Installation Guide

Your Managed Print Software

American Printware, Inc.
www.apwi.com

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SYSTEM REQUIREMENTS

RXforPrint installation package consists of Server and Client components.

RXforPrint Server requirements

RXforPrint Server needs to be installed on a Windows Server platform. It currently supports both Server 2003 and Server 2008 in either 32 or 64 bit, either static or virtual environments.

Operating Systems

- Windows 2003 Server, Windows 2008 Server
- .Net 3.5, or higher
- All operating systems should be patched to their latest versions

Hardware Requirements

- 3.2GHz or faster Pentium Computer (Multi-Core processors preferred)
- 2GB of memory
- At least 1GB of available disk space with more necessary if the printing volume is high
- If you are running Windows Server on the machine with good response times RXforPrint Server should also run well. RXforPrint is not a heavy machine user

RXforPrint Client requirements

RXforPrint Clients can be installed on any Microsoft supported Windows PC platform.

Operating Systems

- Windows XP, Windows 7, Windows 2003 Server, Windows 2008 Server, Windows 8
- .Net 3.5, or higher
- All operating systems should be patched to their latest versions

Hardware Requirements

- If you are running Microsoft Office on the machine with good response times RXforPrint Clients should also run well. RXforPrint is light machine user

Distribution Media

The primary form of RXforPrint distribution is electronic. It can be downloaded from the American Printware website at: http://www.apwi.com/. Please contact us first at support@apwi.com for more specific download information.

INSTALLING RXFORPRINT

RXforPrint is Already Installed

If a previous version of RXforPrint is already installed you need to uninstall it first before proceeding with the new version. See the section UNINSTALING RXFORPRINT first. After uninstalling RXforPrint come back to this page.

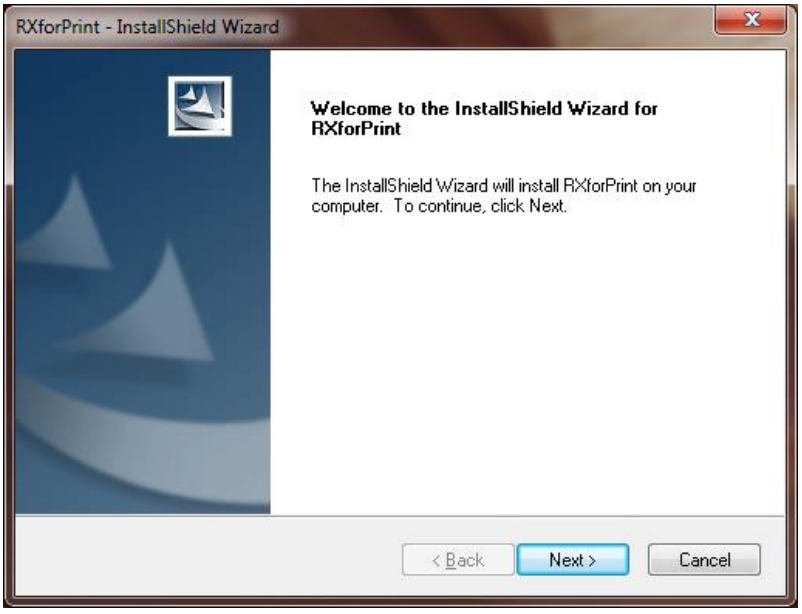
RXforPrint Setup

In Windows Explorer, navigate to the location where you downloaded the setup **RXforPrint Installer.exe** file and double-click it. Our installer will take over from there.

The RXforPrint installation consists of two phases. In the first phase we unpack RXforPrint components into the Deployment folder. In the second phase we deploy the components under your direction to the same machine on which the installer is running. If you want to deploy some of the components to other machines, usually the IM Client, we provide instructions how to do it.

Below we will take you through the screens you will see during the installation:

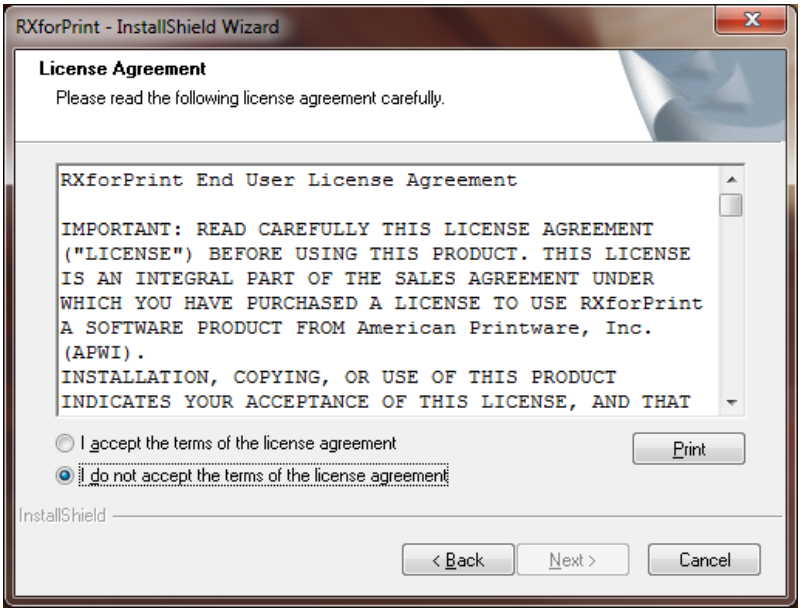
1. RXforPrint Setup window will appear as shown below.



RXforPrint Setup Screen

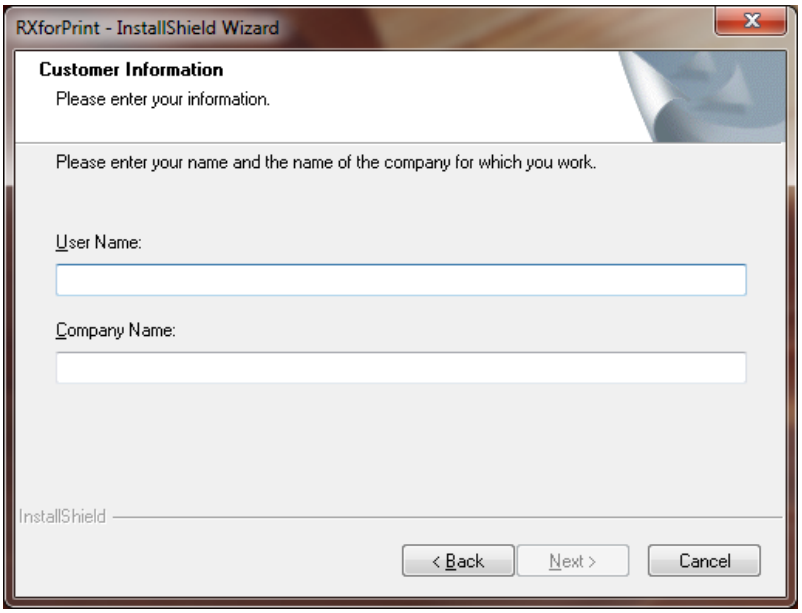
2. Click **Next**.

The End User License Agreement will appear.



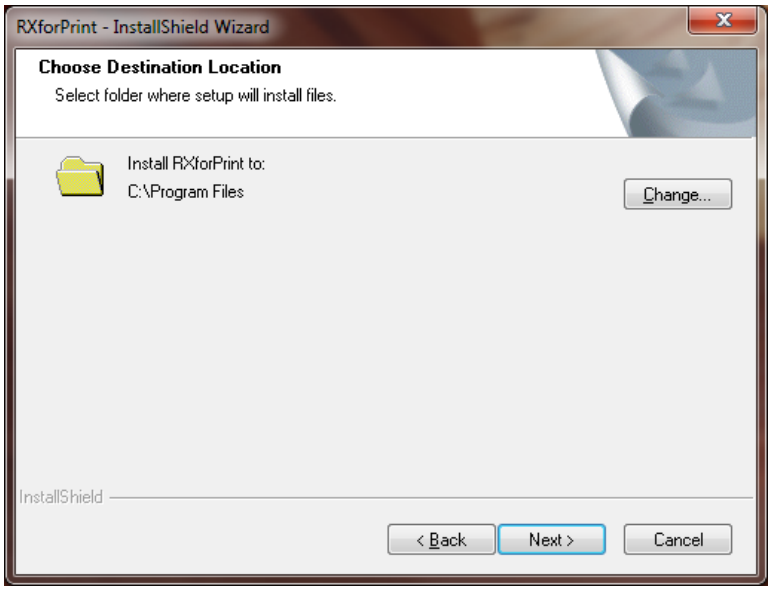
End User License Agreement Screen

3. Click the "I accept…" radio button, which enables the **Next** button.
4. Click **Next**.
5. You will be asked to enter your name and company name here. Once you have finished entering your name and company name, click **Next**.



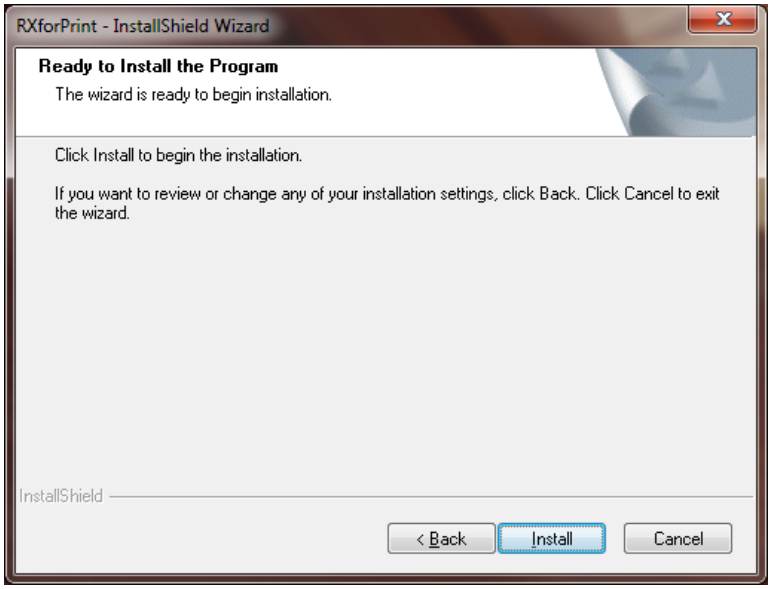
RXforPrint Customer Information

6. You will be asked to select the root location where RXforPrint will unpack its components. You should typically leave the default location unless you want it on a drive other than C.



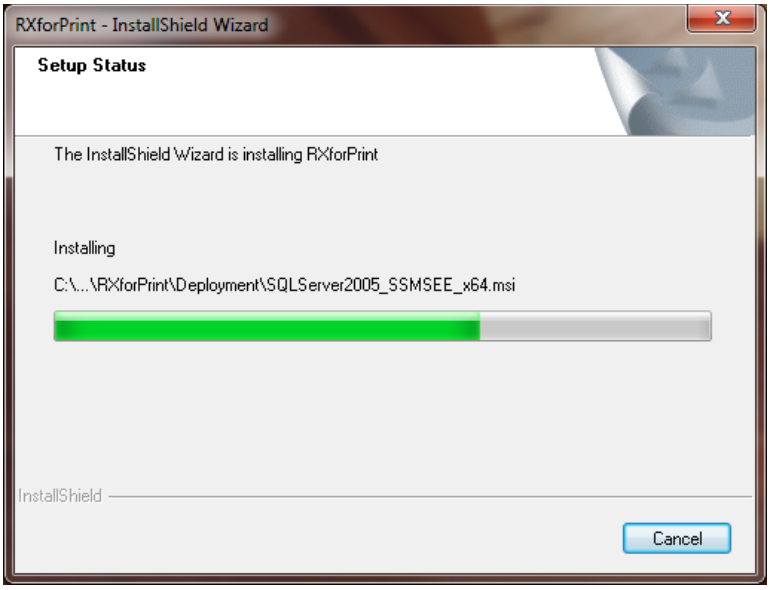
RXforPrint Install Location Selection Screen

7. Once you have selected the root location the installer lets you know that it is ready to install. Click **Install** to begin the unpacking process.



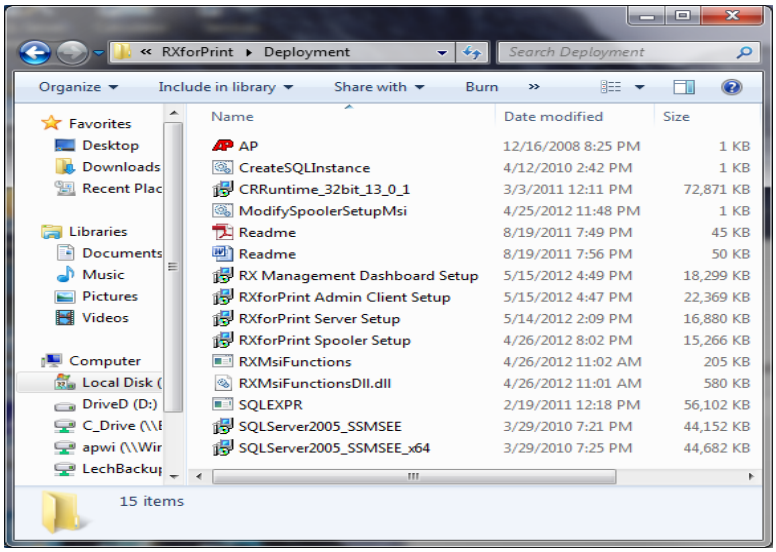
RXforPrint Install Screen

8. RXforPrint Installer indicates the progress of unpacking components to the Deployment folder below:



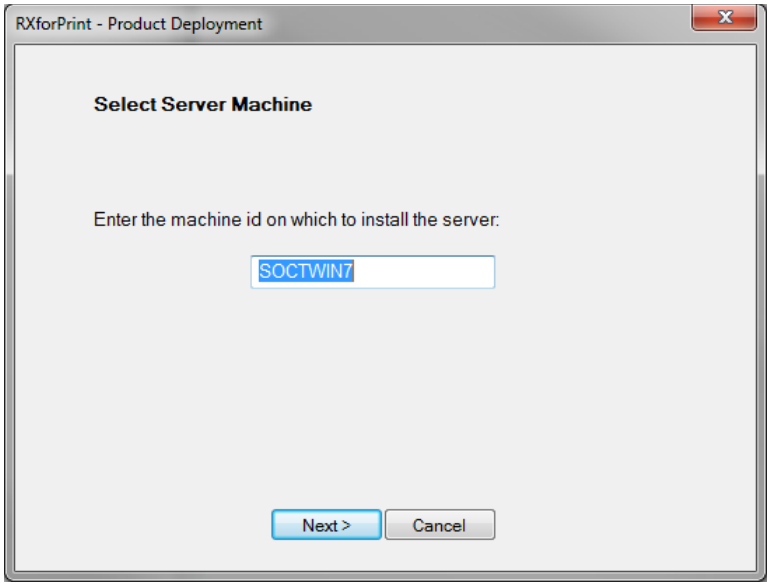
RXforPrint Install Progress Screen

9. At this point the installer unpacked all RXforPrint components into the Deployment folder. This folder can be found at the root directory you selected above plus the following: \APWI\RXforPrint\Deployment. Below are typical contents of this folder:



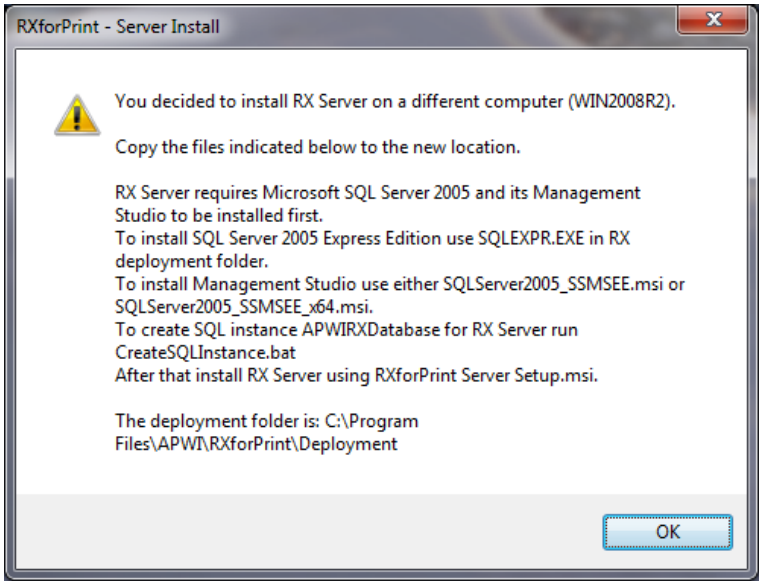
10. This marks the end of the unpacking phase. Now you will be asked to deploy RXforPrint components. The RXforPrint Server is usually installed on the same computer you are currently running the Installer but you can choose a different

one. The computer name is displayed in the window. You may change it to another machine.



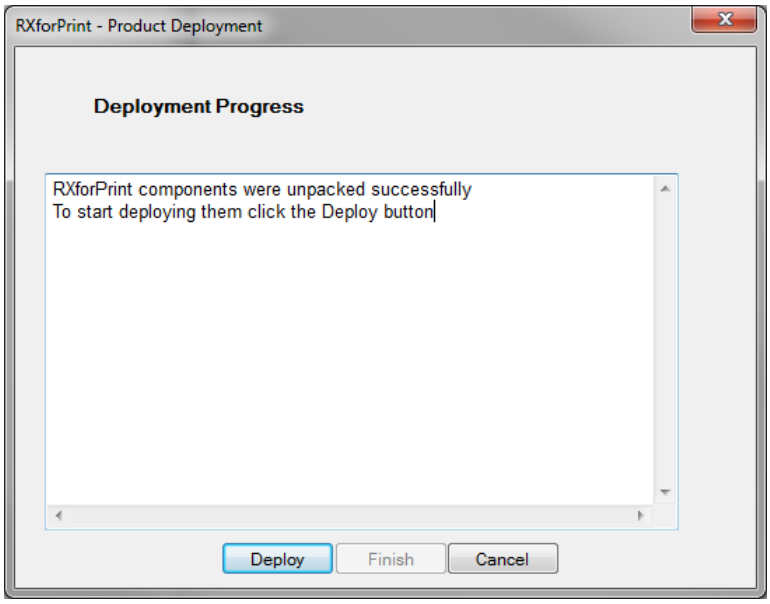
RXforPrint Server Name Screen

11. If you choose a different computer to install the Server the following pop up will appear instructing you what components need to be moved the target machine you chose and installed there:



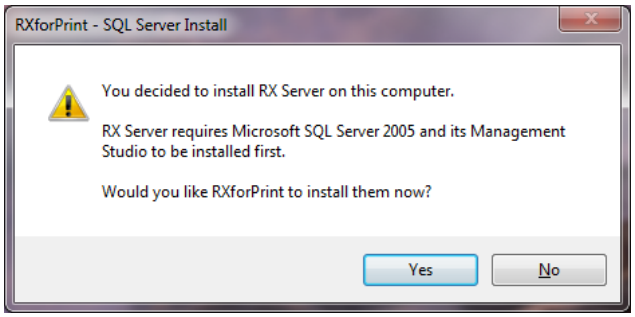
Server Name Screen

12. The Deployment Progress Screen will appear. This screen will be up through the rest of the installation and show you the status of each component as it installs.



RXforPrint Deployment Progress Screen

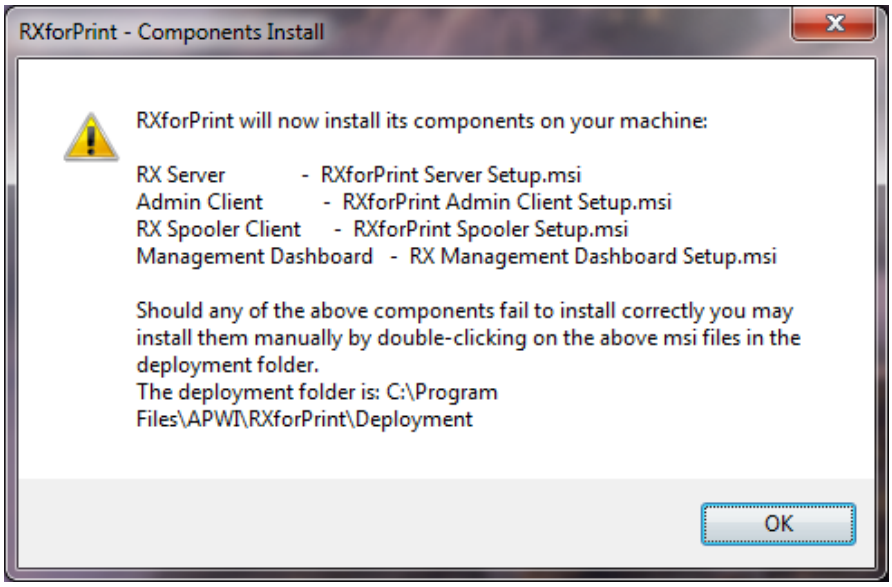
13. Click the **Deploy** button to start the deployment of RXforPrint components. The first item to be installed is SQL Express 2005 and it's associated Management Studio. If these are already installed then this step can be skipped but if not, or if you are not sure, click **Yes** to continue



SQL Express installation startup Screen

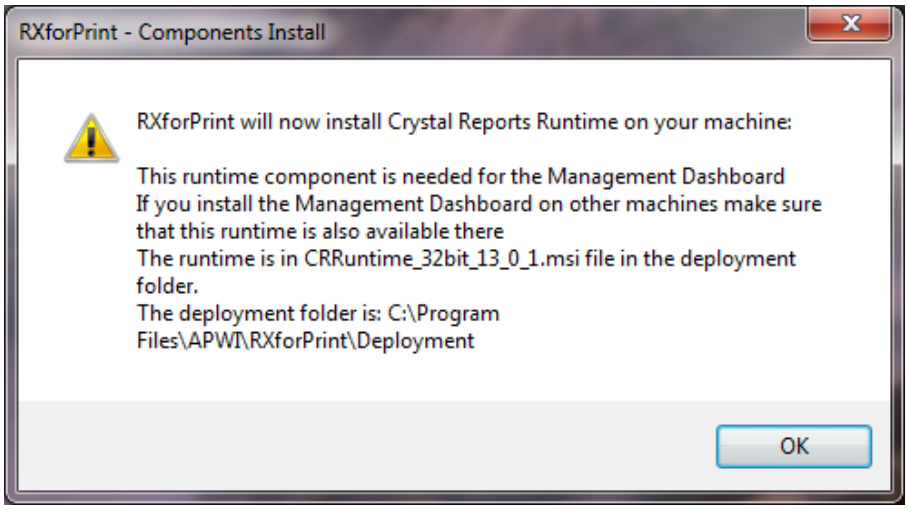
14. If you do not have Microsoft SQL Server installed on the server machine you need to install SQL Express 2005 which comes with our installation package before you can proceed with RXforPrint server installation. Go to section MICROSOFT SQL SERVER which will guide you through SQL Express 2005 installation.

15. After Microsoft SQL Server is installed RXforPrint then installs its major components. They are listed in the panel below. Take note and click **OK**.



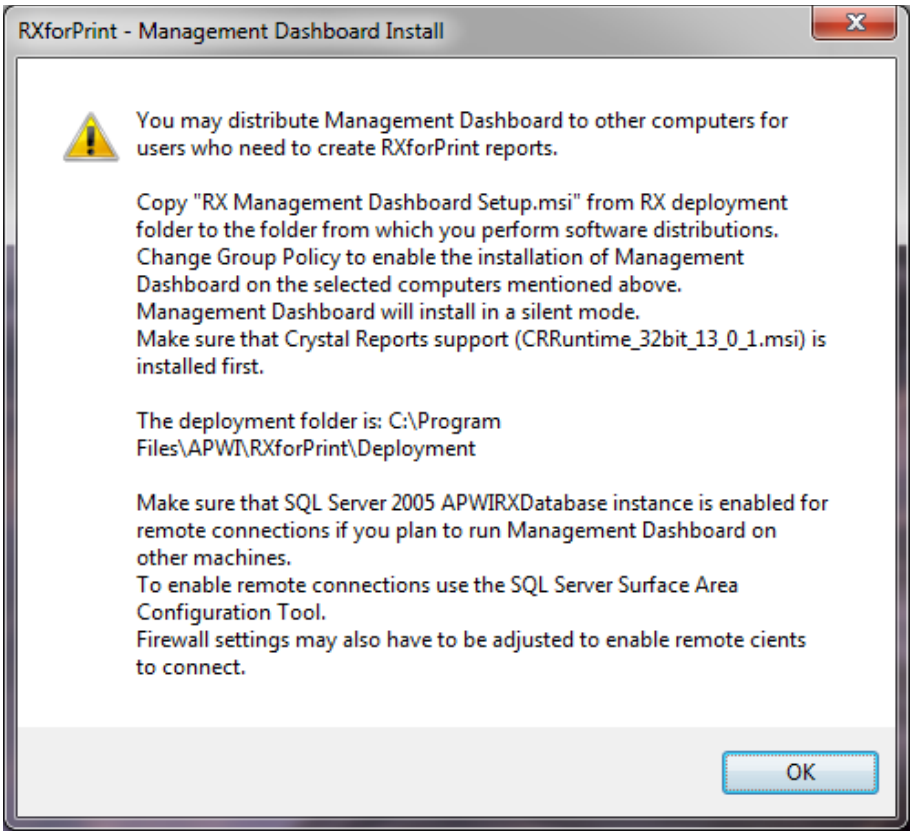
RXforPrint Major Components

16. Our Management Dashboard requires Crystal Reports. Take note and click **OK**.



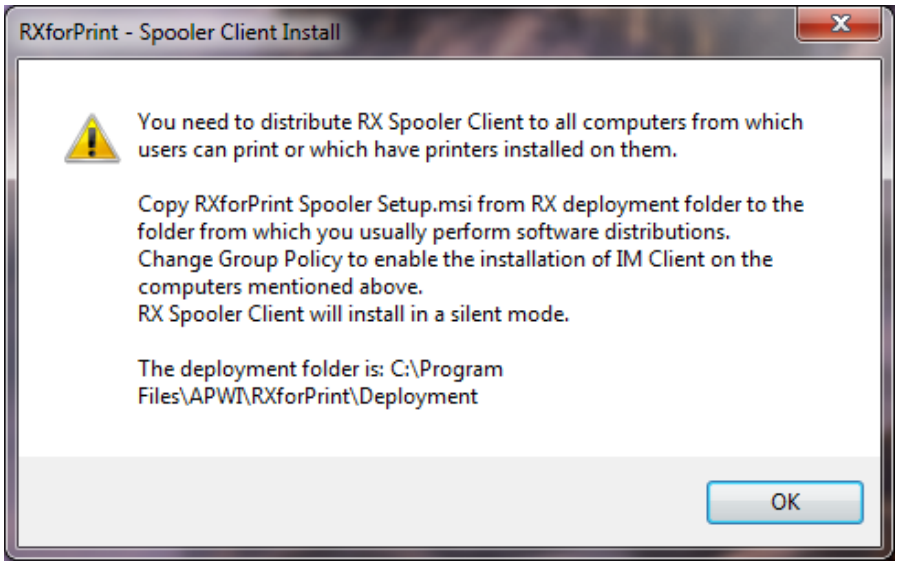
Crystal Reports for Management Dashboard

17. Management Dashboard information panel. Take note and click **OK**.



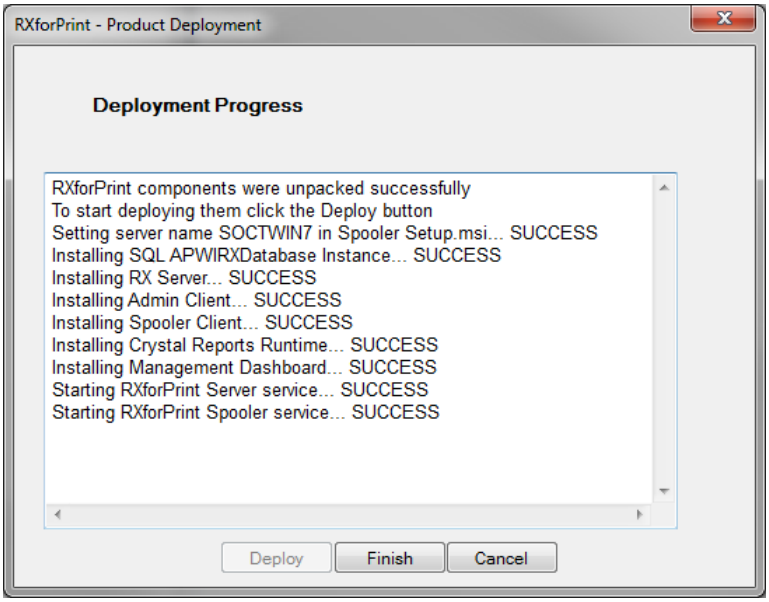
Management Dashboard Distribution Information

18. IM Client information panel. More information can be found in the IM Client Push-out section. Take note and click **OK**.



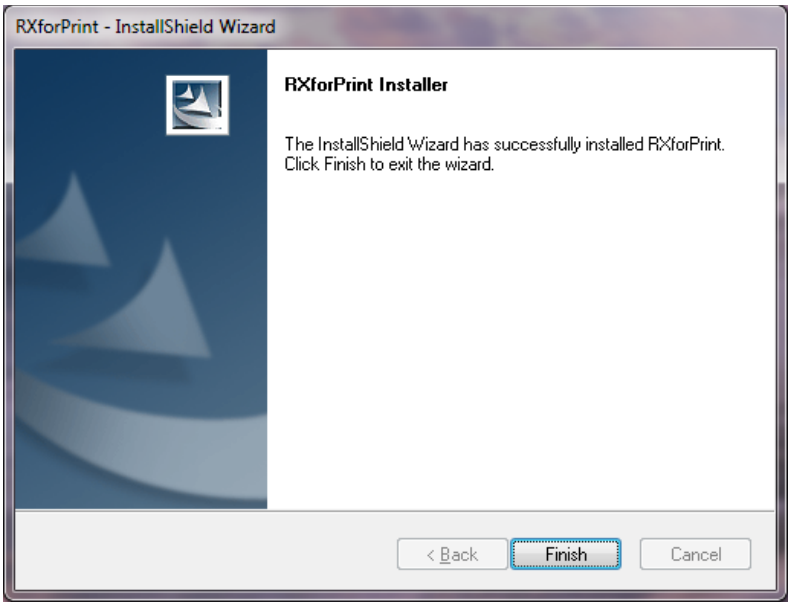
RX Spooler Client Distribution Information

19. At the end of the Deployment phase this panel should look like this. Click **Finish**.



RXforPrint Deployment Progress

20. Final installation panel. Click **Finish**.



Installation Final Panel

RX Spooler Client Push-out

RX Spooler Client component must be installed on all machines from which users submit print jobs or on which printers are installed. RX Spooler Client interacts with RX Server and informs it about print jobs progress. You need to install it on all computers in your organization for which you want to monitor print activity.

Copy the "RXforPrint Spooler Setup.msi" file from the Deployment folder to the location from where you normally do software distribution. It is important that you do it only after RXforPrint Installer finished successfully. The Installer inserts into the "RXforPrint Spooler Setup.msi" file the location of the Server. That is how RX Spooler Client knows how to find it.

RX Spooler Client installs on the designated machines in a silent mode. Your users would only be minimally impacted by the push out.

Once you have copied the msi file you can push it out to the users on your network using Windows Server. You have probably done it many times before for other products but to give you idea what is required below is an excerpt from Microsoft Windows Server 2003 documentation:

FOR MICROSOFT WINDOWS SERVER 2003

You can deploy and upgrade software to remote computers in managed environments by using Group Policy Software Installation to assign Windows Installer packages. Windows Installer packages are deployed and managed within a Group Policy object, which is in turn associated with a particular Active Directory container—either a site, a domain, or an organizational unit. You can use Add or Remove Programs in Control Panel to install, upgrade, or manage an application on a local computer. You can also use Remote Desktop Connection to install or upgrade an application by using Add or Remove Programs on a remote computer. For more information, see Add or Remove Programs overview and Remote Desktop Connection.

Some of the most common tasks are deploying software to remote computers, upgrading software on remote computers, and installing or upgrading software on a local computer.

To deploy software to remote computers

Open Group Policy Object Editor.

Do one of the following:

- To assign software applications to computers, in the console tree, double-click **Computer Configuration**.
- To assign or publish software applications to users, in the console tree, double-click **User Configuration**.

Double-click **Software Settings**, and then click **Software Installation**.

Where?

- *Group Policy object*

- Computer Configuration or User Configuration
- Software Settings
- Software Installation

Right-click **Software Installation**, click **New**, and then click **Package**.

Click the Windows Installer package you want to assign, and then click **Open**.

In **Deploy Software**, click **Assigned**.

Notes

- To complete this procedure, you must be logged on as a member of the Domain Administrators security group, the Enterprise Administrators security group, or the Group Policy Creator Owners security group.
- Group Policy Software Installation is available to computers running Windows 2000, Windows XP Professional, and the Windows Server 2003 family in an Active Directory environment.
- To use Group Policy Software Installation, you must create a new Group Policy object or edit an existing Group Policy object for a site, domain, or organizational unit. You can also link a Group Policy object to a site, domain, or organizational unit in Active Directory Users and Computers or Active Directory Sites and Services. For more information about ways to open Group Policy Object Editor, see Group Policy.
- Many software applications come with Windows Installer packages (.msi files). For more information, see your software manufacturer's documentation.

To upgrade software on remote computers

Open Group Policy Object Editor.

Do one of the following:

- To upgrade software applications on remote computers, in the console tree double-click, **Computer Configuration**.
- To upgrade software applications for users, in the console tree, double-click **User Configuration**.

Double-click **Software Settings**, and then click **Software Installation**.

Where?

- *Group Policy object*
- Computer Configuration or User Configuration
- Software Settings
- Software Installation

Right-click **Software Installation**, click **New**, and then click **Package**.

Click the Windows Installer package that will serve as the upgrade package, and then click **Open**.

In **Deploy Software**, click **Assigned**.

In the details pane, right-click the Windows Installer package that will function as the upgrade (not the package to be upgraded).

Click **Properties**, and then click the **Upgrades** tab.

Click **Add** to create or add to the list of packages that are to be upgraded by the current package.

Under **Choose a package from**, click **Current Group Policy object (GPO)** or **A specific GPO** as the source of the package to be upgraded. If you click **A specific GPO**, click **Browse**, and then click the Group Policy object that you want.

Review the list of packages under **Package to upgrade**, which lists all of the other packages that are assigned or published within the selected Group Policy object. Depending on the Group Policy object, this list may have zero or more entries.

Click the package that you want to upgrade, and then do one of the following:

- To replace an application with a completely different application, click **Uninstall the existing package, then install the upgrade package**.
- To install a newer version of the same product while retaining the user's application preferences, click **Package can upgrade over the existing package**.

On the **Upgrades** tab, select the **Required upgrade for existing packages** check box if you want the upgrade to be mandatory. If this is an upgrade under Computer Configuration in the Group Policy console tree, the check box is unavailable and selected, because packages can only be assigned to computers, not published.

Notes

- To complete this procedure, you must be logged on as a member of the Domain Administrators security group, the Enterprise Administrators security group, or the Group Policy Creator Owners security group.
- Group Policy Software Installation is available to computers running Windows 2000, Windows XP Professional, and the Windows Server 2003 family in an Active Directory environment.
- To use Group Policy Software Installation, you must create a new Group Policy object or edit an existing Group Policy object for a site, domain, or organizational unit. You can also link a Group Policy object to a site, domain, or organizational unit in Active Directory Users and Computers or Active Directory Sites and Services. For more information about ways to open Group Policy Object Editor, see Group Policy.
- Many software applications come with Windows Installer packages (.msi files). For more information, see your software manufacturer's documentation.

To install or upgrade software on a local computer by using Add or Remove Programs

Open Add or Remove Programs in Control Panel.

Click **Add New Programs**, and then click **CD**.

Follow the instructions on your screen.

Notes

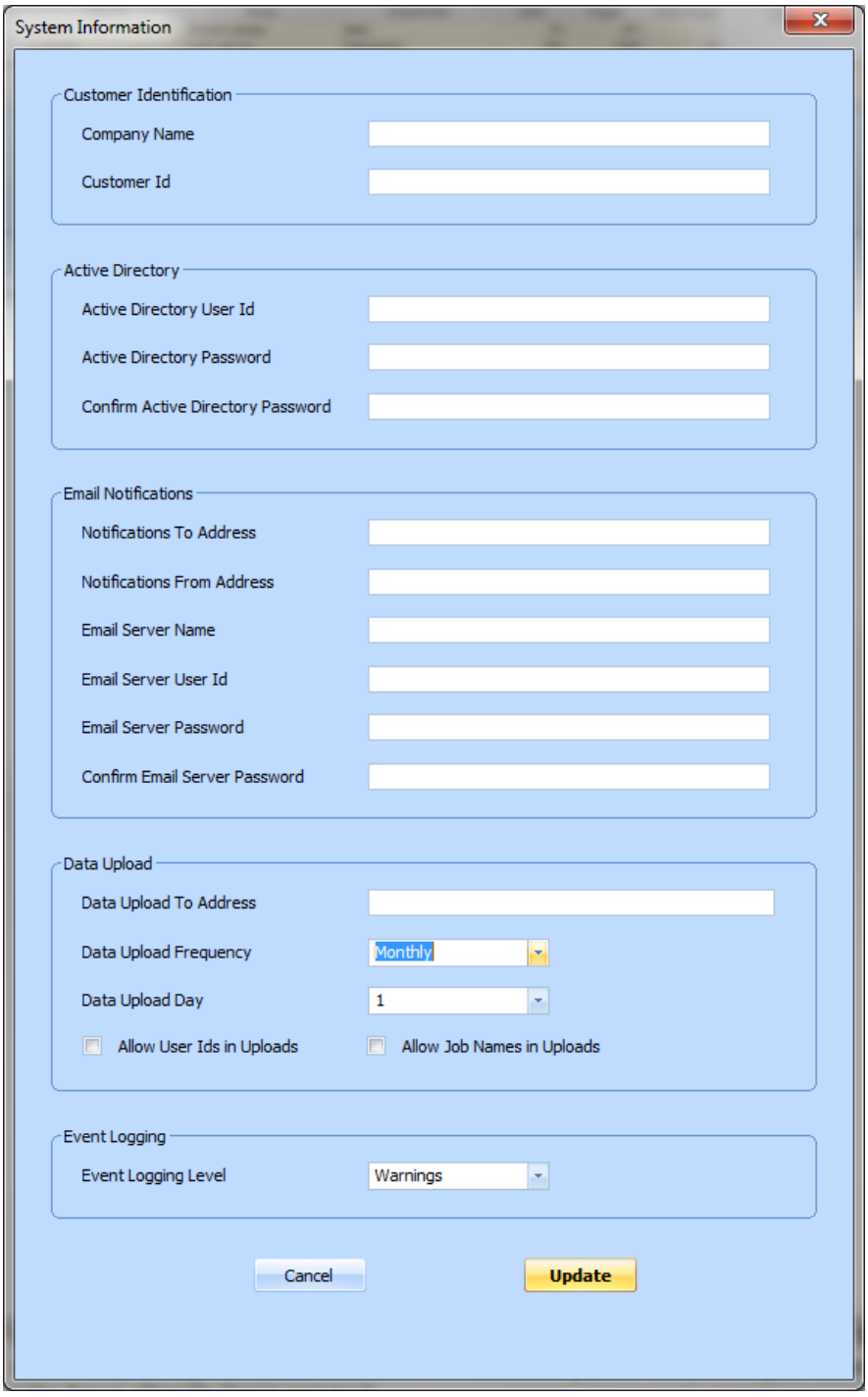
- To open Add or Remove Programs, click **Start**, point to **Settings**, click **Control Panel**, and then double-click **Add or Remove Programs**.
- When using Add or Remove Programs, you can only install programs that were written for Windows operating systems.

Disclaimer: The push-out feature documentation has been taken from Microsoft's Help and Support Center and is provided here AS IS and as a convenience to the user.

System Settings

One final thing you need to do before you can enjoy the benefits of RXforPrint is to update System Information panel in Admin Client. RXforPrint interacts closely with Active Directory and uses the email server to send printer alerts and other messages. **If you do not fill in the System Information panel correctly RXforPrint will not operate properly**.

Start up Admin Client. Login screen will appear. Enter the password. If this is the first time you are using Admin Client the password will be saved for subsequent logins. While blank password is acceptable it is not recommended. If you have never filled in the System Information panel before this empty screen will appear right away:



If you are not sure what some of the fields mean mouse-over them and help balloon will appear.

Configure System Information Panel

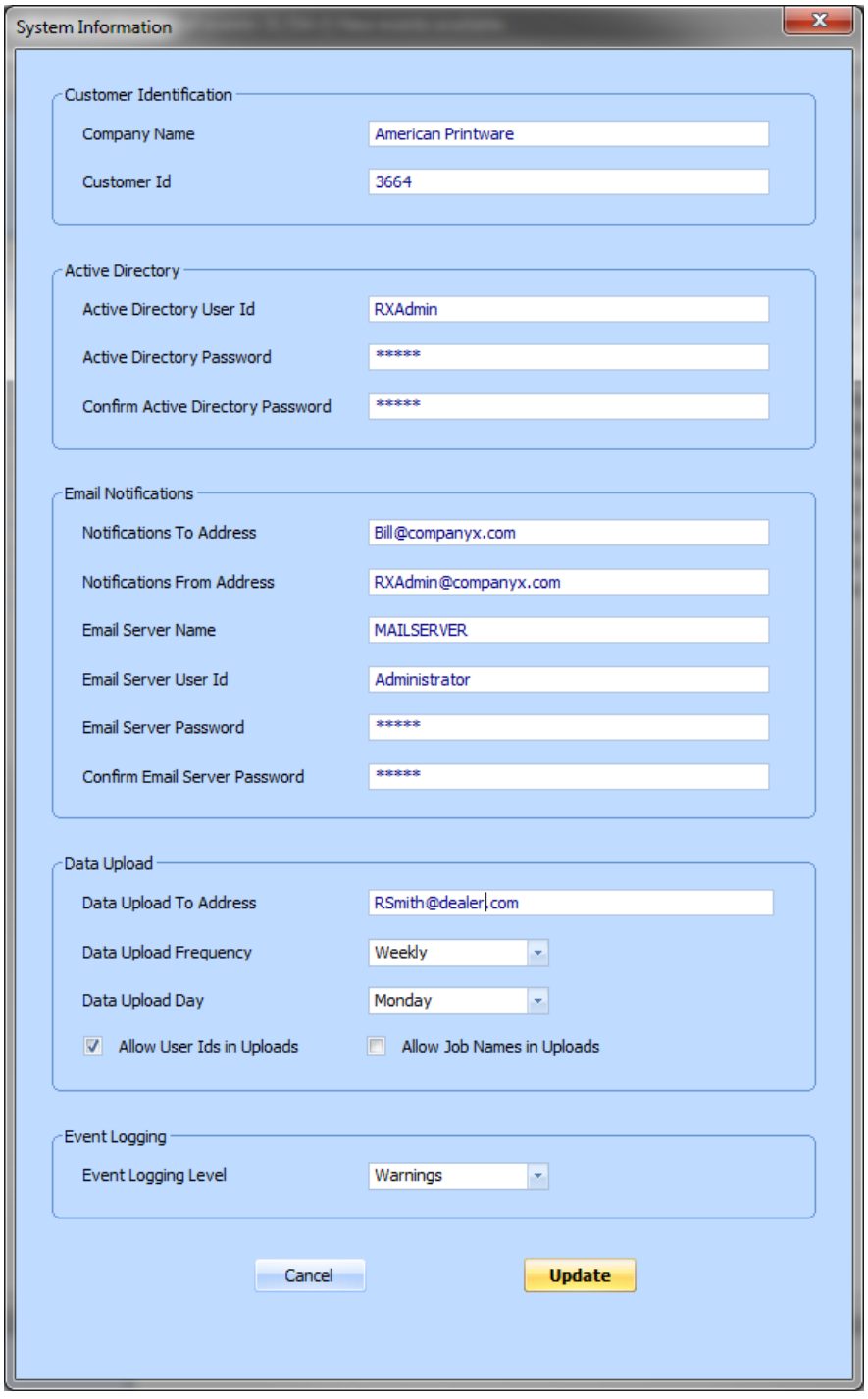
The Server needs certain parameters in order to communicate with Active Directory and to send print information data and alerts. As one of the first tasks as RXforPrint Administrator you need to provide these parameters:

Field Name	Description
Company Name	The name of your company
Customer Id	Unique customer id provided to you by the dealer. This id will be used later to identify the print activity data sent to the dealer for print assessment
Active Directory User Id	RXforPrint interacts extensively with Active Directory to retrieve information about users and user groups. It does not write to or alter any information there. It needs to log in to Active Directory with a user id and password in order to be able to query it. Ask your Domain Administrator to create new user id with sufficient access authority for RXforPrint to retrieve needed data and enter it here
Active Directory Password	The password associated with Active Directory user id. Ideally the password should not have expiry date
Notifications To Address	List of email addresses of the persons who will receive vital notifications from RXforPrint about its state. For example, changes to this table or license expiry will generate email notification. If you enter multiple email addresses you need to separate them by comma
Notifications From Address	The email address that will appear on the notifications email in the From field
Email Server Name	The machine name on which the email server resides
Email Server User Id	The user id used by RXforPrint when passing the notification message to the Email Server
Email Server Password	The password associated with the Email Server user Id. Ideally the password should not have expiry date
Data Upload To Address	The email address to which periodic emails will be sent containing data about print activity in your organization. These emails will be sent monthly, weekly or daily. You may enter multiple email addresses separated by semicolons. **If you do not wish to send print activity data to anybody leave this field empty**

Field Name	Description
Data Upload Frequency	Select how often print activity data should be uploaded via email. If you do not provide email address then print activity data will not be uploaded no matter what value you select here
Data Upload Day	Select the day of the month or week when the upload will occur. The selected data will be for the prior month or week up to and including the day before the upload day
Allow User Ids in Uploads	Leave this checkbox unchecked if for privacy/security reasons you don't want to upload user ids as they appear on your domain.
Allow Job Names in Uploads	Leave this checkbox unchecked if for privacy/security reasons you don't want to upload printed job names.
Event Logging Level	This setting should only be changed after discussing it with our support staff. Indicates the level of tracing written to Windows event log. The possible levels are "Errors", "Warnings", "Info Messages" and "Traces". "Errors" causes the least logging volume while "Traces" causes the most detailed logging. Performance of the system may be affected by the volume of the event logging taking place.

After you have entered all fields press the **Update** button. Users listed in the Notifications To Address should receive at least one email informing them what fields have been changed in this panel. Keep modifying the above fields until you start receiving emails.

Properly filled in System Information panel may look like this:



You have successfully installed RXforPrint and made it operational. Congratulations!

Please switch over now to the User's Guide to learn how to monitor printing activity and start deriving benefits from RXforPrint.

MICROSOFT SQL SERVER

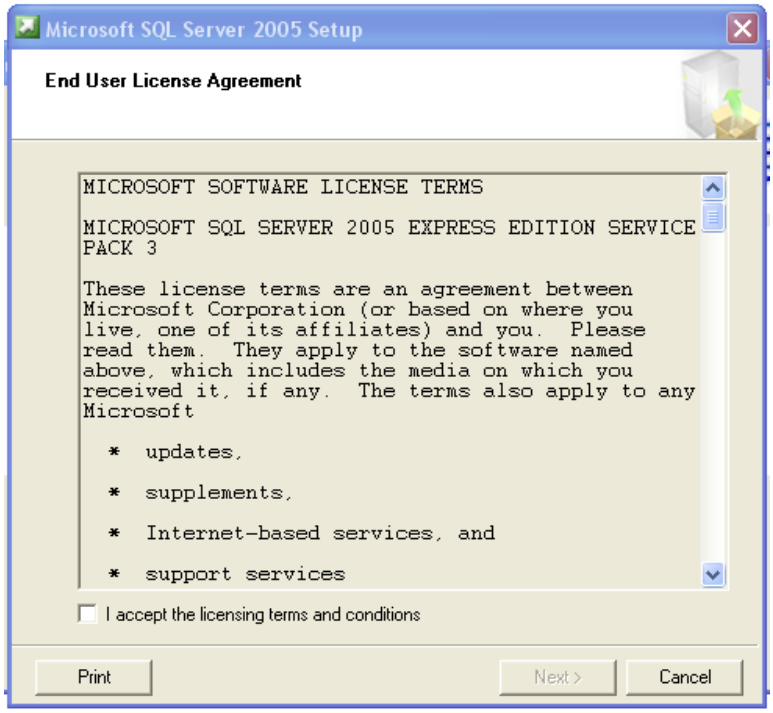
SQL Express 2005 Installation

If you are installing SQL Express on the same machine as RXforPrint Server RXforPrint Installer will start this installation for you.

If you are installing it on a different machine you need to copy SQLEXPR.EXE file from the Deployment folder to the target machine and then double-click it.

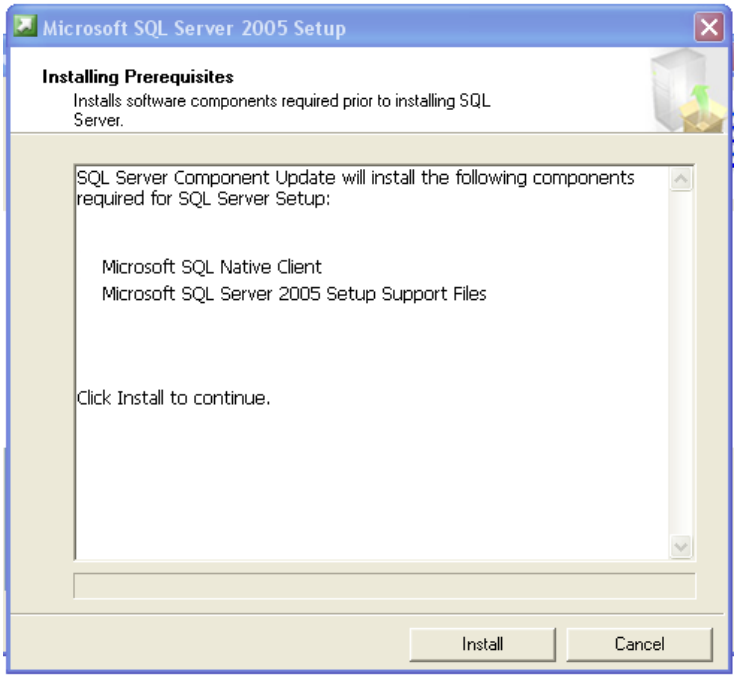
Below we will take you through the screens you will see during the installation. This documentation is provided for your convenience only. Ultimately, Microsoft is responsible for providing the correct information on SQL Express installation.

1. SQL Express will start with the following screen:



SQL Server License Screen

2. Click the "I accept..." box. **Next** button will appear. Click **Next**.

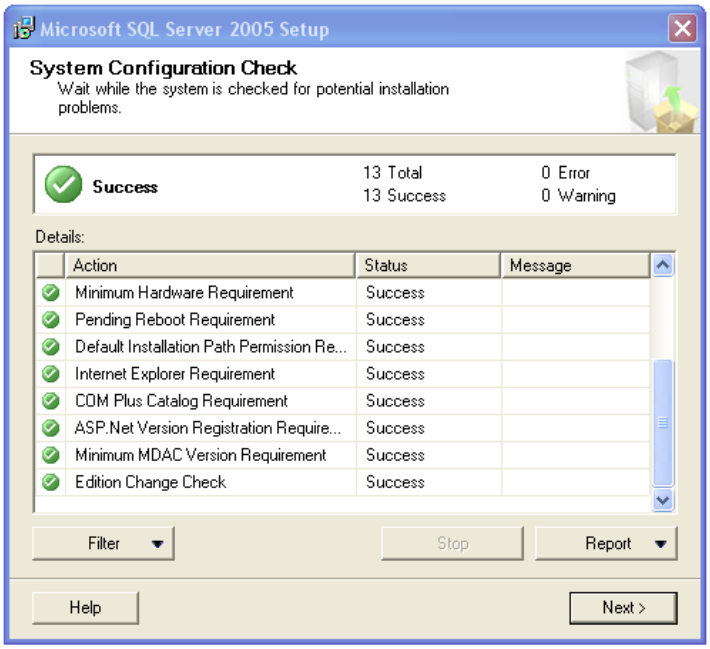


SQL Server Prerequisites

3. Click **Install**.

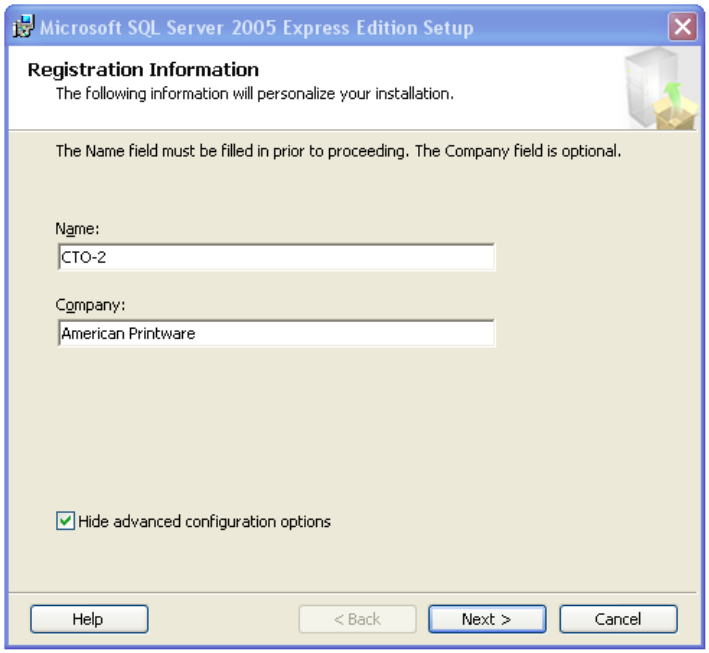
SQL Server Installation Screen

4. Click **Next**.



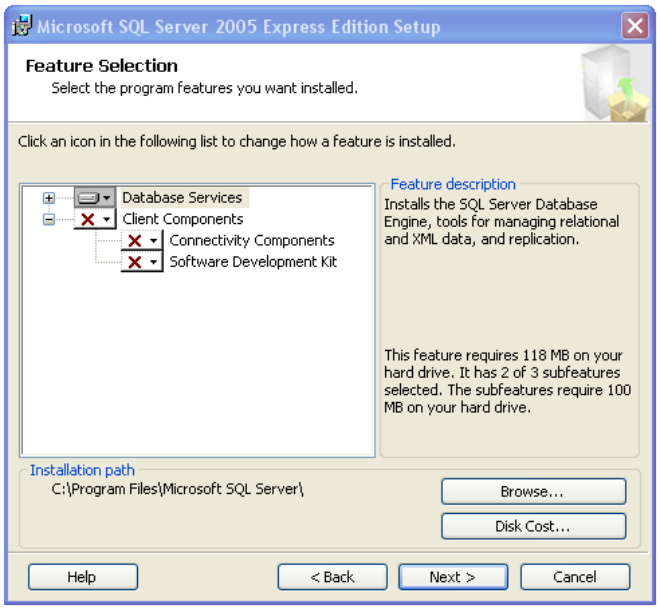
SQL Server system Configuration Check

5. Click **Next**.



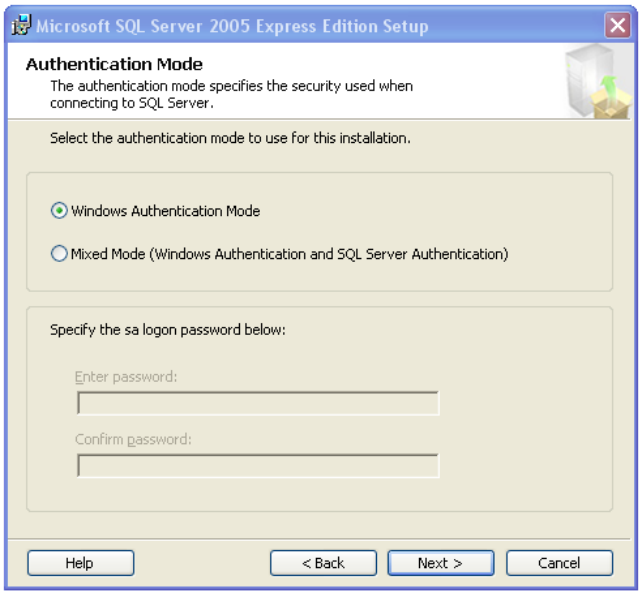
SQL Server Registration Information

6. Click **Next**.



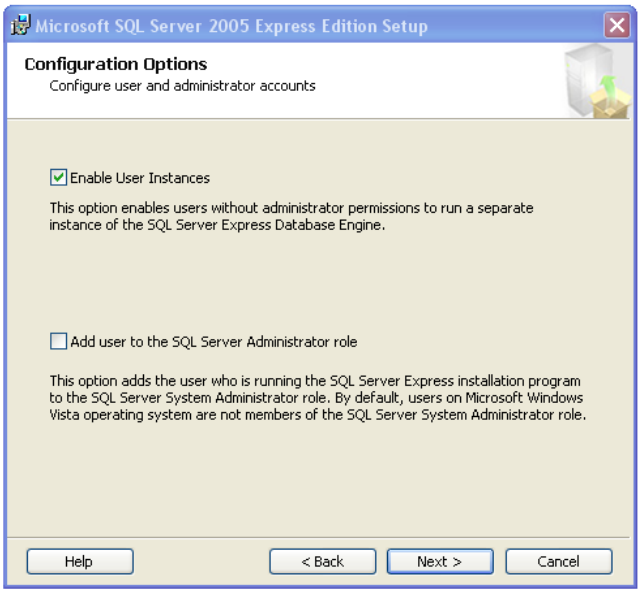
SQL Server Feature Selection

7. Click **Next**.



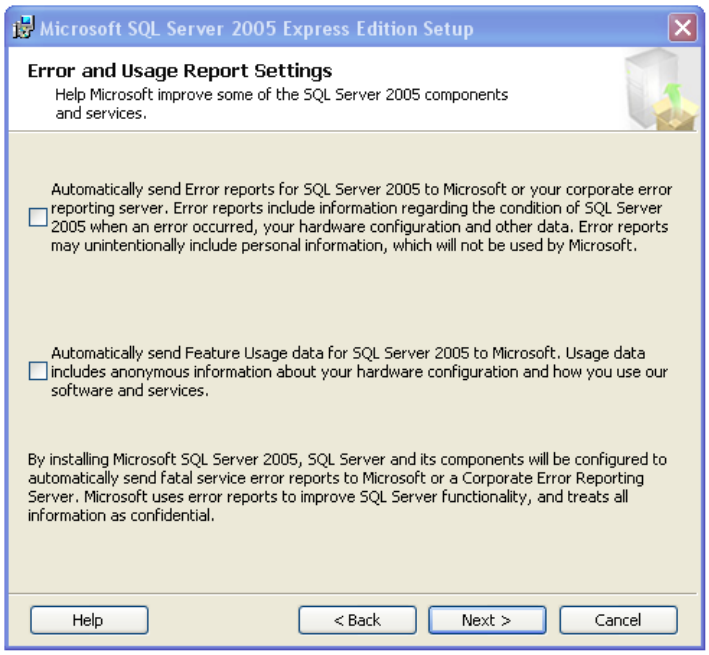
SQL Server Authentication Mode

8. Choose "Windows Authentication Mode" and click **Next**.



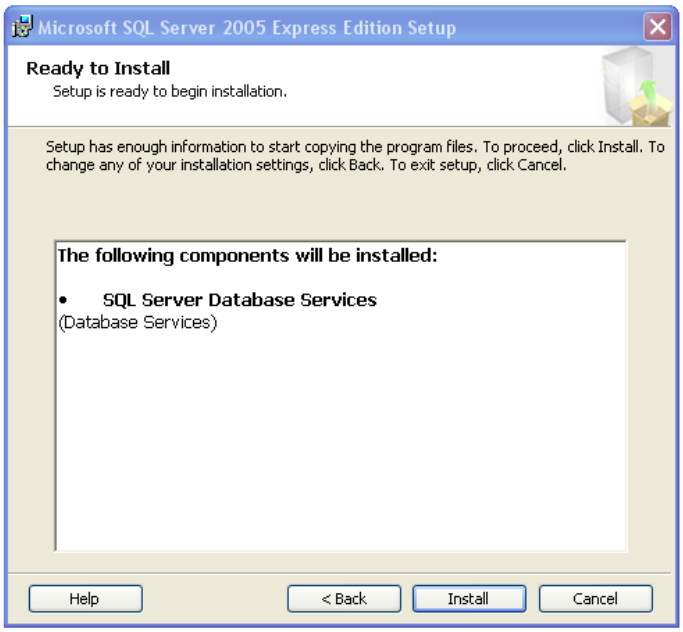
SQL Server Configuration Options

9. Click **Next**.



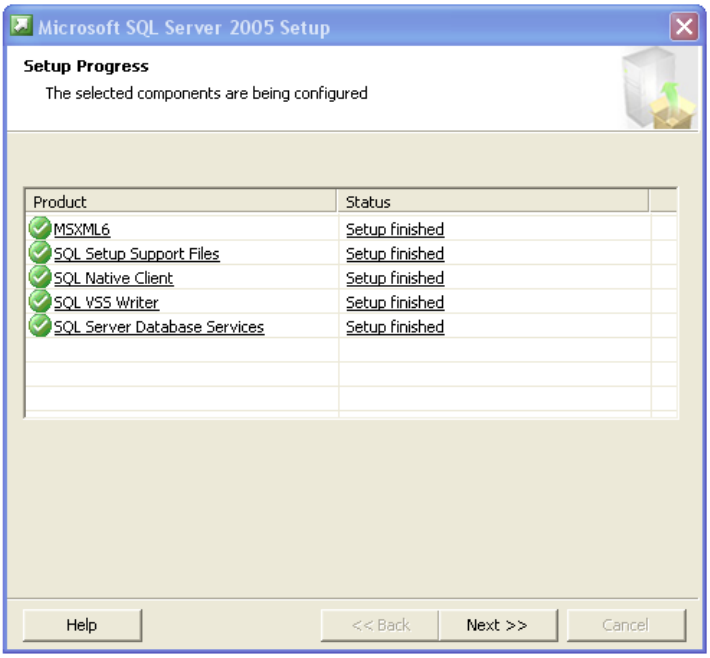
SQL Server Error and Usage Report Settings

10. Click **Next**.



SQL Server Ready to Install

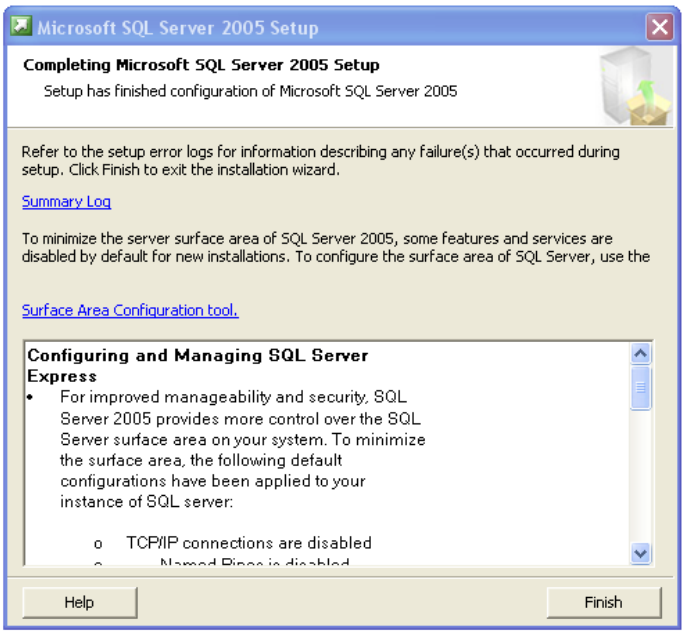
11. Click **Install**.



SQL Server Setup Progress

12. This is how this panel should look like after successful install. Click **Next**.
    IMPORTANT! If there are errors indicated on this panel this is usually caused

by the user trying to install SQL Server again not realizing that it is already installed.



SQL Server Completion Message

13. Click **Finish**.

SQL Server Management Studio Express Installation

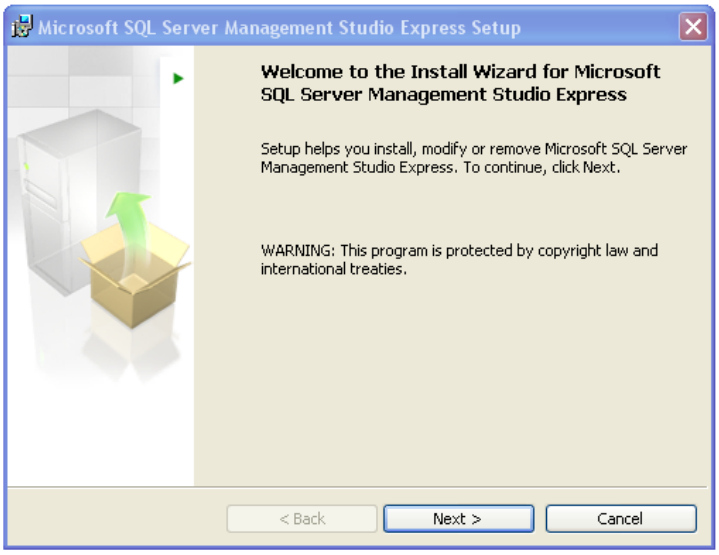
In addition to SQL Express its Management Studio is also needed to run RXforPrint at your organization.

If you are installing SQL Express on the same machine as RXforPrint Server RXforPrint Installer will start this installation for you.

If you are installing it on a different machine you need to copy either SQLServer2005_SSMSEE.msi or SQLServer2005_SSMSEE_x64.msi file from the Deployment folder to the target machine and then double-click it. Use the SQLServer2005_SSMSEE_x64.msi file if you are running 64 bit version of Windows.

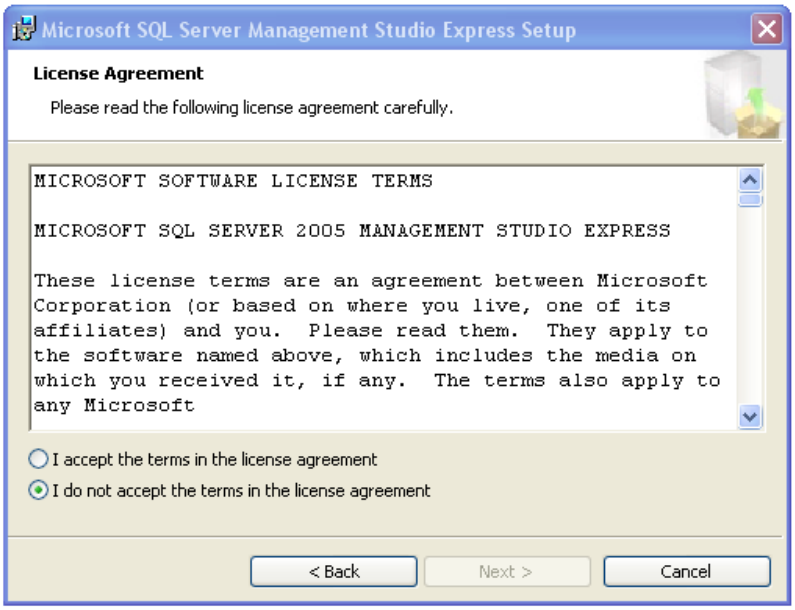
Below we will take you through the screens you will see during the installation. This documentation is provided for your convenience only. Ultimately, Microsoft is responsible for providing the correct information on SQL Server Management Studio Express installation.

1. SQL Server Management Studio Express will start with the following screen:



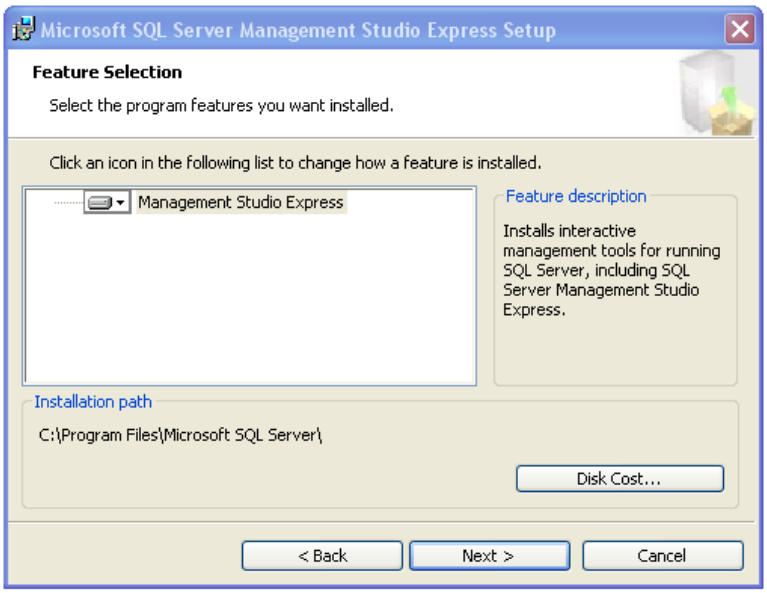
SQL Server Management Studio Setup

2. Click **Next**.



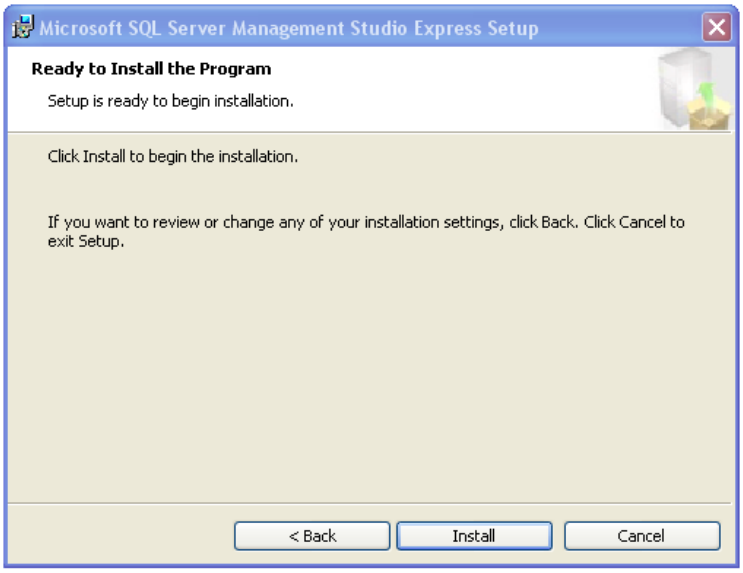
SQL Server Management Studio License Agreement

14. Choose the "I accept..." option. **Next** button will appear. Click **Next**.



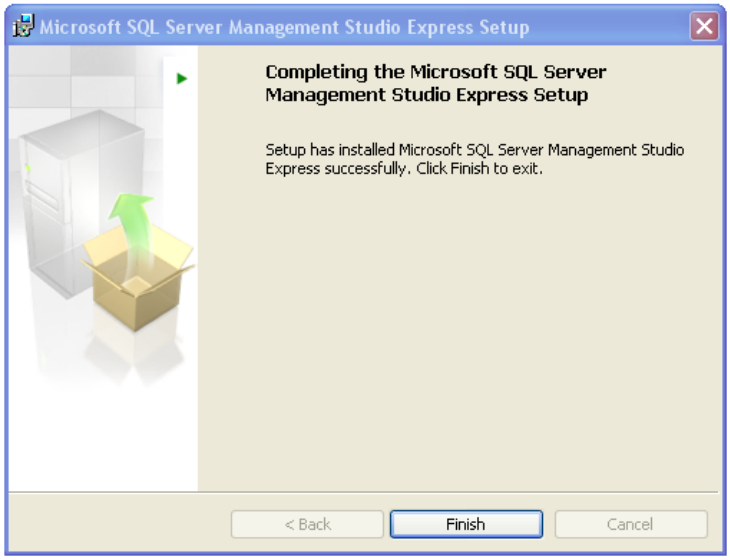
Feature Selection

3. Click **Next**.



Ready to install

4. Click **Install**.



Completion

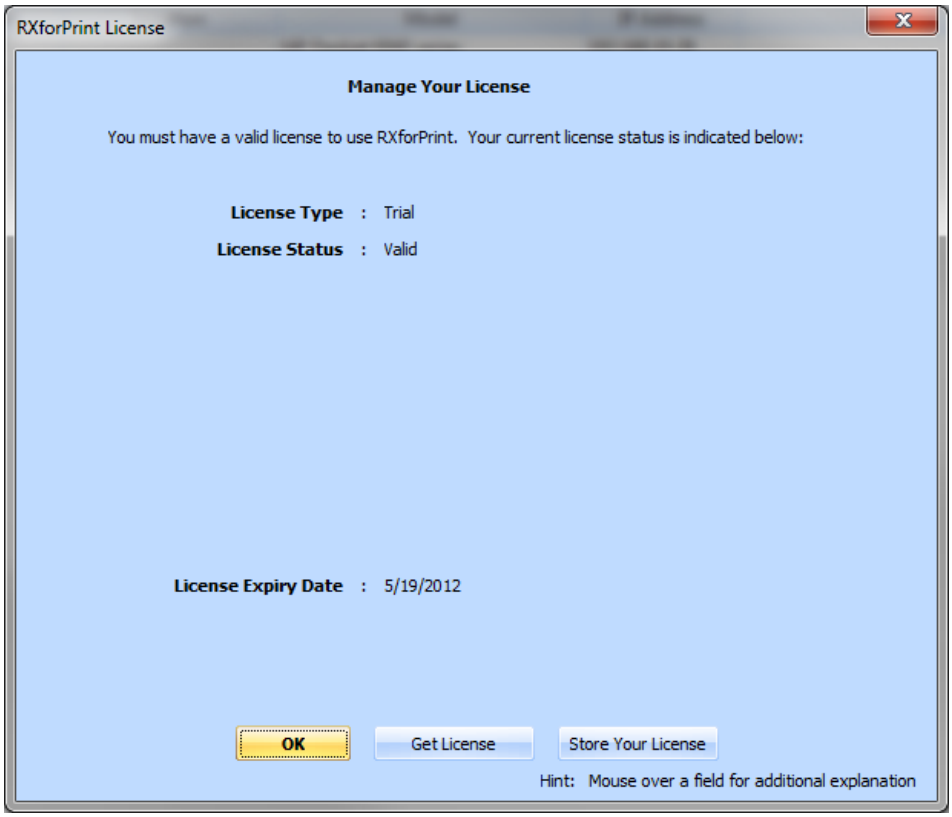
5. This is how successful installation panel looks like. Click **Finish**.

OBTAINING RXFORPRINT LICENSE

After successful installation RXforPrint will operate for few days so you are able to verify that the installation was done successfully. However, once you have installed it successfully you need to obtain proper license as soon as possible.

Requesting RXforPrint License

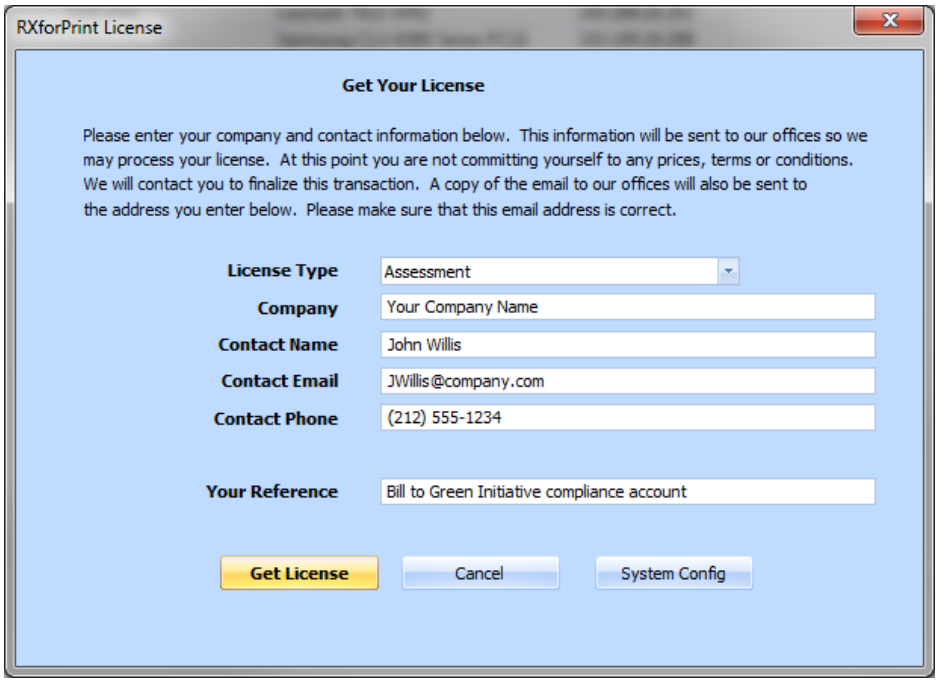
In the Admin Client go to Operations > Manage Your License:



License Status

Click the **Get License** button.

Fill in the following panel as accurately as possible. License type should be "Assessment". In the Your Reference field you can put anything you want to refer to this transaction.



License Request

Click the **Get License** button.

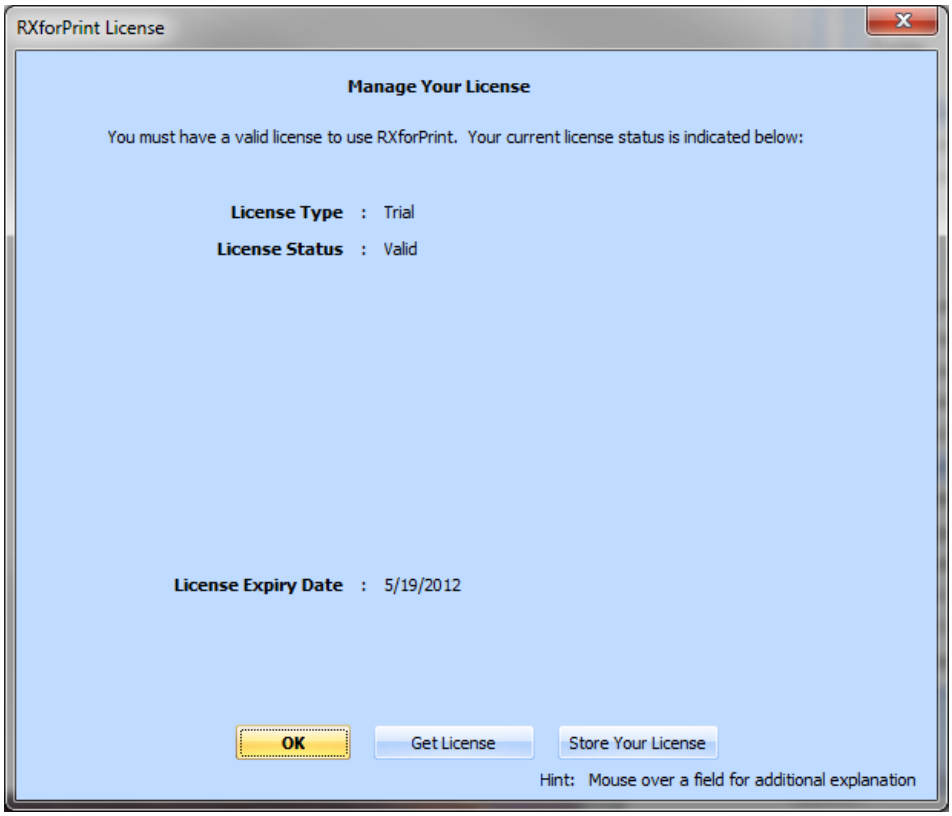
The license request will be emailed to our offices. A copy of it will also be sent to your email address which you entered above. Additionally a copy of the request will be stored on your computer in the C:\RXforPrint\Licenses folder.

You should hear back from us in less than 24 hours. If you don't hear from us it is possible that the email didn't go out due to network set up or other technical problem. In this case please contact us at Sales@apwi.com.

Activating RXforPrint License

We will respond to your license request with email containing the license as attachment. Store the license attachment (.lic file) in a folder.

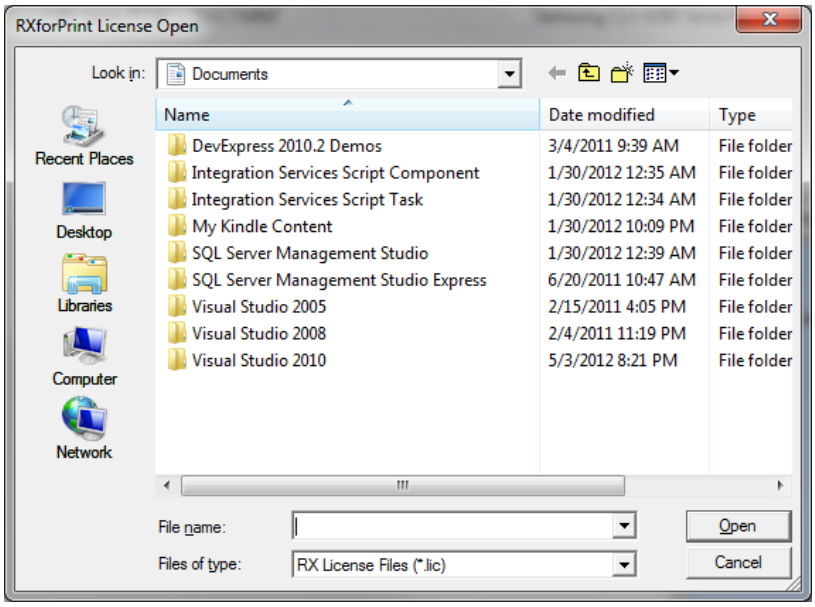
In the Admin Client go to Operations > Manage Your License. Familiar screen should appear:



License Status

Click **Store Your License** button.

RXforPrint License Open dialog should appear:



License Open Dialog

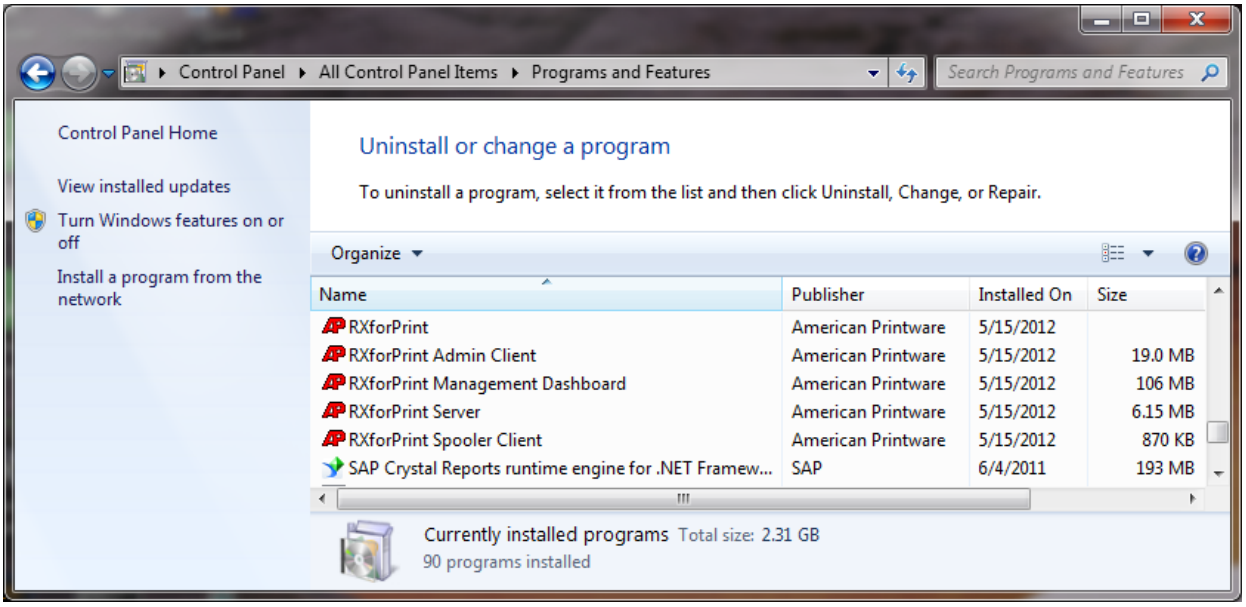
Select the file (.lic) where you stored the license and click the **Open** button.

RXforPrint will read the license file, validate it and store it in its database. To confirm that the license was correctly stored RXforPrint will redisplay the License Status dialog with the updated license information.

UNINSTALLING RXFORPRINT

Uninstalling RXforPrint Server Components

The easiest way to uninstall RXforPrint Server components is to use Windows Control Panel > Programs and Features option:



Select RXforPrint and right-click it. Following it click the **Uninstall** option.

Windows should remove the main application and all the RXforPrint sub-applications one by one. You will be prompted by additional screens. Make sure you always select Remove instead of Modify.

In case some of the sub-applications do not get removed you can remove them manually.

Uninstalling RXforPrint Client Components

If you are planning to reinstall RXforPrint there is no need to uninstall RX Spooler Clients on all the machines to which they were distributed. Each new release will replace existing Spooler Clients with new push-out.

UPLOADING DATA TO A CENTRAL SITE

You may want to periodically upload print activity data to a dealer site for analysis. The data is uploaded via email with CSV file attachments. In Admin Client System Information panel you enter the email address where the emails will be sent and select the frequency of emails. Emails can be sent:

- Monthly
- Weekly
- Daily

The attached CSV files represent print activity data in a tabular format. This data, after unpacking from the email, can be used to analyze print activity at the customer by user, department or by printer.

RXforPrint Data Tables

Overview

Each email will contain these two CSV tables:

- Print Log table
- Alerts table

These tables may be compressed into a zip file to reduce the size of the email attachments.

Print Log Table

This table lists the print jobs since the last data shipment from the customer site.

Column Name	Data Type	Comment
Printer	Char	The printer queue name on which the job printed
Location	Char	The location where the printer is located
Job Owner	Char	The id of the user who submitted the job. **You may disallow the user id being sent in emails for security reasons. Use Admin Client System Information panel to do it. If disallowed, the column will still appear but it will be blank**
Job Owner Name	Char	The full user name as defined in Active Directory

Department	Char	Department to which the Job Owner belongs
Account	Char	Account number to which this job cost should be charged
Computer	Char	The computer from which the job was submitted
Job Name	Char	The name of Windows print job. Usually it contains the file or document name which was printed. **You may disallow the Job Name being sent in emails for security reasons. Use Admin Client System Information panel to do it. If disallowed, the column will still appear but it will be blank**
Document Type	Char	The document type of the printed job (doc, docx, txt, etc.)
Pages	Int	Indicates how many pages were in the submitted job
Copies	Int	Number of copies for the job
Total Pages	Int	Total pages printed. Usually Pages * Copies
Cost/Page	Decimal	Cost per printed page with up to 4 decimal places
Total Cost	Decimal	Total cost of printed job with up to 2 decimal places
Submit Time	Timestamp	Identifies when the job was submitted
Completion Time	Timestamp	Job completion time
Successful	Bool	Yes or No
Color	Bool	Color or BW
Duplex	Bool	Duplex or Simplex
Paper Size	Char	The size of the paper on which the job was printed as reported by Windows. Usually, Letter or Legal
Account	Char	Account number to which this job should

		be billed
Job Disposition	Char	Describes what was done with the job
Printer IP	Char	The IP address of the network printer on which the job was printed. If not a network printer then it is empty
Printer Model	Char	The printer model as reported by Windows printer driver
Device Type	Char	The type of the printer device as reported by the network printer itself
Device Serial	Char	The serial number of the device as reported by the network printer itself
Record Id	Int	Uniquely identifies each print job

Alerts Table

This table lists the printer alerts since the last data shipment from the customer site.

Column Name	Data Type	Comment
Printer	Char	The Printer Queue name which caused the alert
Location	Char	The location of the printer when the alert occurred
Computer	Char	The Windows spooler/computer responsible for handling the printer
Alert Type	Char	The type of the alert. Usually "Major" or "Minor"
Problem	Char	Describes the problem why the printer entered alert state
Alert Time	Timestamp	Identifies the time when the alert happened
Cleared	Bool	Yes or No
Clear Time	Timestamp	Time when the alert was resolved
Alert Duration	Timestamp	Indicates how long the alert lasted
Alert Id	Int	Uniquely identifies each alert