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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 the 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:

Printers and Faxes				
File Edit View Eavorites Tools Help				
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🕒 Back 🔹 🕥 👻 🏂 🔎 Search 🔥 Folders 🕼	۵ 🗙 🕲	9 🛄-		
Address 🦦 Printers and Faxes				🛩 🌛 Go
Name 🔺	Documents	Status	Comments	Location
Add Printer				
Se Fax	0	Ready		
SollowMe Color (Xerox WorkCentre 24 PCL 6) on colo3.cryohost.net	0	Ready		Demo Room
HP 2000C	0	Ready		
FP3800dn	0	Ready		
HP5031 Open	0	Ready		
Microse Printing Preferences	0	Ready		
Microso Distance	0	Ready		
PDFCre Pause Printing	0	Ready	eDoc Printer	
Sharing				
Use Printer Offline				
Create Shortcut				
Delete				
Rename				
Properties				
K				>
Displays the properties of the selected items.				

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:

🖇 HP3800dn Properties 📀 👔	
Security Device Settings About General Sharing Ports Advanced Color Management	
HP3800dn	
Print to the following port(s). Documents will print to the first free checked and	
Port Description Printer	
IP_1 Standard ICP/IP Port PDF PDFCreator Redirec PDFCreator PCF pcAW Port	Printer Ports
Micr Local Port Microsoft Office Document I XPS Local Port Microsoft XPS Document Wr	Available port types:
Igs FollowMe Client Port HP3800dn 123 FollowMe Client Port HP 2000C	FollowMe Server Port Local Port
Add Port	Microsoft Document Imaging Writer Monitor pcAnywhere Remote Printing DDECrostor
Enable bidirectional support	Standard TCP/IP Port Toshiba Bluetooth Monitor
OK Cancel Apply	New Port Type New Port Cancel





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:

Add Standard TCP/IP Prin	ter Port Wizard	Add Standard TCP/IP Printer F	Port Wizard
	Welcome to the Add Standard TCP/IP Printer Port Wizard	Add Port For which device do you want	to add a port?
	You use this wizard to add a port for a network printer.	Enter the Printer Name or IP ad	dress, and a port name for the desired device.
	Before continuing be sure that: 1. The device is turned on. 2. The network is connected and configured.	Printer Name or IP <u>A</u> ddress: <u>P</u> ort Name:	123.123.123.123 IP_123.123.123.123
	To continue, click Next.		
	< <u>B</u> ack Next > Cancel		< Back Next > Cancel

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:

	Configure Standard TCP/IP	Port Monitor	? 🔀
	Port Settings		
	Port Name:	IP_123.123.123.123	
	Printer Name or IP <u>A</u> ddress:	123.123.123.123	
Add Standard TCP/IP Printer Port Wizard	Protocol O <u>R</u> aw	⊙ <u>L</u> PR	
The device could not be identified.	Port Number: 9100	1	
 The device is turned on. The network is connected. The device is properly configured. The address on the previous page is correct. 	LPR Settings	ueName d	
If you think the address is not correct, click Back to return to the previous page. Then correct the address and perform another search on the network. If you are sure the address is correct, select the device type below.	<u>SNMP</u> Status Enabled		
Device Type Ogtandard Generic Network Card Ogustom Settings	Community Name: public SNMP Device Index: 1	c	
< Back Next > Cancel		ОК	Cancel

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



Add Standard TCP/IP Printer Port Wizard	Add Standard TCP/IP Printer Port Wizard
Additional Port Information Required The device could not be identified.	Completing the Add Standard TCP/IP Printer Port Wizard
The device is not found on the network. Be sure that:	You have selected a port with the following characteristics.
 The device is turned on. The network is connected. The device is properly configured. The address on the previous page is correct. The address and perform another search on the network. If you are sure the address is correct, select the device type below. Device Type Qandard Generic Network Card Settings	SNMP: No Protocol: LPR, QueueName Device: 123.123.123.123 Port Name: IP_123.123.123.123 Adapter Type: To complete this wizard, click Finish.
< <u>B</u> ack <u>N</u> ext > Cancel	< Back Finish Cancel

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:

	🗳 HP3800dn Properties 🔹 👔 👔					
	Security Device Settings About					
	General Sharing Ports Advanced Color Management					
	HP3800dn Print to the following port(s). Documents will print to the first free					
	checked port. Port Description Printer					
Printer Ports	FILE: Print to File					
Available port types:	IP_123.123.123.123 Standard TCP/IP Port HP3800dn PDFCreator: PDFCreator Redirec PDFCreator PGW/: ncAW Port					
FollowMe Server Port Local Port	Microsoft Docume Local Port Microsoft Office D					
Microsoft Document Imaging Writer Monitor pcAnywhere Remote Printing PDECreator	Add Port Delete Port Configure Port					
Standard TCP/IP Port Toshiba Bluetooth Monitor	Enable bidirectional support Egable printer pooling					
New Port Type New Port Close	OK Cancel Apply					

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:





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C Folowites Q Server - A	Sministration Tool		9 · 10 · 10 · 12 ber · 01
FollowMe® Q-Server	Administration Tool		⊠ RINGDA
ione] Hanagement Report	ts Costs Tools Help [Search] [Logout]		Polovite Q-Server: Stopped 🕃
ume			; Show/Ha
No.	Welcome to the FollowMe® Q-Server Adminis	tration Tool	Home Page
I Management	How Meeting Acceleration		Welcome
Users	Sectors Information		Navigating the main sections of
Shared Users	Performance	Dak	the FollowHe Q-Server Administration to
Printers		0	Subsections can then be navigated using
Kosks	CPU Usage Hetary	Capacity 74.4 GB	tree to the left hand side.
Policies		Lited Space 24.6 GB	To the right of the top drop menu the
Print Jobs		Free SCI0.= \$9.8 GB	always displayed. There are Refresh,
El Reports	Show P Aslantia P SQ Server	Data Directory: C/Vrogram Files/Ringdale/FH Q-Serve	Start and Stop buttons to the right of the
Statistics		Data Size: Get Dak Size	Server service.
Cost Report	Econst Follow the Except Lines	Contraction (Section Section 2014)	The FollowMe Home Page shows useful
Usage Report	Inne	Warnings	to day information summarised below.
Payment Report		There have been no warrings in the past 48hrs.	System Information
Custom Report	Cute Pressage		Have system information is displayed to
Digital Send Report	16/05 12:34:26 Invald I		give a quick view of the system health,
Deleted Jobs Report	16.05 10:34:36 Database error occurred: Function:		history and present disk space.
Graphe & Charts	MakeDataCorrection E		To get the amount of disk space taken t
Costs	16/05 10:34:25 MaleDataConnection E		the print jobs in the FollowNe data
Cost Models	16/05 10:34:25 Database error occurred: Function:		directory tick det brisk size.
Cost Centres	MakeDataConnection E		Recent FollowMe Events
Cest Codes	Recent Activity (Time/Pages)		Error and Warning events are displays
Credit Templates	Total Pages Since 05:00: 1		here to help when troubleshooting any
Tools	1.		
Options	1		Recent Activity (Time / Pages)
Uney Interface	2 85-		This section shows the throughput on the
De Ala companya			last 6 hours.
Remote Administration	05.00 04.00 17.00 10.00 19.00 10.00		
Event Logs			
Tasks			
Peered Servers			
E Hep			
Contents & Index			
Online Support			
About			

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:

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Control Control - A	dministration Tool		≥ tor	e - 🔘 Tgol
FollowMe® Q-Server	Administration Tool		⊠ BI	NGDALE
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Windows Passoonds Email	UR Connexed bget (beneven from : [P (bate blentficatur)] hver.3 bit blennese Cremite (247); [Doubled hver.3 bit blennese Cremite (377); [Doubled Bit Double Advanced Protectoph Processing Effendier Advanced Protectoph Processing Effendier Advanced Protectoph Processing	N N	Options These options include support for devices and software along with option. The followite server can be conf accept incoming print jobs over makes followite incredibly versa converging with non Windows sy The industry standard LPR come be accepted and processed by Fi	r legacy LPR setup figured to LPR. This tole when tole when statems, nands can ollowMe.
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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.