

Pcounter Pull Printing

INTRODUCTION

Pull Printing (also known as **FollowMe**) involves sending print jobs to one single, centralised print queue which is accessible from all associated MFDs.

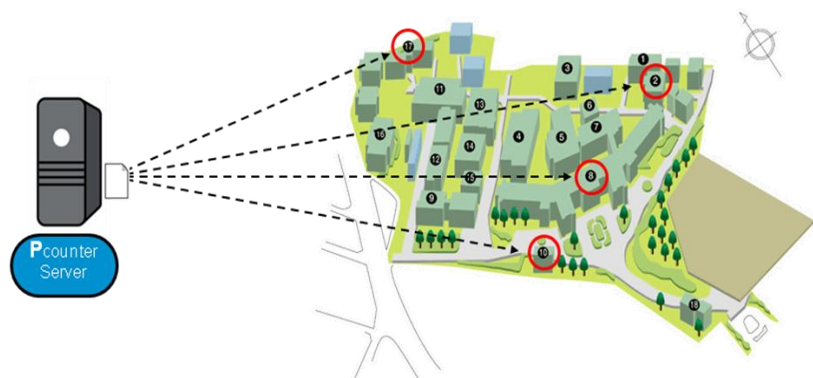
Users need only print to this one Pull queue then log into any MFD and release their jobs when ready.

This guide details how to configure pull printing. These instructions are applicable to all Pcounter solutions that support pull printing.

Pull Printing Benefits

Pull printing offers the following advantages

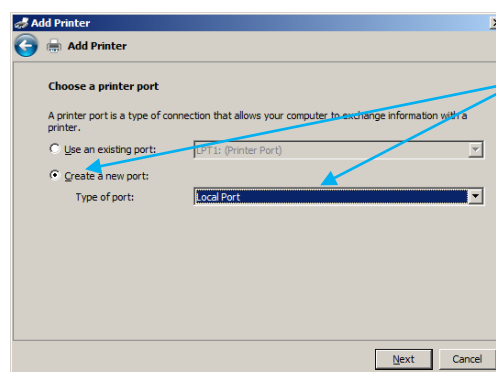
- **Ease of Use:** Users need only ever print to one queue, their jobs will show up on any printer they visit. This functionality is entirely scalable and works for small offices or large multi-campus universities and anywhere in-between
- **Secure release:** Jobs are only released when the user is at the MFD, minimising risks of leaving unattended documents
- **Printing only essential documents:** Users can send as many jobs as they wish to the queue, however need only print the ones they actually need and delete the rest, reducing waste



Creating a Pull Queue

The pull queue is a 'dummy' queue, i.e. it does not relate to any specific printer, it is merely a 'holding area' for print jobs.

To create a Pull queue, in Windows **Printers and Faxes**, select **Add a Printer**. Choose a **Local Printer** then click Next.



Choose **Create a New Port** and select **Local Port**. Click Next.

Note: DO NOT select **LPT**, ensure you select **"Local Port"**

When prompted, enter a name for the port and click OK.

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Remember

It is recommended to activate the Global Setting '**Delete paused jobs after X minutes**' to clear unwanted jobs from the pull queue after a period of time. Do this through **Pcontrol > Global Settings**

Best Practice Tips...

Ensure the pull queue is a **Local Port** before being converted to Pcounter

Always use a **driver compatible** with the MFDs

Pull printing negates the need for user access to each separate queue to each device so it is recommended to **unshare these queues**. However, this is not essential as all Pcounter Wider Solution technologies also support direct IP print with simultaneous pull print if so desired

When choosing a **driver** for the pull queue, please be aware of the following:

- If all MFDs intended for pull printing use are of the same model, use the driver used on these devices
- If a variety of MFD models are to be used, ensure a driver that is compatible with all models is used. Unfortunately there are no hard-and-fast rules about what makes a compatible driver. The best advice is to either
 - **Test** thoroughly with the chosen driver
 - Use the manufacturer's **universal driver** (if applicable)

Choose a name and a share name for the printer. A suggested name format would be **[Device manufacturer] MFD Queue**.

Do not print a test page as this queue is not associated with any print device.

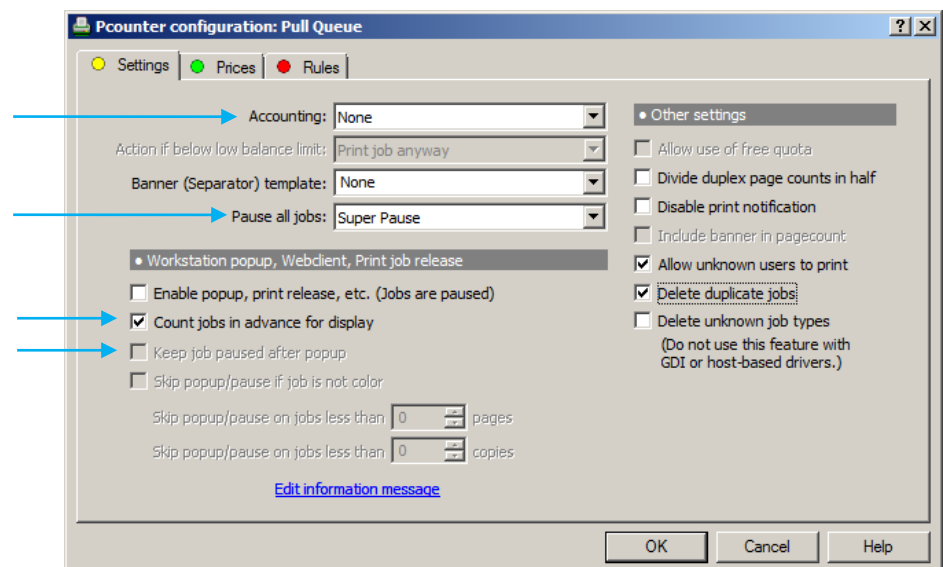
As with all Pcounter printers it is recommended to change the following options in Printer Properties > Advanced:

- Uncheck **Enable Advanced Printing Features**
- Under Print Processor, change Print processor to **Winprint** and Default Datatype to **RAW**

Configuring the Pull Queue for Pcounter

Now install a Pcounter Port on this printer through Pcontrol, leaving the protocol as **Other Printer**.

Configure the printer in the following way:



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Available Solutions

Pull Printing is available using the following Pcounter Wider Solution applications:

Pjet100 for HP
DAccS for Sharp
Toshiba Embedded
VDMS Office for Ricoh
XAuditron for Xerox
XPR Konica Minolta Embedded

Copier Control Terminals which support Pull Printing are:

Monitor PC206
Monitor PC526
Touchpad Terminal

If any assistance is needed or you have any further questions please contact Altman Technologies Support on

0113 273 0300

Support@altman.co.uk

<http://www.altman.co.uk/support/index.php>

Also see our new improved FAQs Page

http://www.altman.co.uk/support/support_pcounter cms.php

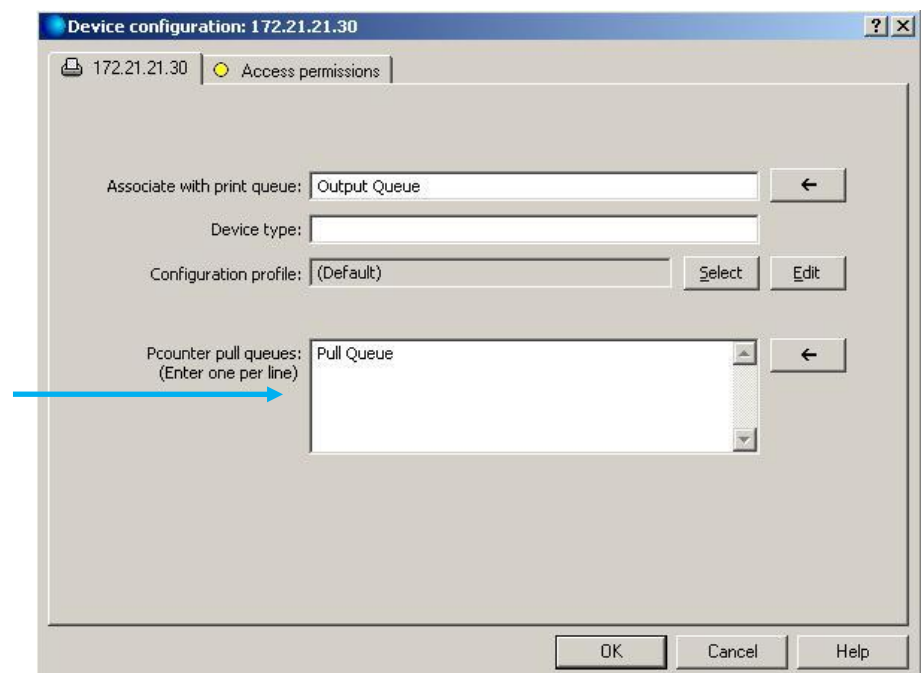
- Set **Pause all jobs** to **Super Pause**
 - This is so jobs stay in the queue and are only released when selected at the MFD
- Set **Accounting** to **None**
 - Jobs will be charged for through the MFD queue (if desired)
- Check **Count jobs in advance for display**
 - This allows the MFD to show the cost of the job prior to printing
- If using Popup for client code selection check **Keep job paused after popup**
 - This stops popup from releasing the job, allowing it to be used only for code selection

All other settings are optional

Configuring Pcounter Pro for Pull Printing

Each MFD must be pointed to the Pull Queue in the **Pcounter Embedded** or **Copier Control Terminal** Management Interface. This is achieved by editing the device settings and adding the Share Name of the Pull queue into the Pcounter Pull Queues list.

To test, send a print to the Pull queue. In Pcontrol you should see the job paused in this queue. Log into the embedded application/copier control terminal and the job should be listed in the queue. Select the job and release it.



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Optional Configurations

1. Hidden Queues

A minor drawback of the pull printing method is that, as everyone has access to the pull queue, basic details of all jobs are visible to all users in the Windows print queue. **Please note:** This is not the case when authenticated to a Pcounter device (embedded/terminal), it is a limitation of Windows that all jobs are visible in a print queue through Windows Printers and Faxes.

Only basic information is visible, such as filename, owner, pagecount etc... This may still be considered a security/privacy breach in some organisations. To work around this we recommend using a **Hidden Queue** setup. This involves using two queues: The first is the **Visible** queue to which your users print. This queue automatically forwards it to the second queue which is the **Hidden** queue, which is not shared and consequently your users have no visibility of.

The hidden queue should be setup in the same method as a standard pull queue, see above. For this reason, if moving from a standard pull configuration to a hidden queue configuration it is recommended to use your existing pull queue as your hidden queue.

Create the **visible queue** with the following configuration:

Add a **new printer** to the server with a new TCP/IP port through the standard method.

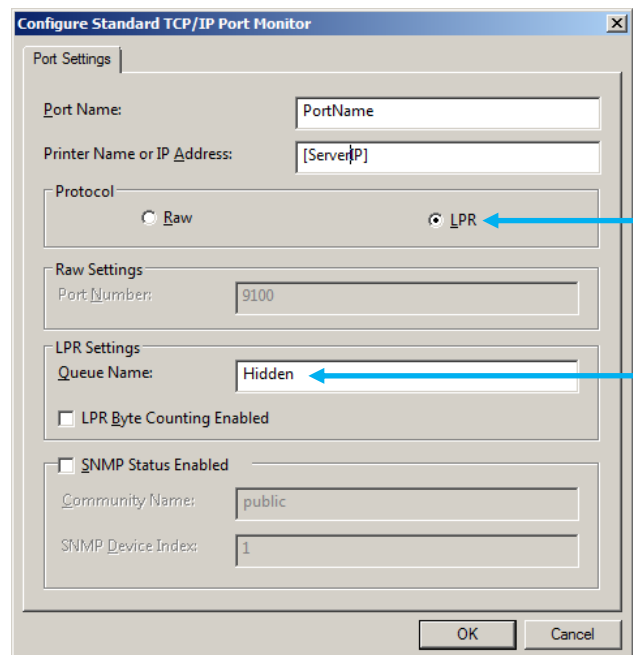
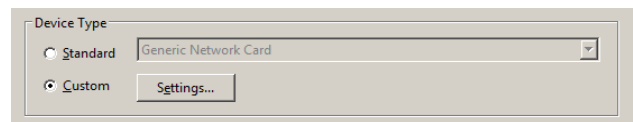
Enter the IP of the **Pcounter Server** when prompted for the device IP.

When the auto-detect fails, select a **Custom Device Type** and hit **Settings**

Enter a **Queue Name** of **Hidden** and select the **LPR Protocol**. Click **OK** and finish as you would with a standard print queue

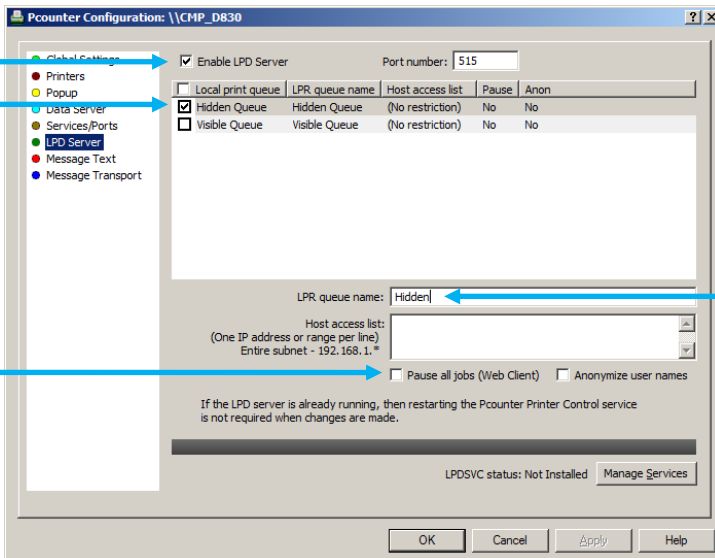
Install a **Pcounter Port** on the printer through the standard method, leaving the protocol as LPR.

Ensure that the **Accounting** is set to **None** through the **Pcontrol Printer Configuration**.



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The next step is to enable to **Pcounter LPD Server** through **Pcontrol > Server Configuration > LPD Server**.



In the associated printer list locate the name of your **Hidden Queue** and check the box.

When this queue is selected, enter the **LPR Queue Name** of **Hidden** into the lower text box. This name will not be user visible.

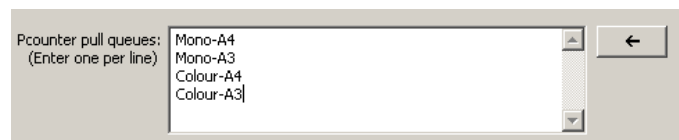
Ensure that the checkbox **Pause all jobs (Web Client)** is checked.

It is the Hidden Queue that must be set as the **Pull queue** in the **Pcounter Pro printer configuration**. The Visible Queue must be shared out to the users.

The setup is now complete. All jobs printed to Visible queue will be instantly moved via LPR to the Hidden queue. The Hidden queue will be visible when logging into the embedded/terminal.

2. Multiple Queues

Each MFD can monitor **multiple pull queues** at the same time. The advantage of this is that different pull queues can be set with different properties, for instance a Mono-Queue and a Colour-Queue which can default to mono/colour, or an A4-Queue and an A3-Queue. This is labour saving for the user as it allows them to quickly print with the desired properties without the need to edit the driver settings, and reduces the risk of printing with incorrect settings.



To use this configuration simply create one Pull Queue for each desired configuration exactly as described previously and change the default driver settings in the printer properties. Share these out to the users as before.

If using a Hidden queue setup create multiple Visible queues each with the desired properties. Only one Hidden queue is necessary.