



FollowMe®

Line Printer Remote (LPR)
Integration Guide

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Note: Because of the fast pace of software development it is possible that there will be minor differences between the manual and the actual release of the program.

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Concept

Overview

FollowMe can utilise the Line Printer Remote (LPR) protocol to allow clients to meet their particular requirements. These requirements are listed in the Key Features and Usage section below. It is installed with the FollowMe Q-Server software by default but does need configuration.

Key Features and Use Cases

LPR can be used when the customer has any of the following requirements:

- When it is a basic install with few outside factors, such as special requirements.
- When they want FollowMe to run with a Windows clustered print spooler resource.
- When the customer has non-Windows operating systems, such as Apple Mac, Linux or Novell.

LPR is simple to install, configure and use, making it the ideal choice for customers who just require standard FollowMe functionality.

How the LPR interacts with FollowMe Q-Server

When setting up a port for the printer to use, we can simply configure the port to use the LPR protocol. The FollowMe Q-Server is then configured to accept jobs that use the LPR protocol. The print job request is then processed in the usual manner. This can be illustrated as follows:

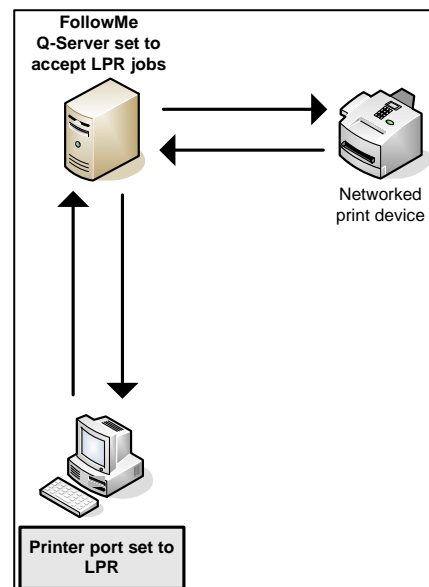
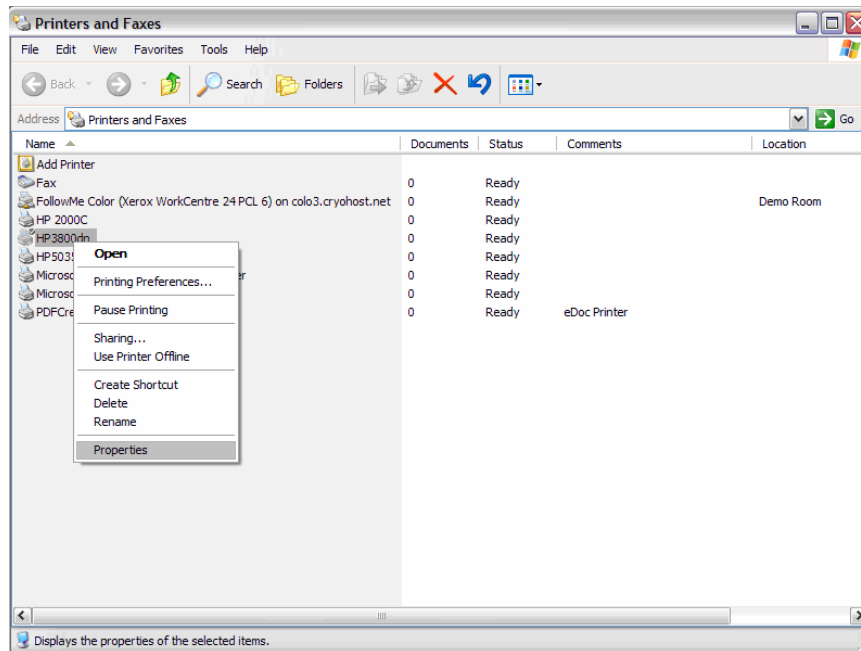


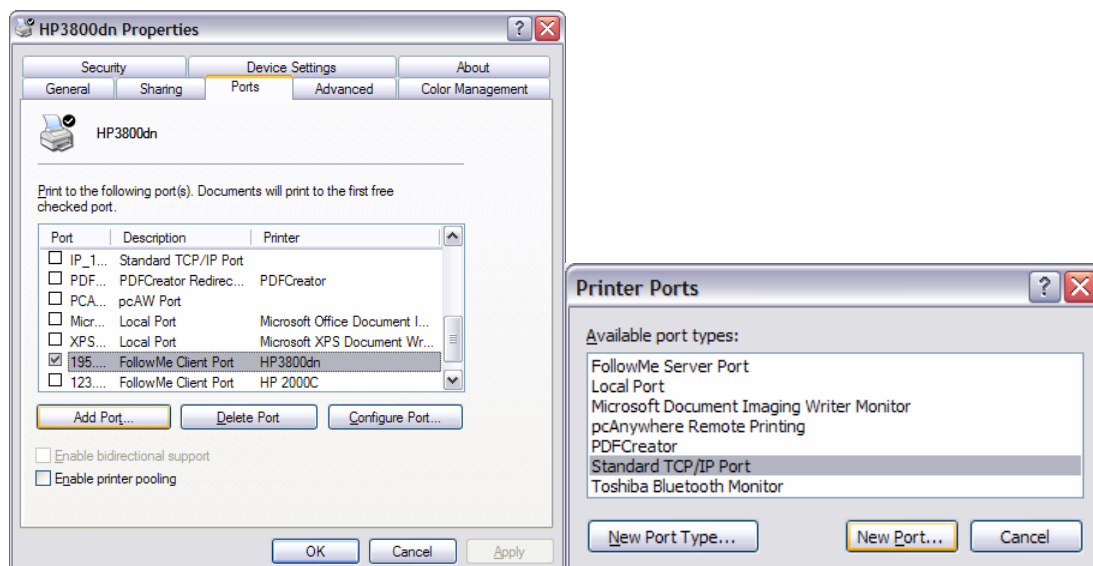
Figure 1: When the client sends a print job it is done so using the LPR protocol. The FollowMe Q-Server looks for the user name in the LPR string, the location of which can be defined in the administrator interface. The job is then processed as a standard print job.

Installation and Configuration

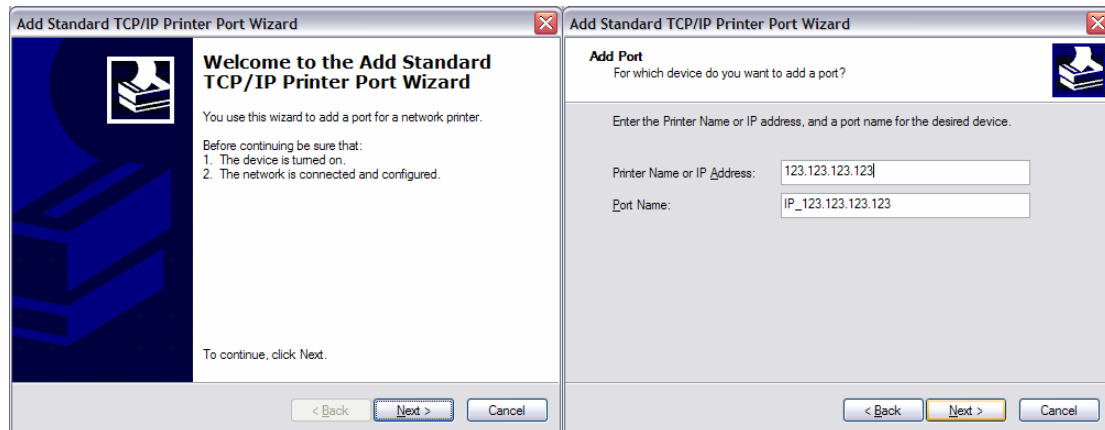
No additional software needs to be installed on either the FollowMe Q-Server or the client workstation. However, the port that the printer is using must be configured to use the LPR protocol. This guide assumes that you have not already set up a TCP/IP port directed to the FollowMe Q-Server. To configure the port, go to Start, Settings, Printers and Faxes. Right click on the printer you wish to change and select Properties:



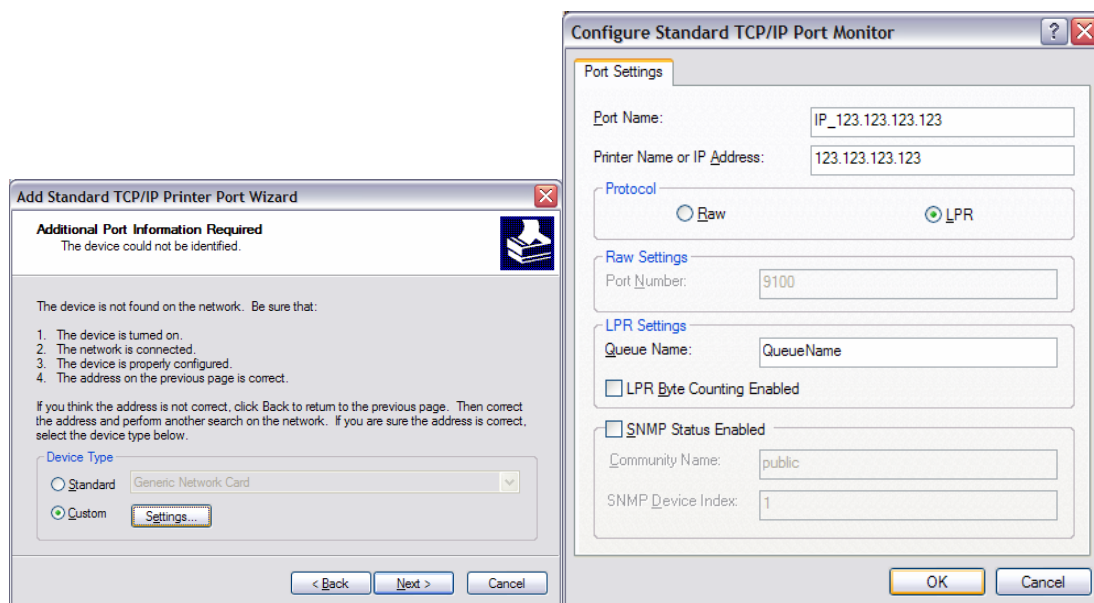
Select the Ports tab and click on the Add Port button. From the new window that appears choose Standard TCP/IP Port, and click on New Port:



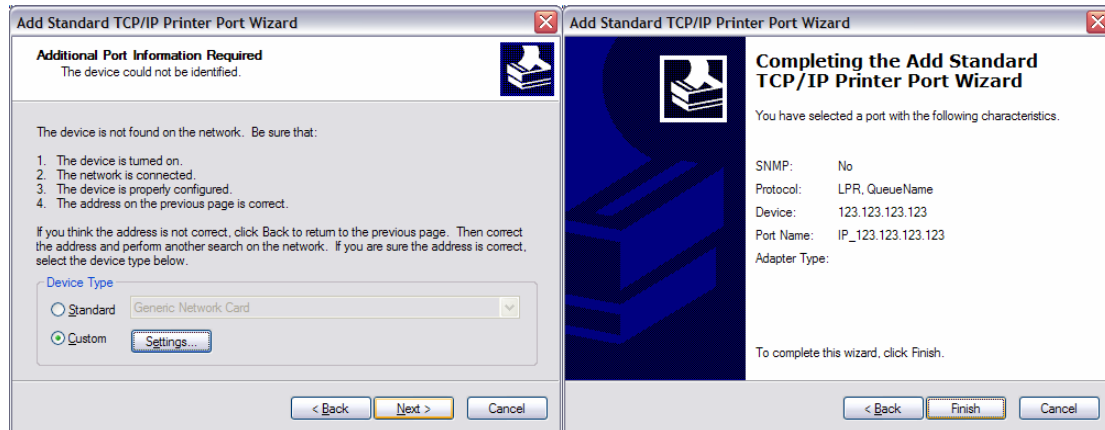
The Add Standard TCP/IP Printer Port Wizard screen will now be displayed. Click on Next, and on the next screen enter the IP address of the FollowMe Q-Server:



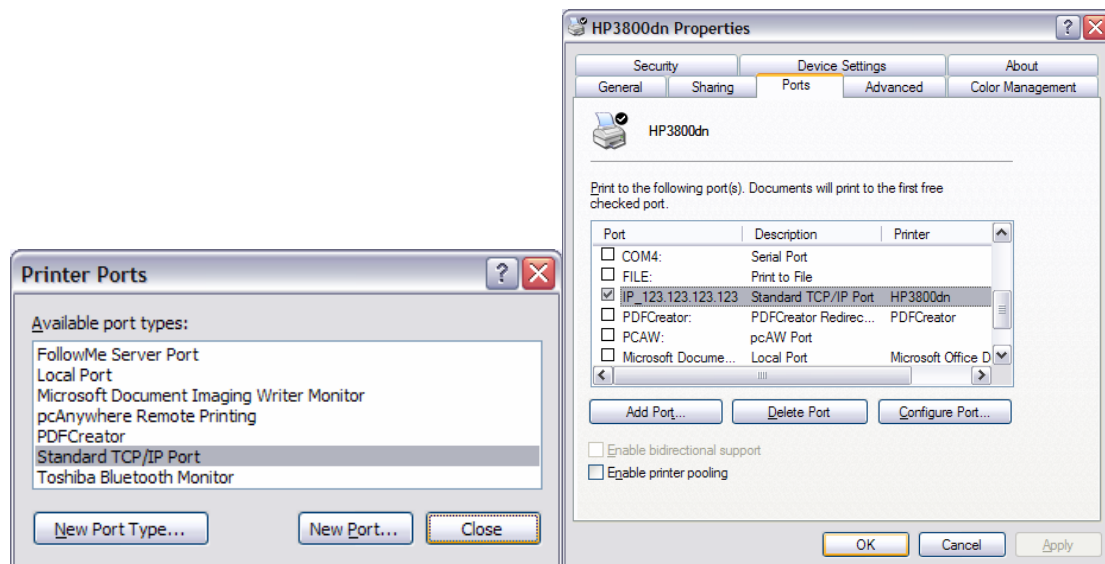
You should now be told that the device has not been found. Select the Custom radio button and click on Settings to manually configure the port. On the next screen, choose LPR as the protocol type and enter the LPR queue name you will be using. Click on OK when done:



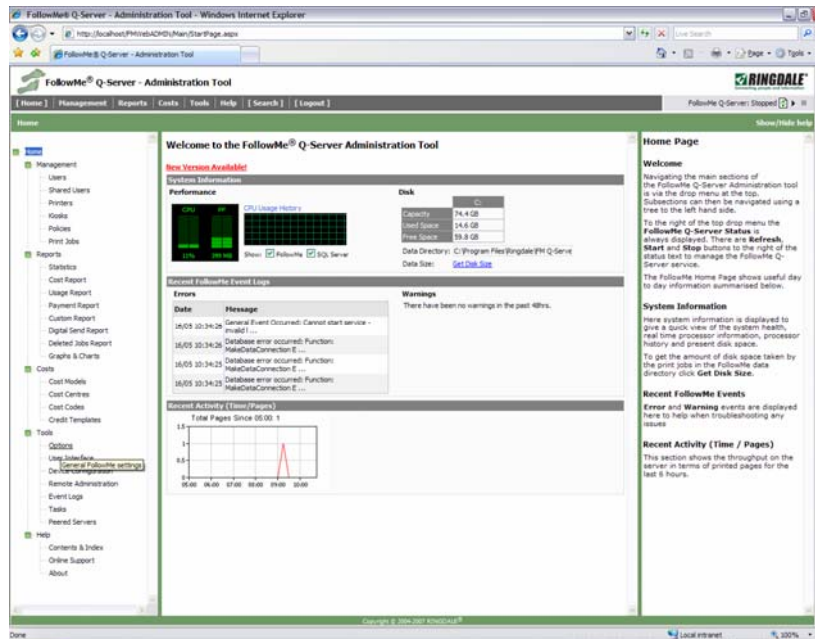
You will be returned to the previous screen. Click Next, then Finish:



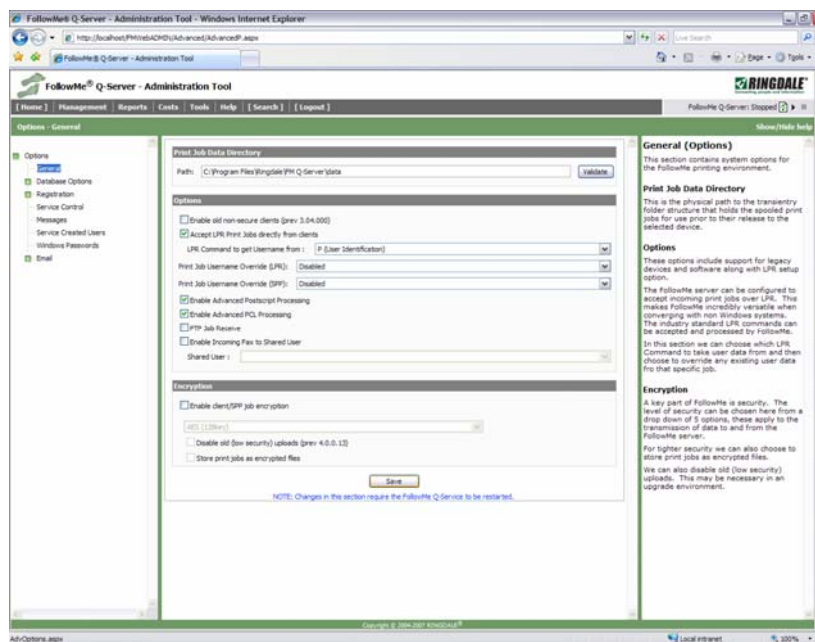
You will be returned to the Printer Ports dialogue box. Click on Close. Your newly created port should now be listed. Ensure that it is selected and click on Apply. Click on OK to finish:



The printer port is now setup to use the LPR protocol. We must now configure the FollowMe Q-Server to accept print jobs that use the LPR protocol. From the main administration screen, select Options from the Tools menu:



Enable the item titled Accept LPR Print Jobs directly from clients. This will enable the drop down box titled LPR Command to get Username from. The setting you use here will depend on how you are sending print jobs via LPR, but in most cases it should be set to P (User Identification). You must also enable two more options, titled Enable Advanced Postscript Processing and Enable Advanced PCL Processing:



Once the options are enabled, click on Save. The last task is to restart the FollowMe service. This can be done from the service control function located at the top right of the administrator screen.

Your system is now setup to accept LPR print jobs from clients.

Frequently Asked Questions (FAQs)

- Q.** Whenever I print a document I receive a windows pop up message saying the document failed to print. What should I check?
- A.**
- 1) Check that the Port Properties for the print device are set to use LPR.
 - 2) Check that the Port IP address has been set to the FollowMe Q-Server IP address and not the device IP address.
 - 3) Ensure that you have selected the correct settings in the Tools, Options administration page.
 - 4) Ensure sure that the FollowMe Q-Server service was stopped and restarted after any changes were made in the Tools, Options administration page.
- Q.** My print jobs are extremely slow. What is the problem?
- A.** Ensure that you do not have *LPR Byte Counting* turned on. To check this, go into the properties of the TCP/IP port and make sure LPR Byte Counting is not enabled.
- Q.** I can see my user's print jobs in the FollowMe Q-Server, but when the users authenticate at the device the job disappears and doesn't print. What should I check?
- A.** In the administrator software, make sure that your print spooler settings are correct. They should be set to use the FollowMe print spooler using either Raw or LPR, not Windows Print Spooler. These options are in the print device settings in the administrator software.
- Q.** I have set up a TCP/IP port for my printer. However, I have more than one printer that requires the port. What should I do?
- A.** Multiple printers can use the same port. It is also possible (and recommended) that port pooling be used to make use of multiple TCP/IP ports all pointing towards the same FollowMe Q-Server.