

Print Manager Plus

Frequently Asked Questions



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RAGE™

Network and Infrastructure Solutions

What is the difference between Print Manager Plus 6.0 Standard, and Small Business Edition, and how are they licensed?

These versions have the same functionality and features, but are licensed and priced differently.

*** Print Manager Plus Standard Small Business Edition 6.0**

The Small Business Edition is limited to a Work Group network or single file and print server with no more than 5 printers and 35 users. Maintenance is included and covers Upgrades/Updates and Phone support for 1 Year from date of purchase.

*** Print Manager Plus Standard 6.0**

Print Manager Plus Standard is licensed per a print server. It covers unlimited users on the domain(s) and unlimited printers on the print server or workstation connected printers. Maintenance is included and covers Upgrades/Updates and Phone support for 1 Year from date of purchase.

Does Print Manager Plus support Microsoft Cluster Server?

Print Manager Plus does support Microsoft Cluster Server. One license must be purchased for each server that is clustered.

Does Print Manager Plus support Active Directory?

Yes, Print Manager Plus supports Active Directory in Active and Passive modes.

Can Print Manager Plus run on a Peer to Peer Network?

Yes, Print Manager Plus can run on a Peer to Peer network. Because Print Manager Plus runs as a native Windows Service it can be loaded on a Windows NT/2000/XP Pro workstation which can act as your print server. Then by simply directing you other workstations to the shared printer on the workstation you will be able to track and manage all of your printing in the office.

Does Print Manager Plus support SMS?

Yes, Print Manager Plus and all of its components (End User Inquiry Tool, Authentication Module) come with a built in silent install which can be used with Microsoft's SMS or any other type of 3rd party Push Installer. This also includes an INI file which will allow you to set Security, ODBC Settings, and other database settings within Print Manager Plus. Truly making Print Manager Plus a scalable Enterprise product.

Does Print Manager Plus software require anything be installed or running on the clients?

Print Manager Plus only requires the product to be installed on the print server. The admin interface can be installed on a remote workstation for the Administrator to use.

Does Print Manager Plus use Port Monitors or change anything in Windows when installed?

No Print Manager Plus does not use any type of Port Monitor. It does not change or replace anything in Windows. It has received logo approval from Microsoft.

* Verified for Windows 2003 Server.

* Certified for Windows XP.

* Certified Microsoft BackOffice.

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What operating system can Print Manager Plus be installed on?

Print Manager Plus services can be installed on:

- * Windows 2003 Server
- * Windows 2000 Server
- * Windows NT Server
- * Supports Microsoft Cluster
- * Supports Citrix and Terminal Services Environments

The product can also be run on an NT/2000/XP Workstation, but we recommend that your print server is setup on Windows Server O/S.

The remote Administrator for Print Manager Plus can be installed on an NT/2000/XP Workstation.

What printers can Print Manager Plus track?

Print Manager Plus allows tracking of any type of printers that have a driver loaded on the print server and is spooling through Windows.

Print Manager Plus can track this information:

- # of Pages
- # of Copies
- Page Size
- Color/Grayscale
- Duplex
- Inches or CM (Metric) Printed
- Time Printed
- User who Printed
- Printer Printed To
- Document Name

It would be very difficult to list all of the different types of printer manufactures and printer types that Print Manager Plus supports. The reason for this is many printers we support maybe obsolete or no longer supported through the manufacture.

The good news is we support the majority 99.9% of all printers currently on or off the market.

Print Manager Plus parses many different printer languages and variations of these languages. Here is a list of those languages:

- Brother HBP - Host Based Printing
- Brother NCM - Native Compression Mode
- Canon CAPT - Canon Advanced Printing Technology
- Canon UFR - Ultra Fast Rendering
- Epson ESC/P
- Epson ESC/Page
- Epson ESC/Page2
- Fuji
- GDI (All Versions) - Graphics Device Interface
- HP LIDIL - Lightweight Imaging Device Interface Language
- HP PCL - Print Control Language

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- HP PCLXL - Print Control Language XL
- HP PPA - Printer Performance Architecture
- HPGL - HP Graphics Language
- HPGL/2 - HP Graphics Language 2
- Kyocera KPDL - Kyocera Print Definition Language
- Kyocera Prescribe
- Lexmark GDI
- OAKT - Oak Technology
- OKI GDI
- OKI HiperC
- Panasonic GDI
- PDF (All Versions) - Page Description Format
- Postscript - (All Versions)
- Prescribe - page description language(All Versions)
- Printronix - PGL Printronix Graphics Language
- Ricoh IPDL - Intelligent Page Description Language
- Ricoh RPCS - Refined Printing Command Stream
- Samsung QPDL
- Samsung SMART
- Tally Stream
- Tally TCPL - Tally Compressed Printer Language
- Zenographics ZIMF
- Zenographics ZJStream

What Operating Systems can Print Manager Plus Monitor?

Print Manager Plus can monitor print jobs being printed from Windows 2003/2000/NT 4.0, 3.51, Windows XP, Windows ME, Windows 98, Windows 95, Windows 3.1, DOS, Novell, Macintosh, UNIX (all flavors), Linux, and OS/2 clients.

Can Print Manager Plus monitor printers attached to a workstation?

The Print Manager Plus Workstation Connected Printer Agent can do this.

Requirements: Installs on Windows NT/2000/XP Workstation and runs with all Print Manager Plus 6.0 versions.

This application based product can be installed on a workstation and allows the Administrator to Monitor, Quota, and Restrict printing on the locally attached printer and any users printing to that workstation connected printer.

This tool is great for companies that have locally attached workstations that they cannot monitor or Large Format Printers that they do not want to send large print jobs over the network to through their print server.

Once the product is installed on the workstation the Workstation Connected Printer Service will appear under the services tab in Print Manager Plus. Also all printers locally attached to that workstation will appear under the printers tab. The local service can be Stopped, Started, and Restarted remotely. The service can also be updated remotely using E-Update.

There is a charge for this product. It is licensed per workstation with a locally connected printer.

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Will Print Manager Plus slow printing?

Print Manager Plus will pause every print job when it enters the Windows Print Spooler. The product needs to do this to be able to extract the information it needs from the print job. The print job is then released. This process is very quick and there is no noticeable slow in printing.

Can Print Manager Plus support multiple print servers?

Yes, Print Manager Plus can support hundreds of Print Servers. When using Microsoft SQL Server you can point your print servers to use one database. This then allows full Tracking, Restrictions, and Reporting control from one or more Administrators using the PMP Admin Console.

Does Print Manager Plus support multiple domains?

Yes, Print Manager Plus supports multiple domains. You can track and restrict users and groups from other domains.

What database does Print Manager Plus support?

Print Manager Plus supports the following databases:

- Microsoft Access
- MSDE
- Microsoft SQL Server 7.0
- Microsoft SQL Server 2000