

# Pcounter Popup

## Quick Start Guide

## Altman Technologies Ltd

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## **Pcounter Popup: Overview**

Pcounter Popup – an integral part of the Pcounter software which tracks usage of printers hosted on Windows or NetWare servers – can be used for:

- Client/project/department billing
- Confirmation of cost of print job prior to printing
- For secure secondary authentication

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## **1. Getting Started**

Please follow the Pcounter Start-up Guide before proceeding to use Popup.

If you encounter any problems activating Popup or have any deployment queries, please refer to the full manual - PCOUNTER.PDF (Adobe Acrobat format) - in the "Program Files\Pcounter for NT" folder for Windows or in the "Program Files\Pcounter for NetWare\NetWare" folder for NetWare.

For additional information, please try our Web support page ([www.altman.co.uk/support](http://www.altman.co.uk/support)), which has a Frequently Asked Questions (FAQ) section; if this does not help, contact **Altman Technologies Ltd**. We offer both pre- & post-sales support.

Please read this entire document before starting the installation. The installer must be logged into the licensed Server as the ADMINISTRATOR or equivalent in order for the required files to be properly installed.

### **System Requirements:**

#### Server (Windows):

Windows 2000/2003/2008 Server (32 bit and 64 bit OS versions are all supported).

#### Server (NetWare):

Queues-mode (PCOUNTER.NLM)

NetWare 4.1x or above, NetWare 5.x or NetWare 6.x.

NDPS-mode (PCOUNTDP.NLM)

NetWare 5.0 (SP6 or above), NetWare 5.1 (SP2 or above) or NetWare 6.x with NDPS installed.

#### Workstation (for administrator utilities):

Windows 2000, Windows XP or Windows Vista.

#### Workstation (for users of PPopup):

Windows 2000, Windows XP or Windows Vista.

#### Software requirements for Win32 utilities

Windows 9x, NT, or later, Novell Client 32.

## **2. Server Installation and Deployment**

### **Important Concepts:**

Pcounter must be fully configured with costs and port monitoring as required.

Popup, as an extension to Pcounter, requires Pcounter to be configured before use.

As with Pcounter, all print spooling must be via the Windows or NetWare server.

No server reboot will be required after activating PPopup, but a restart of the Services or NLM is essential.

When a print job is passed through a printer with Popup enabled, it can use a client code list from another server, ensuring that only one client code list needs to be maintained. Client code lists can be imported from one server to another to help implementation.

Any rules that are in force on the selected queues are still adhered to.

### **Log files**

The log file will be updated with the normal user, document name printer and size/costs etc. but also a client code field. If matter list (sub codes) or client code with free form sub-codes are in use, these will appear in the format client code/matter code. Reporting can be done in Pcounter Administrator for client codes; either Pcounter Print Histories by client code or summary reports.

If Pcounter is already installed at the server, no additional installation is required. However, for users to receive the Popup, they must have Ppopup.exe loaded on the local workstation. This can be loaded from a network drive to save time. Please ensure that if you update the Pcounter version on the server, you update the Ppopup.exe in this network location.

### **3. Configuring PPopup**

#### **RPC Server**

PPopup to Windows servers requires the RPC (Remote Procedure Call) service to be running on the server, as this is used to allow the workstation to communicate with the Data server service. If the server is highly utilised - high CPU or NIC usage - the server may not answer the RPC calls and PPopup will not popup. Right clicking on the green triangle icon in the system tray of the toolbar and selecting properties can check this. All available servers will be listed with their current communication status.

#### **Preferences**

All the Preferences can be preset on loading PPopup by using command-line options (see manual for full details). The default for server polling is 3 seconds for Windows & 5 seconds for NetWare but this is sometimes too frequent for some network & workstation combinations; a value of 5-7 seconds (Windows) or 7-10 seconds (NetWare) has proved to be better.

#### **Software Versions**

Please update to the latest release as required. Please ensure that the PPopup run on the workstations is the same as the version of Pcounter installed on the server.

#### **Client Codes**

Client codes can be single or 2-level used in two ways – either free form entry of the client code or forced usage of a client code list stored on the server – details for 2-level, enforced client codes follow.

#### **Client Code from List – Adding Client Codes**

Non-Admin users can add, modify or delete client codes via PAdmin if they have the appropriate rights and access to the Pcounter share.

Run PAdmin and select the second tab – Client codes.

Right click on the left pane and select New Code. You can now enter the client code and its description; it will appear in the left hand pane.

To add a sub- (or job-) code, then highlight the client code, right click and select add sub code.

You can also import client codes via .CSV text files by clicking on Database, Import and selecting the required format. The full manual covers this in greater detail, but the normal import format is client code, sub-code (if used) and description. There is also a separate utility called PImport.exe that can be used as part of a batch job to update the client code database.

**Client, ,Client Name**

**Client,JobID,Job Description**

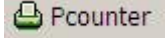
**Client,JobID2,Job Description 2**

**Client2, ,Client2 Name**

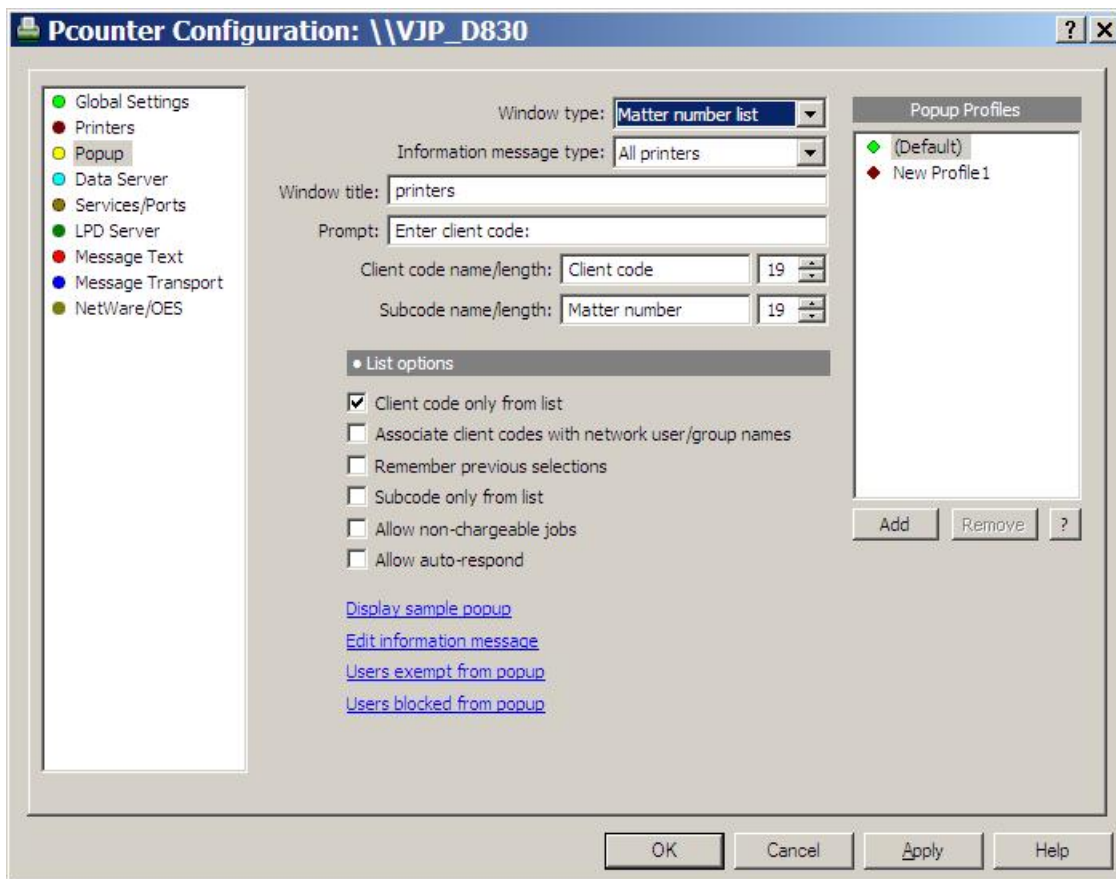
**Client2,JobID,Job Description**

**Note: When importing client codes and job codes, you must first import the client without a job code.**

#### **Client Code from List - Configuration**

Browse the network in PControl, select the required server and click the  icon on the toolbar (or choose the **Server, Pcounter, Pcounter configuration** menu or right click on the server & choose **Pcounter configuration**).

Select **Popup** in the panel.



Set the Windows Type to Matter number list.

Set the Information Message Type to All Printers

You can change the Windows Title or Prompt if required.

Place a tick in the box "Client code only from list"

Place a tick in the box "Subcode only from list"

Sub Codes can be part of the client- or departmental-billing codes or used as a method of further describing the type of print type or paper type (e.g. Draft, Final, etc. for the finish). As above, they can also be imported - so long as the first-level client code exists - but it may sometimes be easier to firstly create all the first-level client codes & then import the sub-codes for each. The sub-code can also be free form.

Remember Previous Selections is ticked as default and can be left on if required.

### Using Popup Configuration profiles

Popup configuration profiles are useful in situations where different configurations of PPOPUP are required for different types of users or locations. 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. The required configuration profile is specified on the PPOPUP command line:

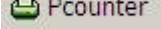
**d:\path\ppopup.exe /profile=profileName**

If the profile is not specified on the command line, then the default profile will be used.

## **Custom Icon**

If PPOPUP has been configured to use an information message, then the default icon will be displayed in the popup window. It is possible to substitute a custom icon by renaming the icon file to PPOPUP.ICO and keeping it in the same directory as PPOPUP.EXE.

## **Client Code from list – Activation**

As before, browse the network in PControl, select the required server and click the  icon on the toolbar.

Select the **Printers** (Windows) or **Printing/Print Agents** (NetWare Queues/NDPS) in the panel.

Highlight the printer on which it is required that PPopup to be enabled, then click on configure.

Tick the Enable Popup Window (Jobs are Paused) and click on OK.

Set the Accounting to Log file only, unless you also want individual user printing balances.

Restart the 2 Pcounter services (Windows) or the NLM/NDPS Manager (NetWare).

Popup is then enabled in the mode specified in the Popup tab, Window type for that server on that printer. It can be set for multiple printers at one time, with a single restart of the services or NLM/NDPS Manager after they have all been set to use Popup.

Any print jobs passed through to the queue will now be paused and will need to be released via PPopup on the workstations.

## **Reporting**

You can get quick client code histories by selecting the client code in Pcounter Administrator (PAdmin), right clicking and choosing Print History.

For reports that are more comprehensive run Pcounter Administrator and select Utility, Reports. You can now report on various aspects of the Client Code Billing.

## **PPopup.DBF**

All client codes are held in a file called PPopup.DBF (with its index file, PPopup.CDX), stored in the Pcounter share folder on Windows servers or in the SYS:Public folder of NetWare servers.