

# Pcounter Client for Macintosh

**Pcounter Client for Macintosh  
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## Pcounter Client for Macintosh

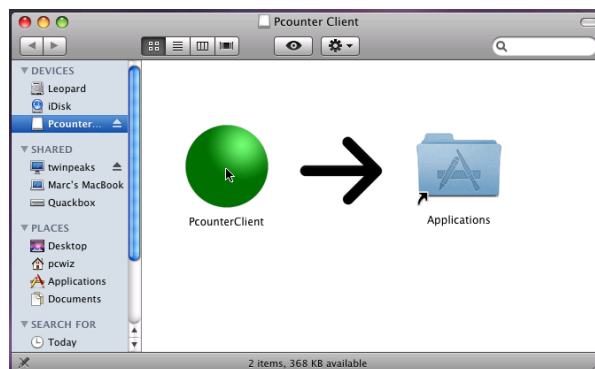
Any Macintosh machine on the network can be setup to have a window pop up after each print job, allowing users to enter additional information for the logging of the job. To make this work, you must be running Pcounter. The *Pcounter Macintosh Client* must be installed on each Mac workstation where this feature is required.

The *Macintosh Client* uses the same window type options as the Windows version. For more information on choosing and setting Popup window types, see the instructions in the *Pcounter for Windows Setup Guide* for the scenario you are using or refer to pages 41-46 of the *Pcounter for Windows Documentation*. The *Macintosh Client* works with Samba (SMB) and LPR printers. For instructions on how to enable LPR\LPD listening on the Pcounter server see the *Pcounter for Windows Macintosh Installation* document at <http://www.pcounter.com/download/docs/Mac-Windows-Install.pdf>. Note that the *Macintosh Client* is a replacement for the *Pcounter Web Client*. It is not necessary to install the WebClient module on an IIS web server if you are using the *Macintosh Client* to release print jobs.

Note: Proxy servers (HTTPS) with IP addresses outside the subnet on which the Mac workstation resides may interfere with operation of the *Macintosh Client*.

### Installing the *Macintosh Popup Client* on Macintosh Workstations

1. Copy the PcounterClient.dmg file to the Macintosh workstation and double-click to open it.
2. In the Pcounter Client Setup window, drag the green *PcounterClient* icon to the Applications folder.

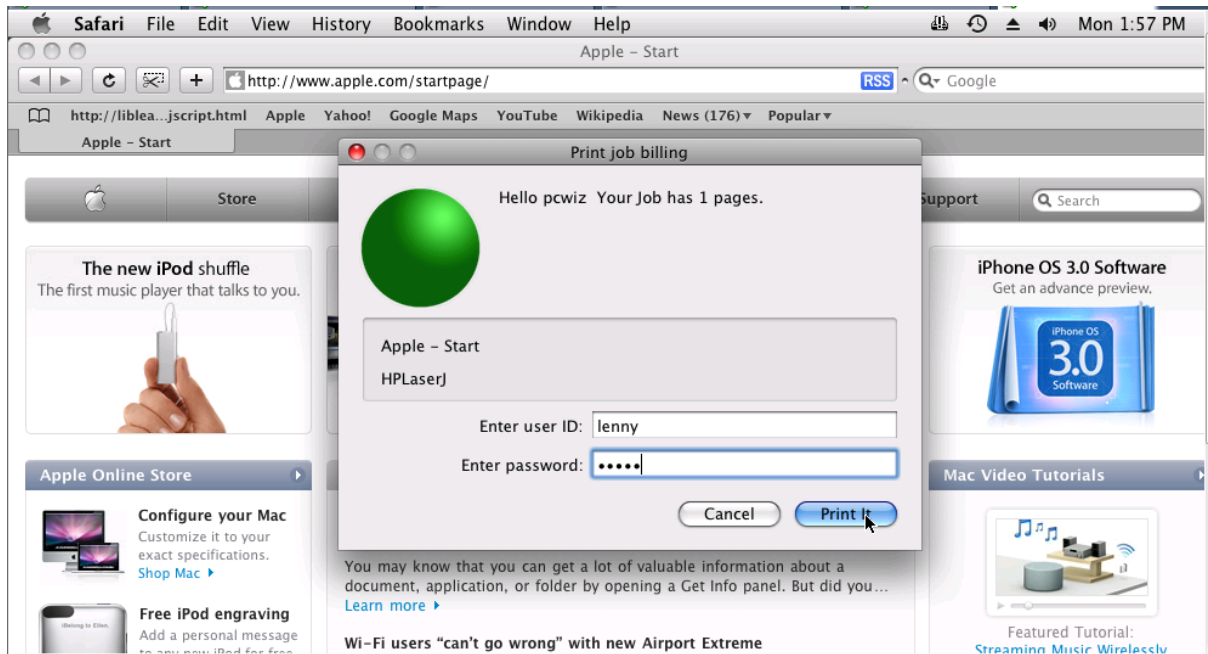


3. Go to the Applications Folder and launch the *PcounterClient*. It will appear as an icon on the right side of the Finder menu bar.



## Using the *Pcounter Macintosh Client*

The *Pcounter Macintosh Client* works transparently. After configuring an SMB or LPD printer on the Macintosh workstation, just print a job to it. The Popup window will appear requesting authentication and/or entry of a client code, depending upon the Window type you have selected. Enter the requested information and click the “Print It” button to release the job.



## Pcounter Client Configuration

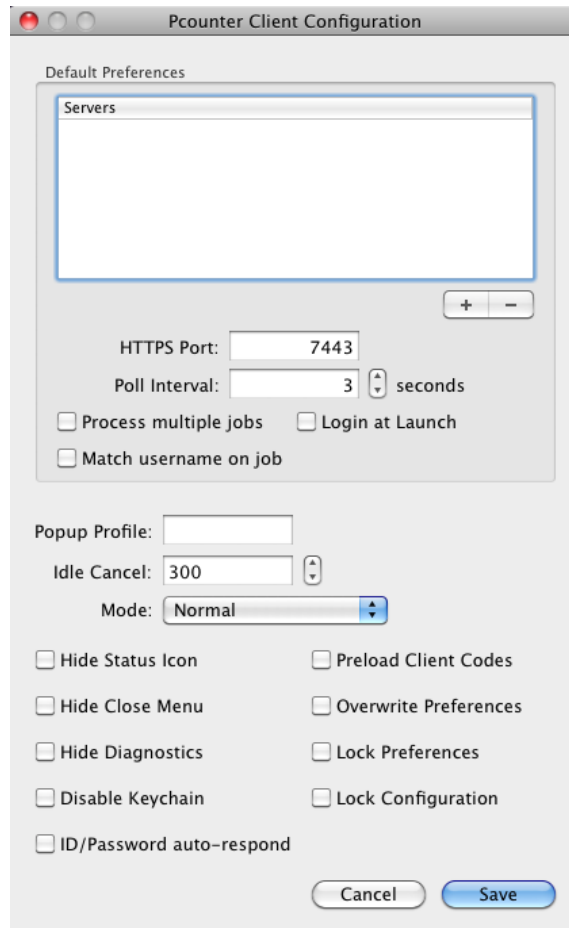
The *Pcounter Macintosh Client* can be pre-configured with a set of customized Preferences that will transfer to other Mac workstations. To access the *Preferences and Configuration Options*, first make sure that the application is not running in the Menu Bar.

Then, hold down the Option Key and launch the application. The *Pcounter Client Configuration* window appears.

**Administrative Note:** To roll out a pre-configured version of the *Pcounter Macintosh Client* for use on other workstations, choose the options you wish to set (described on the next page).

- If you wish to lock the configuration so that users can't change it, be sure to checkmark the “Lock Configuration” option. Enabling “Lock Configuration” will prevent the Pcounter Client Configuration screen from appearing again. You can copy the pre-configured *Macintosh Client* application to appropriate workstations, and its configuration will remain fixed.

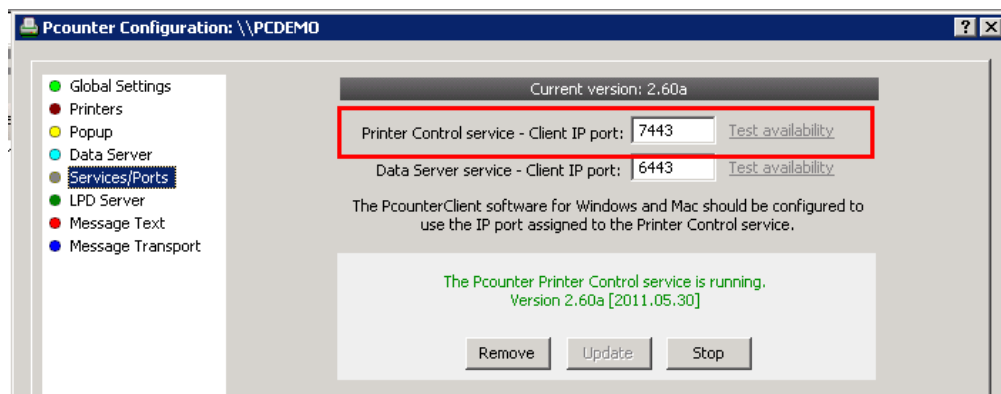
- Once “Lock Configuration” is set and saved, to “unfreeze” the Mac Client, you must drag a new copy of it from the .DMG installation file to the Macintosh Applications folder.



**Pcounter Client Preferences**

**Servers** – To specify a Pcounter server that the Client should poll, click the + sign, enter the server name or IP address and click OK. (The – button removes a server from the list.)

**HTTPS Port** – By default, the Macintosh Client is set up to use the SSL secure port: 7443. This setting appears on the Services and Ports tab in Pcontrol, running on the Windows Print Server, and can be customized.



**Poll Interval** - When the *Macintosh Client* Preferences menu is selected, the user will see a list of servers to which printer connections have been made. The *Macintosh Client* will poll each of these servers for popup jobs once per specified interval (in seconds). Each poll consists of only one HTTPS request. However, any servers that are not running Pcounter or are hosting print queues where popups are not required can be deselected, in order to save network bandwidth.

**Process multiple jobs** - checking this option on the *Macintosh Client* menu will allow multiple print jobs from the same workstation to be recorded with the same data (from a single *Macintosh Client* response). This is useful for applications that generate many print jobs at once, such as image catalogs and mail merges.

**Login at Launch** – This option (still in beta testing) will launch the *Macintosh Client* at login requesting the login credentials that have been set up in Pcontrol on the Popup tab.

**Match username on job** – The default behavior for Popup polling is for Pcounter to respond to the name of the computer that originates a print job. When *Match username on job* is checkmarked, Pcounter responds to the username logged into the computer, rather than the computer name. This option should be checkmarked if you are printing from the Macintosh through a Remote Terminal Session.

**Popup Profile** - Popup configuration profiles are useful in situations where different configurations of *Macintosh Client* are required for different types of users or locations, etc. For example, an academic site may require students to have a simple confirmation of the print job while staff is required to enter a client code. After configuring a Popup profile on the Popup Tab of the Pcounter Pcontrol application, this profile can be assigned to a computer by entering the Profile name in this box.

**Idle Cancel** – Sets the time interval for the *Macintosh Client* to be displayed on the screen before closing due to non-response from the user.

**Hide Status Icon** – If check marked, hides the *Macintosh Client* icon in the Menu Bar when the Client is running.

**Hide Close Menu** – If checkmarked, disables the Close option when the *Macintosh Client* is running in the Menu Bar.

**Hide Diagnostics**– The *Macintosh Client* is able to display diagnostic information about the network connection to the server. (This feature is enabled by holding down the Option key and clicking on the Client option while it is running on the menu bar.) If Hide Diagnostics is checkmarked in the Client preferences, then the Diagnostics display is always disabled.

**Disable Keychain** – (still in beta testing) When checkmarked, disables storage of *Macintosh Client* login credentials in the Macintosh keychain settings

**ID/password auto-respond** – (still in beta testing) When checkmarked, allows user to authenticate in the Pcounter Client once during the session and submit print jobs in the remainder of the session without being asked to authenticate again.

**Preload Client Codes** – If check marked, preloads Client Codes from Pcounter Administrator database, speeding up performance in some network configurations.

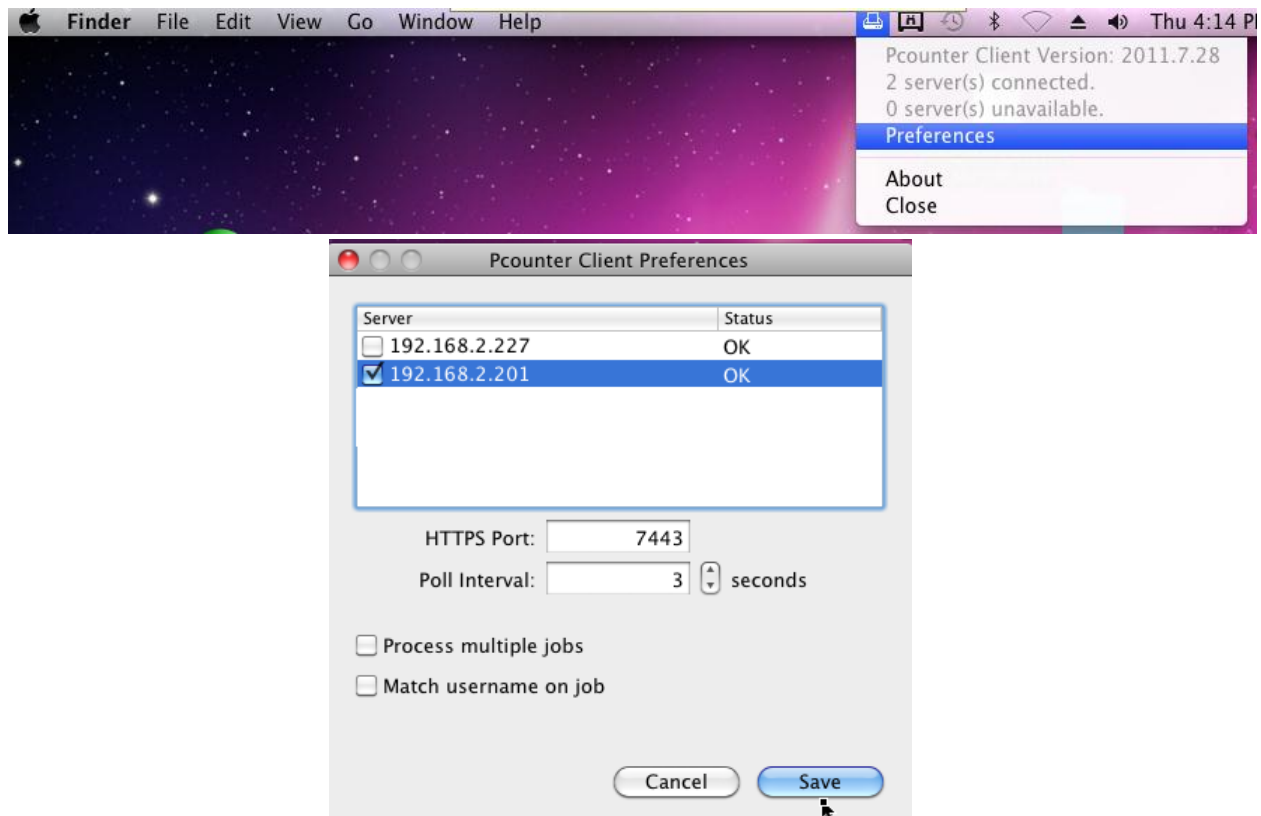
**Overwrite Preferences** – If checkmarked, overrides any Preferences set on-the-fly (when user right-clicks the Pcounter Client in Menu Bar and chooses Preferences). On-the-fly Preference settings are overwritten with the Preference settings saved from the Pcounter Configuration menu.

**Lock Preferences** - This option will lock the Mac Client preferences, as with standard Macintosh System Preferences, but it will allow an administrator to unlock the preferences again, as long as the “Lock Configuration” option has not been check marked and saved.

**Lock Configuration** – If check marked, this option prevents the Pcounter Client Configuration screen from being opened again by pressing the Option key.

### Setting Basic Macintosh Client Preferences On-the-Fly

Basic Preferences for the *Macintosh Client* can be set on-the-fly, while it is active. Click on the application icon on the Menu Bar and choose Preferences from the popup menu.



## Macintosh Client Management/Deployment

*Macintosh Client* preferences and configuration can be saved directly into the program, allowing an administrator to deploy a standardized, pre-configured version of the application. To accomplish this, refer to the previous section of this guide and modify any appropriate user preferences. Checkmark the “Lock Preferences” and “Overwrite Preferences” boxes and click the Save button.

(To prevent a computer administrator from accessing and altering the Client settings, also place a checkmark in the “Lock Configuration” checkbox before clicking the Save button.

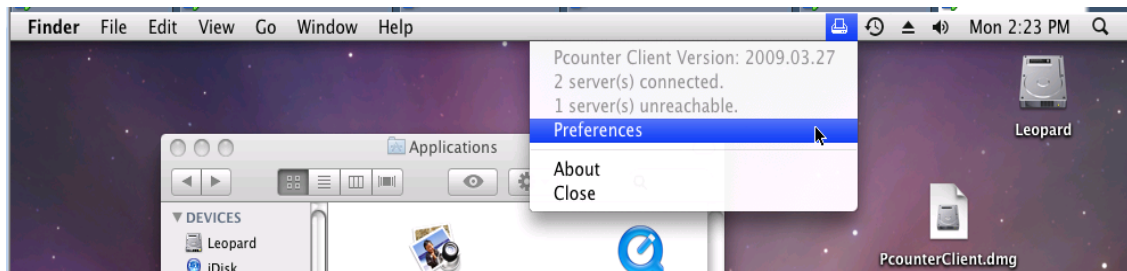
Note: if you save the settings with the “Lock Configuration” option checkmarked, the Client settings screen will no longer be accessible for further changes. To change the Client configuration after this, you will need to download or install a fresh, unconfigured copy of the application.

Once the *Macintosh Client* has been configured as desired, it can simply be copied to other Macintosh workstations and it will retain the saved configuration.

## Troubleshooting the *Macintosh Client*

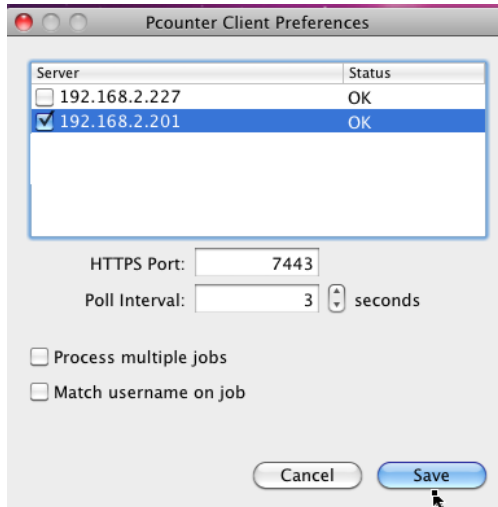
If the Popup window does not appear on the desktop after you print a job, check the following:

1. Verify that the Pcounter *Printer Control service* is running on the Pcounter Server. Verify the Port specified on the Ports and Services tab in Pcontrol is the one being used to communicate to the Popup client.
2. On the Macintosh workstation, right-click the PcounterClient icon on the Finder menu bar and choose Preferences.

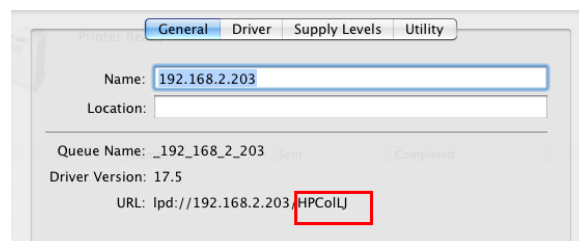
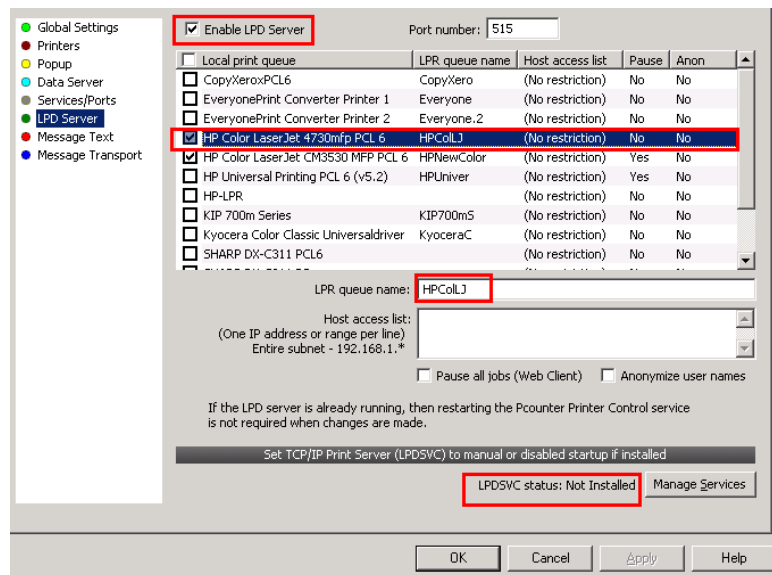


- Verify that the Pcounter Server you are printing to is listed in the Server List with OK status.

Verify that the Port listed in the Preferences matches the secure port used by the Pcounter Printer Control service to connect to the Popup client. (By default, the port used by the service is 7443.)



- If the Macintosh printer is an LPD line printer, verify on the Windows Print Server that the Pcounter LPD Server is enabled and it lists a queue name for the server printer that matches the queue name of the LPD printer object on the Macintosh. (Note that the Windows LPDSVC should remain disabled.)



The following limitations are present in the Macintosh Client:

- Only English language is supported

Features not yet implemented:

- Auto-respond
- Login sessions to display a user's account balance