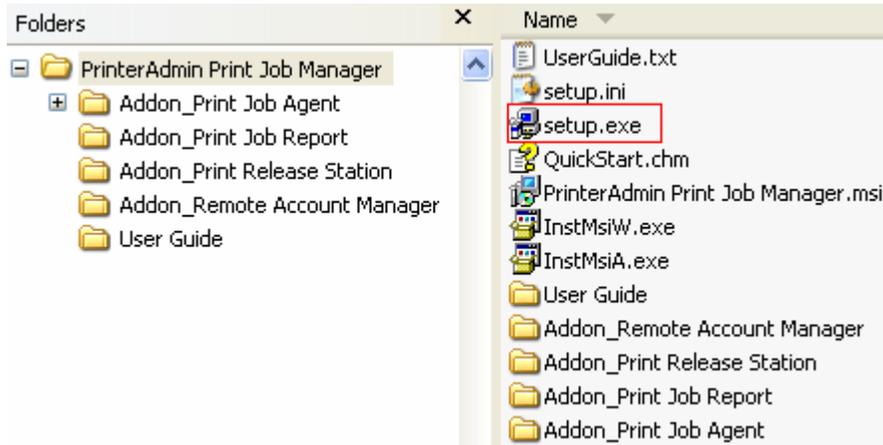
### **Part IV Step by Step Configuration and FAQ (Page 41)**

## Part I Components, Requirements and Installation Instructions

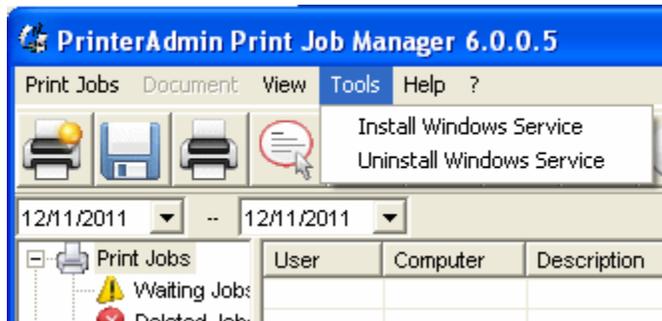
### PrinterAdmin Print Job Manager 8.0 (Required)

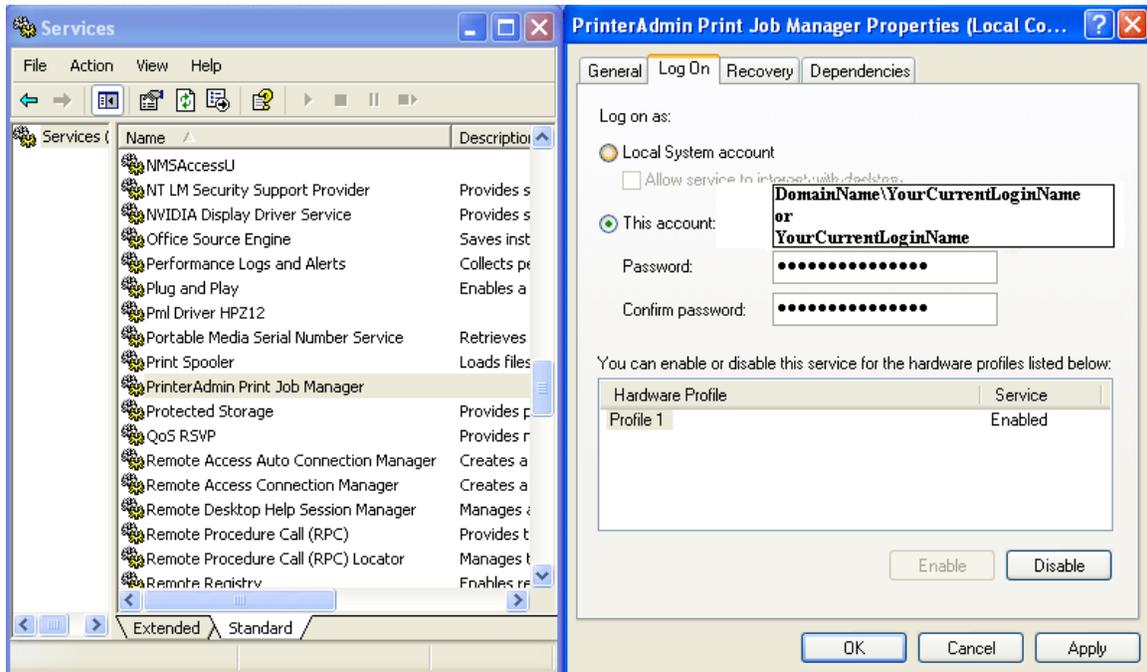
PrinterAdmin Print Job Manager 8.0 System Requirements	
Operating System	Windows 32-bit and 64-bit
CPU	300 Mh or higher
Memory	256 MB or more
Hard Disk Free Space	80 MB

In order to install PrinterAdmin Print Job Manager 8.0, you must have the administrator rights on the installation computer. You also need the administrator rights on all monitored printers in order to be able to control the print jobs.



1. Double-click setup.exe and follow the on-screen instructions.
2. After the installation completes, double-click the shortcut "PrinterAdmin Print Job Manager 8.0" on your desktop or select "Start -> Programs -> PrinterAdmin Software -> PrinterAdmin Print Job Manager 8.0" to run the program.
3. You can make PrinterAdmin Print Job Manager run as a windows service regardless of whether someone is logged on by clicking the menu item "Tools ->Install Windows Service", then go to Control Panel->Administrative Tools-->Services-->PrinterAdmin Print Job Manager, change the Local System Account to your account that is currently logged into this computer and with which you installed the PrinterAdmin Print Job Manager software. If you install PrinterAdmin Print Job Manager on Windows Cluster server, Please configure PrinterAdmin Print Job Manager in the group as a "generic service".





### Uninstall PrinterAdmin Print Job Manager 8.0

1. If PrinterAdmin Print Job Manager service is installed, click the menu item “Tools -> Uninstall Windows Service.”
2. Open Add/Remove Programs, select PrinterAdmin Print Job Manager, and click on the Remove button, then restart the computer.
3. Remove the installation folder. (E.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager)

## Print Job Agent 2.0 for Windows, Mac OS X/Classic and Linux x86 (Optional Add-on)

Print Job Agent must be installed on those workstations (Windows, Mac, or Linux client) that:

1. Print jobs which must be confirmed or authenticated before they actually print
2. Print jobs which must be billed to clients or projects by entering client code or project code before they actually print
3. Print jobs which must be tracked and logged for workstation-connected printers or the printers in a non-print server printing environment (Users send the print jobs to the printer directly via the IP address of the printer, instead of the shared printer on the print server).
4. Users must be able to check their balance on their workstations.

### Print Job Agent 2.0 for Windows

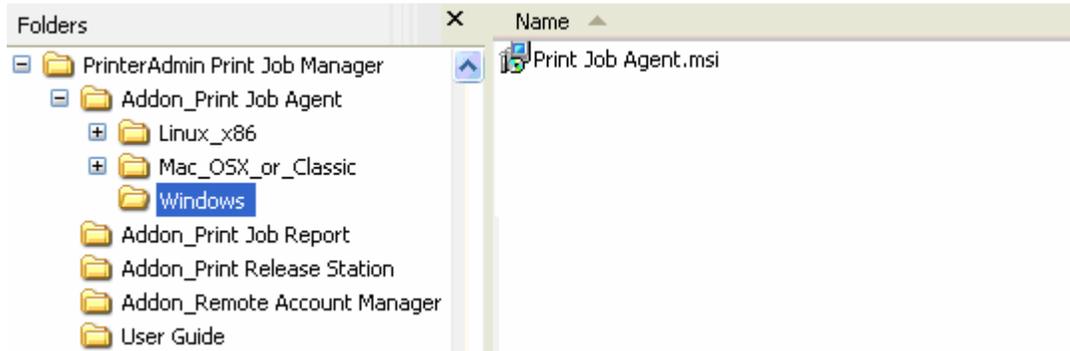
Print Job Agent System Requirements	
Operating System	Windows 32-bit and 64-bit
CPU	300 Mh or higher
Memory	256 MB or more
Hard Disk Free Space	25 MB

**Note:** For testing purpose, you can install Print Job Agent on the same computer that has PrinterAdmin Print Job Manager installed, so it is easy for you to make testing. In production environment, please remove Print Job Agent from the computer where PrinterAdmin Print Job Manager is installed.

**Note:** Before you run Print Job Agent, please make sure PrinterAdmin Print Job Manager 8.0 is running on a central computer or print server and the option “Enable agent communication” is checked in the menu item “Print Jobs -> Preferences -> Advanced.”

**Note:** You must have administrator rights on the workstations in order to install Print Job Agent.

### Local Installation

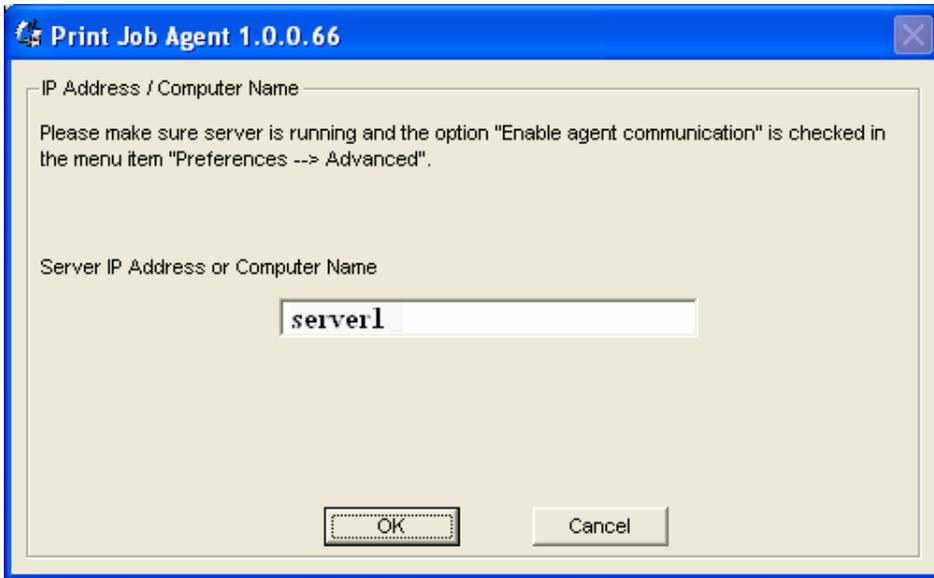


- 1, Double click Print Job Agent.msi, then follow the on-screen instructions.
2. After the installation completes, you have option to launch Print Job Agent. It can also be launched from "Start → Programs → Print Job Agent → Print Job Agent".

**Note:** Print Job Agent is run automatically every time when user logins. It stops running when user logouts.

**Note:** If you don't want to create shortcut in "Start → Programs", you can use Orca utility to remove the shortcut from Print Job Agent.msi. See the step 1 in the following silent installation.

3. Enter the IP Address of the PrinterAdmin Print Job Manager computer.



**Note:** This information is required when you run Print Job Agent on the workstations the first time. **(Print Job Agent.msi can be modified to include the computer name or IP Address of your PrinterAdmin Print Job Manager by using Orca utility, so you don't have to enter it manually when Print Job Agent is started the first time. Please check the following Silent installation step 1).**

### Silent Installation

1. Modify Print Job Agent.msi to include the computer name or IP address of the computer where you installed PrinterAdmin Print Job Manager 8.0, so you don't have to enter it manually when you run Print Job Agent the first time on each workstation.

We recommend using ORCA utility (part of the Windows Installer SDK) to do this.

1.1 Download the orca.msi from <http://www.printeradmin.com/download/orca.msi> .

1.2 Double click it to install Orca.

1.3 Run Orca,

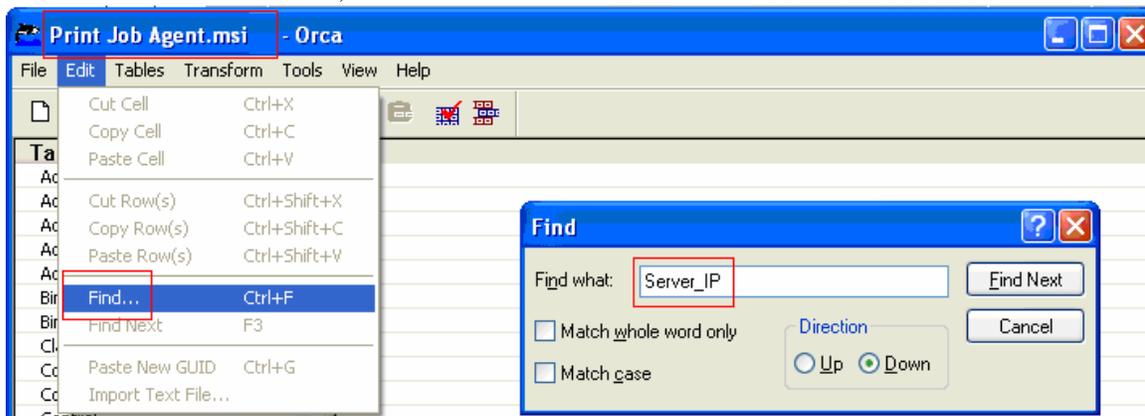
click the menu File -> Open to open Print Job Agent\_Silent\_Install.msi,

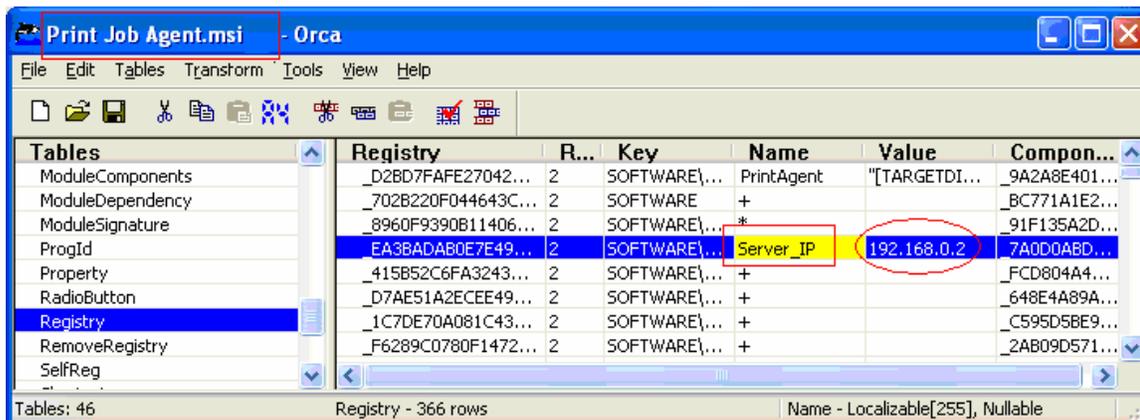
click menu Edit -> Find, enter SERVER\_IP,

click the value of SERVER\_IP,

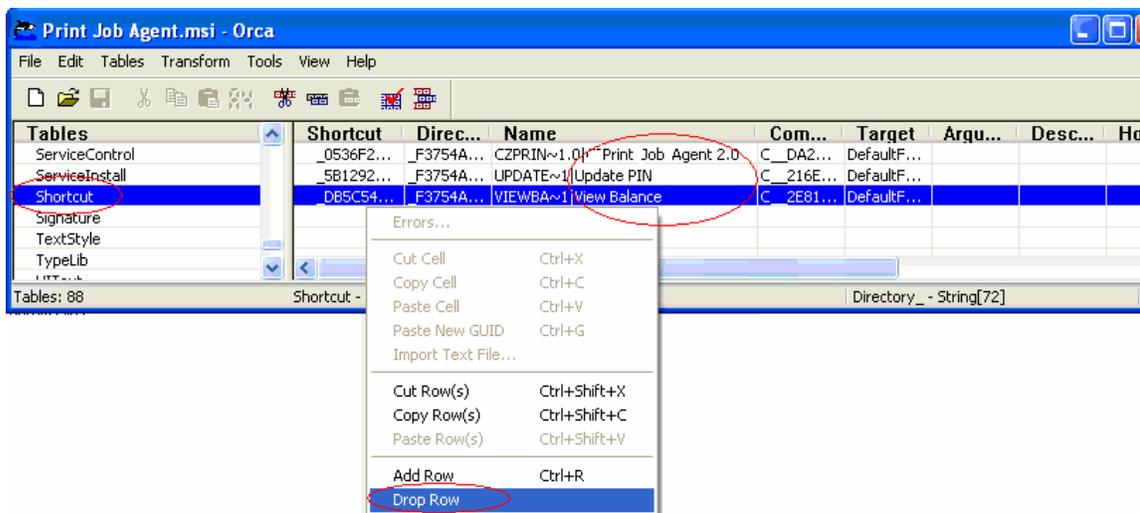
type the name or IP address of the computer where PrinterAdmin Print Job Manager 8.0 is installed.

1.4 Click the menu File->Save, then exit Orca.

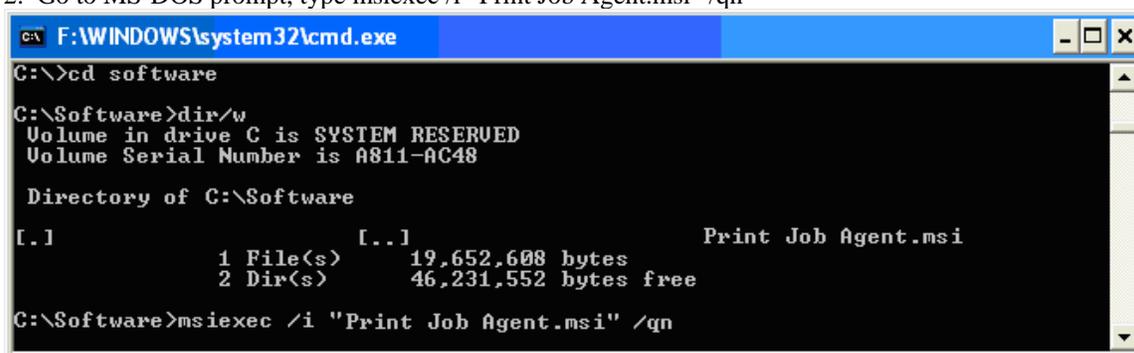




If you don't want to create shortcut in Windows "Start → Programs", you can remove all shortcuts in "Shortcut" table.



2. Go to MS-DOS prompt, type msiexec /i "Print Job Agent.msi" /qn



**Note:** You must run the command line as Administrator on Windows Vista or later. To do this, Click Start, click All Programs, and then click Accessories, Right-click Command prompt, and then click Run as administrator.

You can also use Windows group policy or third party installation software to remotely install CZ Print Job Agent on all workstations at one time. For remote silent installations, please visit

<http://www.printeradmin.com/remotinstall.htm> .

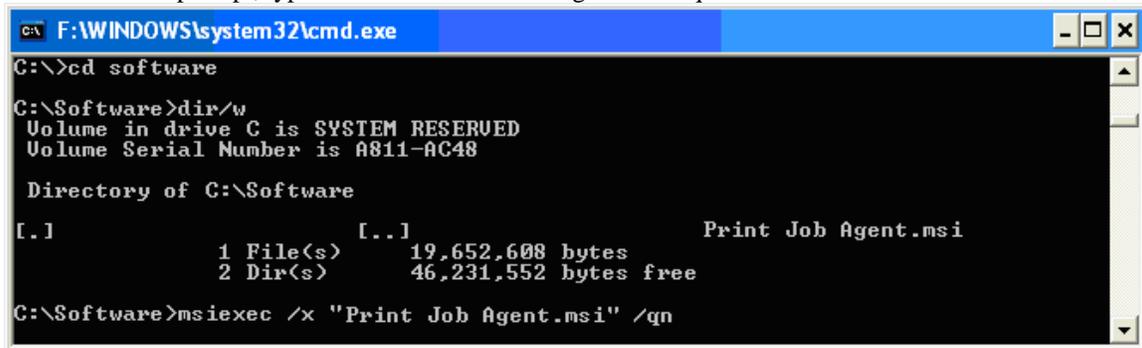
3. CZ Print Job Agent runs automatically every time when user logins. It stops running when user logouts.

### Uninstall Print Job Agent 2.0

Open Add/Remove Programs, select Print Job Agent 2.0, then click on the Remove button.

Print Job Agent can also be uninstalled silently.

Go to MS-DOS prompt, type `msiexec /x "Print Job Agent.msi" /qn`



```
cmd F:\WINDOWS\system32\cmd.exe
C:\>cd software
C:\Software>dir/w
Volume in drive C is SYSTEM RESERVED
Volume Serial Number is A811-AC48

Directory of C:\Software

[.]
1 File(s)      19,652,608 bytes
2 Dir(s)      46,231,552 bytes free
C:\Software>msiexec /x "Print Job Agent.msi" /qn
```

**Note:** You must run the command line as Administrator on Windows Vista or later. To do this, Click Start, click All Programs, and then click Accessories, Right-click Command prompt, and then click Run as administrator.

You can also use Windows group policy or third party installation software to remotely uninstall CZ Print Job Agent from all workstations at one time.

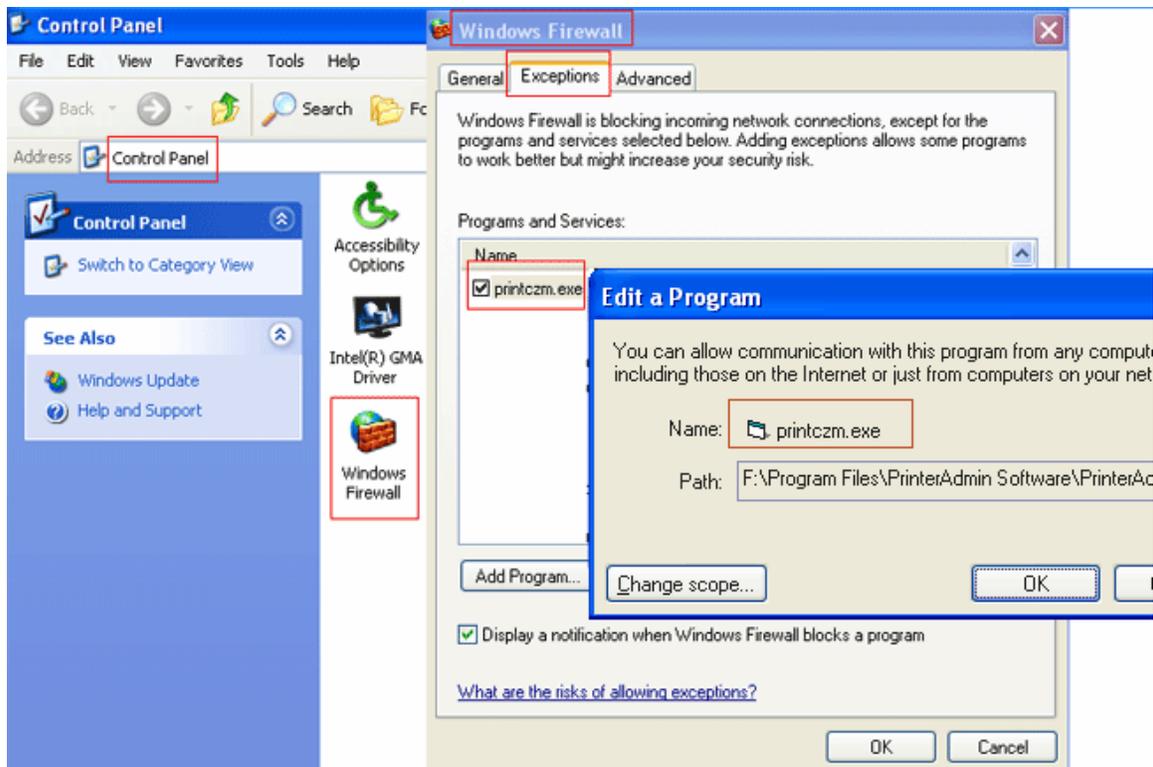
### Print Job Agent Known Issue

**The popup doesn't appear when user prints. How to fix it?**

**Print Job Agent doesn't track the the direct IP printer or workstation connected printer via USB cable. How to fix it??**

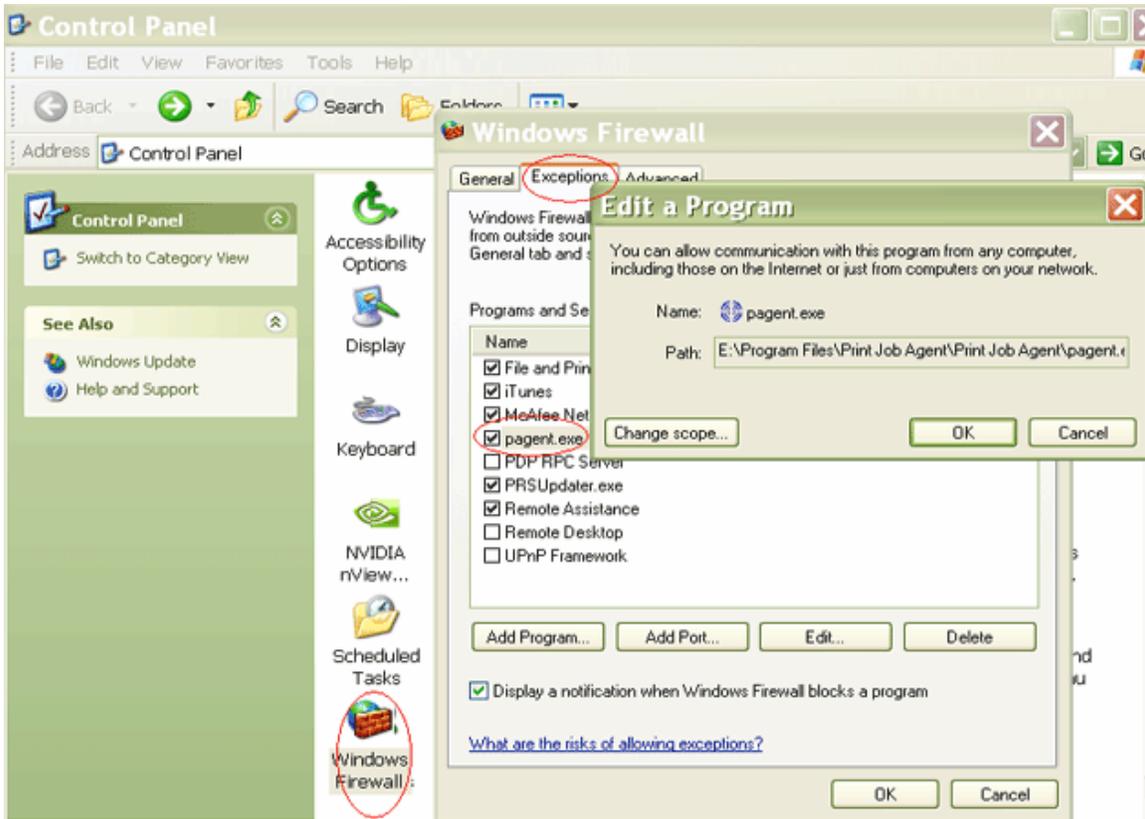
Solution 1:

If the popup on all client computers doesn't work, the local firewall settings may block PrinterAdmin Print Job Manager to send the message to the agent. On the computer that has PrinterAdmin Print Job Manager installed, add "printczm.exe" (e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager\printczm.exe) to the exception list of local firewall settings (Control Panel -> Windows Firewall).



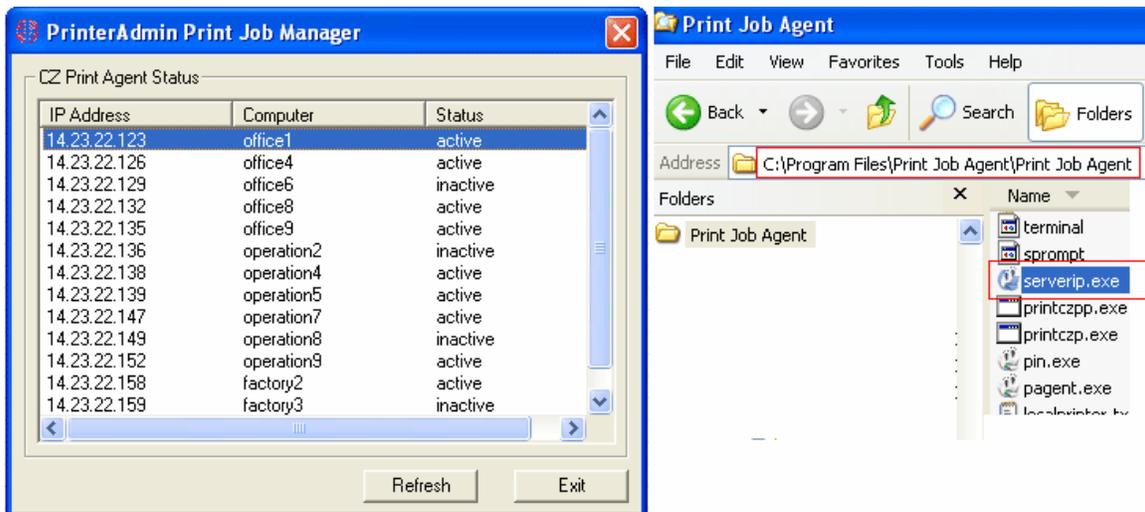
**Solution 2:**

The Windows firewall settings (Start --> Control Panel --> Windows Firewall) on client computer may block agent to connect to server (PrinterAdmin Print Job Manager). When agent is installed and run first time, it will be added to the exceptions automatically. If not, please add "pagent.exe" (e.g. C:\Program Files\Print Job Agent\Print Job Agent\pagent.exe) to exception list of local firewall settings (Control Panel -> Windows Firewall). You can also use group policy to add pagent.exe to the exceptions of Firewall settings on multiple computers at one time at <http://www.printeradmin.com/agentexception.htm> .



**Solution 3:**

If the print job agent installed on the client computer doesn't show active in PrinterAdmin Print Job Manager Preferences --> Advanced --> Check Agent Status, go to client computer, find and run C:\Program Files\Print Job Agent\Print Job Agent\serverip.exe. If the IP address of PrinterAdmin Print Job Manager server is not correct, please enter the correct one and click OK button, then check PrinterAdmin Print Job Manager Preferences --> Advanced --> Check Agent Status again.



**Solution 4:**

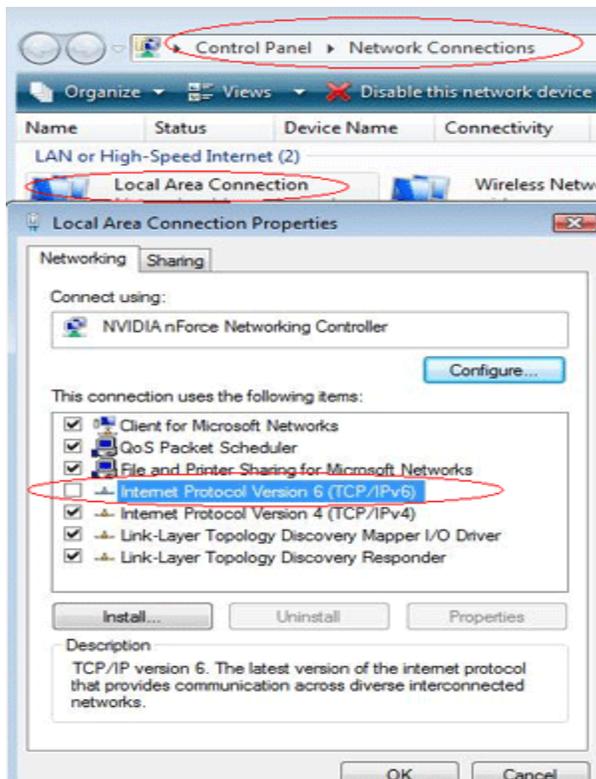
The antivirus software firewall settings may block agent to connect to server (PrinterAdmin Print Job Manager). Please add "pagent.exe" (e.g. C:\Program Files\Print Job Agent\Print Job Agent\pagent.exe) to exception list of antivirus firewall settings or add exception for TCP port 14128.

#### Solution 5:

Please check the number of users in Preferences -> Users / Groups and the number of printers in Preferences --> Printers -> List of Monitored Printers, then check how many users and printers your license includes in menu Help -> Registration -> Enter / Upgrade License Code. For example your license is for "50 Users & 5 Printers". If the number of users in Preferences -> Users / Groups is already 50, then the print job for 51th user will not be tracked and the popup will not show. Please remove some users in Preferences -> Users / Groups (and restart the PrinterAdmin Print Job Manager service if it is installed), then test it again.

#### Solution 6:

If popup still doesn't appear after you try above solutions and iPrint Job Agent is installed on Windows, uncheck "Internet Protocol Version (TCP/IPv6)".



#### Solution 7:

If popup doesn't appear on all client computers, click PrinterAdmin Print Job Manager menu item "Print Jobs --> Backup / Reset Database" to backup and reset the database. If you can't see the menu item "Print Jobs --> Backup / Reset Database", exit PrinterAdmin Print Job Manager, rename the file C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager\config\setdb to a different name, then start PrinterAdmin Print Job Manager again.

#### Uninstall Print Job Agent 2.0

Open Add/Remove Programs, and select Print Job Agent, and click on the Remove button.

**Note:** You can also use Windows group policy or third party installation software to remotely uninstall Print Job Agent from the workstations.

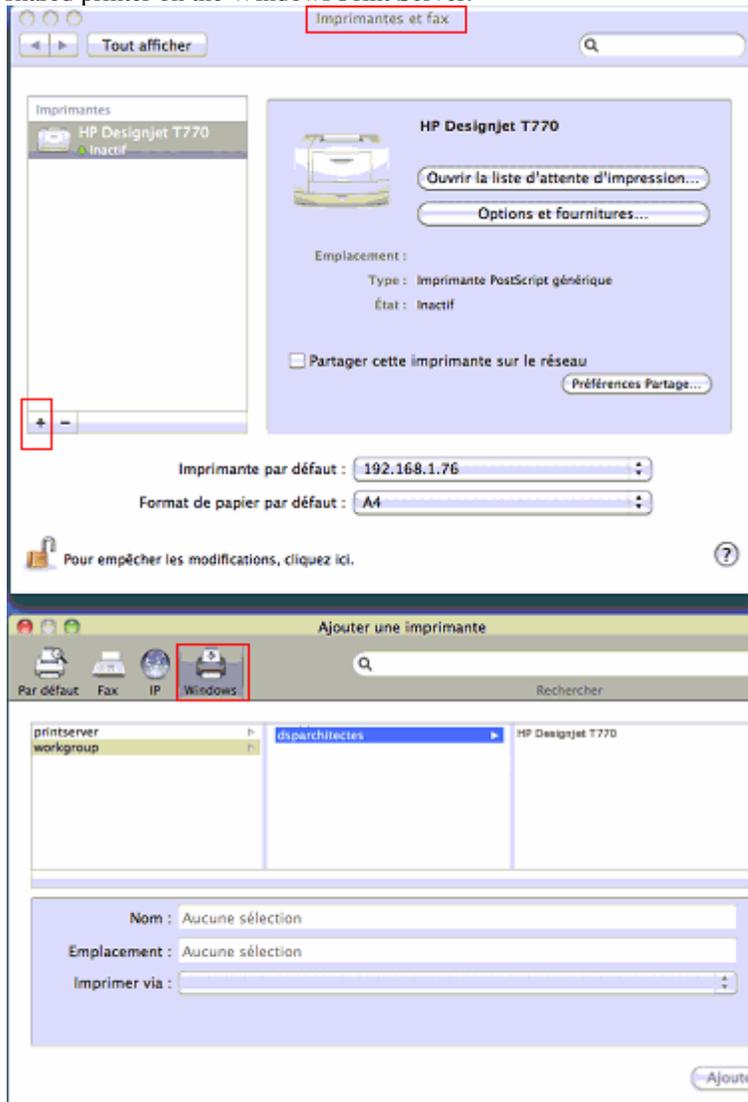
## Print Job Agent 2.0 for Mac OS X / Classic and Linux x86

Mac or Linux workstations must print to the shared printer on windows print server in order for the Agent to work:

### LPR printing

1. Start the “Print Services for Unix” on your Windows Print server. If you can’t find this service, please add it from add /remove programs -> add / remove windows components -> Other Network Files and Print Services -> Print Services for Unix.
2. On the Mac, add a LPR printer
3. Enter the windows print server name in Printer Address and the name of the shared printer in Queue Name

Or you can click “+” button in Printers and Fax folder, then click “Windows” button to browse the shared printer on the Windows Print Server.



### Or SMB printing

Edit / etc » cups » printers.conf file

<DefaultPrinter printer>

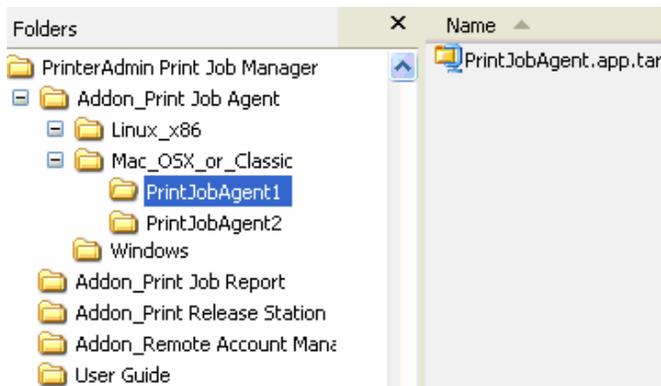
.....

Location yourdomain

DeviceURI smb://yourdomain\_username:password@yourdomain/printserver/printer\_share\_name  
State Idle  
Accepting Yes  
.....  
</Printer>

To get the best result, please do the following:

1. Install PrinterAdmin Print Job Manager on your current Windows print server.
2. In Control Panel--> Printers, right click the shared printer, open the properties of the printer --> Advanced, uncheck "Enable advanced printing".
3. Turn off spool file sharing for the shared printer. Please see <http://www.printeradmin.com/printer-control-faq.htm#20> for details.
4. Rename c:\program files\PrinterAdmin Software\PrinterAdmin Print Job Manager\config\sparse0 to sparse.
5. Delete or rename file C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager\config\linmac.



#### Mac OS X/Classic: PrintJobAgent.app.tar

1. Copy Addon\_Print Job Agent\Mac\_OSX\_or\_Classic\ PrintJobAgent.app.tar to Mac computer.
2. Double click PrintJobAgent to run it. If it doesn't run, try a different agent. The host name of the Mac must be in the format of computerName.local (for example: m123.local where m123 is the computer name of the Mac). If not, the popup may not work. The HOSTNAME can be defined in /etc/hostconfig. Restarting the daemon, or rebooting, will result in the hostname command working as expected.

3. You can make agent run automatically when Mac machine starts up:

Option 1:

Step 1: Find the PrintJobAgent application icon and click on it.

Step 2: Click on the File menu and select Make Alias. Drag the alias to the desktop where you can get at it.

Step 3: Double-click to open the System Folder and locate the Startup Items folder.

Step 4: Drop the alias into the Startup Items folder. The next time you start up your Mac, the application will launch.

Option 2:

Go into the system preferences - accounts - login items, you can adjust what programs load and don't load at sign in.

#### Linux x86: PrintJobAgent

1. Copy folder PrintJobAgent to Linux computer.
2. In terminal mode, run **./PrintJobAgent**

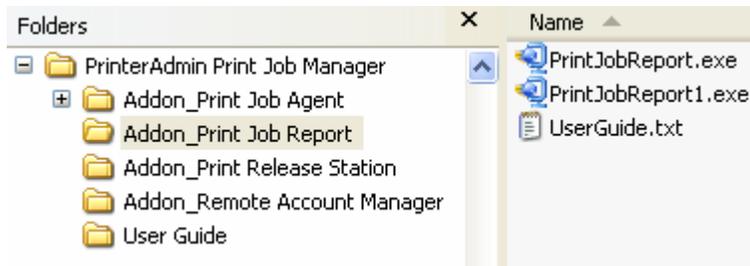
If popup on Mac client or Linux client doesn't appear when you print, please check if Mac client or Linux client prints to shared printer on the Windows print server.

## Print Job Report 4.0 (Optional Add-on)

Print Job Report is a tool which allows you to generate and view 100 reports including 64 default reports and 36 customized reports, and provides the ability to export these reports to Adobe-PDF, MS-Word, MS-Excel and Rich Text formats. These reports are designed for your print cost analysis and client billing, and are originally written in English, but can be easily translated into any language which takes just a few minutes.

Print Job Report 4.0 System Requirements	
Operating System	Windows 32-bit and 64-bit
CPU	300 Mh or higher
Memory	128 MB or more
Hard Disk Free Space	6 MB

If Print Job Report and PrinterAdmin Print Job Manager are installed on the same computer, the database file “printSaver.mdb” is located in the installation folder of PrinterAdmin Print Job Manager. (e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager). If you install Print Job Report and PrinterAdmin Print Job Manager on different computers, you can share the database folder from the computer where PrinterAdmin Print Job Manager is installed, Print Job Report can connect to the shared database remotely (on the second computer) to generate reports. (e.g. \\PrinterAdmin Print Job Manager Computer Name\Shared Database Folder\printSaver.mdb).



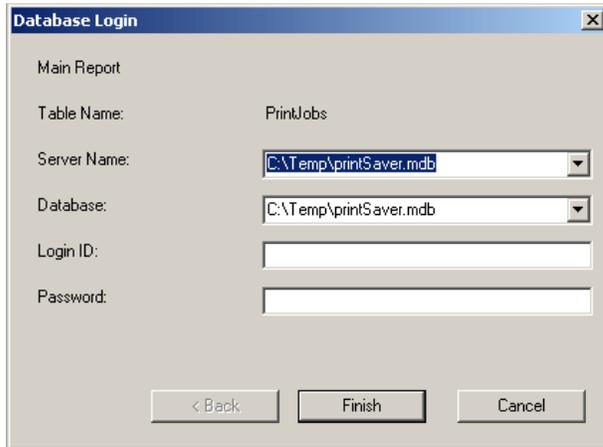
1. Double click "PrintJobReport.exe" or "PrintJobReport1.exe" to install Print Job Report. PrintJobReport.exe is based on NET Framework 2.0 or later. PrintJobReport1.exe is based on NET Framework 1.1. You can use either one to install Print Job Report 4.0.
2. Follow the on-screen instructions.
3. After the installation completes, double-click the shortcut “Print Job Report” on your desktop or select "Start -> Programs -> Print Job Report -> Print Job Report" to run the program.
4. Select the included sample databases to test how it works. The sample database named “printSaver\_Sample.mdb” is located in the installation folder of Print Job Report. (E.g. C:\Program Files\Reporting Tool\Print Job Report). The real database file “printSaver.mdb” is located in the installation folder of PrinterAdmin Print Job Manager (e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager).

## Uninstall Print Job Report 4.0

1. Open Add/Remove Programs.
2. Select Print Job Report.
3. Click on the Remove button.

## Print Job Report Known Issue

**I get the database logon prompt when I generate reports. How can I fix it?**



### Option 1:

1. Click "Select Database" to select the sample database "printSaver\_Sample.mdb" that is located in the installation folder of Print Job Report e.g. C:\Program Files\Reporting Tool\Print Job Report.
2. Click "Generate Report" and select a report from the dropdown list. If the report is generated correctly, then select the real database e.g. the database file in the installation folder of PrinterAdmin Print Job Manager.

### Option 2:

If you have MS-Access 2007 installed on your computer, you can use it to open the database file e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager\printsaver.mdb, then in Print Job Report, click "Select Database" and "Generate Report" to see if you can see the report.

### Option 3:

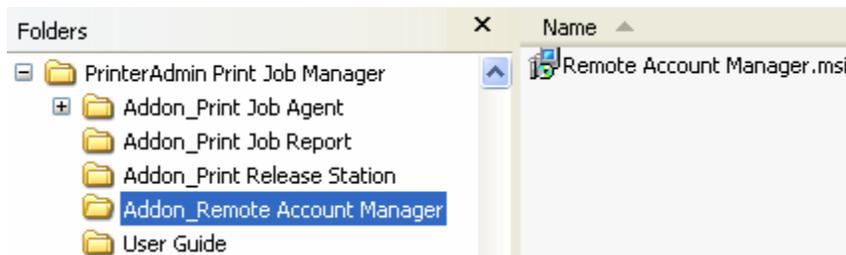
- 1, Install Print Job Report on a different computer
- 2, Share the database folder from the computer where PrinterAdmin Print Job Manager is installed (e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager).
3. Map the network share folder from the computer where Print Job Report is installed (e.g. \\PrinterAdmin Print Job Manager Computer Name\Shared Database Folder).
- 4, Click "Select Database" in Print Job Report and connect to the shared database (e.g. \\PrinterAdmin Print Job Manager Computer Name\Shared Database Folder\printSaver.mdb).

## Remote Account Manager 1.0 (Optional Add-on)

Remote Account Manager allows you to add / edit users / billing code / client code / project code, update account balance / quota / group / pin from any computer.

Remote Account Manager 1.0 System Requirements	
Operating System	Windows 32-bit and 64-bit
CPU	300 Mh or higher
Memory	128 MB or more
Hard Disk Free Space	1M

Before you run Remote Account Manager, please make sure PrinterAdmin Print Job Manager 8.0 is running on a central computer or print server and the option “Enable agent communication” is checked in the menu item “Print Jobs -> Preferences -> Advanced.” You must also have administrator rights on the computer where you install Remote Account Manager.



1. Go to Remote Account Manager folder and double-click “Remote Account Manager.msi”.
2. Follow the on-screen instructions.
3. After the installation completes, double-click the shortcut “Remote Account Manager” on your desktop or select "Start -> Programs -> Remote Account Manager -> Remote Account Manager " to run the program.
4. Enter the name or IP address of the PrinterAdmin Print Job Manager computer.

**Note:** This information is required when you run Remote Account Manager on the workstations the first time and it will be saved in the file server\_ip.ini located in the installation folder of Remote Account Manager.

5. Click the button “Verify Remote Account Manager Password”. The password is defined in “Preferences -> Print Jobs” of PrinterAdmin Print Job Manager.

## Uninstall Remote Account Manager 1.0

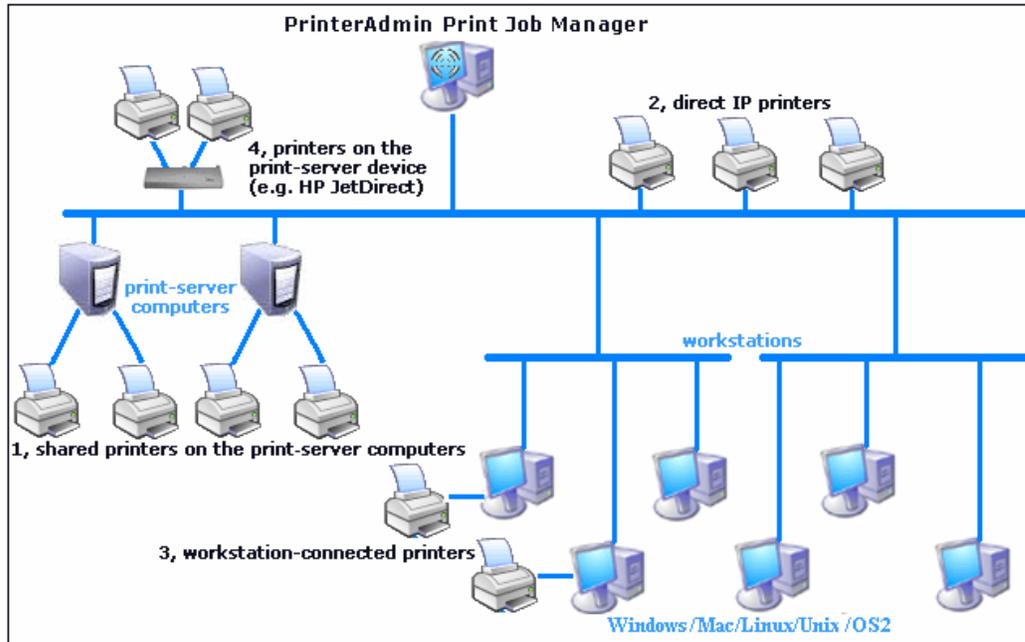
1. Open Add/Remove Programs.
2. Select Remote Account Manager.
3. Click on the Remove button.

## Part II Installation Options and Examples

For latest version, please visit <http://www.printeradmin.com/quick-start.htm>

PrinterAdmin Print Job Manager 8.0 can track and control printing for the following types of printers:

1. The shared printers on the print-server computers
2. The printers connected to the network directly via the IP address without using a print server
3. The printers connected to the workstations locally
4. The printers connected to the print-server device e.g. HP JetDirect



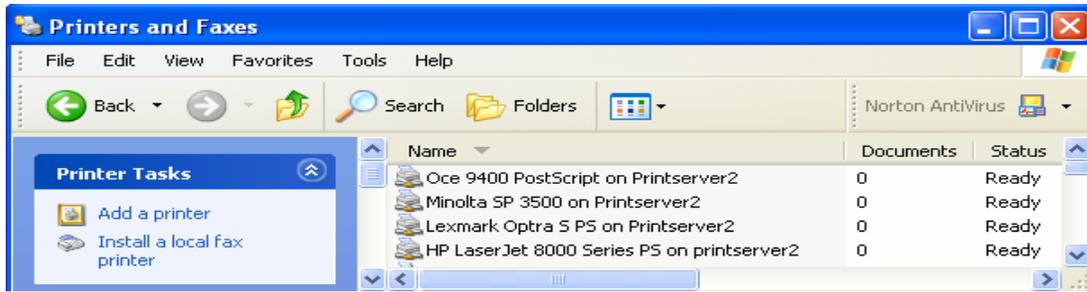
### Installation Options and Examples that require only PrinterAdmin Print Job Manager 8.0

If you don't need print job confirmation / authentication / billing by client code / print job tracking for workstation-connected- printer / print job tracking for a non-print-server printing environment that Print Job Agent provides, you can install only PrinterAdmin Print Job Manager 8.0 to track and control the print jobs.

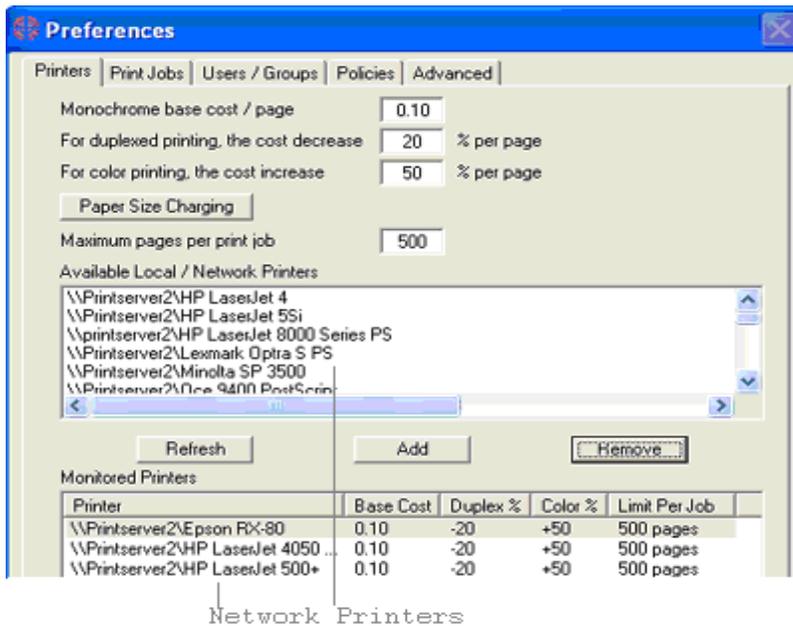
#### Option 1: Install PrinterAdmin Print Job Manager 8.0 on a central computer

1, Install PrinterAdmin Print Job Manager 8.0 on a central computer by following the instructions in Part I (Page 2).

2, If you already have print servers on your network, you can simply add the shared printers onto those print servers (e.g. \\print\_server\printer\_shared\_name) to the computer where PrinterAdmin Print Job Manager is installed. To add the network printers to the PrinterAdmin Print Job Manager computer, you can follow the "Add Printer Wizard" and select "Network Printer".

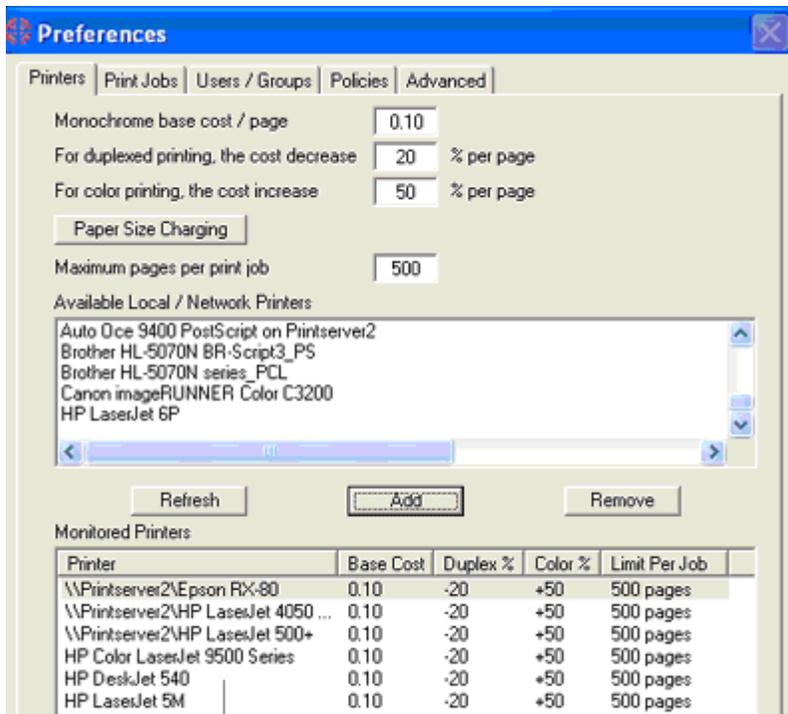


3, After the printers have been added, you can then click refresh button and add these network printers from the list of available local / network printers to the list of monitored printers in the menu item “Print Jobs -> Preferences-->Printers” of PrinterAdmin Print Job Manager 8.0.



### Option 2: Install PrinterAdmin Print Job Manager 8.0 on your current print server computers

If you install PrinterAdmin Print Job Manager on a print server computer, it can track not only the printers on the local print server, but also the printers on the other print servers.



Local printers on this print server and the printers on printserver2.

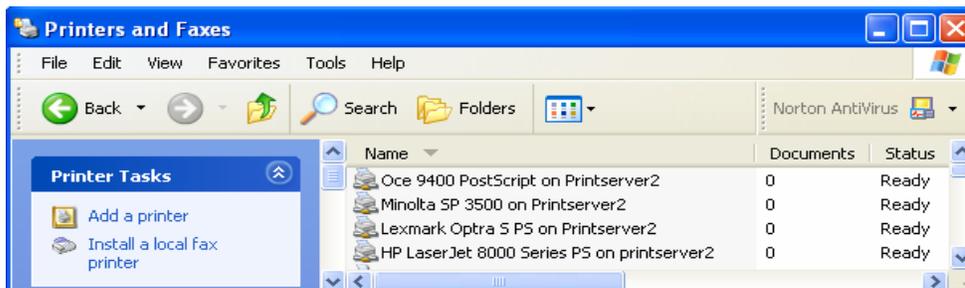
### Installation Options and Examples that require both PrinterAdmin Print Job Manager 8.0 and Print Job Agent 2.0

Option 3: Install PrinterAdmin Print Job Manager on a Central Computer or a Print Server computer and install Print Job Agent on the workstations as needed for the following five scenarios

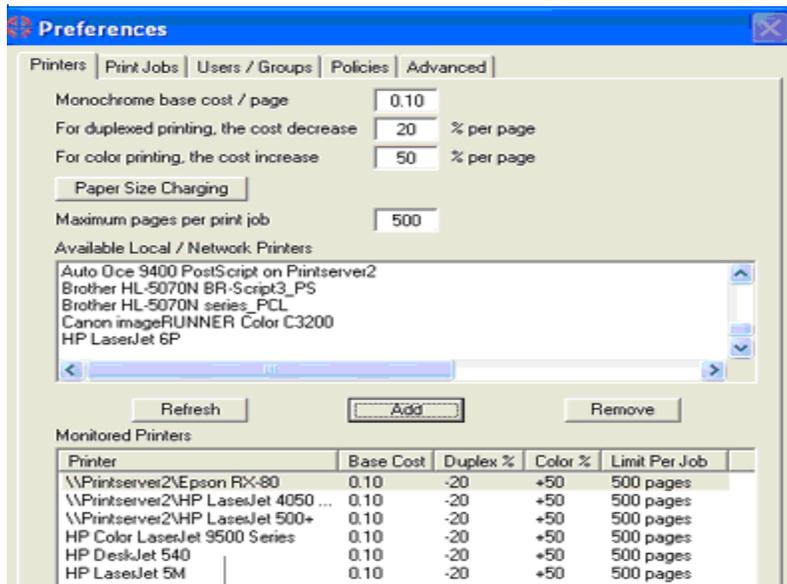
Note: PrinterAdmin Print Job Manager 8.0 must be installed and run before Print Job Agent is installed and run on the workstations.

1, Install PrinterAdmin Print Job Manager 8.0 on a central computer or a Print Server computer by following the instructions in Part I (Page 2).

2, If you already have print servers on your network, you can simply add the shared printers on those print servers (e.g. \\print\_server\printer\_shared\_name) to the computer where PrinterAdmin Print Job Manager is installed. To add the network printers to the PrinterAdmin Print Job Manager computer, you can follow the "Add Printer Wizard" and select "Network Printer".



3, After the printers have been added, you can then click refresh button and add these network printers from the list of available local / network printers to the list of monitored printers in the menu item “Print Jobs -->Preferences-->Printers” of PrinterAdmin Print Job Manager 8.0. .

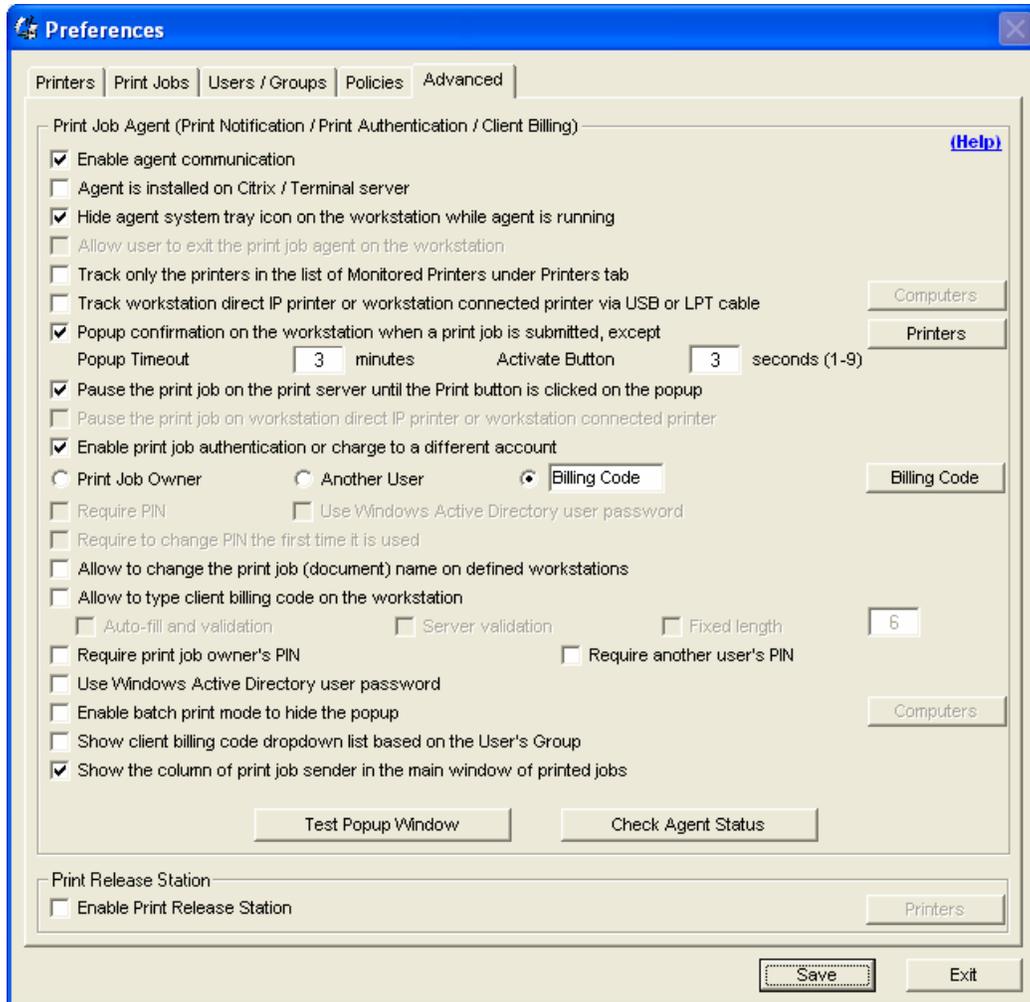


Local printers on this print server and the printers on printserver2.

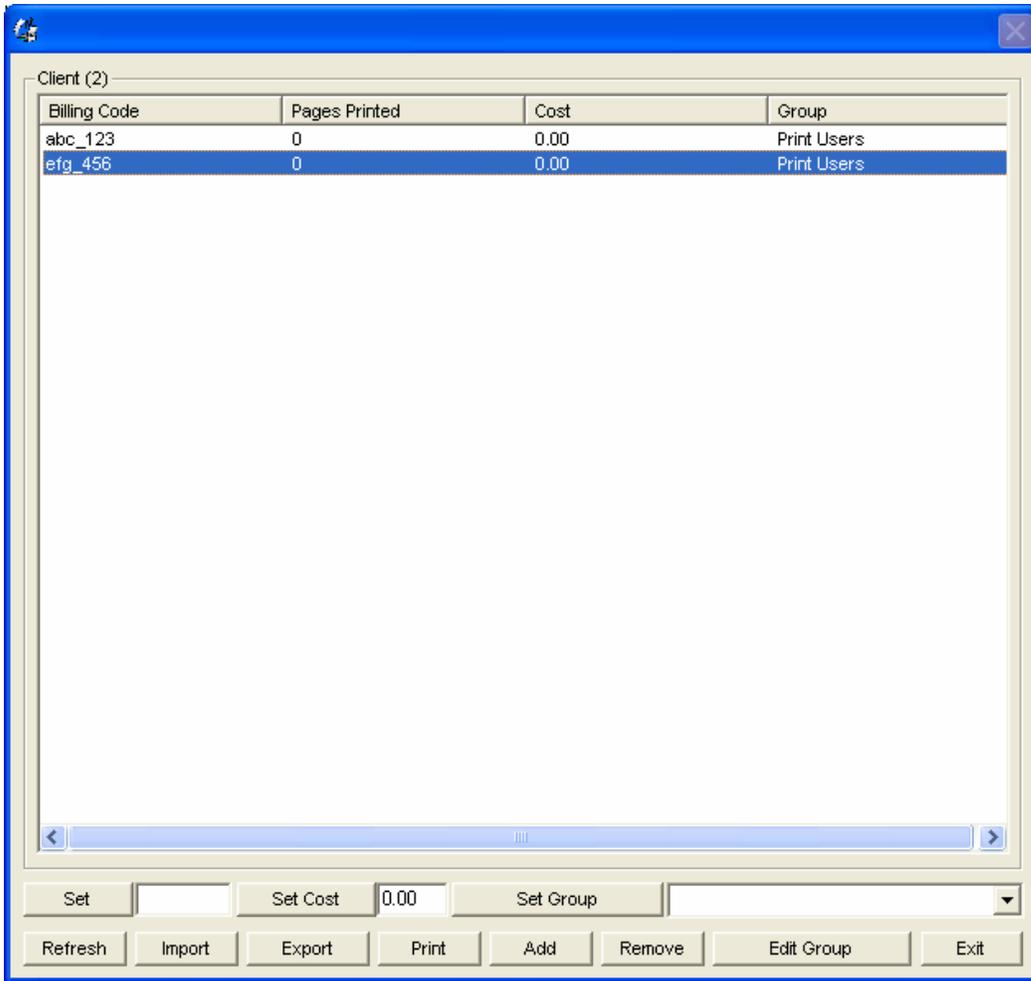
The above printer settings are applied to Scenario 1, 2, 3 and 4.

**Scenario 1:** You want to enter project code or client code before the print jobs actually print in order to bill back your clients. In this scenario, Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require the entering of a code before the print jobs will print.

S1.1 Select the following options in the menu item “Print Jobs->Preferences->Advanced”.



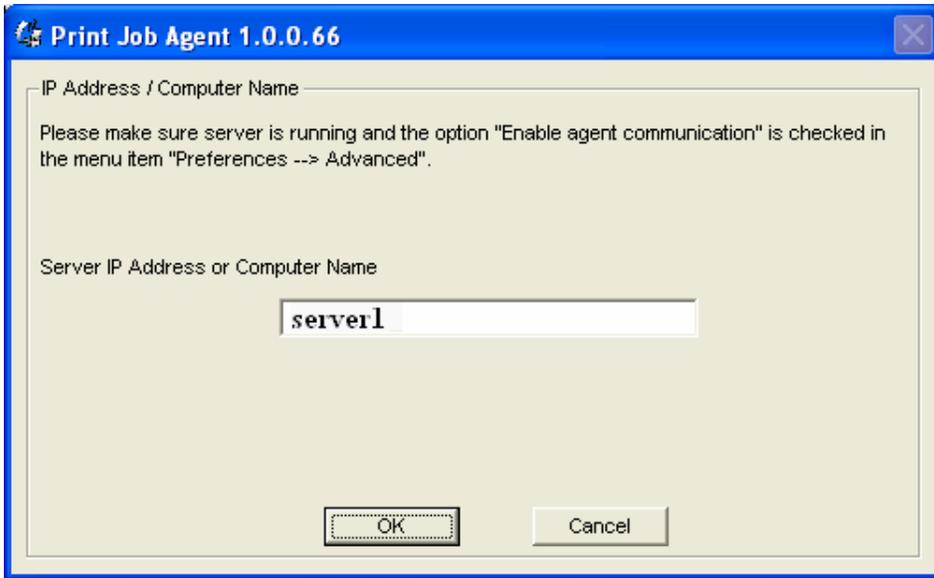
S1.2 Click "Billing Code" to add the new client billing codes.



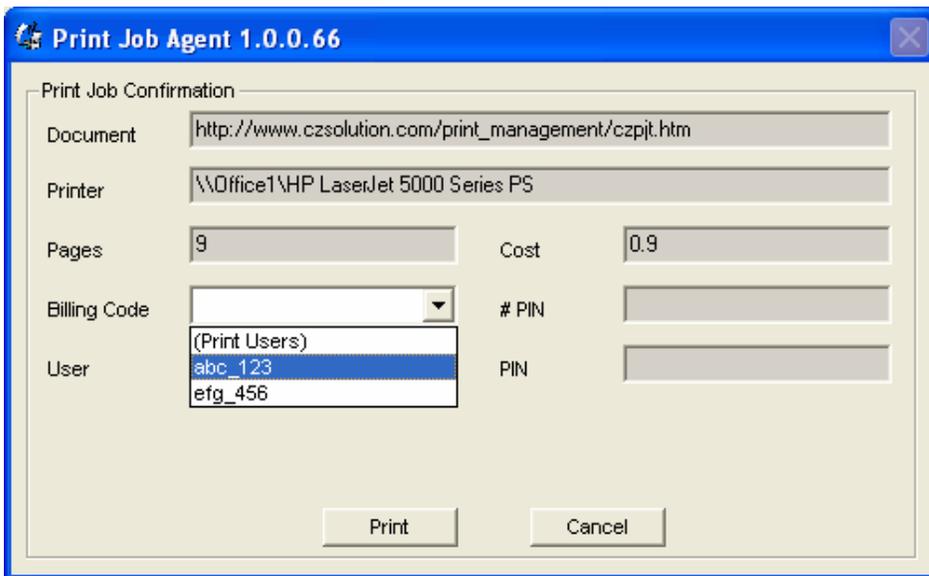
S1.3 Install Print Job Agent on the workstations (Windows, Mac OSX / Classic, or Linux client computer) by following the installation instructions in Part I (Page 5). After installation, click “Start->Programs->Startup->Print Job Agent” to start the agent.

S1.4 Enter IP or host name of the central computer where PrinterAdmin Print Job Manager 8.0 is installed.

**Note:** This information is required when you run Print Job Agent on the workstations the first time and it will be saved in the file server\_ip.ini located in the installation folder of Print Job Agent and value data of string SERVER\_IP in the registry key: My Computer\HKEY\_LOCAL\_MACHINE\SOFTWARE\Print Job Agent. **The installation file Print Job Agent.msi can be modify to include the name/IP of your PrinterAdmin Print Job Manager computer, so you don’t have to enter it manually when Print Job Agent is started the first time on each workstation. Please refer to the Silent installation in Part I (Page 7).**

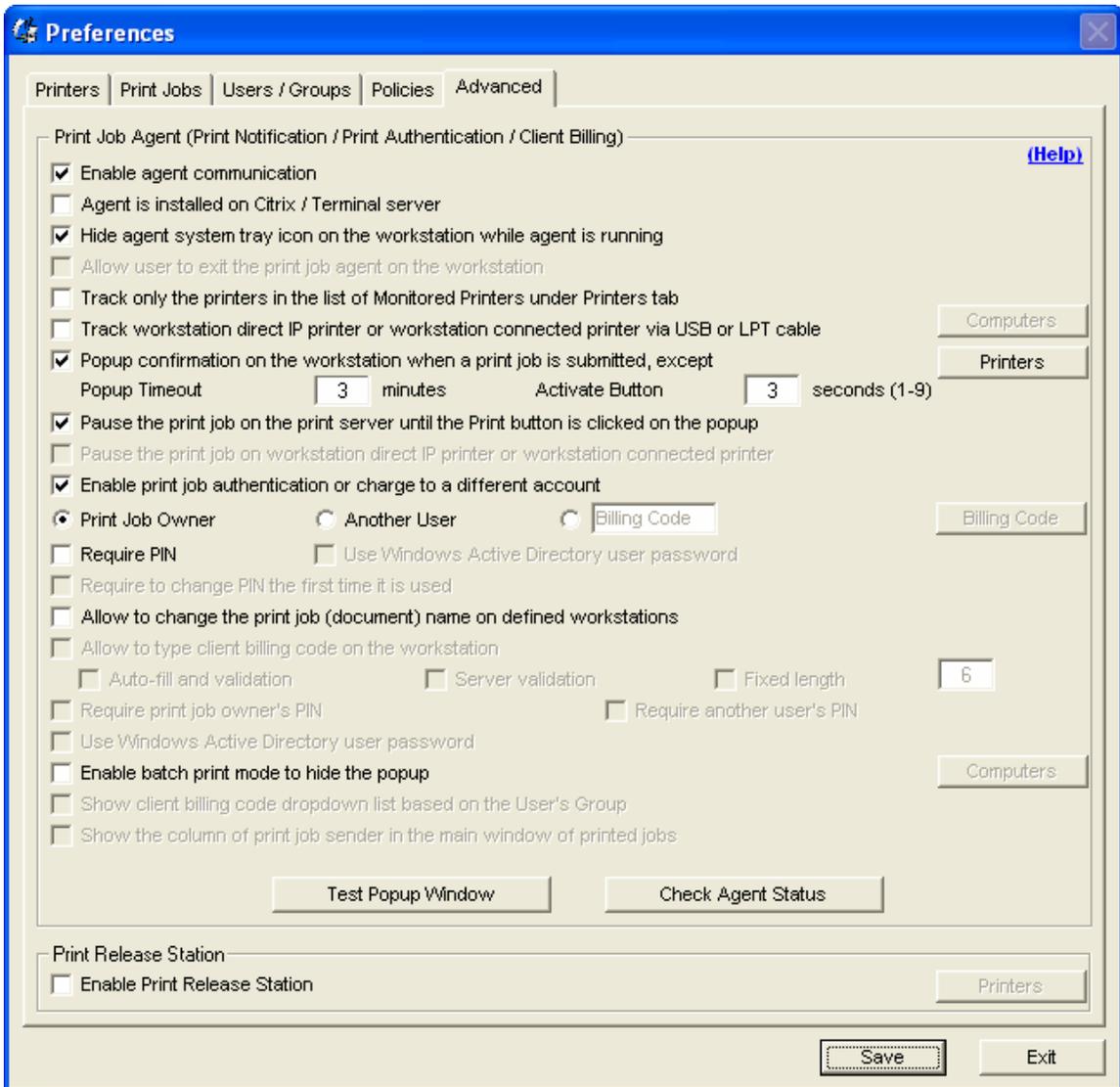


S1.5 When a user sends a print job from a workstation, the print job is paused by PrinterAdmin Print Job Manager (The option “Pause the print job on the print server is checked in PrinterAdmin Print Job Manager Preferences -> Advanced) and a popup window appears on that workstation for the user to select the Billing Code in the dropdown list. When the “Print” button is clicked, the print job is printed out.



**Scenario 2:** You want users to be able to confirm or cancel the print jobs before the print jobs can be printed. In this scenario, Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job confirmation.

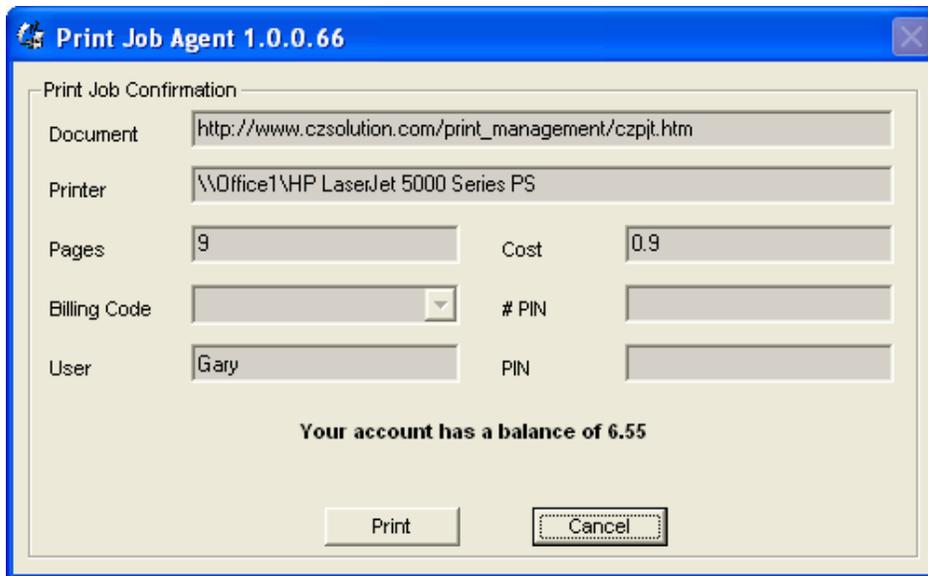
S2.1 Select the following options in the menu item “Print Jobs->Preferences->Advanced”of PrinterAdmin Print Job Manager on the central computer.



S2.2 Refer to S1.3. (Page 21)

S2.3 Refer to S1.4. (Page 21)

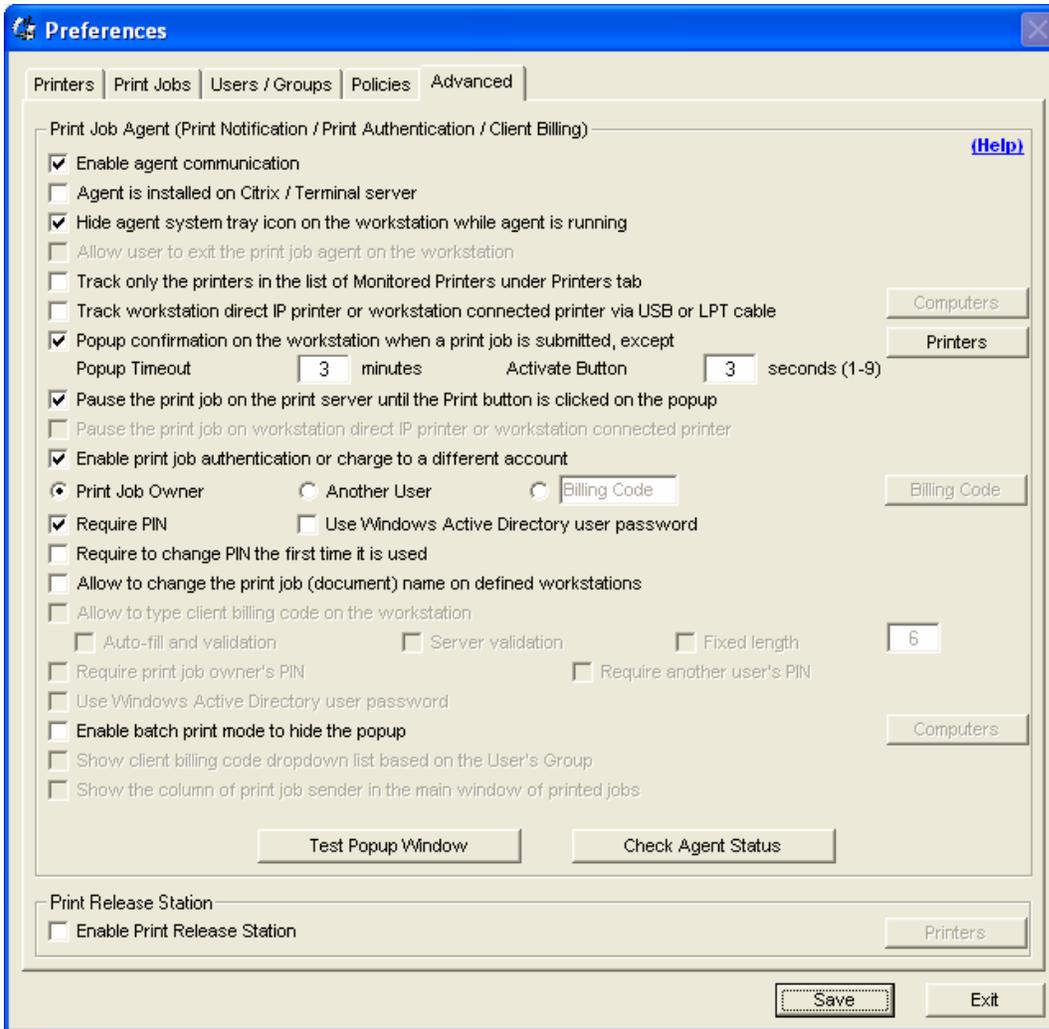
S2.4 When a user sends a print job from a workstation, a popup window appears on that workstation.



The print job is paused by PrinterAdmin Print Job Manager (The option "Pause the print job on the print server is checked in PrinterAdmin Print Job Manager Preferences -> Advanced). When the user clicks the "Print" button, the print job is printed out.

**Scenario 3:** You require users to enter pin before the print jobs can be printed. In this scenario, Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job authentication.

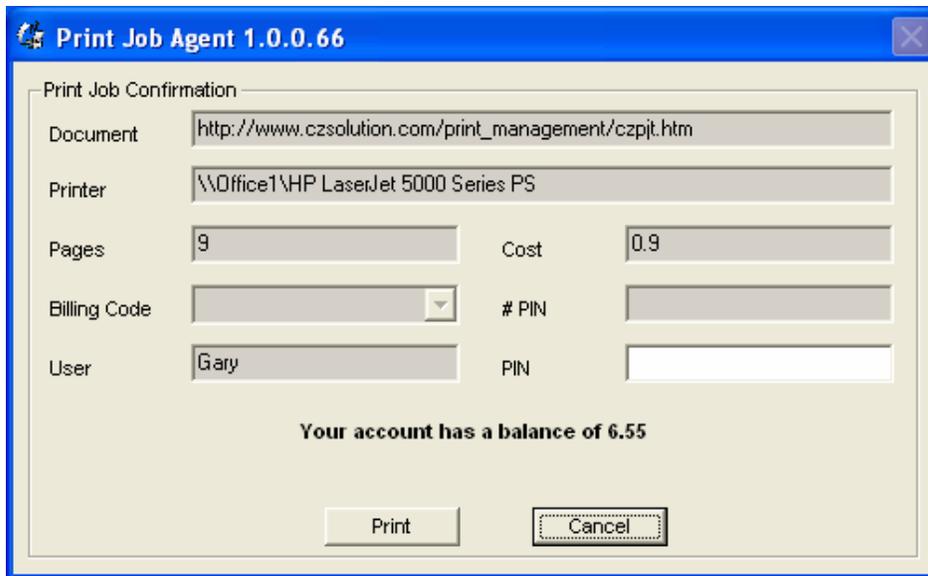
S3.1 Select the following options in the menu item "Print Jobs->Preferences->Advanced" of PrinterAdmin Print Job Manager.



S3.2 Refer to S1.3. 21)

S3.3 Refer to S1.4. (Page 21)

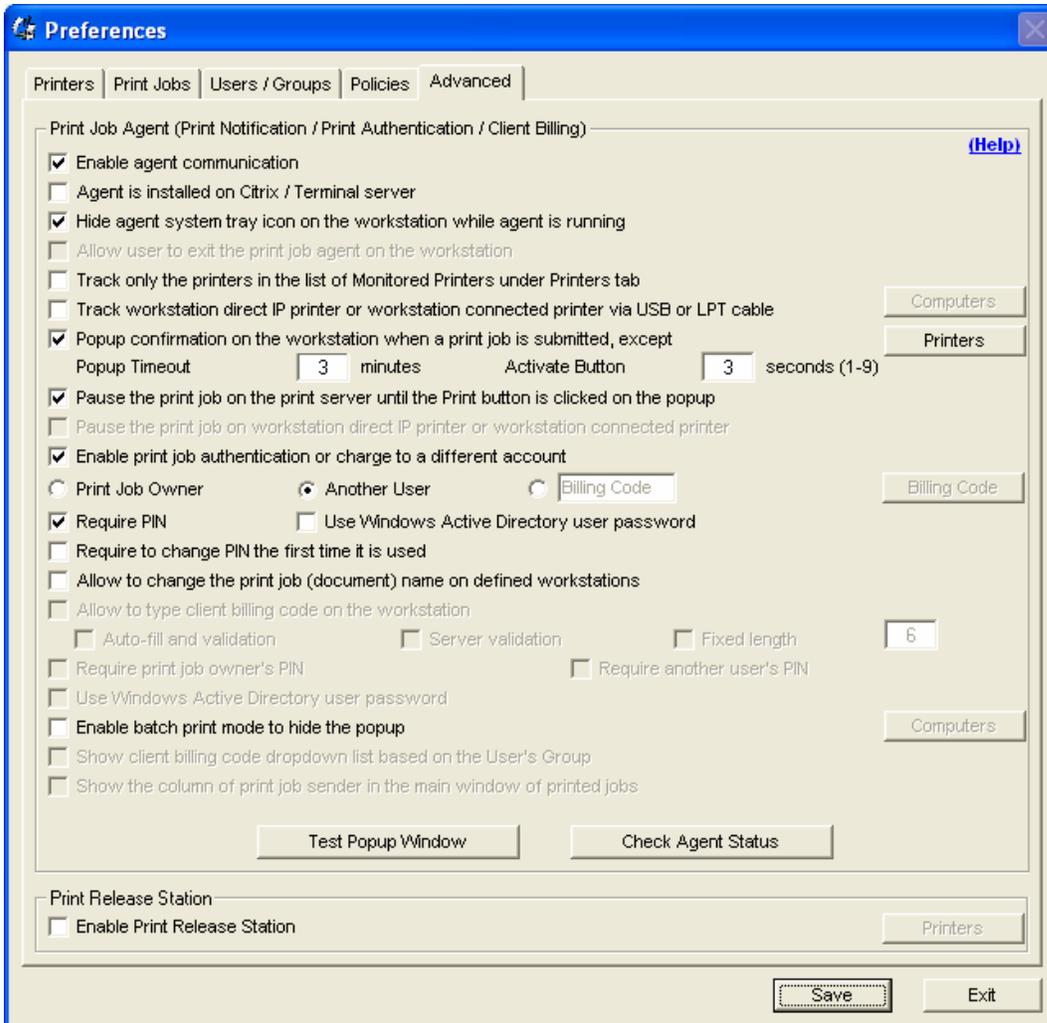
S3.4 When a user sends a print job from a workstation, a popup window appears on that workstation.



The print job is paused by PrinterAdmin Print Job Manager (The option “Pause the print job on the print server is checked in PrinterAdmin Print Job Manager Preferences -> Advanced). When the user clicks the “Print” button, the print job is printed out.

**Scenario 4:** You require users to enter user name and pin before the print jobs can be printed. In this scenario, Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job authentication.

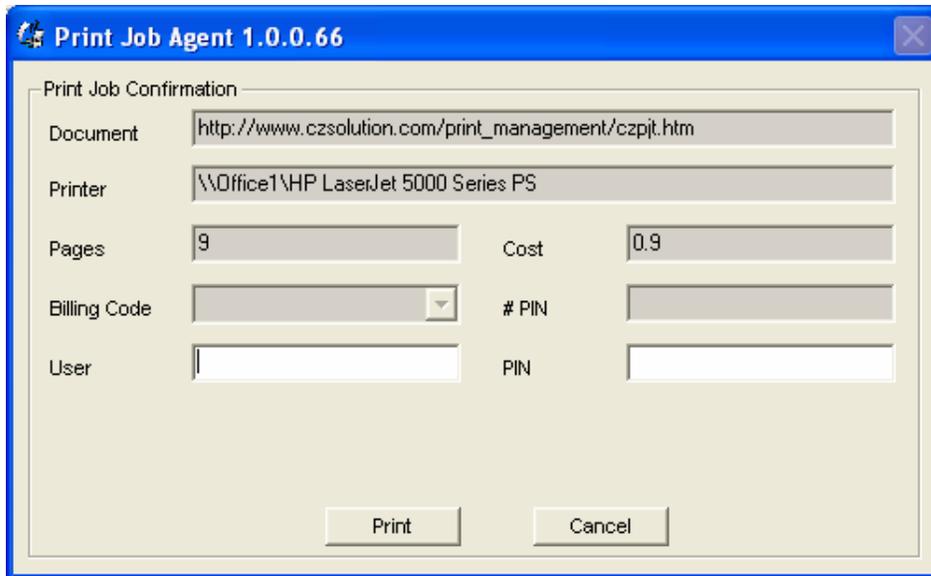
S3.1 Select the following options in the menu item “Print Jobs->Preferences->Advanced”of PrinterAdmin Print Job Manager. This scenario also apply when all users use the same windows login account, and you want to be able to identify who prints, you must select “Another User” and create accounts for each user in “Print Jobs->Preferences->Users/Groups”.



S3.2 Refer to S1.3. (Page 21)

S3.3 Refer to S1.4. (Page 21)

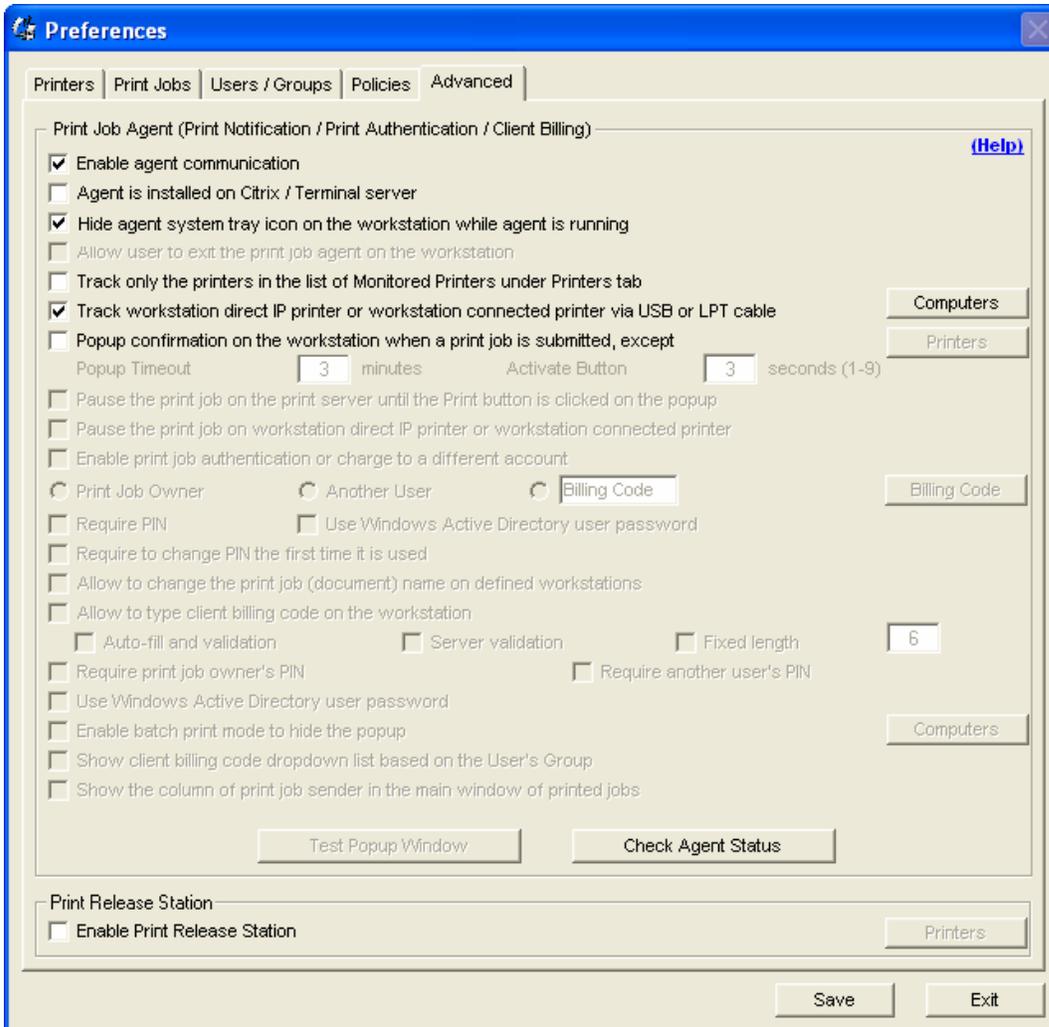
S3.4 When a user sends a print job from a workstation, a popup window appears on that workstation.



The print job is paused by PrinterAdmin Print Job Manager (The option “Pause the print job on the print server is checked in PrinterAdmin Print Job Manager Preferences -> Advanced). When the user clicks the “Print” button, the print job is printed out.

**Scenario 5:** You don’t have print servers on your network, and all workstations print to the printers directly via the IP address of the printers or print to the workstation connected printer via LPT, USB cable. You want to track and log the print jobs sent to these printers. In this scenario, Print Job Agent needs to be installed on all workstations (Windows computer). **For more information, please refer to the Agent installation in Part I (Page 5).**

S4.1 Select the following options in the menu item “Print Jobs->Preferences->Advanced”of PrinterAdmin Print Job Manager.



S4.2 Refer to S1.3 (Page 21).

S4.3 Refer to S1.4 (Page 21).

S4.4 When a user sends a print job from a workstation that has Print Job Agent installed, the printers is added to the list of monitored printers automatically in the menu item "Print Jobs -> Preferences -> Printers" of PrinterAdmin Print Job Manager 8.0 if the printer is not already in the list.

**Preferences** [X]

Printers | Print Jobs | Users / Groups | Policies | **Advanced**

Monochrome base cost / page:

For duplexed printing, the cost decreases by:  % per page

For color printing, the cost increases by:  % per page

Paper Size Charging

Maximum pages per print job:

Available Local / Network Printers

Monitored Printers

Printer	Base Cost	Duplex %	Color %	Limit Per Job
IP_HP LaserJet 8150 Series PCL6	0.10	0	+50	500 pages
Local_Client1_Lexmark X125	0.10	0	+50	500 pages

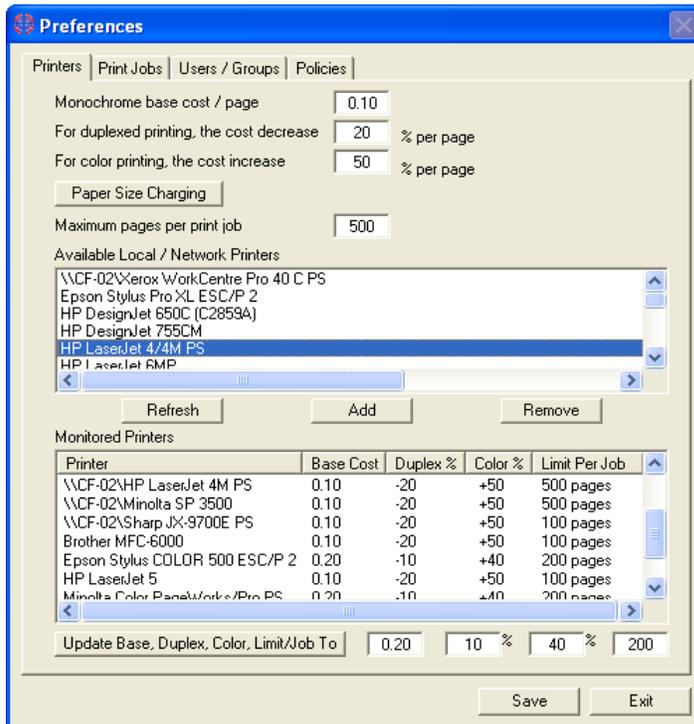
%  %

Set base cost to  decreased by  % if printed / printer is over

Auto change base cost back monthly

## Part III Preferences

- Preferences --> Printers



### Define Cost / Page

The Cost / Page includes the base cost, discount for duplex printing (printing on both sides of the paper) and extra costs for color printing.

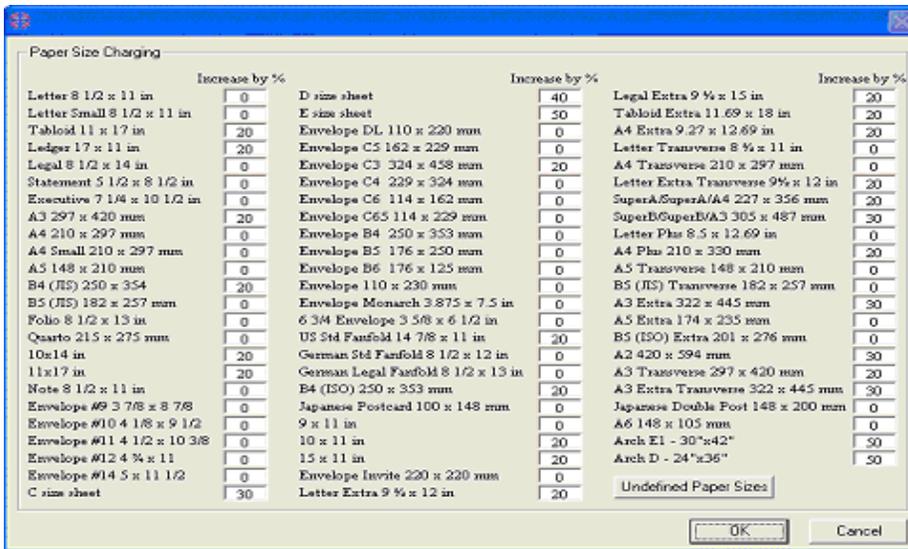
Example:

Base cost: \$0.10 Duplex Discount / page: 20% Color cost / page: 50%

The total cost for 10 pages with duplex and color printing:  $10 * (0.10 - 0.10 * 20\% + 0.10 * 50\%) = \$1.30$

The total cost for 10 pages with color printing:  $10 * (0.10 + 0.10 * 50\%) = \$1.50$

### Paper Size Charging



Example:

Base cost: \$0.10 Duplex Discount / page: 20% Color cost / page: 50%

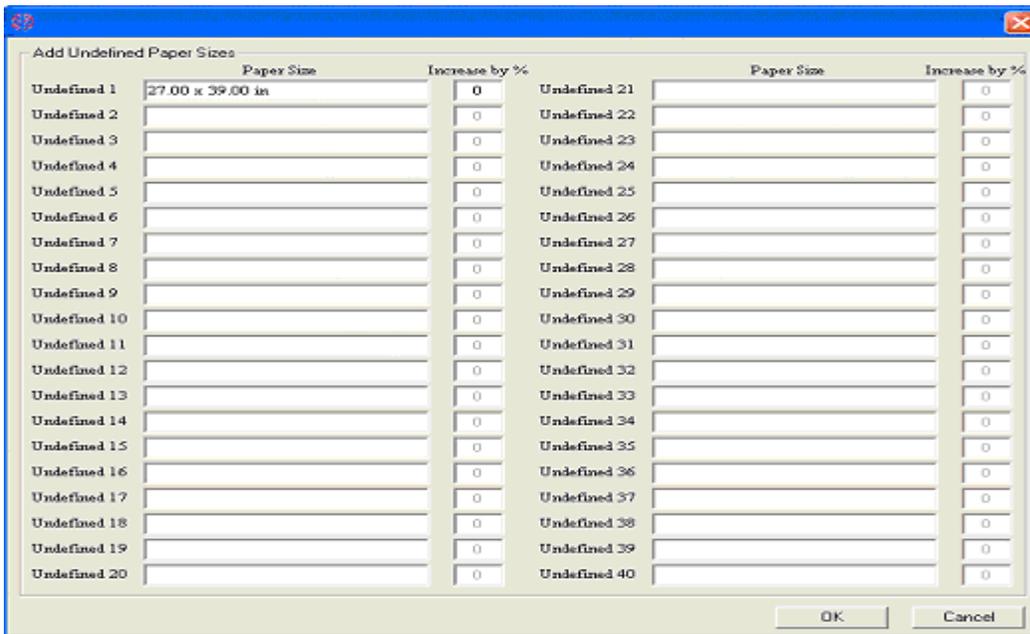
The total cost for 10 pages with duplex and color printing on A3 297 x 420 mm:

$$10 * (0.10 - 0.10 * 20\% + 0.10 * 50\% + 0.10 * 20\%) = \$1.50$$

The total cost for 10 pages with color printing on C size sheets:

$$10 * (0.10 + 0.10 * 50\% + 0.10 * 30\%) = \$1.80$$

### Undefined Paper Sizes



If "Undefined #" is shown on the PrinterAdmin Print Job Manager main screen --> Printed Jobs, then you can click the menu item "print jobs --> Preferences-->paper size charging-->undefined paper sizes" to defined the "undefined #"

### Maximum pages per print job

The print job which exceeds the limit will be deleted automatically.

### Available Printers

The available printers include all printers on the PrinterAdmin Print Job Manager computer. They can be network printers (\\print server\shared printer name) and local printers with LPT, TCP/IP or LPR ports. Multiple printers can be selected by holding down the 'Ctrl' key to select printers to be added to the list of monitored printers.

### Refresh Printer List

Refresh the list of available printers. After you add / remove a printer to / from the PrinterAdmin Print Job Manager computer, you can click the refresh button to refresh the list.

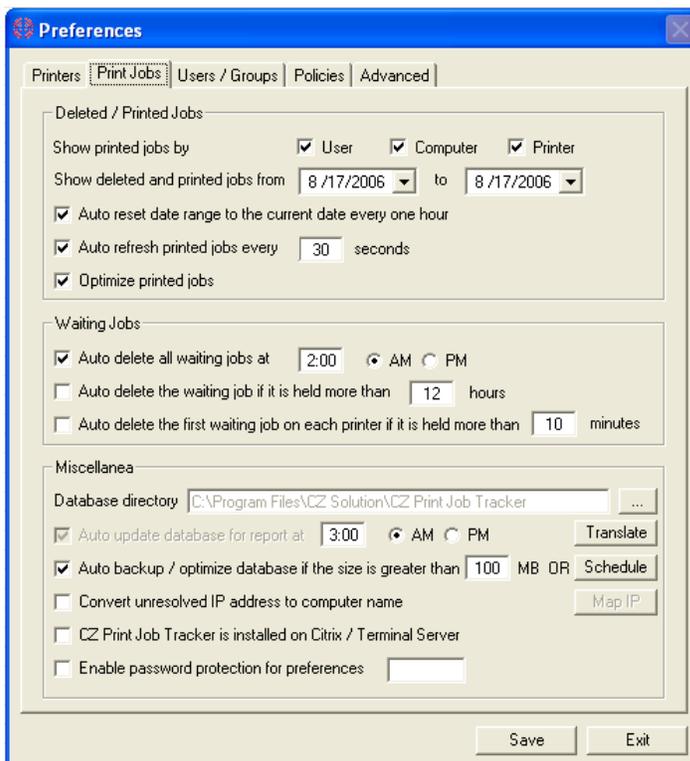
### Monitored Printers

Multiple printers can be selected by holding down the "Ctrl" key to removed them from the list of monitored printers.

### Update Cost

- 1, Define the new value of the base cost per page, duplex, color or limit per print job.
- 2, Select one or multiple printers from the list of monitored printers and click update button.

### • Preferences --> Print Jobs



### Show Printed Jobs

Show Printed Jobs by the user id, computer name and printer name.

### Auto Delete the first waiting Job on each printer

If the first print job in the printer queue is held too long, it may be a print job that is stuck and might cause other print jobs to be held in the queue.

### Update Database for Reports

Finalize the records in the database so you can use the free tool Print Job Report to generate and view 100 different reports. Updating the Database for Reports can be done according to the scheduling.

## Report Translation

Translate 100 reports to other languages.

## Backup and Optimize Database

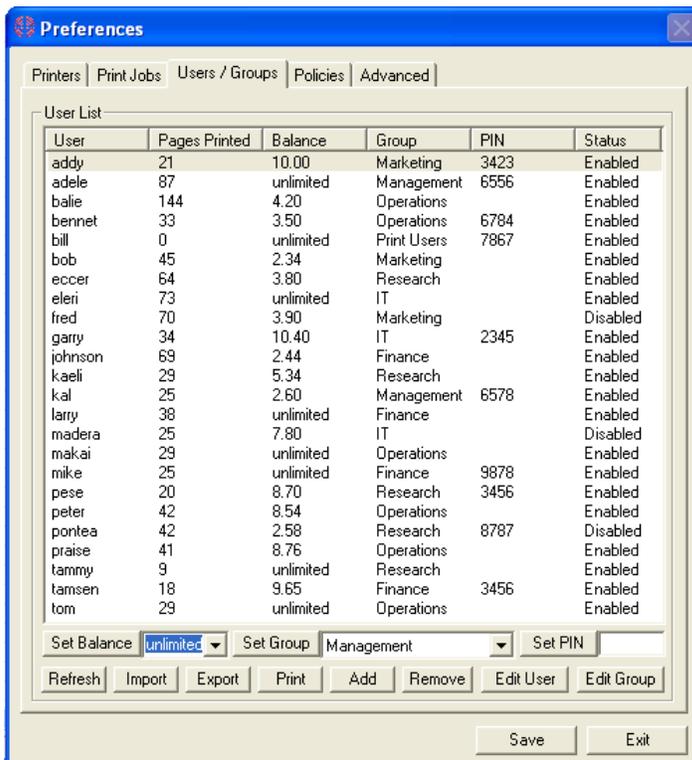
We recommend backing up and optimizing the database when its size exceeds 100MB (about 300,000 - 400,000 print job records) to improve the performance of PrinterAdmin Print Job Manager 8.0.

The database is copied to the "backup" folder (e.g. C:\Program Files\PrinterAdmin Software\PrinterAdmin Print Job Manager\backup) and is named as the current date. (e.g. 020105.mdb), then the database is reset to be empty for the best performance of PrinterAdmin Print Job Manager. This operation can be run automatically by setting the database size or schedule. If you want to merge multiple databases into one, you can click the menu item Print Jobs --> Merge Database.

## Running on Citrix / Windows terminal server

If PrinterAdmin Print Job Manager is installed on a Citrix / Windows terminal server, this option must be checked.

- **Preferences --> Users / Groups**



### Users Status

You can prevent the print job from printing that is submitted by a disabled user account in "Policies." You can also set the user account age in "Policies."

### Set PIN

To authenticate the print job before it actually prints, a pin needs to be set for the users and the add-on Print Job Agent must be installed on the user's workstation.

### Import

The users / groups can be imported from the Windows Active Directory. The users / pin can be imported from a CSV file ([samples: http://www.printeradmin.com/download/ImportFiles.zip](http://www.printeradmin.com/download/ImportFiles.zip)). The new users can be added to the database automatically when they send a print job.

## Export

Export the list to a file in Excel, HTML and Text format.

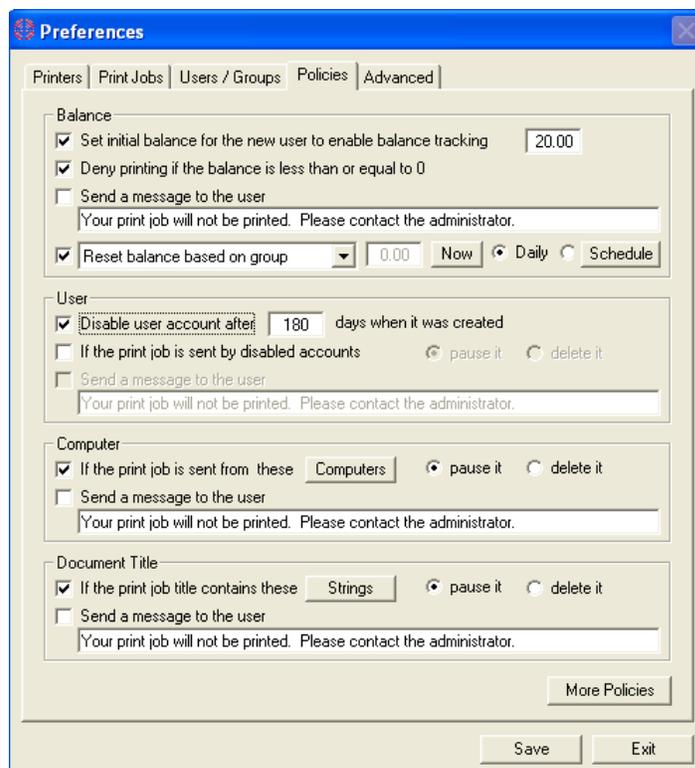
## Add user

You don't have to add the users manually. The users can be added to the database automatically when they send a print job.

## Edit Group

The default group is called "Print Users." You can add a new group (department) and assign users to it, then you are able to monitor the printing based on the group (department).

## • Preferences --> Policies



## Balance

Set the initial balance for the new users when they print. This also enables balance tracking for all users. For example, if you set the initial balance to \$20.00, and a new user submits a print job with a cost of \$5.00, then the new user will be added to the list of "Users/Groups" automatically and the new user's balance will be \$15.00.

If you disable balance tracking, all users will have an "unlimited" balance.

The balance can be reset manually or by a schedule in three ways:

- 1: **Reset balance to:** All users' balances are reset to the value you define.
- 2: **Increase balance by:** All users' balance is increased by the value you defined.
- 3: **Reset + balance to And add - balance to:** For example, if A user has a positive balance of \$2.00 and B

user has a negative balance of -\$3.00, and you set the value to \$20.00, then after this operation, A user has a new balance of \$20.00 and B user has a new balance of \$18.00.

- 4, **Reset balance based on groups:** click "Edit Group" in "Preferences --> users/Groups" and define the balance to be reset.

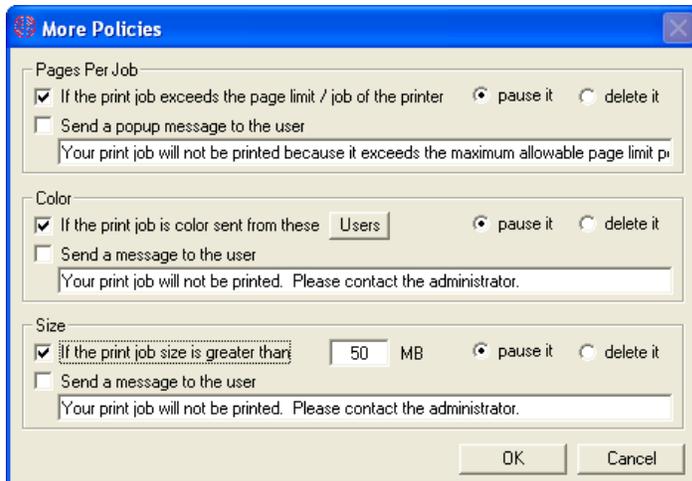
### User Restrictions

The user accounts are listed in "Users/Groups." The status of a user account can be updated manually by clicking the "Edit User" button in "Users/Groups."

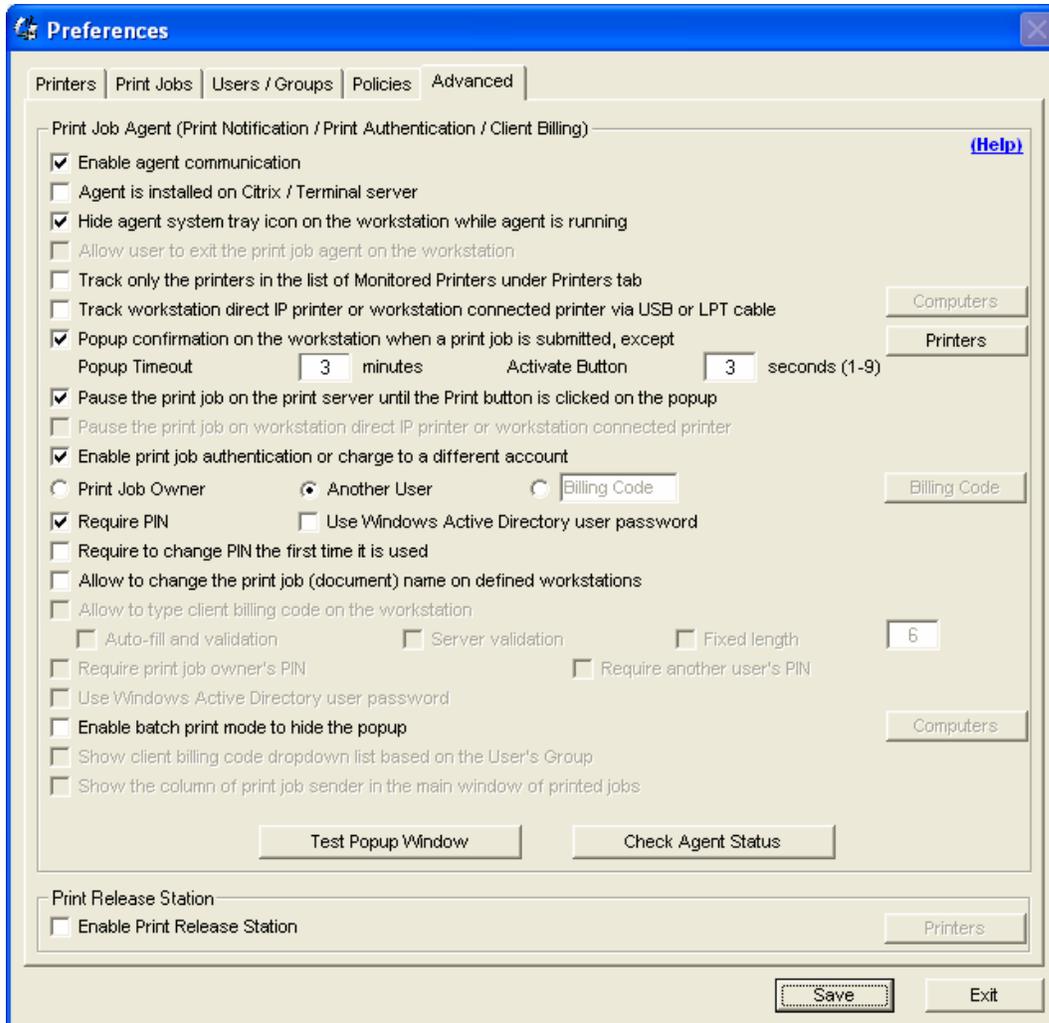
### Document Restrictions

Define the specific strings or specific file types in the document title of a print job that will not be printed. For example, if you define the string "gif", then a print job with the string "picture.gif" in the title will be paused or deleted automatically. If you define the string "document\*.doc", then the print job with the string "document1.doc" or "document2.doc" will be paused or deleted automatically.

### More Policies



- **Preferences --> Advanced**



### Enable Agent Communication

Please refer to the above Installation Option 1 & 2

A add-on Print Job Agent needs to be installed on the workstations as needed.

### Hide Agent Icon

If this option is checked, then the Print Job Agent icon will not show on the system tray when it is started.

### Allow Exit

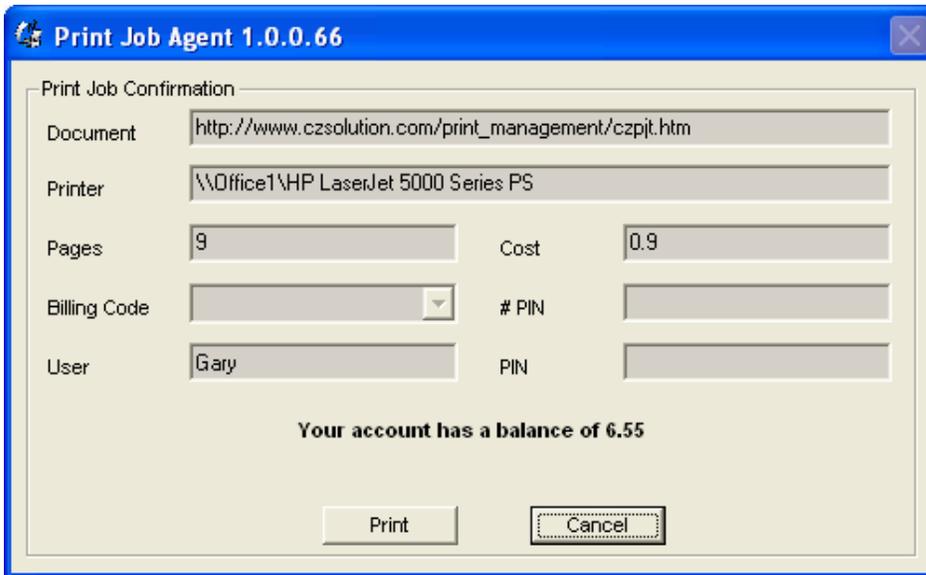
If this option is checked, then users can exit Print Job Agent by right-clicking the icon on the system tray and selecting exit.

### Popup Confirmation Window

The popup confirmation window can be used for print job confirmation, print job authentication and client/project billing. You can configure the following four fields: Billing Code, User, and User PIN depending on your requirements. After configuration, you can click "Test Popup Window" to see the popup window that will also be shown on the workstations with Print Job Agent installed.

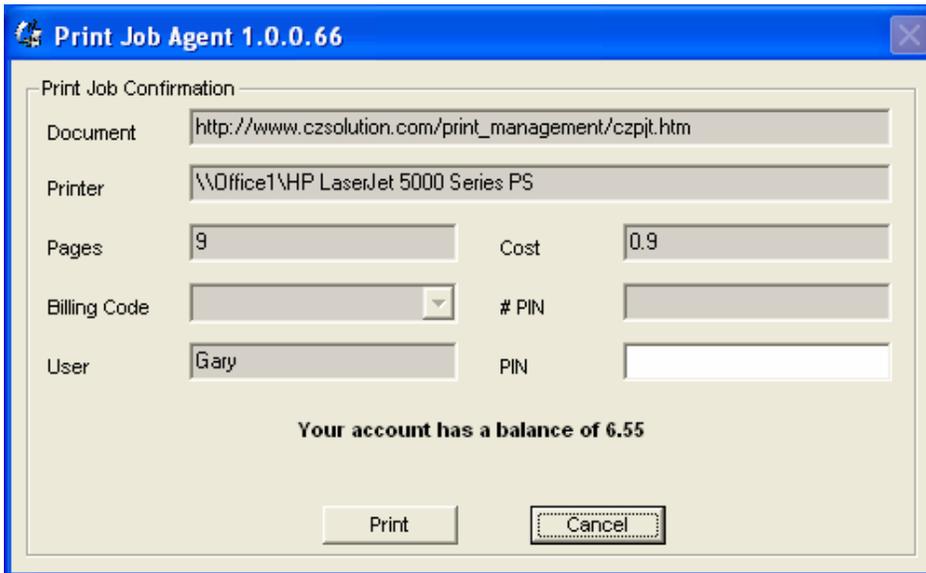
Example 1: Users are required to confirm the print job before it actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", only the option "Popup confirmation on the workstation when a print job is submitted" needs to be checked.



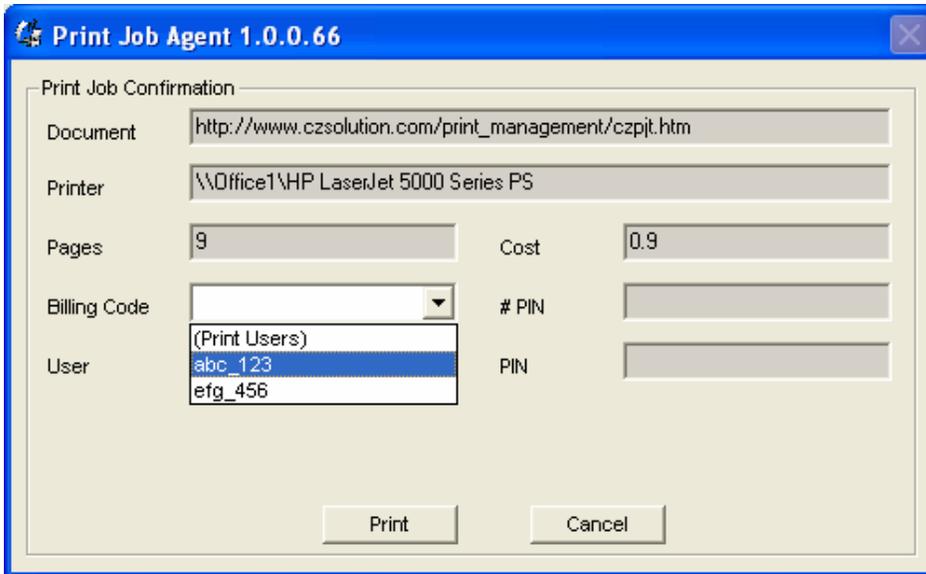
Example 2: Users are required to enter the pin before the print job actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge to a different account" and option "Require PIN" need to be checked.



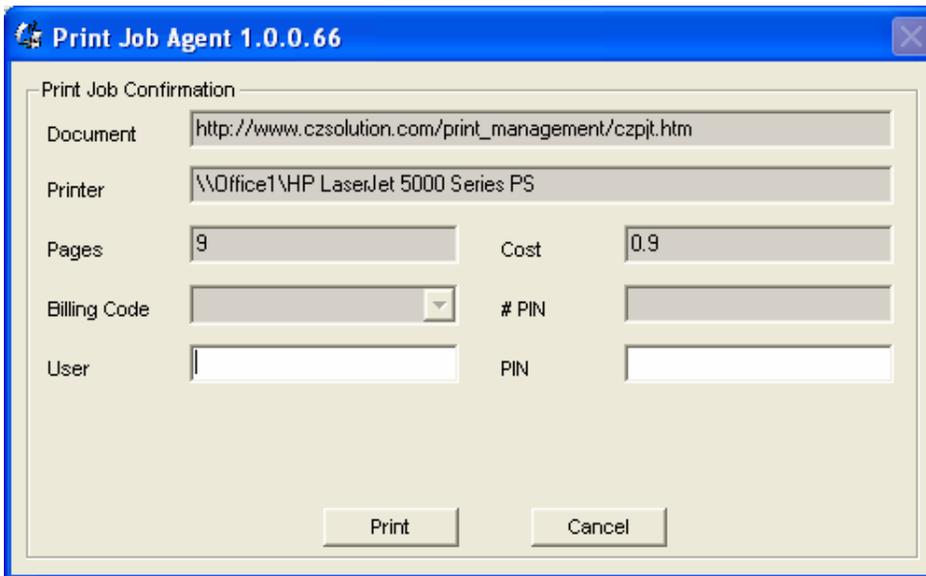
Example 3: Users are required to select or enter Billing Code (client code or project code) to be charged before the print job actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge To a different account" needs to be checked and "Shared Account # / Project #" needs to be selected. You can also click the "Billing Code" button to add the new shared account # or project #.



Example 4: Users are required to enter user name and user PIN.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge to a different account", "Another user" and "Require PIN" need to be checked.



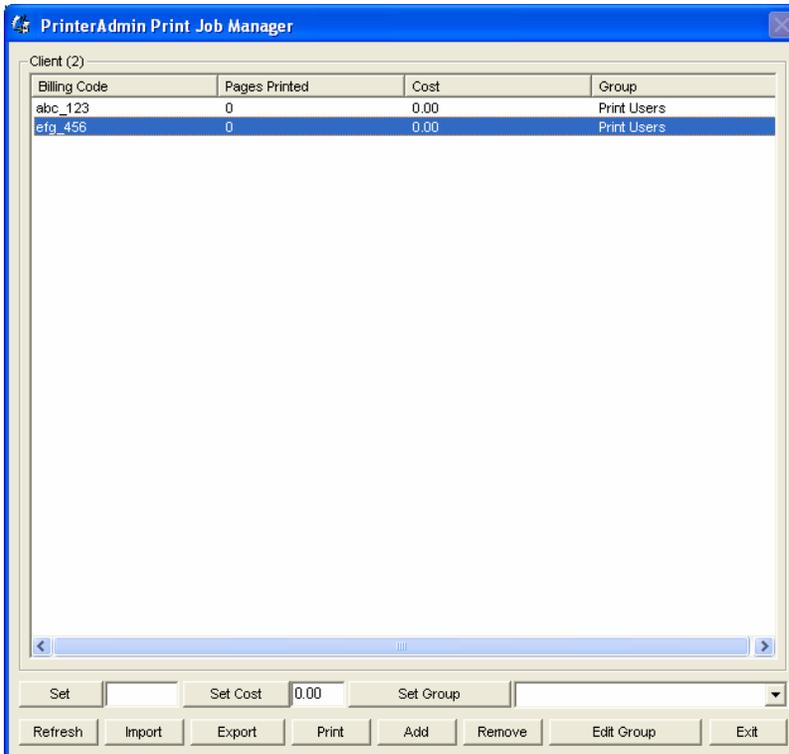
**Excluded Printers**

If the user sends a print job to the printer in the list of excluded printers, then the popup windows will not show on the users' workstation.

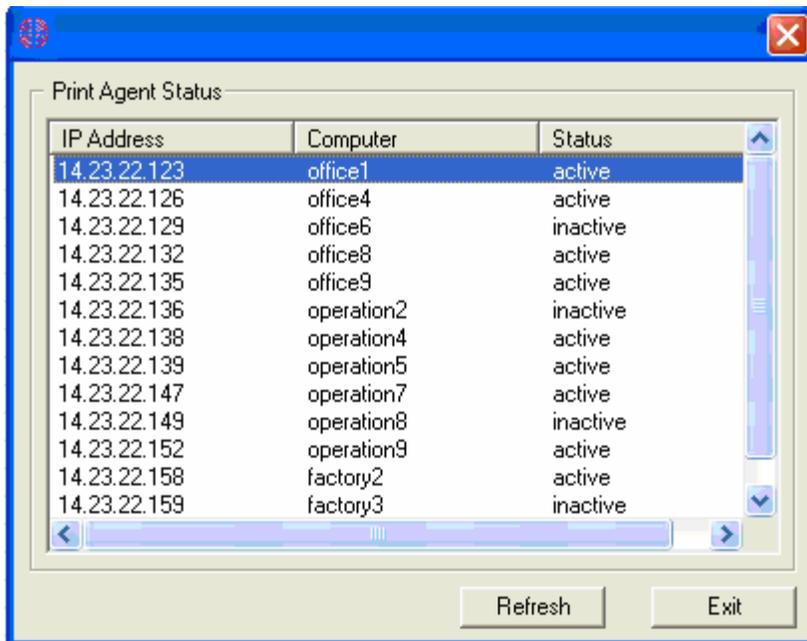
**Popup Timeout**

Define the time in minutes the popup will show on the workstations. If the popup window times out, then the print job will be cancelled automatically.

**Billing Code (Client Code or Project Code)**



### Check Agent Status



## **Part IV Step by Step Configuration and FAQ**

### **Step by Step Configuration**

<http://www.printeradmin.com/quick-start.htm>

<http://www.printeradmin.com/userguide/QuickStart.zip>

### **FAQ**

<http://www.printeradmin.com/printer-control-faq.htm>