

FREQUENTLY ASKED QUESTIONS

GENERAL	2
What does it do?.....	2
How does it save me money?	2
Where does it fit into Managed Print Services?.....	2
How can I monitor my printing costs?.....	2
SYSTEM REQUIREMENTS	3
On what platforms does RXforPrint operate?	3
What are the minimum hardware requirements?.....	3
What are the software prerequisites?	3
INSTALLATION	4
Where can I obtain installation package?	4
How does the installation process work?	4
How do I distribute RXforPrint components to end users?	4
What to watch out for during the installation?	4
OPERATIONAL ISSUES	5
What customization do I need to do when I first start RXforPrint?	5
What happens when a printer is out of paper or has other problem?	5
Does RXforPrint run as a Windows service?	5
LICENSING	6
What are the license types used by RXforPrint?	6
How long is the assessment period?	6
How RXforPrint is licensed?	6
How do I buy or renew license?	6
What happens when I change the machine on which RXforPrint server is running?	6

GENERAL

What does it do?

RXforPrint helps you to monitor printing costs at your organization. It monitors print jobs at the user level and gives you all the information about that job so that you can track what your users are doing..

How does it save me money?

RXforPrint saves you money by allowing you to see exactly what each user is printing. This will allow you to gently modify that behavior so that those users doing the most printing can be sure to use devices that are more cost effective.

Where does it fit into Managed Print Services?

RXforPrint is user-centric print management software and it belongs to MPS Stage 4. It goes beyond Stage 3 of MPS by being oriented towards IT and the users who do the printing. It is closely integrated with Active Directory and facilitates easy transfer of data between RXforPrint and other IT systems.

How can I monitor my printing costs?

RXforPrint provides reports which allow you to see printing costs per printer, user, department or account.

The fact that you have a total print job visibility may discourage certain users from using your printers for unauthorized purposes, such as printing their personal items.

SYSTEM REQUIREMENTS

On what platforms does RXforPrint operate?

RXforPrint runs on Windows computers. RXforPrint server runs on Windows Server 2003 or higher. RXforPrint clients run PC workstations with Windows XP or higher.

What are the minimum hardware requirements?

RXforPrint server needs a machine with at least 2GB of memory and at least 1GB of available disk space. If you are running Windows Server comfortably on this machine with good response times RXforPrint server will also run well on it. RXforPrint server is not a heavy machine user.

As for RXforPrint clients, if you are running Microsoft Office on these machines you should have no problem running our clients.

What are the software prerequisites?

There are two things to watch out for; .Net 2.0 and SQL Server. All RXforPrint components require .Net 2.0, which should not be problem as Microsoft now distributes all .Net versions by default. RXforPrint server needs Microsoft SQL Server to manage its database. If it is not already installed our installation package will install it for you.

INSTALLATION

Where can I obtain installation package?

The best way to obtain RXforPrint installation package is contact our Support group at support@apwi.com or call us at (949) 488-2222. We will provide you with download instructions so you can so you can start your free trial.

How does the installation process work?

After unzipping the download package click on the "RXforPrint Installer.exe" file and our installer will take over from there. The installer follows standard Windows software install practices and it will lead you through various screens. RXforPrint installation is a two phase process. In the first phase we unpack major components from the installation package into the deployment directory. In the second phase we deploy RXforPrint components to various machines.

For more information please refer to our RXforPrint Installation Guide which you can is included with the installation package.

How do I distribute RXforPrint components to end users?

The most frequently distributed component is the Spooler Client. It should be installed on all computers in your organization from which users print their jobs or have printers installed on them. Copy RXforPrintSpoolerClient.msi from RXforPrint deployment folder to the folder from which you usually perform software distributions and change Group Policy to enable the installation of the Spooler Client on the designated computers. The Spooler Client installs in a silent mode. You may adopt a similar approach to distribute other components such as Admin Client or Management Dashboard.

What to watch out for during the installation?

One area is the installation of Microsoft SQL Server. RXforPrint uses the SQL Server to manage its database and our installation process can install it by invoking Microsoft SQL Server installer if you choose to do so. Often people are unaware that SQL Server is already installed and try it again. When Microsoft SQL Server installer attempts to install it again it detects problems and it generates error messages. This is harmless and you should ignore these errors. The main point is that SQL Server is already installed on the machine you want. After SQL Server is installed our installer will create SQL instance needed by RXforPrint. The database is created when RXforPrint server starts up for the first time.

OPERATIONAL ISSUES

What customization do I need to do when I first start RXforPrint?

One of the first things you will need to set up as RXforPrint administrator is the Systems Information panel which indicates how RXforPrint interacts with Active Directory and your email server. RXforPrint relies extensively on the Active Directory for information about users and user groups. Make sure that you provide valid user id and password which RXforPrint can use for read only access to your Active Directory. We do not make any updates or modifications there. Since emails are used for notifying your support personnel about printer alerts please make sure that the email user id and server information is entered correctly.

What happens when a printer is out of paper or has other problem?

RXforPrint monitors the health of all the printers. If the printer is out of paper, or experiences other problem, RXforPrint sends alert notifications to support personnel. You set up notifications list in the Email Notification panel in the Admin Client. The notifications can be set up for individual printers or a group of printers.

You may create different levels of support by adjusting the notification delay value. For example, Level 1 support would get notifications after the printer was down for 10 minutes. Level 2 support would be notified if the printer was down for an hour, etc.

Does RXforPrint run as a Windows service?

Yes, it does. RXforPrint installer creates the necessary services to run RXforPrint. This minimizes your involvement in the daily operation of RXforPrint. If your server machine goes down and gets restarted (for example, power outage) RXforPrint will be restarted with all other Windows services. There is no reason why RXforPrint should not be up 24/7.

LICENSING

What are the license types used by RXforPrint?

When you download RXforPrint and install it the initial trial period is 7 days. This time is used to make sure that RXforPrint is installed successfully. No special license is needed yet at this point. After the trial period you can obtain an assessment license.

How long is the assessment period?

The assessment period is usually 45 days but we may extend it if you needed it. There is a charge for the assessment license. During this time RXforPrint records all print activity in your organization and produces comprehensive reports. Certain, more advanced functions of the product, such as routing, are disabled during this period.

How RXforPrint is licensed?

RXforPrint is licensed for a specific machine on which our server is running.

How do I buy or renew license?

In RXforPrint Admin Client go to the Manage Your License panel and fill in the form as accurately as you can and click the Buy License button. When we receive your license request we will contact you. Once we agree on the terms we will email you a new license which you can install using the Admin Client.

What happens when I change the machine on which RXforPrint server is running?

RXforPrint is licensed for a specific machine. If you replace the machine, or migrate to another one, RXforPrint will keep operating for about a month. During this period you will be getting warning messages alerting you to the fact that RXforPrint is running on unlicensed machine. Contact us as soon as possible so we may reissue your RXforPrint license for the new machine. The new license is free of charge.