

## Print Queue Manager™ 3.0

Automatically Control and Manage print jobs and print queues from one central Administrative Client. Set rules for Load Balancing, Disaster Recovery, and Print Broadcasting. Remotely Control all live print traffic on an entire enterprise!

### Print Queue Manager

Print Queue Manager adds a level of control to your print queues that is above and beyond any Windows functionality. Manage Print Jobs, Print Queues, and Print Traffic over your network and have full control of your printing resources with Print Queue Manager. Corporations are in need of a product which simplifies Help Desk tasks and printing requests.

Now with Print Queue Manager you can control and manage those printing requests with automation and easy to set rules; covering Printer Disaster Recovery, Printer Load Balancing, Print Broadcasting, and full control of printers and print jobs remotely! You can use Print Queue Manager to automate these tasks across a department or your entire organization.

Monitor all printing with an easy to use management interface, allowing for viewing and editing of printer properties, print job properties, and drag and drop capability. Examine overall live print traffic, detect bottlenecks, view printer inventory and printer infrastructure.

If you're printing environment is a network using a Windows print server, Print Queue Manager is the product for you. The efficiency and speed of the product is transparent to the user. The product can track any Operating System and uses Windows Server NT/2000/2003/2008. Whether your enterprise has 1 print server or 1000 print servers Print Queue Manager is truly an enterprise product which allows for full remote administration and its Ease of Use has made it the #1 Print Management and Help Desk utility software on the market today.

### Features at a Glance

- Complete Ease-of-Use.
- 100% software based.
- Runs on Windows Server NT/2000/2003/2008.
- Printer Load Balancing
- Printer Disaster Recovery
- Print Broadcasting
- Help Desk Management
- Error Notification
- Automated Print Management
- User, Admin, and SNMP Notification
- Tracks printing from any Operating System.

### Customers Include

Abu Dhabi Commercial Bank  
Aerojet  
Axantech  
Balfour  
Beckman Coulter EuroCenter S.A.  
Casne Engineering  
Ceridian Canada Ltd.  
CNN  
Computer Sciences Corporation

Energio  
First American Bank  
Franklin Financial Group  
GE Asset Management  
Georgia-Pacific Corporation  
Gordon & Rees  
Hamilton Associates Architects Ltd  
HELIOS Klinikum Wuppertal  
Hewlett Packard  
ImageWare Systems, Inc.  
Knorr-Bremse Fekremszerek Kft

Land Rover Italy  
Lockheed Martin  
Loehmann's Inc.  
LTV Gelbe Seiten AG  
Marks & Spencer  
NASA  
The Schumacher Group  
University of Hong Kong  
US Army  
US Dept. of Treasury  
Xerox Corporation

## Control Printing

Print Queue Manager uses APM™ (Automated Print Management) a service that monitors the print queue it has been set on, and then applies preset rules that have been configured.

## Automated Print Job Rules

This automatic print job manipulation allows many different scenarios to be played out. Using this as a print release station to moving and coping print jobs from one print queue to another. The applications of this feature are endless on an enterprise.

- Automatically Move a print job from one print queue to another.
- Automatically Copy a print job from one print queue to another or multiple queues.
- Automatically Pause the print job.
- Automatically Delete the print job.
- Notify user if print job has been Moved by pop-up message.
- Notify user if print job has been Copied by pop-up message.
- Notify user if print job has been Paused by pop-up message.
- Notify user if print job has been deleted by pop-up message.
- Notify Administrator by pop-up message.
- Notify by SNMP.

## Disaster Recovery

If a printer fails to print a job for any reason that initiates an error back to Windows or Print Queue Manager print jobs being sent to that print queue after the error is received can automatically be Copied, or Moved to another print queue, or Paused or Deleted.

- Print Queue Disaster Recovery
- Automatically Copy, Pause, or Delete the print job.
- Automatically send pop-up message to the User, Administrator.
- Automatically use an SNMP trap.

## Load Balancing

Load balancing can be done in many ways. Besides the two obvious ways of # of print jobs and print queue memory size, daisy chains of printers can be setup up and the jobs can be automatically moved between print queues. When a print queue opens up the print job can then print.

### Load Balance by number Print Jobs

- If the print queue has more than X number of print jobs move the print job to another printer.
- If the print queue has more than X number of print jobs copy the print job to another printer.
- If the print queue has more than X number of print jobs pause the print job.
- If the print queue has more than X number of print jobs delete the print job.

### Load Balance by Print Queue Memory Size

- If the print queue is bigger than X number of bytes move the print job to another printer.
- If the print queue is bigger than X number of bytes copy the print job to another printer.
- If the print queue is bigger than X number of bytes pause the print job.
- If the print queue is bigger than X number of bytes delete the print job.

### Load Balance Notifications

- If load balancing has taken effect notify the user by pop-up message.
- If load balancing has taken effect notify the Administrator by pop-up message.
- If load balancing has taken effect notify by SNMP.

## Print Broadcasting

Print Queue Manager uses two means to send messages to users and Administrators once a rule has been met. Pop-Up messages are sent via the Windows Messenger service, or our free client based workstation application can be used.

- Copy print jobs to other printers.
- Allows unlimited printers.

## Messaging and Notifications

This feature allows a single print queue to be printed to, which will then copy that print job to multiple other printers.

### User Messaging

User messaging is done via Pop-Up and our free client based workstation application. The pop-up will occur once a rule has been met.

- Edit messages.
- Printer is down message.
- Print Job has been moved message.
- Print Job has been copied message.
- Print Job has been deleted message.
- Print Job has been paused message.

### Administrator Message

Administrator messages can be sent to a specific machine name via pop-up.

- Edit messages.
- Printer is down message.
- Print Job has been moved message.
- Print Job has been copied message.
- Print Job has been deleted message.
- Print Job has been paused message.

### SNMP Notification

- Simple Network Management Protocol (SNMP)

## Product Interface and Usability

### Administrative Views

The Print Queue Manager Administrative Client is an intuitive interface giving the Administrator or Help Desk Technician many advantages. The client will auto detect printers on the network which can then be inserted into Print Folders. Everything that can be done to a print job can be done to a print queue or an entire folder, such as: View, Purge, Delete, Pause, Resume, Cancel, Sort, etc.

- Installs on Windows NT/2000/XP/Vista Workstation.
- Full remote APM™ (PQM Automatic Print Management) control.
- Drag and Drop print jobs from one print queue to another.
- Create print folders to store printers.
- View all print queues on enterprise from one interface.
- View all print jobs on print queues.
- Manipulate print jobs on print queues.
- View Printer Properties.
- Sort print jobs in print queues.

### Printer Views

Printers can be detected over the network by machine name. These can then be inserted into folders by the Administrator. Manage your printers by department, building, or even a domain.

- Create Print Folders.
- Sort Print Folders by, printer name, document count, or status.
- Show server name.
- Colorize Printer and Folder Names designating, "In Error," "More than X number of documents."
- See printers errors like "Out of Paper," "Power Off," "Paper Jam", "Error", etc.

### Print Job Views

When a printer or printer folder is selected it will show all live print jobs currently in that print queue waiting to be processed. Manipulation of these print jobs can be done while they are still in the print queue.

- View a single print queue.
- By clicking a folder you can view all print queues in the folder on one screen.
- Purge, pause, resume, restart, and delete all print queues in a Print Folder.
- Purge, pause, resume, restart, and delete a print queue.
- Pause, resume, restart, and delete a print job.
- Sort print jobs in print queue by Document Name, Printer Name, Status, Page Count, Owner, Time Submitted, Job Number, Priority, Size
- View a print job's properties.
- Edit Document Title.
- Edit Priority.
- Set schedule to print.

### APM Settings

Automated Print Management can be set on any printer that is on the print server where the Print Queue Manager Service is running. To set APM rules is easy and a wizard will walk you through the rules and messaging. APM can be set on one or multiple printers at a time.

- Remotely administer APM.
- Drag and Drop print jobs from one print queue to another.
- Administer password protection for the Print Queue Manager service.

### Advanced

The interface also allows for other advanced options.

- View server properties.
- View printer properties.
- View all Novell print queues and print jobs.
- Install local printer.
- Remotely uninstall any printer on the enterprise.
- Remotely install copy of a printer.
- Customizable Toolbar.
- Electronic Updates of software.
- Built in licensing for Server and Client.