

Pcounter – Messaging Configuration

INTRODUCTION

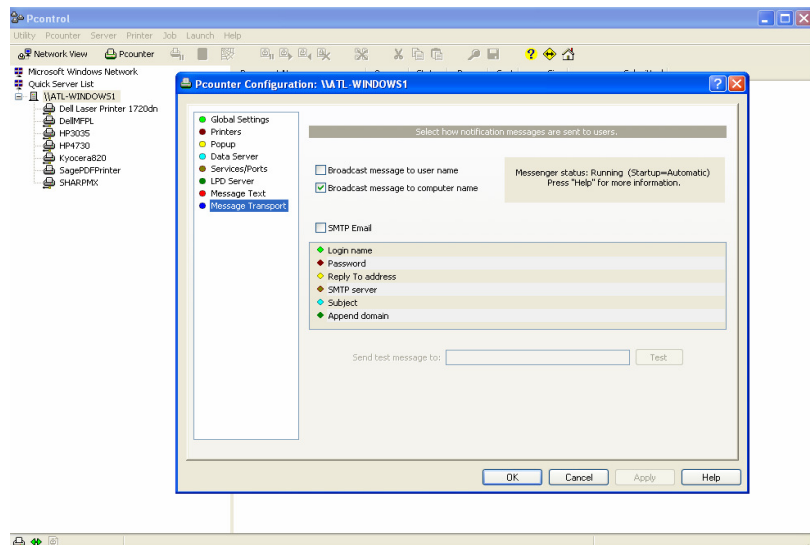
Pcounter puts you in total control of print and copy output, allowing significant cost savings to be made across your organisation.

This guide will ensure that end users will be informed if they have triggered any rules, run out of credit or be advised when a printer is down. This can be achieved via a Broadcast message or email.

Step One

Setting Pcounter to use the Pcounter messaging

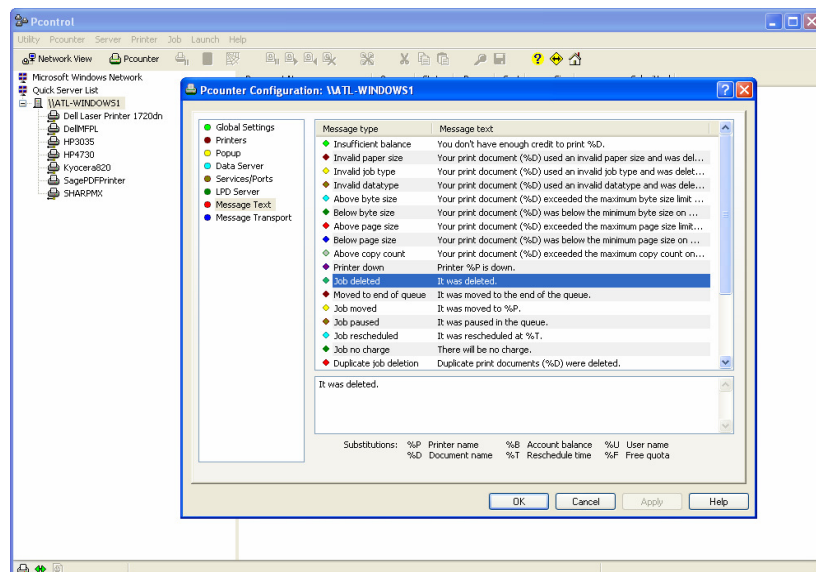
First, open Pcontrol, highlight Pcounter server and select the Pcounter Icon then 'message transport' in the left panel.



Ensure it is set as "Broadcast message to computer name"¹
You can change the messages in the Message Text section.

Step Two

Customise messages sent to end users



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For Support
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Pcounter Messaging

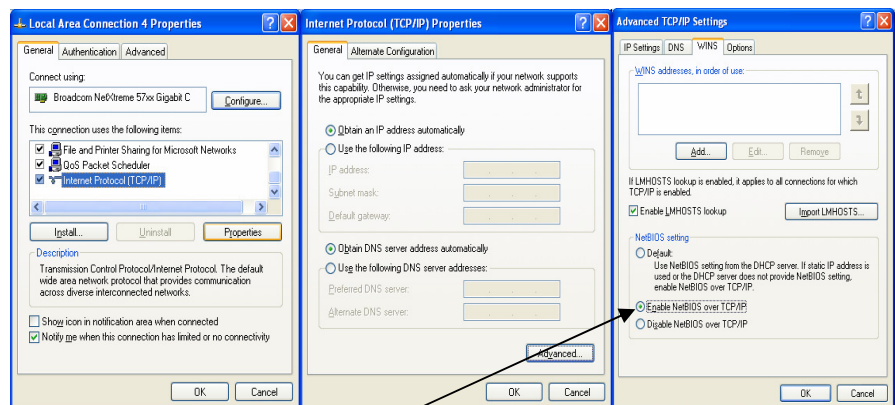
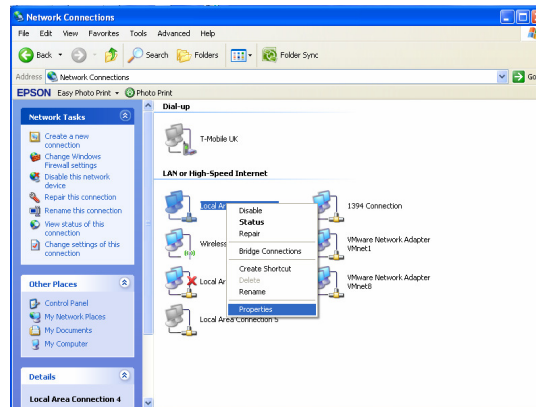
SMTP emails can also be sent.

If messages are not reaching end users, You can test via the command below in MS DOS

PCOUNTER msgdebug \\computername

Step Three

Ensure Netbios over TCP/IP is enabled on server and workstations



¹ Message transport options

Send broadcast to User name

Requires the Messenger service to be running on both the Pcounter server and the client workstation

Send broadcast to Workstation name

Does not require the Messenger service to be running on either the Pcounter server or the client workstation

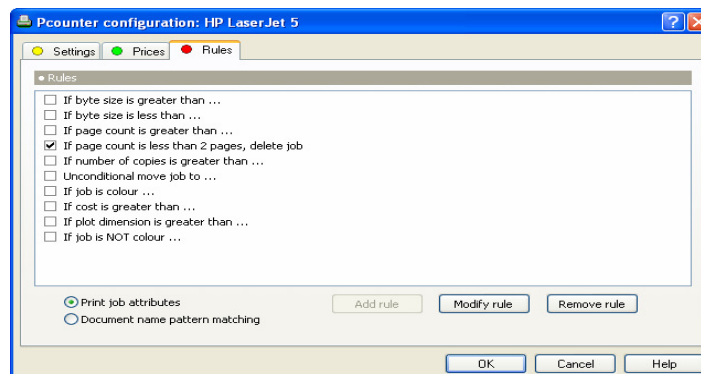
If messenger service is running on the client workstation, then the message will be received

If the Messenger service is not running on the client workstation, then PPopup or Wbalance may be used to receive messages

Ensure Radio button to Enable is selected.

Step Four

When a rule is triggered such as the following



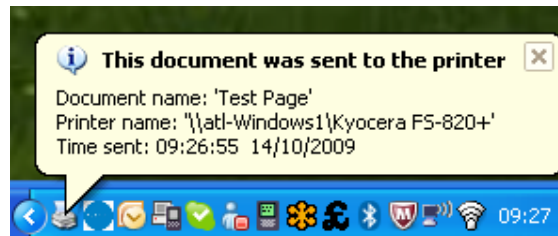
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Don't forget

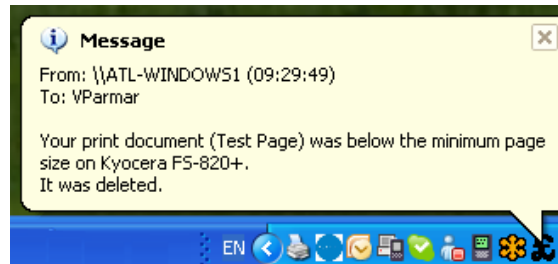
You can also enter any of the following to include specific information

%P - Printer name
 %U - User name
 %D - Document name
 %B - Account balance
 %F - Free quota

The messages below will appear when the user prints



Message triggered by rule²



²Remember that you can modify text sent to an end user via the Message text settings

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SMTP Settings

Login name Password

Used for authentication to the SMTP server. Reply address – If users are to be able to reply to Pcounter email messages

Subject –

Optional email subject, such as "Printer notification message". If blank, the document name will be used.

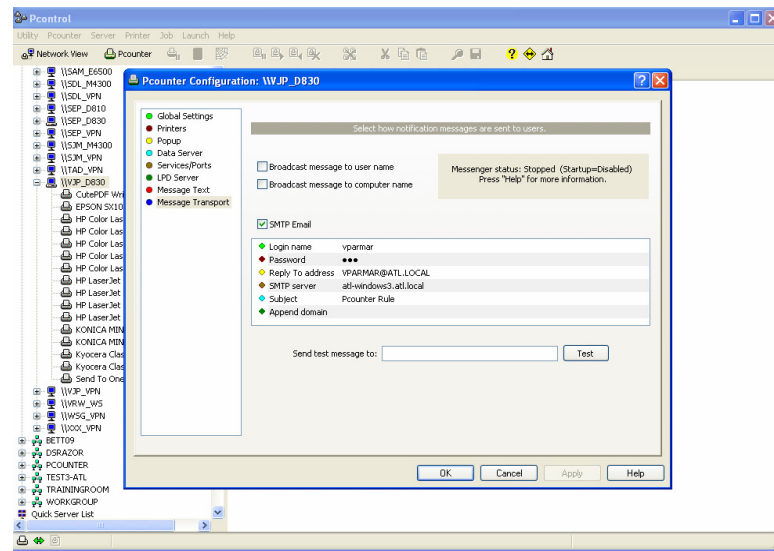
Append domain –

(Optional) The domain is added to the end of the username before sending.

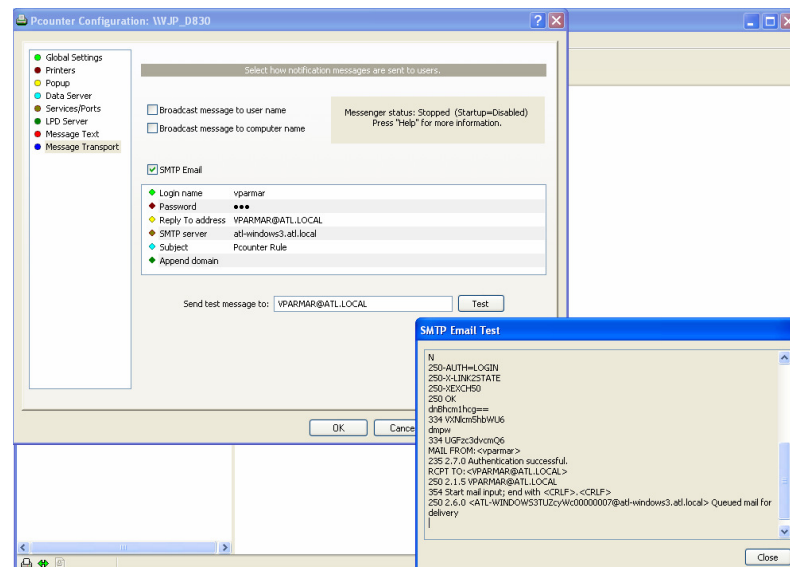
Setting up Email Alerts for rules

It is also possible to send alerts to users via email as below -

Step One



Enter details for SMTP server as above and select Test to test SMTP communication

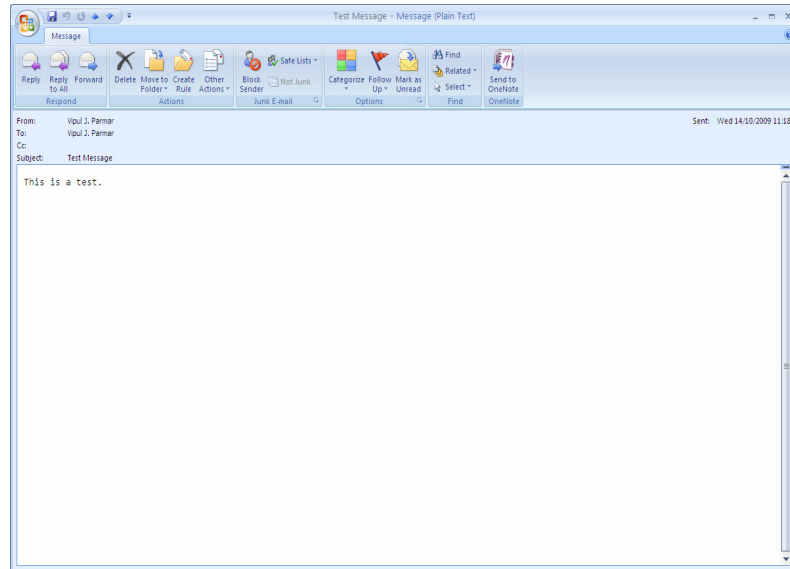


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Don't forget

A guide to creating rules is also available to download from our website www.altman.co.uk

Test email message



Email received by triggered rule

