FollowMe Q-Server

Software Feature Matrix (v6.2)

April 2016

Feature Details	Edition			
	Standard	**Professional**	**Education**	**Enterprise**
	Full support ● | Partial support ◖ | Optional support ○			
Licensing The FollowMe Q-Server is licensed on a per server basis through a fixed user license, an embedded client license, a workstation client license, and also a module based license which may be required depending on the software edition being implemented (all licensing is per server instance).				
Printer Licenses There are no printer license restrictions other than non-interactive or embedded licenses	● (Unlimited)	● (Unlimited)	● (Unlimited)	● (Unlimited)
User Licenses Some editions have a user license restriction, and these restrictions are fixed per edition	◖ (500)	◖ (5000)	● (Unlimited)	● (Unlimited)
Module Licenses A number of modules exist in FollowMe which can be licensed separately, this is for editions which do not include those features in their base feature set	○	○	◖○	◖○
Embedded Client Licenses For embedded devices an embedded client license is required on a per device basis	○ (Per device)	○ (Per device)	○ (Per device)	○ (Per device)
Workstation Client Licenses To enable the workstation client features a license is required on a per workstation basis	○ (Per workstation)	○ (Per workstation)	○ (Per workstation)	○ (Per workstation)
Web Administration Interface Integrated web administration interface provides central platform for management and reporting				
Centralized Management Management and reporting capability for the entire print fleet, across multiple sites	●	●	●	●
Single Sign On (SSO) Authentication Single Sign On (SSO) authentication to the web administration tool can be directly controlled via Active Directory security groups	●	●	●	●

Feature				
Dashboard Widget driven dashboard, with customizable monitors and graphical views, providing insight into server performance, print activity and system events	●	●	●	●
Print Job Management Administrators and helpdesk users can manage users' print jobs from a centralized interface, for both local or remote servers	●	●	●	●
Rights Management Fully featured rights management, providing granular level control per administrative user throughout the interface	●	●	●	●
Branding, Personalization and Localization The web administration interface can be branded with a company logo and interface colors The interface features from being localized to a number of different languages	●	●	●	●
Auditing An integrated auditing feature ensures user actions, within the web administration tool are audited to meet compliance requirements	●	●	●	●
Search With a fully featured search engine, administrators and helpdesk users can easily find users, printers and other system components for review or editing	●	●	●	●
Statistics & Environmental Impact Reports Within the reporting interface a statistical breakdown of the system use is provided, including output breakdowns and application use The environmental impact report is provided in both the reporting interface as well as on the printer, to show the impact globally or specifically for each printer and user	●	●	●	●
Direct Access Reports Reports can be configured to be accessed via a specific URL and optionally be configured to not require authentication	●	●	●	●
Usage, Top X and Comparison Graphs Within the reporting engine, usage, top X and comparison graphs can be generated against printers, users, application as well as comparing time periods and color vs. black and white output	●	●	●	●
On-Demand Reports The fully integrated reporting engine provides on-demand reporting with the ability to design reports specific to the need, with extensive filtering, grouping and column formatting options	◐	●	●	●
Export Reports Reports can be exported to CSV, HTML, PDF and XML as required, as well as being e-mailed or stored to a specific disk location when scheduled	◐	●	●	●
Scheduled Reports Reports can be scheduled to be sent to users, and administrators as required.		●	●	●
Peered Servers When managing multiple servers, across different locations and geographies, the peered servers feature allows all servers to be viewed and managed via a single administration interface			●	●
Cashier The integrated cashier feature enables over the counter payments to user accounts, with full tracking and rights management			●	

Web Client Administration Interface

With the integrated web client administration interface, end users can manage their print jobs, release print jobs directly to a printer, as well as view reports and review printing trends

Feature				
Single Sign On (SSO) Authentication Single Sign On (SSO) authentication to the web client administration tool can be directly authenticated against Active Directory or LDAP	●	●	●	●
Print Job Management Users can optionally manage their print jobs directly from their web browser, where they can delete, pause or retain their print jobs as required without needing to be in front of the MFP	●	●	●	●
Credit Summary Users can view their available credits via the web client administration tools interface	●	●	●	●
Accessible Printers Keeping users informed is a key part of the solution, the accessible printers section provides users with a snapshot of which devices they have rights to within the organization	●	●	●	●
Branding, and Localization The web client administration interface can be branded with a company logo The interface features from being localized to a number of different languages which will automatically change at the time of login	●	●	●	●
Custom Links Add custom links, so that users can be linked to other business tools, such as an intranet, helpdesk or other 3rd party products	●	●	●	●
Upload Print Jobs Users are able to upload print jobs via the web interface **NOTE:** This feature is used in conjunction with the Mobile & Web Printing module	○	●	●	●
Change Password Optionally users can change their password which is stored in FollowMe **NOTE:** When using Password Validation this feature is not used, as Active Directory or LDAP provide the password validation		●	●	●
Change PIN When using PIN numbers for authentication, users can optionally be provided with the ability to change their PIN numbers, should they forget their PIN or need to reset for security reasons		●	●	●
Reporting and Trends Users can view their recent printing activity, graphical trends associated with their printing, as well as recent transaction history (where applicable)		●	●	●
Direct Printing Users can be given the option to select print jobs for printing, to a specific printer without the need to authenticate **NOTE:** This option should only be used in environments where such functionality is absolutely necessary, as it negates the security principles ** Requires Mobile/Web Printing PDF or Office Modules*	○*	○*	●	●

FollowMe Printing

Ringdale's industry leading **FollowMe Printing** technology (sometimes known as pull printing) ensures print jobs are securely printed into the FollowMe cloud and only released by the correct authenticating user at the output device

Feature				
Universal Document Printing Engine (UDPE) The XPS document format enables the use of a single universal driver to bridge the gap of conventional printing where a vendor-specific driver is required	●	●	●	●
Consolidated Print Queue The FollowMe Printing technology enables consolidation from thousands of print queues to a single FollowMe print queue	●	●	●	●
Roaming Printing The FollowMe Printing technology allows users to roam between printers and securely release without having to re-print	●	●	●	●
Confidential & Secure Printing With FollowMe Printing documents remain secure and confidential to the user, removing the need for personal printers to maintain privacy	●	●	●	●
Favorite Jobs Mark print jobs as a favorite by setting its status to Queued & Retained or Paused, allowing it to be re-printed as required	●	●	●	●
Native Outbound Printing Support Direct printing of PDF, URF and XPS documents provides faster print processing, improved document fidelity, reducing network bandwidth requirements due to smaller document sizes	●	●	●	●

Mobile & Web Printing

Submit documents for print from any location, via e-mail, web client and from any mobile phone or tablet device

Feature				
PDF and XPS Printing Module Supports printing from PDF and XPS document formats	○	○	●	●
Inbound E-Mail Printing Receive documents directly via e-mail and store those specifically to a user **NOTE:** This feature should be used in conjunction with the Render Queues feature	○*	○*	●	●
* Requires Mobile/Web Printing PDF or Office Modules				
Render Queues Documents can be pre-spooled ready for printing by a user, ensuring there is no delay at time of release Multiple render queues can be configured so that a render queue can exist per manufacturer, ensuring compatibility of print languages throughout the printing process	○*	○*	●	●
* Requires Mobile/Web Printing PDF or Office Modules				
Office, PDF and XPS Printing Module Supports printing from Office, PDF and XPS document formats	○	○	○	○

NOTE: There is no requirement on software such as Adobe Acrobat, Adobe Acrobat Reader or the Microsoft Office suite as the FollowMe Q-Server contains its own automation engine, which provides the document rendering capabilities internally

Delegated Printing

Assistants can easily print securely on behalf of their managers or vice versa, without the need for manual allocation

Feature				
Assistant & Manager Printing The delegated printing assistant and manager assignments make it easy for assistants to print on behalf of their managers or vice versa		●	●	●

Shared Users With shared users, normal users can be assigned aliases, or groups of users can be assigned rights to print for a specific shared user, e.g. a department fax user			●	●

Cost Allocation & Management
Multiple costing models can be assigned to both users and printers, then billed specifically to departments or cost centers

Accounting A dedicated set of accounting tools provide accounting support for all of the common print languages and most vendor specific languages The integrated accounting also provide per page level (where possible) pre-print accounting for color vs. black & white, simplex vs. duplex and total page counts of a specific print job	●	●	●	●
Cost Models For each printer or user's cost center a cost model is assigned, the cost model provides the ability to charge differently per page size, color vs. black and white, and track costs separately for a printer or a user	●	●	●	●
Cost Centers User activity can be audited and assigned to a cost center Cost centers can also be a user's department, rather than their cost center, if this is easier for an organization to implement	●	●	●	●
Standard Credits Each user can be assigned a credit value which is then used to manage how much that user can print, copy, fox or scan **NOTE:** Credit dedications are based on the cost model values defined		●	●	●
Extended Credits Users can be given extended credits to provide a per function, paper size, simplex vs. duplex and even color vs. black & white granularity for a specific pool of credits Different charging schemes can be created such semester based credits, or free credits which can be assigned to users as needed		●	●	●
Cost Codes All user actions and costs can be assigned to cost codes for billing to specific customers or projects **NOTE:** Credit dedications are based on the cost model values defined		●	●	●

Integration
Integration is made simple by using standard printing protocols which enable printing from all operating systems, such as Windows, Linux, Unix, etc. as well as with 3rd party ERP systems such as SAP, PeopleSoft and Oracle

Port 9100 (RAW) Clients are able to print via the port 9100 RAW protocol without the need for another communication protocol **NOTE:** This feature requires that clients have the username located in the @PJL header, or specific policies exist to correctly assign print jobs to users	●	●	●	●
Line Printer Daemon (LPD) The most common printing protocol is the Line Printer Remote (LPR) which allows clients to print directly to the integrated FollowMe Q-Server Line Printer Daemon (LPD) service	●	●	●	●

Feature				
Internet Printing Protocol (IPP) Inbound print queue and printing support for IPP Secure Socket Layer (SSL) encryption enables print jobs to be secured during transport from the client workstation to the server	●	●	●	●
Directory Monitoring Automated systems or users can deposit print jobs directly into a folder which is monitored , then print jobs are automatically routed into the system ready for printing This feature is also useful for environments using plotters, as files can be automatically picked up ready for printing		●	●	●
Password Validation Users passwords can be validated against Active Directory or LDAP to provide a unified Single Sign On (SSO) authentication		●	●	●
Non-Interactive Printing Module With non-interactive printing (push printing) the printer immediately prints the document, without requiring the user to authenticate	○	○	●	●
File Transfer Protocol (FTP) Automated systems or users can transfer print jobs to the system via the FTP protocol			●	●
Online Payment Service Provider Integration Students can purchase credits via integrations with online payment service provides (PSPs) such as PayPal and WPM Education's Payment Pathways **NOTE:** Integration with WPM Education's Payment Pathway's is only available in the United Kingdom & Ireland			●	
Apple AirPrint Integrated support for Apple's AirPrint, allows wireless printing from Apple iOS based devices, such as the iPhone and iPad without any software installation	○	○	○	○
Google Cloud Print Connects with Google Cloud Print directly, enabling cloud printing from smart phones, tablets or Chromebook's capable of supporting the Google Cloud Print service	○	○	○	○
Automation Day to day tasks are simplified with dynamic user imports and other schedules tasks				
Automatic Printer Creation In the event an embedded printer does not exist in the system, the software can automatically create the printer **NOTE:** This feature is dependent on printer manufacturer	●	●	●	●
Automatic User Creation In the event a user does not exist in the system, the software can automatically create the user based on the credentials provided When creating users, the solution can also query an Active Directory or LDAP server to obtain the user specific details, such as first and last name as well as their e-mail address	●	●	●	●
User Import Intuitive wizard driven interfaces to import users from Active Directory, LDAP, CSV and XML	◐	●	●	●
Cost Code Import Intuitive wizard driven process to import cost codes from CSV and XML		●	●	●

Feature				
Printer Imports During implementation it is useful to import existing printers from the local or remote server, removing the need to setup and configure each printer profile individually		●	●	●
Print Job Retention Policies System-wide print job retention policies can be applied so that print jobs older than X days can automatically be purged from the system		●	●	●
Shared User Import The wizard driven import allows shared users to be imported from CSV directly			●	●
Business Intelligence Engine Intelligently deliver policy driven decisions to restrict, convert as well as rules & routing, in order to reduce printing costs and waste				
Business Logic The integrated event driven business logic can be applied so that policies and routing conditions are executed at various events levels and are not limited only to print jobs workflows Logic can be applied to areas such as authentication, auditing and printing	○	●	●	●
Active Days and Times Define when specific policies and rules should be executed	○	●	●	●
Policies Printing policies allow for organization-wide controls to be implemented centrally in order to control printing costs. Automation features reduce the need for manual user intervention	○	◐	●	●
Rules and Routing Output can be intelligently routed dependent on policies and rule conditions Rules based printing allows for print jobs to be directed to the most suitable printer, re-queued, copied, deleted or reprinted in the event of a printer failure	○	◐	●	●
Automatic PIN Creation Using the automatic PIN creation action, new users can have their PIN number automatically generated **NOTE:** This action should be used in conjunction with other conditions and actions such as e-mail, in order to send the user their generated PIN number	○	◐	●	●
Printer Job Language (PJL) Modification With PJL actions policies can be used to dynamically convert print jobs to black & white if printing from an e-mail application Other PJL overrides can be used to set staple options on the fly or add customer specific PJL headers as needed	○	◐	●	●
E-Mail Notifications Event notifications on policies and routing can automatically be sent via e-mail, to inform users that a specific event was triggered	○	◐	●	●
Custom Rules Utilizing the integrated VBScript engine, the custom rules engine provides the ability to extend the business intelligence engine to meet all implementation requirements The use of custom rules can be extended to manipulate all system objects for a particular workflow, including direct database queries and execution of 3rd party or system libraries from VBScript directly	○	○	●	●

Feature	Col 1	Col 2	Col 3	Col 4
Banner Page Printing By utilizing the custom rules action, banner pages can be printed dynamically to help inform users of policies or rules being applied	○	○	●	●
Enhanced Laser Printing (ELP) The enhanced laser printing manipulation engine for PCL5 based print jobs expands the capabilities of print job manipulation Offering functionality for generating multiple copies, changing collation, as well as manipulation of paper (size, source, type), output (output bin), finishing (duplex, orientation) and color (grayscale) options all at a PCL5 language level, rather than conventional PJL header changes The ELP engine also offers a macro forms overlays feature, that can be used to automatically apply company letterheads or terms & conditions to documents, reducing the need for pre-printed stationary	○	○	●	●

Paper Data Loss Prevention (DLP)

Dynamically discover, monitor and protect documents and print jobs in motion or at rest, throughout the printing process to mitigate data loss of sensitive information, when printing via print servers from workstations and mobile devices

Feature	Col 1	Col 2	Col 3	Col 4
Discover Analyze meta data of documents and print jobs to discover sensitive information, using dictionary and pattern matching content analysis	○	○	●	●
Monitor Transparent monitoring avoids user interaction, enforcing compliance and enabling auditing and reporting	○	○	●	●
Prevent Stop printing of restricted documents to stop breaches before they happen, with the ability to notify or archive content where required	○	○	●	●

Encryption

The FollowMe architecture takes encryption into account at all levels, meaning encryption is the core of all communications, storage and optionally the print output

Feature	Col 1	Col 2	Col 3	Col 4
PIN Number Hashing User PIN numbers can be hashed directly to the database, ensuring no administrator has access to user PIN numbers	●	●	●	●
Encrypted Communications All communications in FollowMe are secured using AES-256bit strength encryption	●	●	●	●
Encrypted Storage Stored print jobs encrypted on the server's hard drive ensure administrators cannot view RAW print job data		●	●	●
Encrypted Printing Optionally printing can be encrypted from both the client workstation, all the way through to the print output device **NOTE:** For inbound encrypted printing, this feature requires the FollowMe Workstation Client or an IPP print queue. For outbound printing to a printer the FollowMe E-Line controller would be required or a IPP capable printer	○	○	○	○

Peering

Easily scale the infrastructure with application-level clustering, simplify adding new servers and locations with peered servers, as well as providing failover and load balancing capabilities

Feature				
Windows Cluster Support Direct integration through a Windows cluster resource enables the FollowMe Q-Server to benefit from the cluster failover functionality **NOTE:** While the FollowMe cluster resource is available, the sending server IP address feature from the peered servers configuration is not available in Standard and Professional editions	◖	◖	●	●
Load Balancing Utilizing scalable design the FollowMe Q-Server can be implemented in a load balanced configuration **NOTE:** When implementing a non-appliance based load balanced configuration, the data directory and database should be common across all servers	◖	◖	●	●
Always On High-Availability Built with high-availability in mind, the FollowMe Q-Server provides a robust secure printing architecture Using FollowMe peering technology, multiple FollowMe Q-Server instances can be linked together to provide fail-over and load balancing features, without the need for a Windows Cluster			●	●
Inter-Site Connectivity Seamlessly provision multiple sites using the peering technology			●	●
Scalable Platform Using FollowMe's peering technology, organizations can easily scale servers in phases, without needing to provision the entire environment in the initial implementation phase			●	●

Workstation Client

Integrate remote office environments easily, without the need for conventional print servers by centralizing management of local print queues for Windows workstations, control and track local printing on l USB connected printers and direct network printers. FollowMe Printing can also be enabled both locally at the workstation client or in the wider centralized office printing environment

Feature				
Print Queue Management Centrally manage local (LPT and USB) and direct network (RAW, LPR and IPP) print queues	●	●	●	●
FollowMe Printing Queue Management Deploy FollowMe Printing queues locally to workstations, ensuring documents are spooled at the workstation vs. travelling across the network	●	●	●	●
Print Server-less Local FollowMe Printing Enable print server-less FollowMe Printing where print jobs are stored locally at a workstation and when released spooled directly to the printer	●	●	●	●
Offline Mode In the event a server connection is not available the Workstation Client can operate in an offline mode, allowing the majority of the features to function until a server connection is restored **NOTE:** When operating in offline mode some features are not available	●	●	●	●

Authentication Users can either be transparently authenticated using integrated Windows authentication, be prompted to enter their username / password, or present industry standard radio frequency ID (RFID) card via a locally attached FollowMe USB card reader	●	●	●	●
Accounting Local accounting for all locally installed print queues ensures same level of print languages support as at Q-Server level	●	●	●	●
Notifications* Inform users at various stages in the printing process and allow users to change printing flow, depending on the applicable action selected (* requires customization)	●	●	●	●
Reporting Centralized integrated reporting is provided directly from the FollowMe Q-Server for all connected Workstation Clients	●	●	●	●
Encrypted Communications All communications in FollowMe are secured using AES-256bit strength encryption	●	●	●	●
NOTE: The Workstation Client features are available in any software edition through the addition of Workstation Client licenses				

Embedded
Embedded clients integrate directly into printers and MFPs, to provide a unified user experience

Authentication & Single Sign On (SSO) Unified authentication architecture with integrated Single Sign On (SSO) for both internal native or 3rd party scanning applications	●	●	●	●
Multi-factor Authentication Combinations such as a card and PIN, or card and username / password can be enabled on a per user basis to provide additional security	●	●	●	●
Card Reader & Biometric Support The embedded clients can work with all industry standard radio frequency ID (RFID) cards and many other technologies such as barcode and biometric fingerprint **NOTE:** Fingerprint reader support requires a FollowMe E-Line controller	●	●	●	●
On-Screen PIN Support Users can authenticate using an alphanumeric or numeric PIN to gain access to MFP services This option can be used in conjunction with card readers to provide a backup authentication method, in the event a user forgets their card	●	●	●	●
Self-Enrolment In environments where users' card numbers are not stored centrally and cannot be imported, users can assign their own card, without administrator intervention	●	●	●	●
Temporary Cards Should a user forget their card they can enroll a temporary card which is purged each evening, to be available for reuse by others, without administrator intervention	●	●	●	●
Print Job Management Users can optionally manage their print jobs directly from the MFP front panel, where they can delete, pause or retain their print jobs as needed without returning to their workstations	●	●	●	●

Feature				
Function Level Access Control Embedded clients have access control, on a per user basis, which allows users to be restricted only to specific functions For example a user can be restricted to only perform print and copy operations, while other users may also be granted access to e-mail	●	●	●	●
Device Personalization Automatically insert a user's e-mail address and network home folder into native device functions, providing "scan to myself" functionality, without requiring users to type in their e-mail address or expose a security hole	●	●	●	●
Live Accounting of Device Services User activity for all services such as copy, print, fax and scan can be tracked and audited so that costs are correctly allocated	●	●	●	●
Remote Deployment & Management Remote deployment and management tools facilitate the configuration of embedded clients on multiple devices simultaneously	●	●	●	●
Encrypted Communications All communications in FollowMe are secured using AES-256bit strength encryption	●	●	●	●
On-Screen Username & Password Support Users can authenticate using their domain, username and password to gain access to MFP services This option can be used in conjunction with card readers to provide a backup authentication should a user forget their card	◖	●	●	●
Cost Code Assignment All user actions and costs can be assigned to cost codes for billing specific customers or projects Users are optionally provided the cost code upon authentication, allowing them to select their cost code for use during their session		●	●	●

NOTE: Some embedded features may vary depending on the embedded printer manufacturer, and if the device is a printer or MFP with a front panel

Modules
The FollowMe Q-Server offers for a number of additional modules which can be added to extend the functionality of a particular software edition

Module				
Extended Policy Engine Module The extended business intelligence engine provides enhanced policy controlled rules based printing , including additional actions to help simplify the printing environment	○	○	●	●
Non-Interactive Printing Module The non-interactive printing (push printing) module enables users to print in the same way they have done for decades The exception is that print jobs now flow through the FollowMe Q-Server, where business intelligence can be applied and all user actions and print data can be audited and billed	○	○	●	●
PDF and XPS Printing Module Supports printing from PDF and XPS document formats	○	○	●	●
Office, PDF and XPS Printing Module Supports printing from Office, PDF and XPS document formats	○	○	○	○

Advanced Fingerprint Matching Module The advanced fingerprint matching module provides enhanced functionality, compared to the standard module, and is recommended to improve first time matching quality and user satisfaction	○	○	○	○
Ricoh GlobalScan NX Plug-in Module For Ricoh a dedicated GlobalScan NX plug-in module has been created, allowing for unified FollowMe authentication and auditing directly from Ricoh's GlobalScan NX product	○	○	○	○

Full support ● | Partial support ◖ | Optional support ○