

Pcounter for NetWare Upgrade Guide for NDPS and iPrint Based Printing

INTRODUCTION

This document details the steps involved in upgrading **Pcounter for NetWare**.

The process is the same for both NDPS and iPrint based printing.

For queue based printing contact ATL Support.

[Click here to access our Pcounter for NetWare FAQ](#)

1. Download the latest version

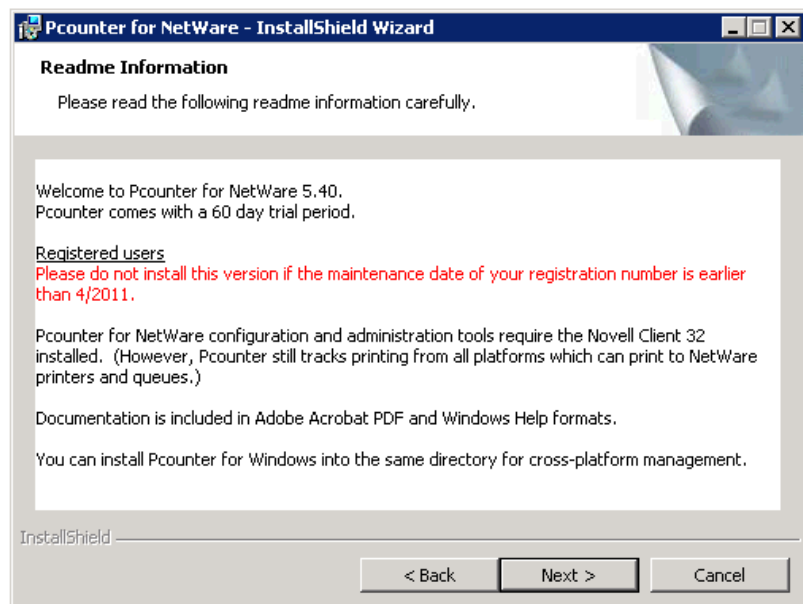
The latest version of Pcounter for NetWare is available from our website from

<http://www.altman.co.uk/downloads/print-copy-management>.

Download the software to the device that is controlling Pcounter for NetWare.

2. Run the setup

Within the .zip is the file **setup.exe**. Ensure all Pcounter applications are closed then double-click the file to start the installation.



You will be warned to check that your licence key is in date. If not, upgrading Pcounter will **disable** the software.

To check you licence key:

- Open **Pcontrol**
- Browse to your **NDPS Manager** in the device list
- Press the **Pcounter** button on the toolbar
- Select the **Registration and Trial Period** link on the right-hand side of the server configuration screen
- Ensure that the date displayed is **later** than the current date.

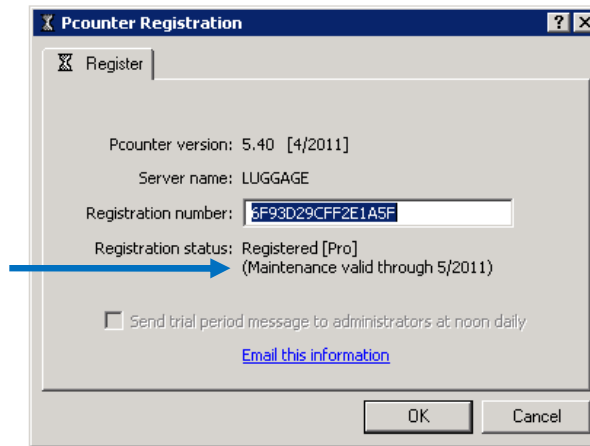
For Support
[Click here](#)

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Remember

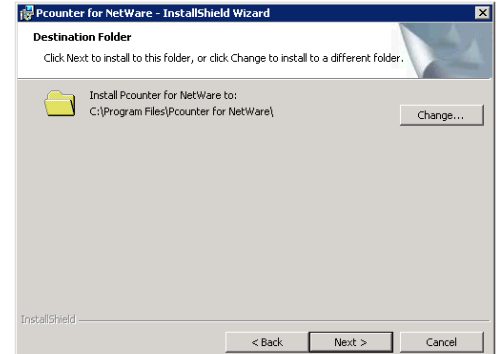
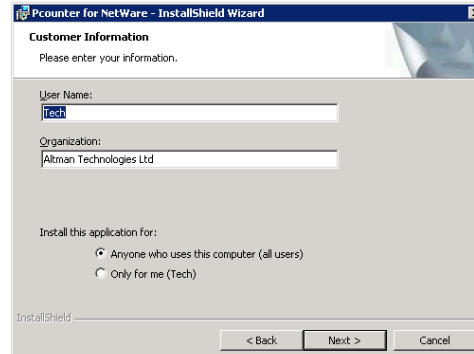
If you have Pcounter applications (such as **Pcontrol** or **Padmin**), copied locally to other workstations be sure to update these with the latest version. Simply copy the updated .exe from the controlling device.

If you are not sure whether you are in maintenance (and therefore eligible to upgrade) email info@altman.co.uk with your **server name** to ask, and request your latest licence key if necessary.



If your licence key is no longer valid contact support@altman.co.uk

After the licence warning you will be prompted for user information, followed by a location to install the files. Ensure that both of these are set to their current values.



The installation will then complete. Click **Finish** when done.

Best Practice Tips...

Perform the upgrade out of hours or in a quiet period to ensure minimum disruption to users.

Once complete, it is recommended that you test thoroughly to ensure that there have been no problems with the upgrade.

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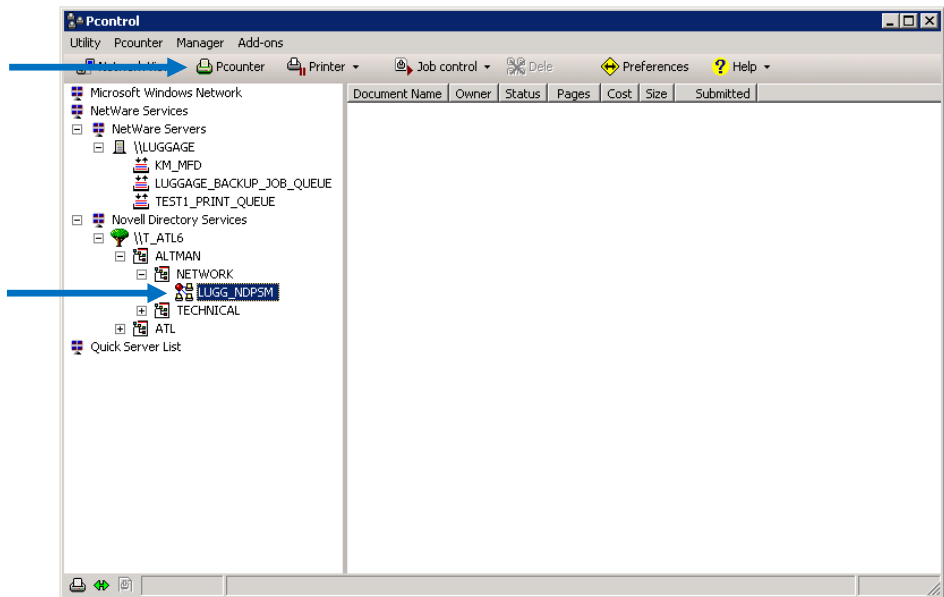
Don't forget

You **must** shutdown all printer agents before attempting to update the server files otherwise the NLM will not be updated.

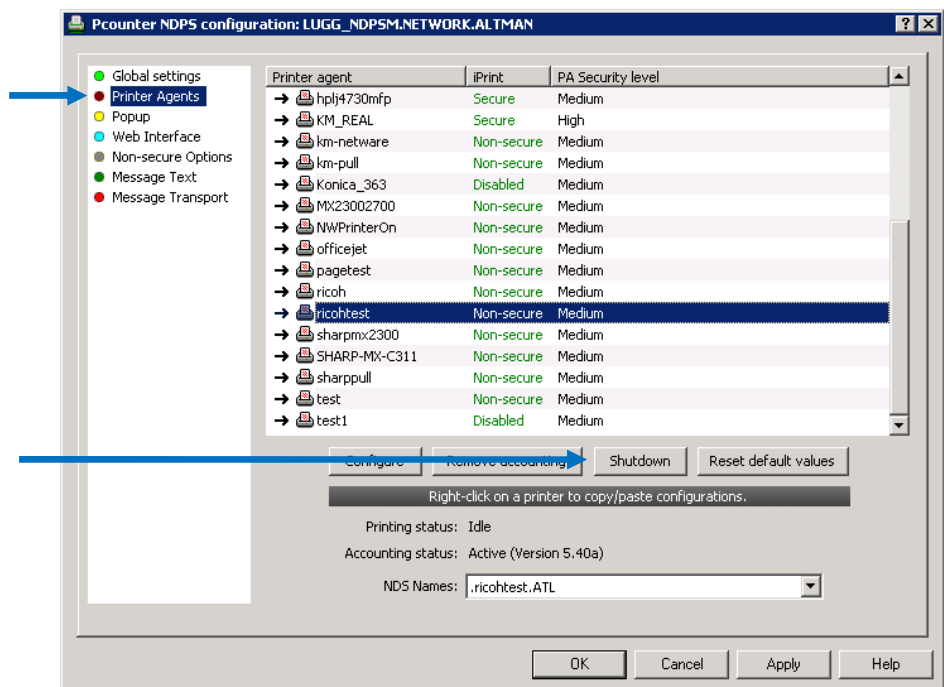
If you have multiple Pcounter servers it is **strongly recommended** that they are all on the same version of Pcounter. Ensure you upgrade all servers.

3. Update server files

Open **Pcontrol**. Browse to your **NDPS Manager** using the device list. Once selected, press the **Pcounter** button on the main toolbar.



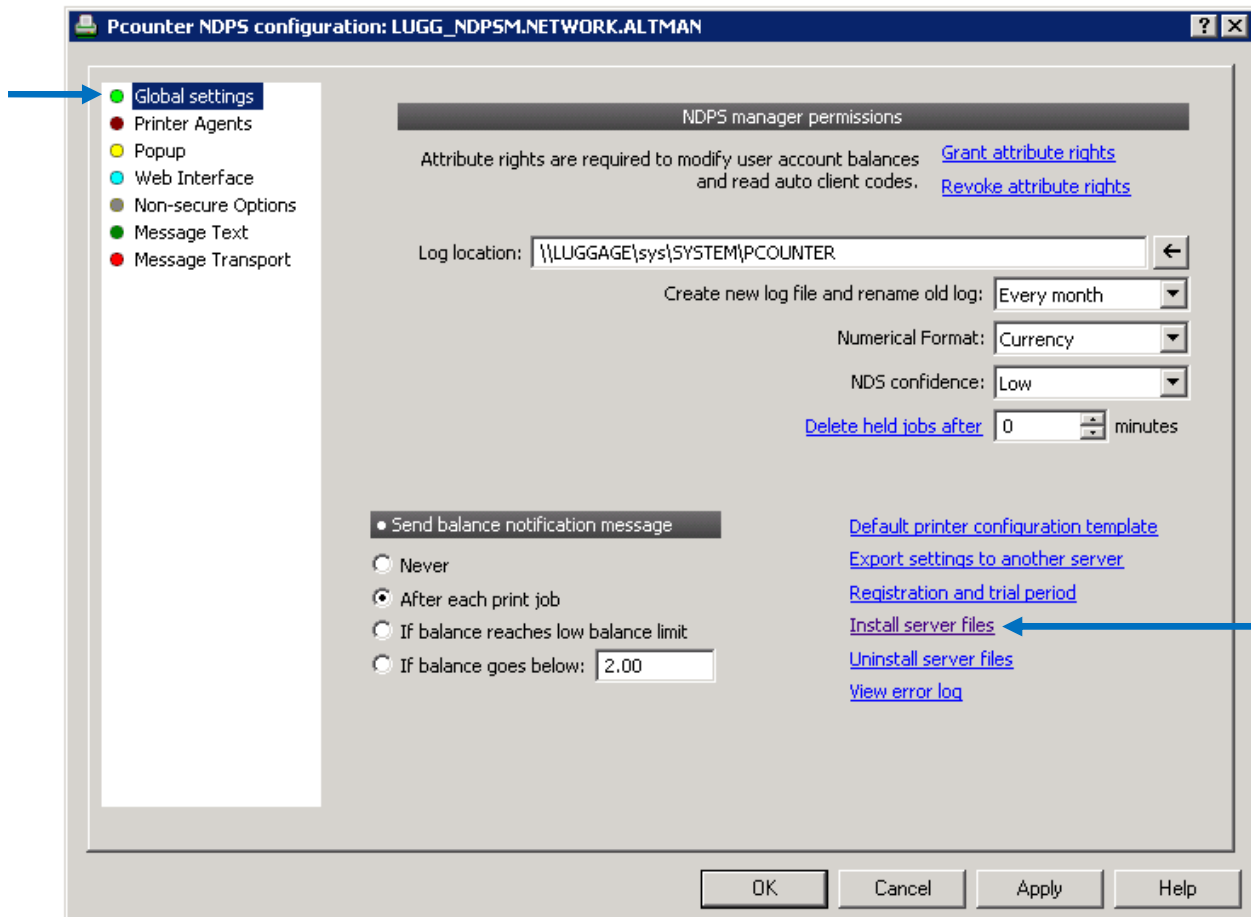
Select **Printer Agents** from the left-hand menu. Select each printer and shutdown the printer agent using the **Shutdown** button.



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Please note: Shutting down all printer agents will unload **PCOUNTDP.NLM** from the server. If all agents are not shut down the NLM will not update correctly.

Once all agents are shutdown browse to **Global Settings** in the left-hand menu and select the link **Install Server Files**.



The confirmation message "**PCOUNTDP.NLM was successfully copied to [SERVER]**" will appear. Now return to the **Printer Agents** screen and restart all printer agents by pressing the **Startup** button for each printer.

The upgrade process is now complete. Any problems or further questions contact **Altman Technologies Support:**

<http://www.altman.co.uk/log-a-case>

support@altman.co.uk

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