PrintMonitor™
PrintManager™

Virtual PrintWare Suite™

User's Guide

ZEBRA

Contents

1

Introduction

Overview

PrintMonitor is a software tool which can be used to monitor one or more Zebra ZXP Series Card Printers over a network. Its features are accessed via six main menus and five main command buttons displayed across the main window.

Note • Some features are accessible via menus and command buttons.
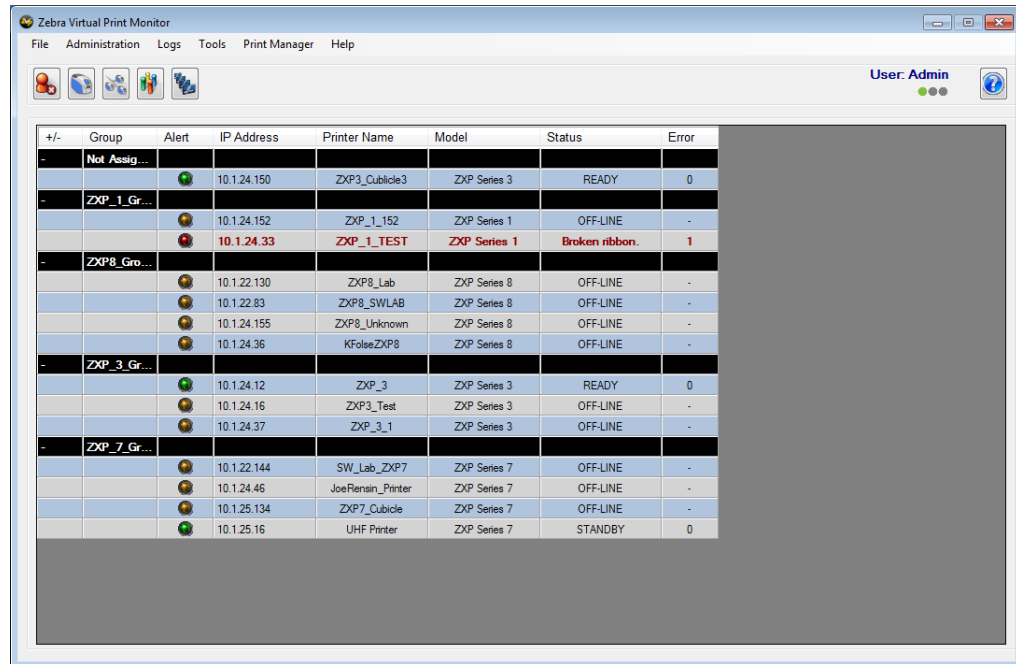
The menus are:

- File
- Administration
- Logs
- Tools
- PrintManager
- Help

The command buttons are:

- Login/Logout
- Printer Administration
- Printer Group Administration
- User Administration
- Print Queue Administration

The printers and their respective information being monitored will be displayed in a grid. The information displayed is configurable by the user to suit individual monitoring requirements.

Once PrintMonitor completes its startup initialization, it will continuously poll for printer information until the program is terminated.

PrintMonitor allows three levels of user access: Administrator, SuperUser, and Guest. Program access is granted and/or denied based upon the type of user currently logged into the program.

Grid Display

Upon starting PrintMonitor, its title bar displays the program's name and version. Directly below the title bar, the PrintMonitor Menu is displayed. If the PrintMonitor contains information about printers to monitor, those printers will be displayed in the grid.

The Alert column (circled above) indicates the current status of each printer. One of three different lights will be displayed depending upon the printer's current status:

- A **GREEN** light indicates PrintMonitor has located the printer and the printer is reporting neither errors nor alarm conditions.

- A **YELLOW** light denotes that the printer is offline or can no longer be accessed by the PrintMonitor.

- A **RED** light indicates PrintMonitor has located the printer on the network; however, the printer is reporting some type of error or alarm condition. In addition, the entire row for that printer will be displayed in red to draw further attention to the fact that the printer is reporting an error.

- Printers can be configured to be part of a group or as a single entity as shown above. The group can be expanded to show all the printers in its group, or collapsed, in which case only the group name will be displayed. For printers which are not part of a group, "Not Assigned" will appear as the group name.

PrintMonitor vs. PrintManager

PrintMonitor is an asset management tool that monitors the state and activity of printers on a network and is used by those who are tasked with maintaining a company's Zebra Card Printers—it is NOT intended for printing to printers.

Among its features are a grid interface that displays the current status of each printer that is currently stored in the tool's database. The monitor can be configured to send emails or text messages to individual(s) tasked with maintaining the health of the printers—this feature is known as "un-attended monitoring of printers." The person(s) responsible for maintaining the printers do not have to be actually looking at the main screen (grid) to be aware of a problem with a printer, as PrintMonitor will send an email or text message to the appropriate person(s) informing them of the printer with the problem as well as a brief description of the problem.

Note • For each remote Location that a user wants a PrintMonitor only install at, the Administrator will have to manually install all printers and groups for each site.

PrintManager is a Rapid Application Development tool—programmers write software to interact with PrintManager for purposes of sending print jobs to, and requesting status of previously sent jobs. In this sense, it is similar to the Card Printer SDKs which are also software development tools that can only be utilized by software applications. Unlike the Card SDKs, Print Manager is a powerful and intelligent Print Job Management tool. Upon receiving a job from a software program, Print Manager will check the status of the printers on the network (the same ones PrintMonitor is currently monitoring) to find an appropriate printer to send the print job to for processing. PrintManager will do its best to evenly distribute the jobs to those printers on the network which are capable of processing the received job. Thus, PrintManager manages print jobs while PrintMonitor monitors the state of the printers.

With PrintMonitor only installed, certain functionality will be disable versus if PrintMonitor and PrintManager were installed and licensed. The table below shows the menus that are visible and if they are enabled with a PrintMonitor only license, versus the menus that are visible and enabled with a PrintMonitor/PrintManager license enabled.

	PrintMonitor Only		PrintMonitor / PrintManager	
	Visible	**Enabled**	**Visible**	**Enabled**
File Menu	Y	Y	Y	Y
Login/Logout	Y	Y	Y	Y
Properties	Y	Y	Y	Y
Monitor Configuration	Y	Y	Y	Y
Change Message Level	Y	Y	Y	Y
Display Group / Queue	Y	N	Y	Y
Table Configuration	Y	Y	Y	Y
Can select any and all Information	Y	Y	Y	Y
Mail Server	Y	Y	Y	Y
Hot Drop Folder Configuration	Y	N	Y	Y
Exit	Y	Y	Y	Y
Administration Menu	Y	Y	Y	Y
Printers	Y	Y	Y	Y
Add, Edit, Delete Printers	Y	Y	Y	Y
Groups	Y	Y	Y	Y
Add, Edit, Delete Groups	Y	Y	Y	Y
Add Queues	N	N/A	Y	Y
Edit Queues	N	N/A	Y	Y
Users	Y	Y	Y	Y
Add, Edit, Delete Users	Y	Y	Y	Y
Alert Contacts	Y	Y	Y	Y
Add, Edit, Delete Alert Contacts	Y	Y	Y	Y
Logs Menu	Y	Y	Y	Y
Event History	Y	Y	Y	Y
Print History	Y	Y	Y	Y
User History	Y	Y	Y	Y
Export Event Logs	Y	Y	Y	Y
Event history	Y	Y	Y	Y
Printer History	Y	Y	Y	Y
User History	Y	Y	Y	Y
Tools Menu	Y	Y	Y	Y
Firmware Download	Y	Y	Y	Y
Reset	Y	Y	Y	Y
Backup	Y	Y	Y	Y
Restore	Y	Y	Y	Y
Clean	Y	Y	Y	Y
Print Manager Menu	N	N/A	Y	Y
Queues	N/A	N/A	Y	Y
Add, Edit, Delete Queues	N/A	N/A	Y	Y
Card	N/A	N/A	Y	Y
View Card Information (for ZXP8 only)	N/A	N/A	Y	Y
Media	N/A	N/A	Y	Y

	PrintMonitor Only		PrintMonitor / PrintManager	
	Visible	**Enabled**	**Visible**	**Enabled**
View Printer Media Information	N/A	N/A	Y	Y
Job Status	N/A	N/A	Y	Y
Active	N/A	N/A	Y	Y
Completed	N/A	N/A	Y	Y
Deleted	N/A	N/A	Y	Y
Pending	N/A	N/A	Y	Y
Held	N/A	N/A	Y	Y
Job Process	N/A	N/A	Y	Y
Remove Pending	N/A	N/A	Y	Y
Resume Held	N/A	N/A	Y	Y
Remove Held	N/A	N/A	Y	Y
IP Address	N/A	N/A	Y	Y
Interface Manager Current / Change	N/A	N/A	Y	Y
Manage Data	N/A	N/A	Y	Y
Image Manager (Opens Interface Manager)	N/A	N/A	Y	Y
Template Manager (Opens Interface Manager)	N/A	N/A	Y	Y
Help Menu	Y	Y	Y	Y
User Manual	Y	Y	Y	Y
Activate / Deactivate	Y	Y	Y	Y
Register	Y	Y	Y	Y
About	Y	Y	Y	Y

Quick Start

PrintMonitor

This section outlines the steps to set up and configure PrintMonitor.

Step 1. Install the PrintMonitor Software.

Step 2. Run PrintMonitor.

Step 3. Activate License Key (see "Activate" on page 136).

Step 4. Login (see "Login/Logout" on page 9).

Step 5. Add User Account(s) (see "Add a User Account" on page 47).

Step 6. Set up Mail (see "Mail Server" on page 16).

Step 7. Add and configure Printer(s) (see "Add a Printer" on page 25).

Step 8. Add Printer Group(s) (see "Add a Printer Group" on page 42).

Step 9. Logout (see "Login/Logout" on page 10).

Step 10. Exit PrintMonitor.

PrintManager and PrintMonitor

This section outlines the steps to set up and configure PrintMonitor and to configure the queues that PrintManager will use.

Step 1. Install the PrintManager Software.

Step 2. Run PrintMonitor.

Step 3. Activate License Key (see "Activate" on page 136).

Step 4. Login (see "Login/Logout" on page 10).

Step 5. Add User Account(s) (see "Add a User Account" on page 47).

Step 6. Set up Mail (see "Mail Server" on page 16).

Step 7. Add and configure Printer(s) (see "Add a Printer" on page 25).

Step 8. Add Printer Group(s) (see "Add a Printer Group" on page 42).

Step 9. Set up and configure Print Queues (see "Queues" on page 86).

Step 10. Logout (see "Login/Logout" on page 10).

Step 11. Exit PrintMonitor.

Step 12. Refer to the "PrintManager Programmer's Reference Manual" (P1057447-002) for PrintManager implementation.

2

Login/Logout

Introduction

PrintMonitor requires application login credentials to access most of the features. In the menu bar, click File > Login, or click the ![User Login icon] (User Login) button.
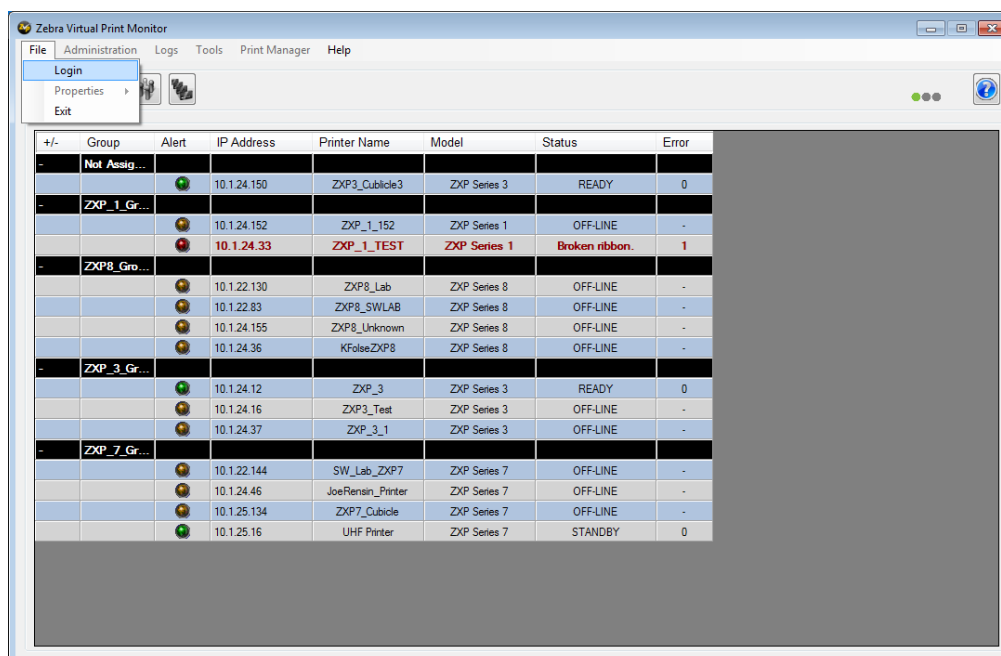
Login/Logout

The login window will appear; enter the required credentials and click **Submit**.

Note • If this is the first time logging in, the **User** is "Admin," and the **Password** is "admin.".

The command button and the selection in the File menu have changed to show an active user. To log out of PrintMonitor, select File > Logout, or click the (User Logout) button.

File Menu

Introduction

The first menu in PrintMonitor is the **File** menu. The selections under the File menu are: Login/Logout, Properties, and Exit.
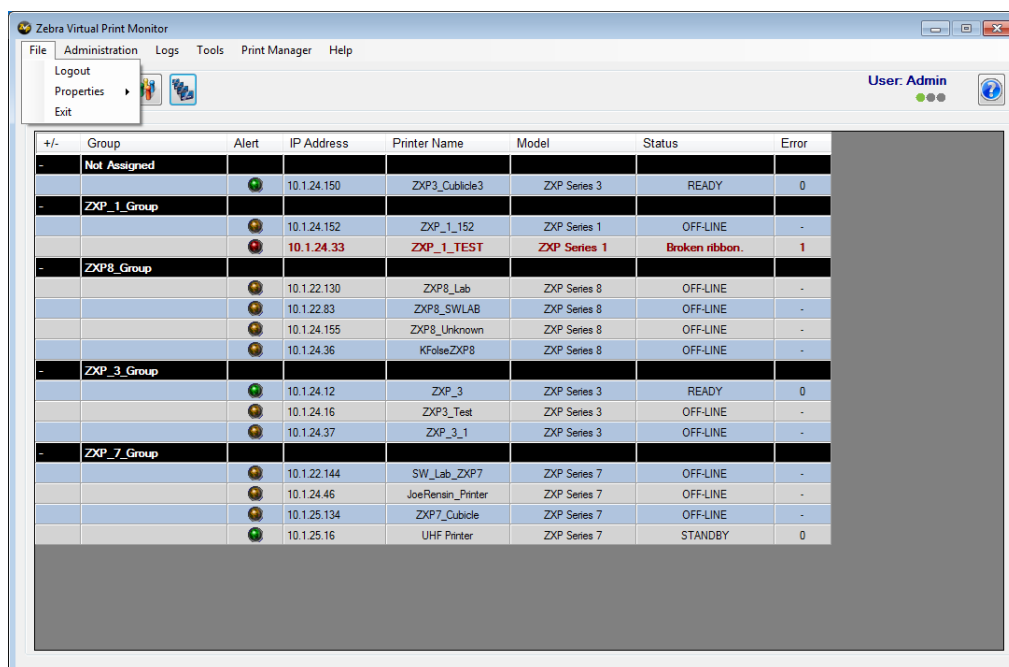
Login/Logout

The first selection under the File menu is **Login/Logout**.
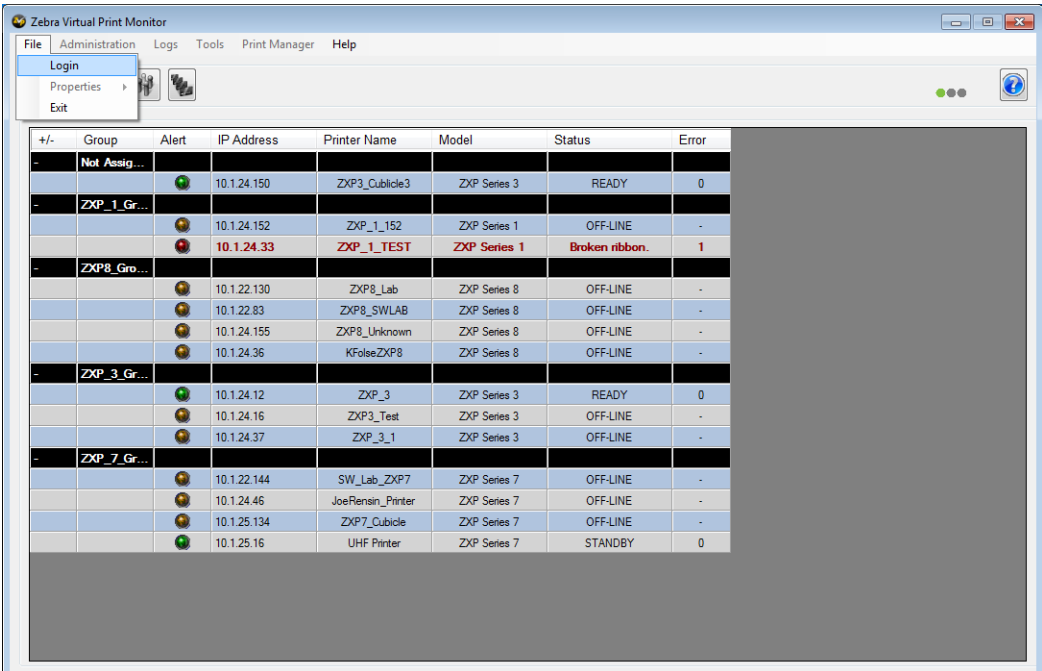
Selecting this option allows the user to login or logout of the PrintMonitor.

Refer to "Login/Logout" on page 9 for details regarding logging into or out of the ZVP Monitor.

Properties

The second selection under the File menu is **Properties**.

To access many of these features, users must be logged in as an Administrator or SuperUser.
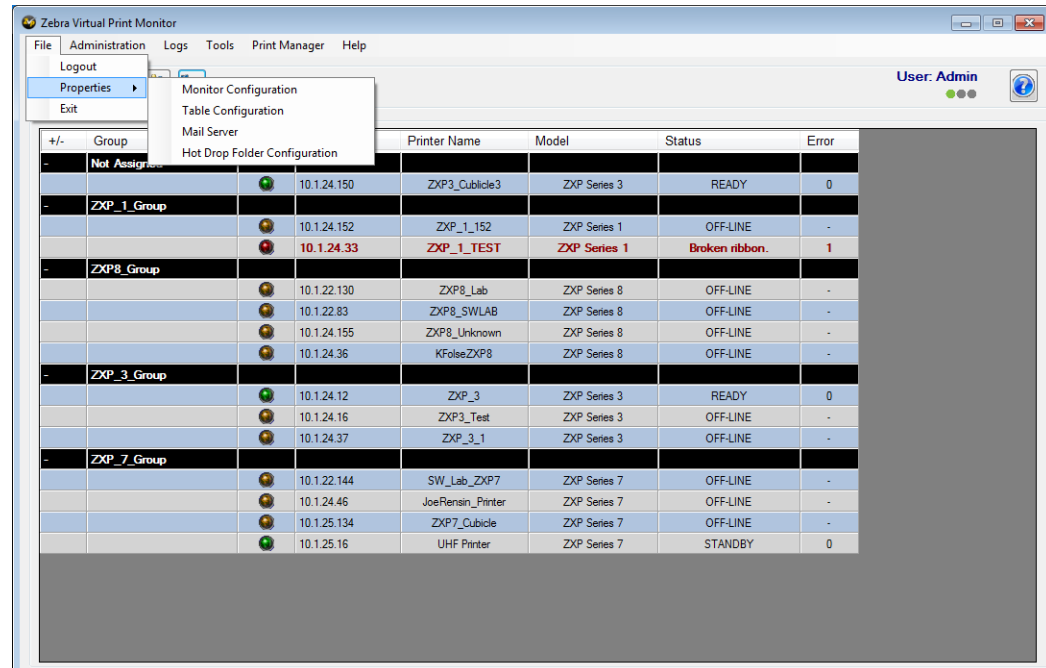
The Properties selection contains four sub-selections: Monitor Configuration, Table Configuration, Mail Server, and Hot Drop Folder Configuration; these sub-selections enable the user to define or alter selected program settings.

Monitor Configuration

The first sub-selection is **Monitor Configuration**.
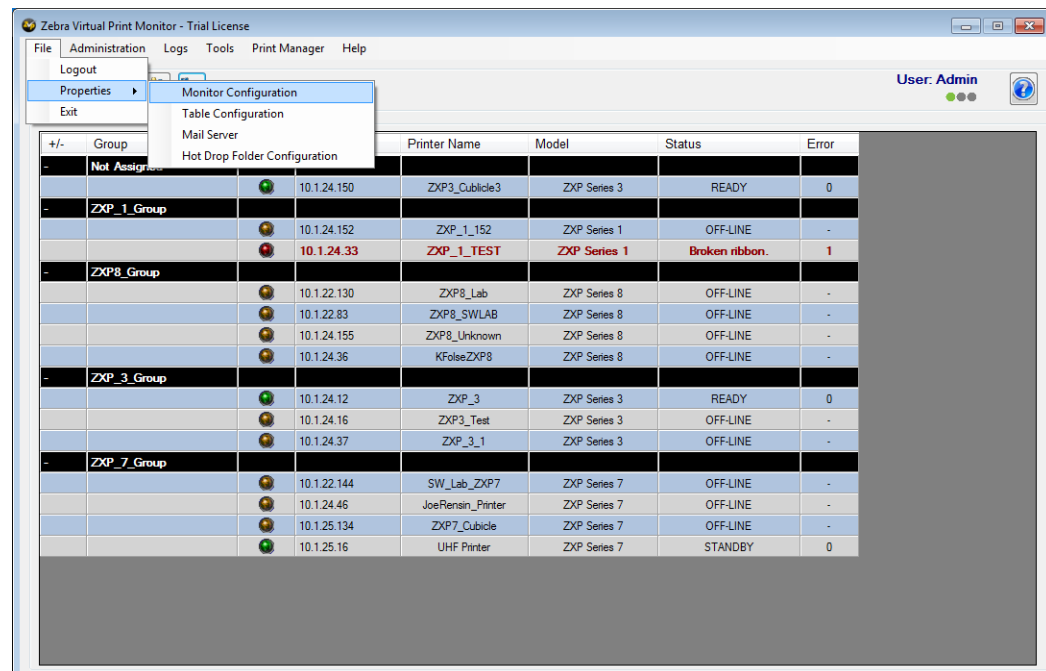
Selecting Monitor Configuration will activate the Monitor: Configuration window.
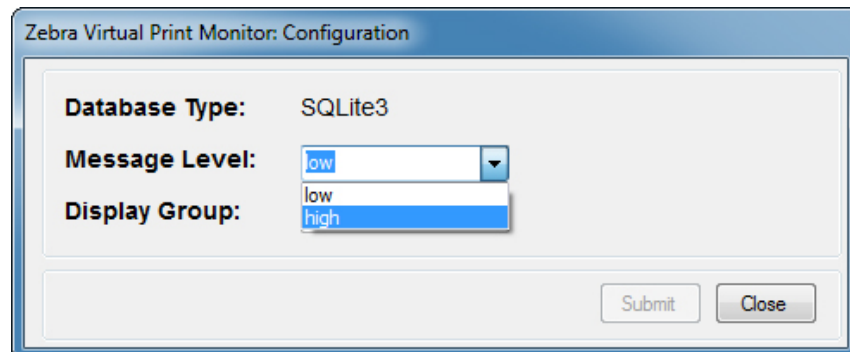
Select the message level to be logged by clicking the Message Level list-box control.

Low (default): Minimal data is entered into the Log File.

High: Detailed data is entered into the Log File. This should only be used for investigating problems with the PrintMonitor/PrintManager.

Click **Submit** to save the changes—clicking **Close** before **Submit** will exit without saving any changes.

Table Configuration

The second sub-selection is **Table Configuration**.
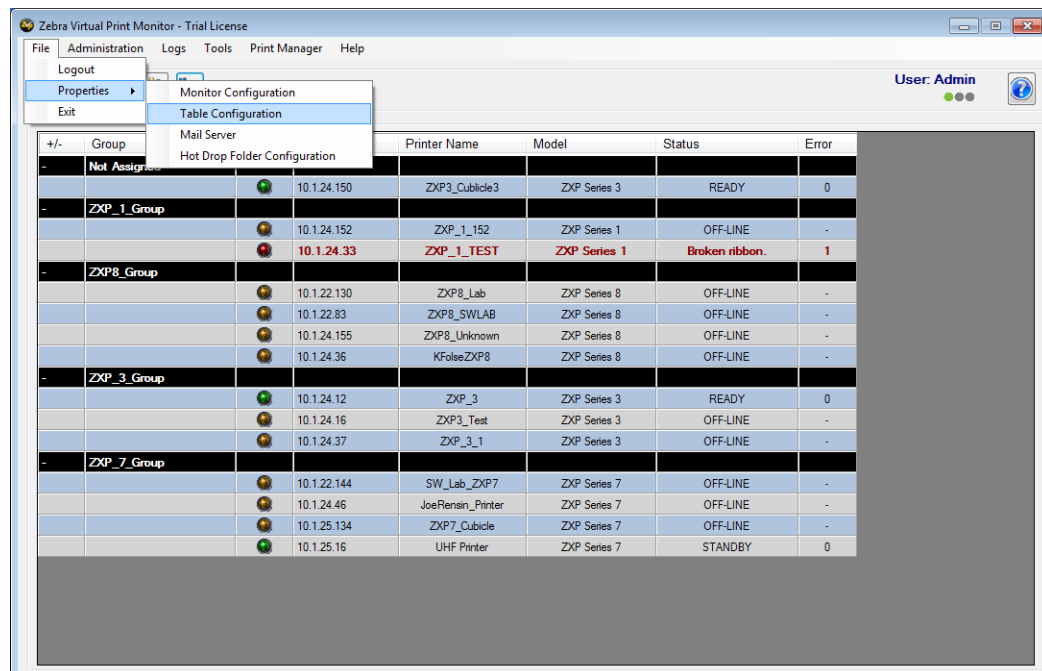
Table Configuration enables the user to select the information to be displayed in the grid when printers are being monitored.

Note • Information available for display will vary depending on printer model selected.
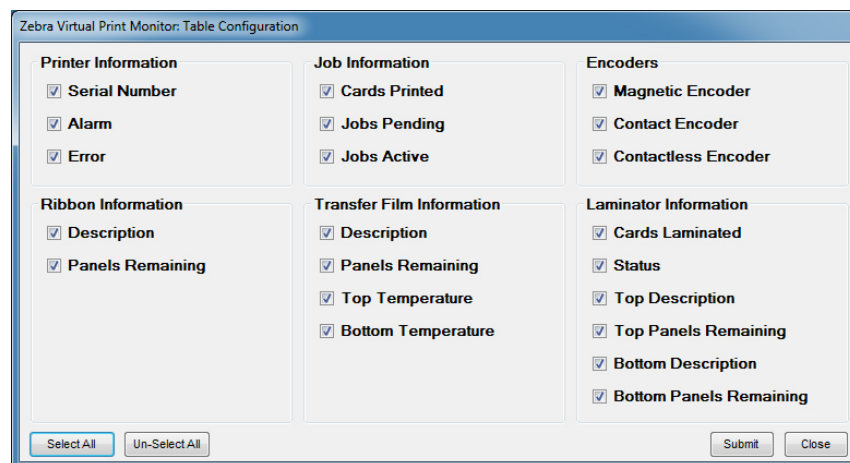
Place a checkmark in the box corresponding to the data to be displayed; removing a checkmark removes the associated data from the grid display.

Clicking **Select All** will place a checkmark in each of the boxes; similarly, clicking **Unselect All** removes checkmarks from all of the boxes.

Once all selections have been made, click **Submit** to accept the updates. The selected data will appear in the grid display.

Mail Server

The third sub-selection is **Mail Server**.
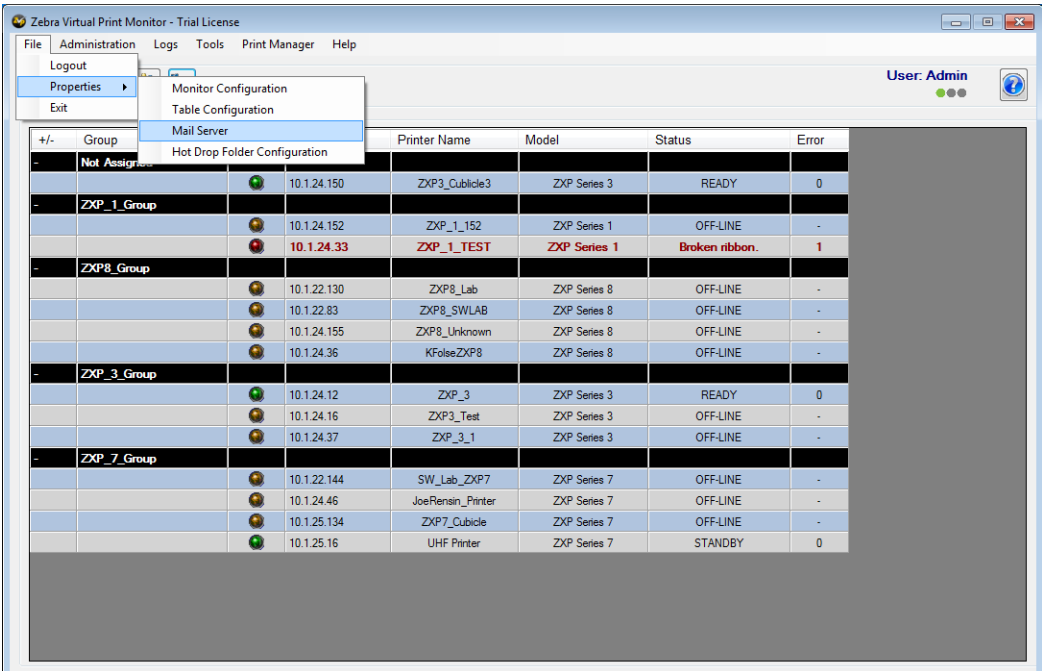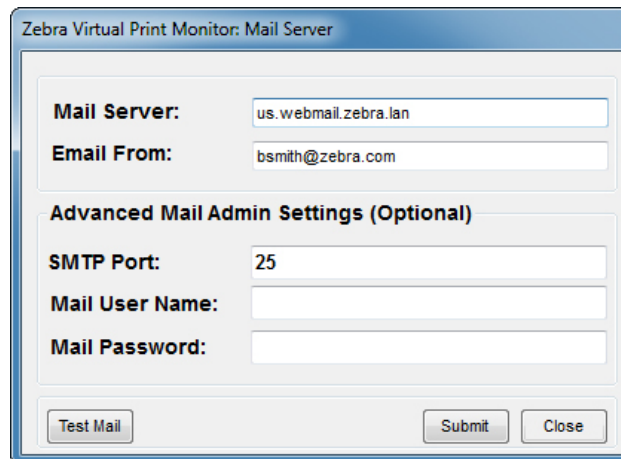
Mail Server setup enables the user to configure the monitor to send emails to designated alert contacts.

Selecting Mail Server will activate the Monitor: Mail Server Setup window.
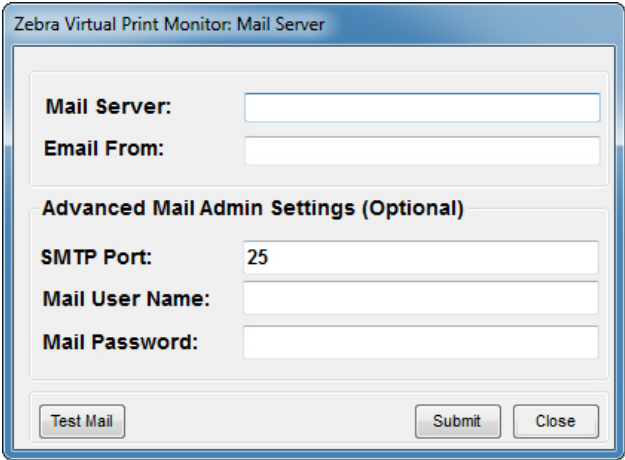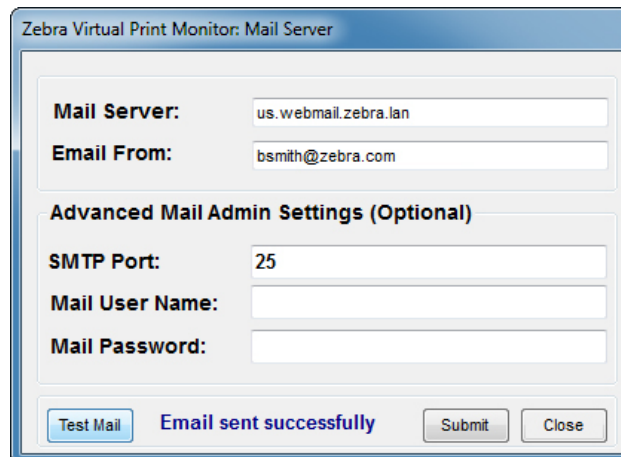
Consult with your network administrator for the appropriate information to be entered in this form. If authentication is not required, the Advanced Mail Admin Settings option can be left blank. Do not change these values or add a mail user name or mail password unless authorized to do so by your network administrator.

Enter the appropriate information to configure the email features—the default SMTP Port is 25.

Click **Test Mail**. If the correct mail server name and valid email address has been entered, a message will appear indicating the email has been sent.

Click **Submit** to save the configuration information.

Hot Drop Folder Configuration

The fourth sub-selection is **Hot Drop Folder Configuration**.

Hot Drop Folder Configuration enables the user to setup file folders to enable template-based printing via Print Queues. These folders can be used to drag and drop data XML documents into a folder for template-based job processing without any programming or custom application interfaces. Additionally, the data documents can be programmically copied to the folder(s). The "Hot Drop" folders are intended to support the SAP hot-drop feature.
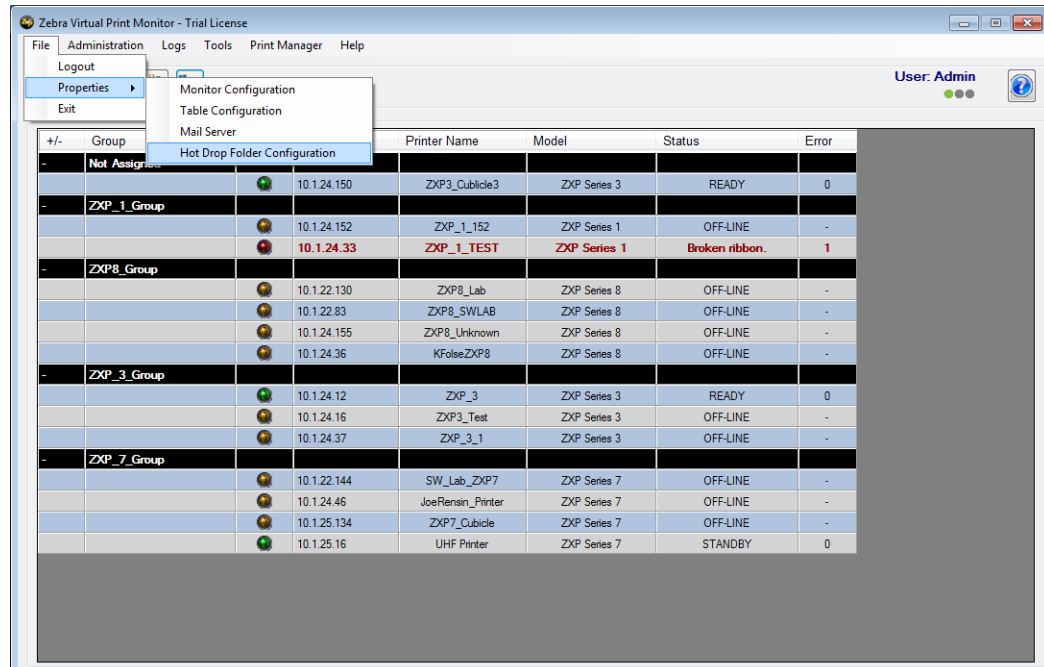
Selecting File > Properties > Hot Drop Folder Configuration option will activate the Hot Drop Configuration Setup window.
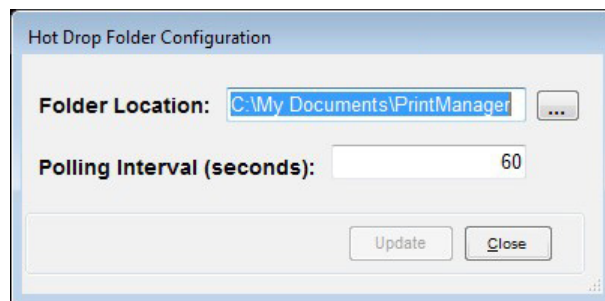
The form will show the path for the print queue folders as well as the polling interval time in seconds—the folder location is the root folder under which all print queue folders will be located. The folder path can be changed manually, or by clicking [...] (browse button).
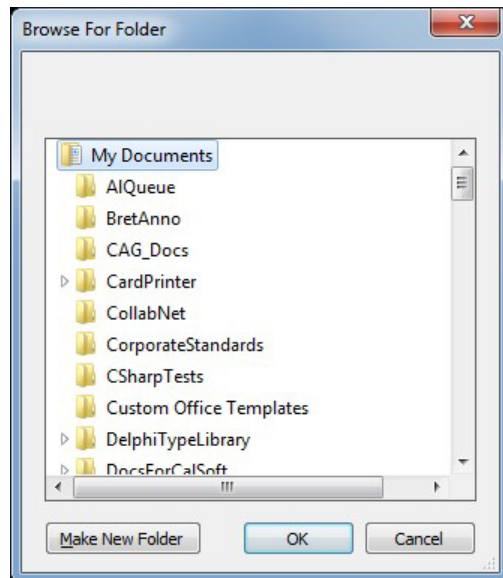
To change the Hot-Drop folder location, select a folder from the list and click **OK**. To move the current folder location to another folder location, select the folder (PrintManager if the default is in use), then drag and drop the folder to its new location and click **OK**.

To define a new root folder, click **Make New Folder**, enter a name for the folder, and click **OK**.

To change the polling interval, enter a new value in seconds—the value entered must be 30 or greater, a value less than 30 will result in the **Update** button being disabled.
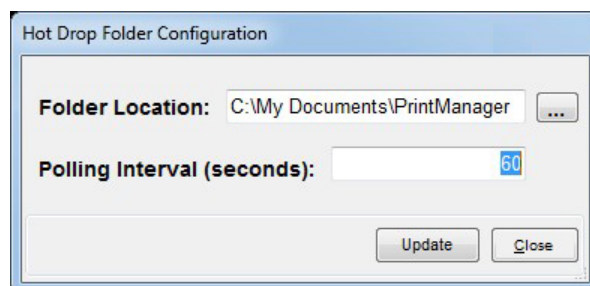
Once the desired folder location and polling interval are defined, click **Update** to save the changes—clicking **Close** before **Update** will exit without saving any changes.

A status message indicating the success or failure of the update operation will be displayed.
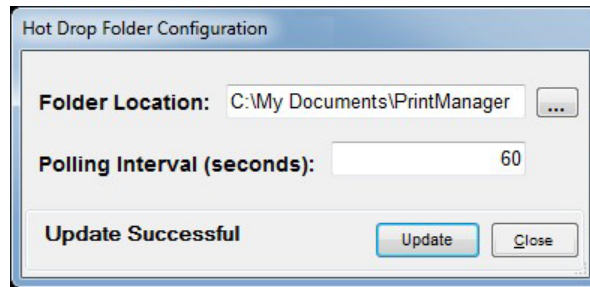
Please refer to the section on setting up Print Queues for more details regarding configuration of this feature.

Refer to the Card Studio Reference Manual (P1029261-001) for details about template-based job processing.

Exit

Clicking **Exit** will close the program.

PrintMonitor™/PrintManager™ User's Manual P1045924-003
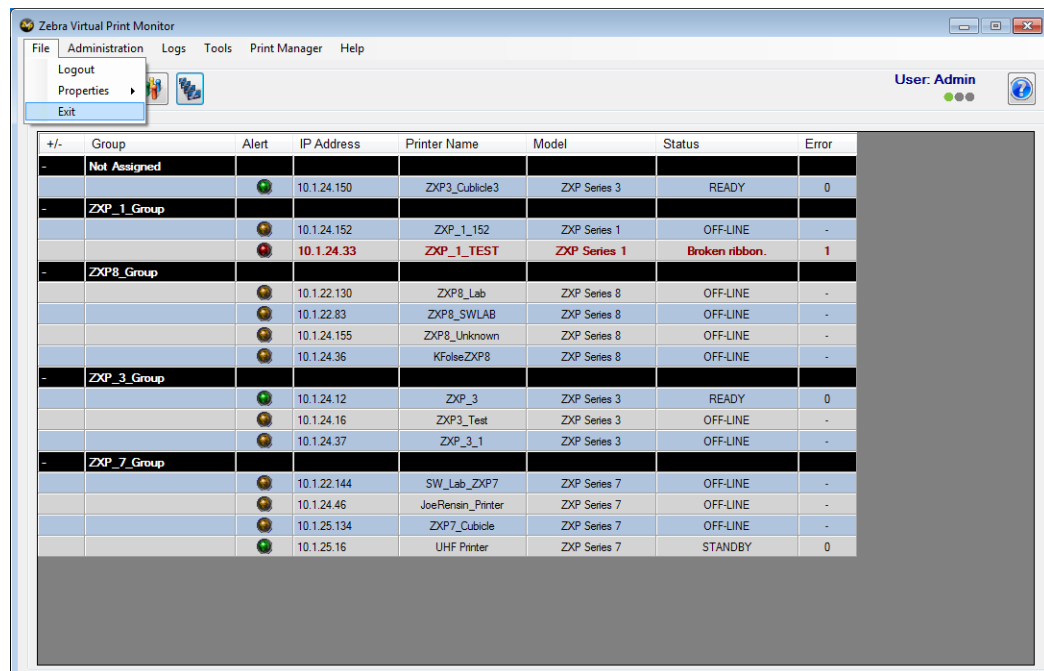
Administration Menu

Introduction

The **Administration** menu provides the user with a menu equivalent of the main command buttons. The selections under the Administration menu are: Printers, Groups, Users, and Alert Contacts.

To access the Printers and Users selections, the user must have SuperUser or User privilege. Administrator privilege is required for all other selections.
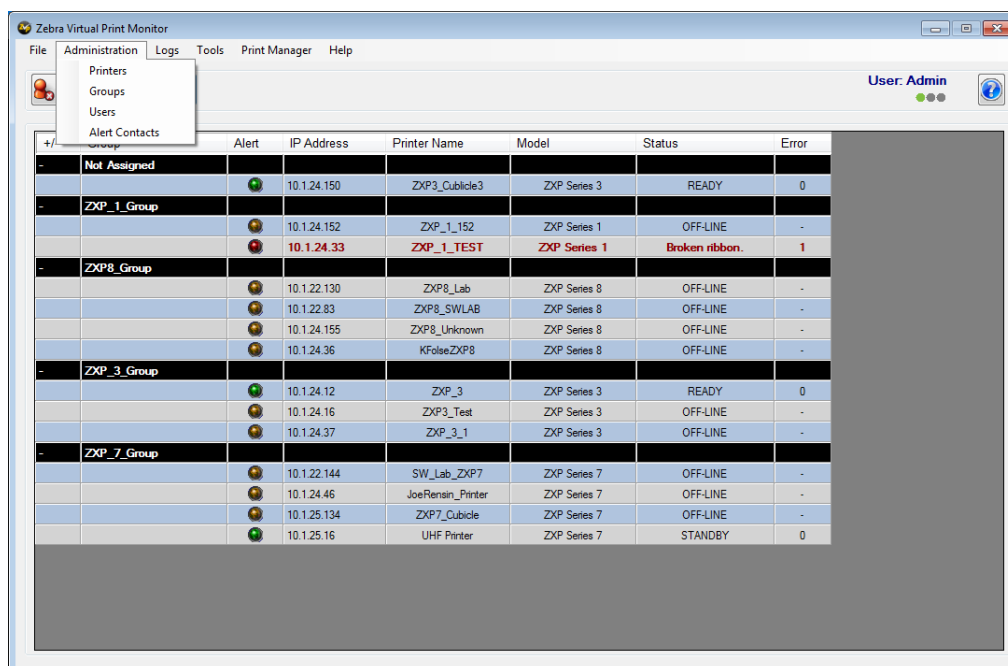
Printers

The **Printers** selection provides an interface for administrating printers.
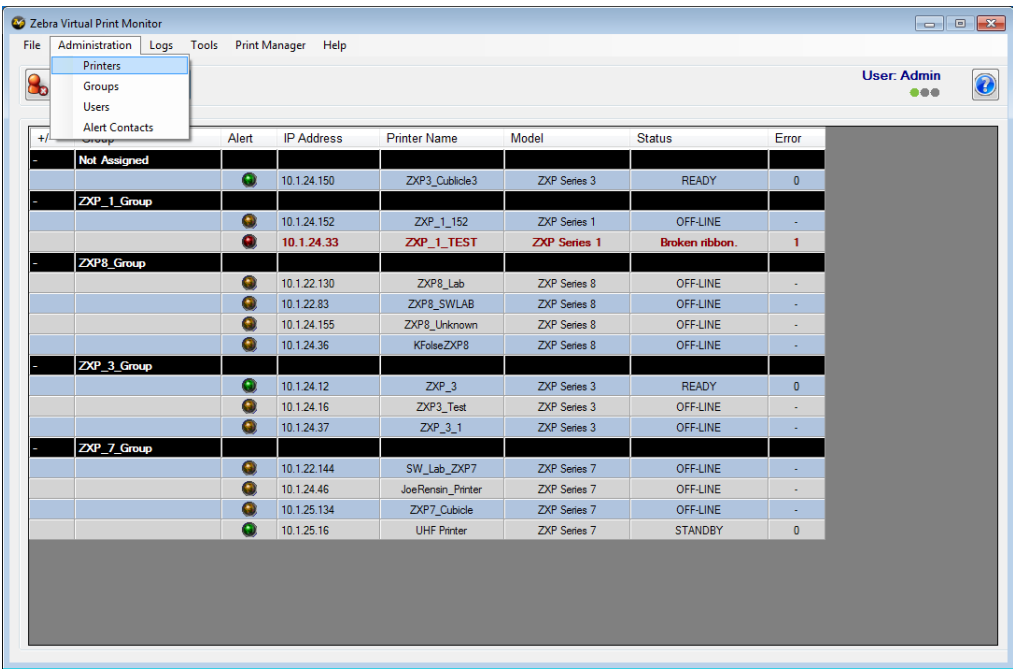
Select Administration > Printers, or click the [icon] button.
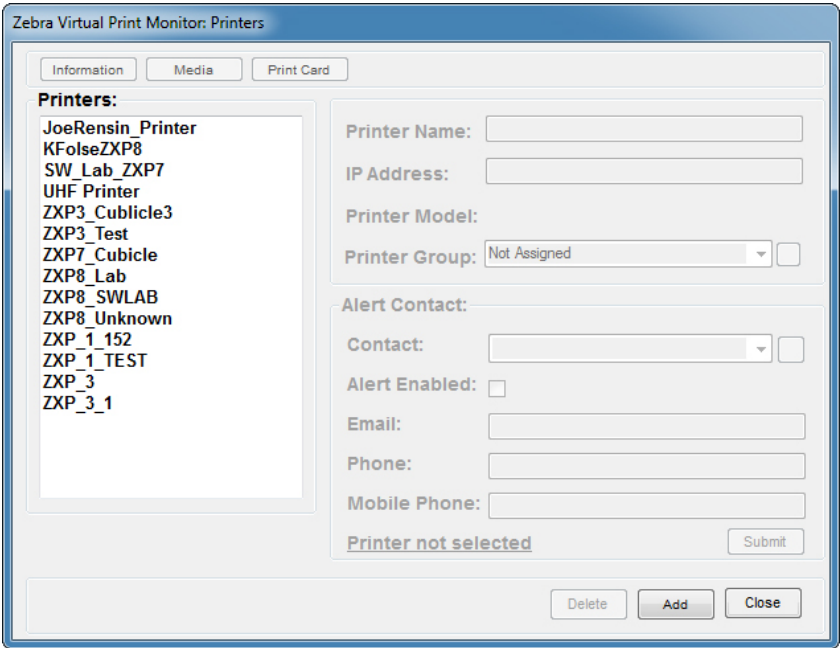
Add a Printer

Click **Add**.

Note • The printer to be added must be connected to the network and powered on.

Select the printer model from the Model drop-down list.
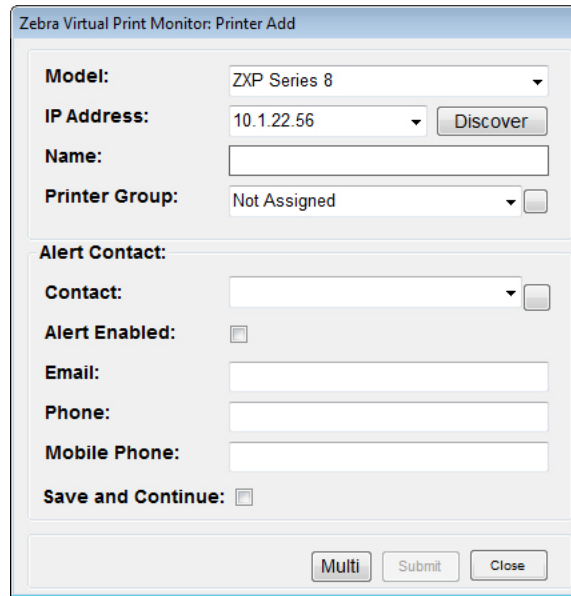
Enter the IP Address if known.

If the IP Address is not known, PrintMonitor can search for available printers on the same network subnet as the PrintMonitor.
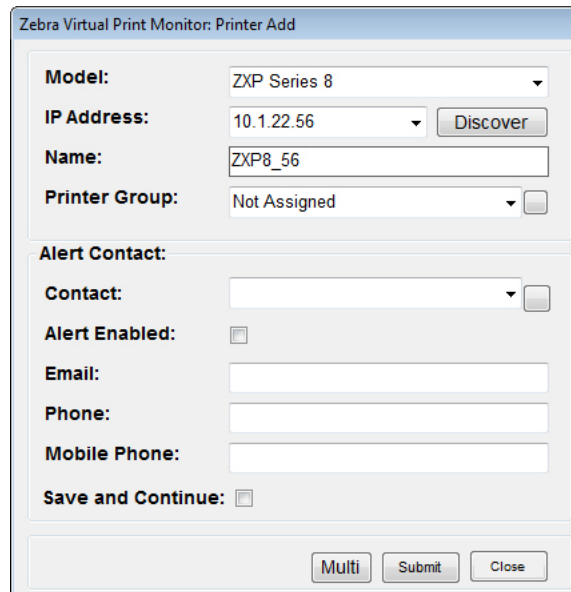
Click **Discover**.

Note • Only printers not already configured in the monitor will be identified.

If one or more printers are located, a message will be displayed indicating that printers have been located.

Enter the name for the selected printer.

Select a printer group.

If an Alert Contact is not required, click **Submit**.

If additional printers are to be added, check the box next to **Save and Continue**, and then click **Submit**.
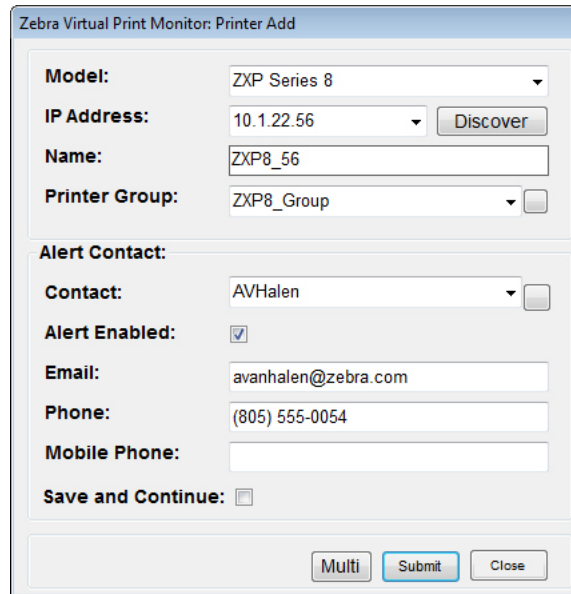
Alert Contact

Select an Alert Contact from the drop-down list. The contact fields will be populated with the available information.

If the contact has not been entered previously, click the command button next to the contact field to enter the new contact information.

When finished entering the new contact information, select it from the drop-down list.

Check the box next to **Alert Enabled** if the selected contact should be alerted in the event of any printer issues.

If the printer information has been entered correctly, and the printer is on the network, the configuration information will be retrieved and it will be displayed in the Printers list.

Click **Close** when finished.

The new printer will appear in the main window.

Edit a Printer

Select the printer from the Printers list—the printer's information will be displayed.

Make the necessary changes to the information and click **Submit**—a status message will indicate the success or failure of the update.

Click **Close** when finished.

Delete a Printer

Select the printer from the Printers list and click **Delete**.

A dialog box will appear for confirmation of the delete operation—click **Yes** to delete the user, click **No** to cancel.

Click **Close** when finished.

Add Multiple Printers

From the Printer Add window click **Multi** to add multiple printers.

The Printer Add (Multiple) form is displayed.

NOTE: The multiple printers add feature differs from adding a single printer as follows:

1. The IP addresses must be known beforehand—the multiple printers add feature does not include discovering printers operating on the same subnet as PrintMonitor.

2. Printer Groups and Alert Contacts must also be pre-defined if they are to be assigned to the printers being added.

Select the printer model from the drop-down list.

Enter the IP Address in the text box.

Enter a name for the printer in the Name text box.

There are also three optional steps for adding multiple printers:

Assign the printer to a group by selecting the group from the Printer Group drop-down list.

Select an alert contact from the Contact drop-down list.

Check the Alert Enabled box to have alerts sent to the assigned contact.

Once all printers have been added, click **Submit**.

PrintMonitor will attempt to locate the printers and retrieve their configurations. If the printers were successfully added, a form will be displayed confirming the printers have been added.

Click **OK** when finished.

Printer Information

Users must have Administrator, SuperUser, or Guest privilege to use this feature.

From the Printer Administration window, select a printer from the list and click **Information**.

The Printer Information window is displayed.

If a printer is offline, its information cannot be retrieved.

Click **Refresh** to update the printer information.

Click **Close** when finished.

Media Information

Users must have Administrator, SuperUser, or Guest privilege to use this feature.

From the Printer Administration window, select a printer from the list and click **Media**.
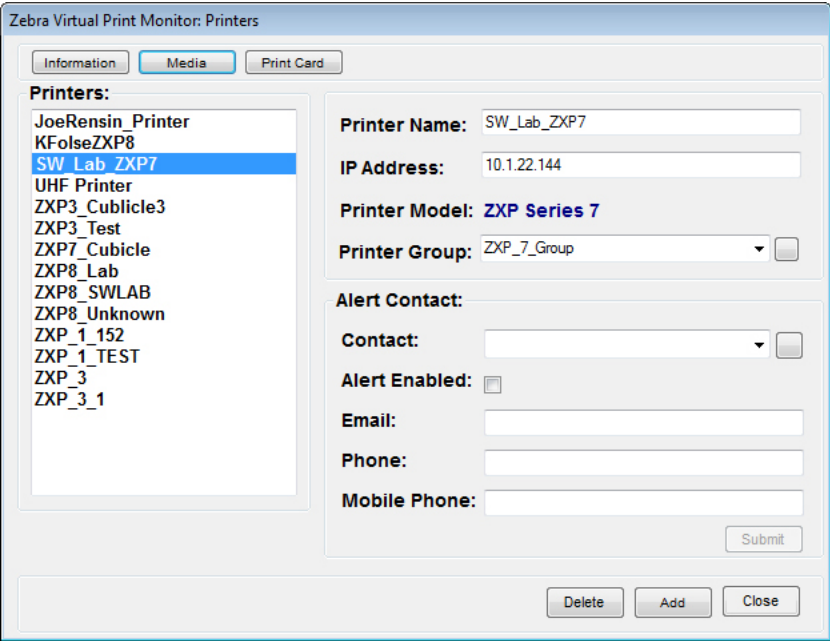
The Printer Media window is displayed.
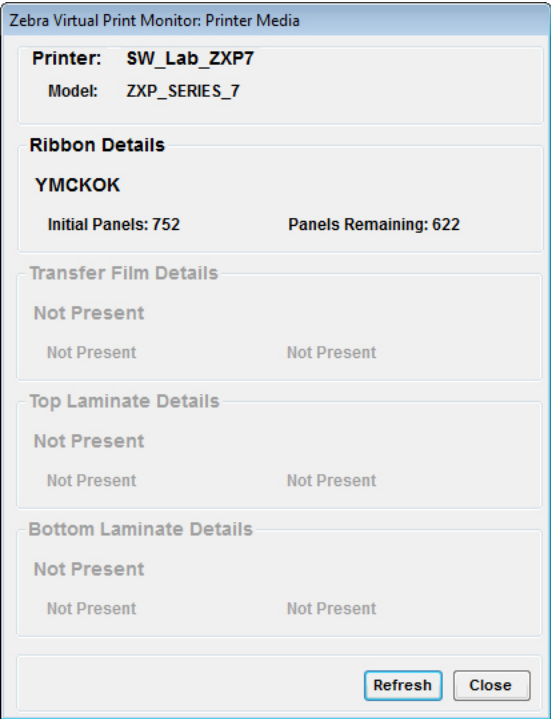
If a printer is offline, its information cannot be retrieved.

Click **Refresh** to update the printer information.

Click **Close** when finished.

Print Card

Test cards can be printed from the Printer Administration window.

From the Printer Administration window, select a printer from the list and click **Information**.

The Print Card window is displayed.

If a printer is offline, test cards cannot be printed.

Select the card type from the drop-down list.

Select an image to be printed on the front and the back (if supported) of the card. Click **Browse**, navigate to the file location, and click **Open**. The selected images will be displayed in the preview window(s).

To use the default images, click the checkbox next to **Default** in the preview window.

If the card type selected has a magnetic stripe, data can be entered for each of the tracks to be encoded onto the card.

Click **Print**.

Click **Close** when finished.

Groups

The **Groups** selection provides an interface for administrating groups of printers.
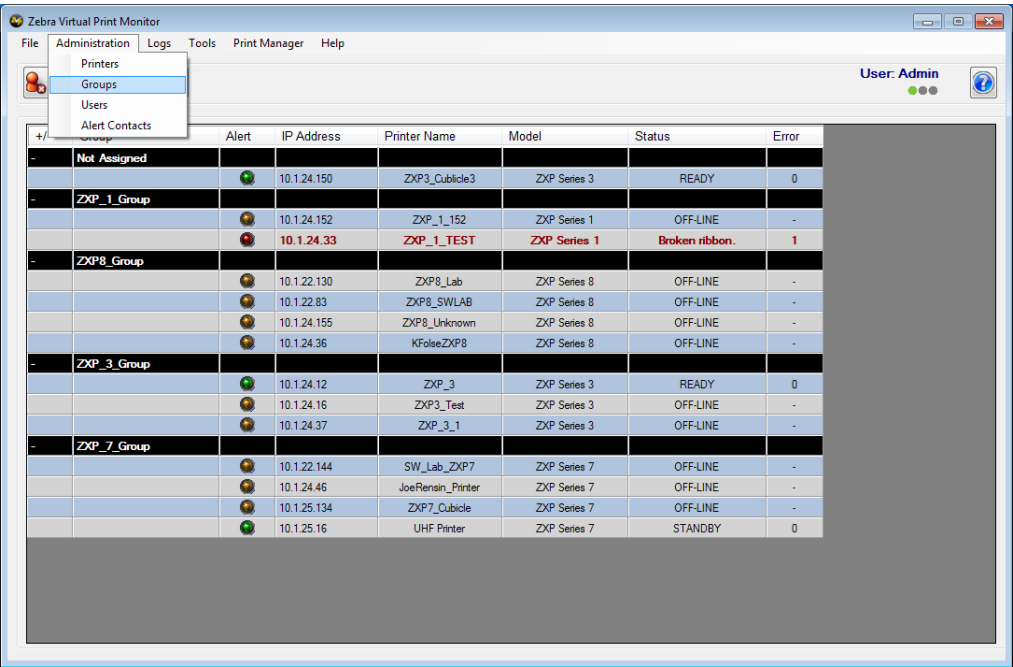
Select Administration > Groups, or click the 🖨 button.
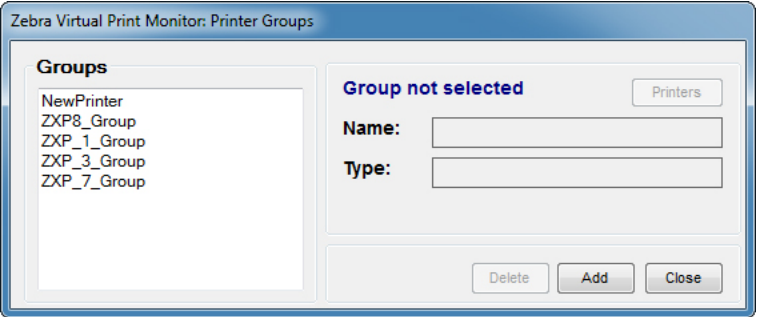
Add a Printer Group

Click **Add**.
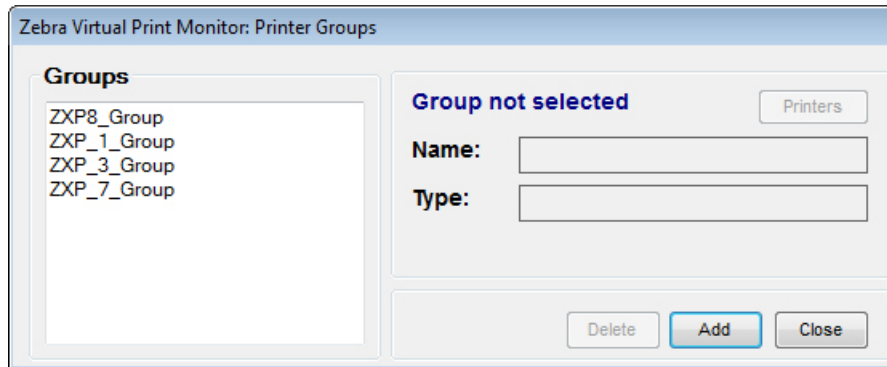
The Printer Group Add window is displayed.
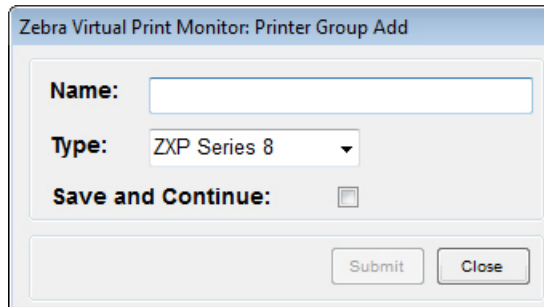
Enter a name for the new printer group.

Select the type of printerfrom the drop-down list.
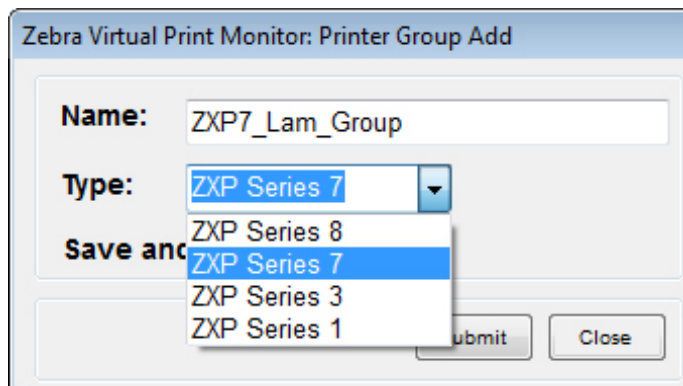
Click **Submit**.

A confirmation message will be displayed if the printer group was successfully added.

If multiple printer groups are to be added, place a checkmark in the box next to **Save and Continue**, this will enable entry of another printer group after clicking **Submit**.

Click **Close** when finished.

Modify a Printer Group

Select the printer group from the Groups list and click **Printers**.

The Attach Printers window is displayed.

To remove a printer from the group, uncheck the box next to the desired printer and click **Submit**.
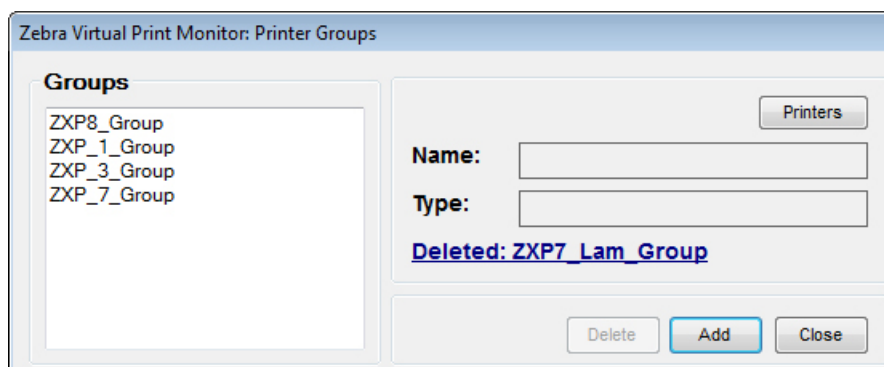
Delete a Printer Group

Select the printer group from the Groups list and click **Delete**.

A dialog box will appear to confirm the deletion. Select **Yes** to confirm, or **No** to cancel.

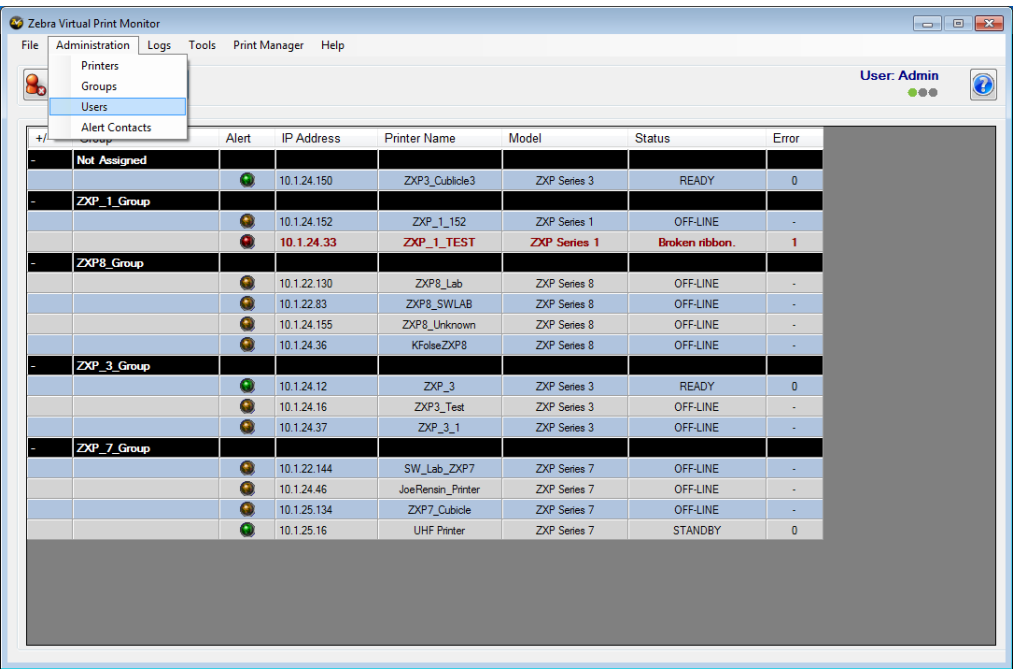A confirmation message will be displayed if the printer group was successfully deleted.
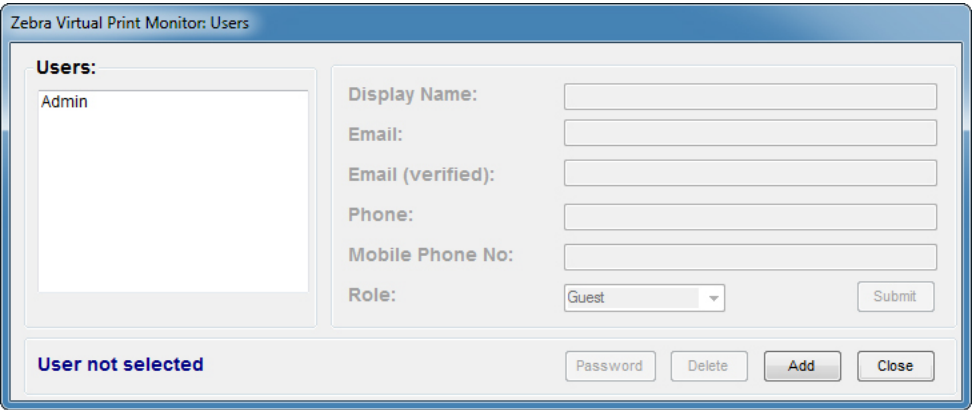

Click **Close** when finished.

Users

The **Users** selection provides an interface for administrating users.
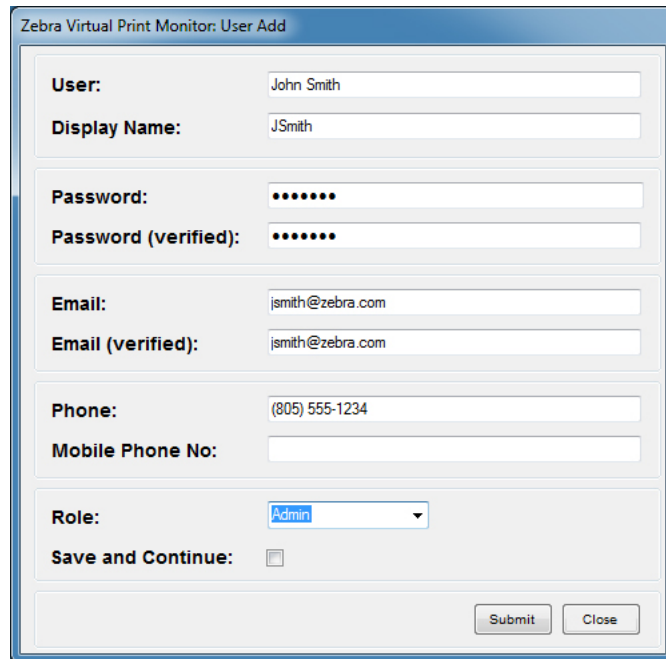

Select Administration > Users, or click the 🔧 button.

Add a User Account

Click **Add**.

The User Add window displayed.

Enter the information for the new user. The user's access privilege is defined by selecting one of the options from the Role list-box control.

Click **Submit**.

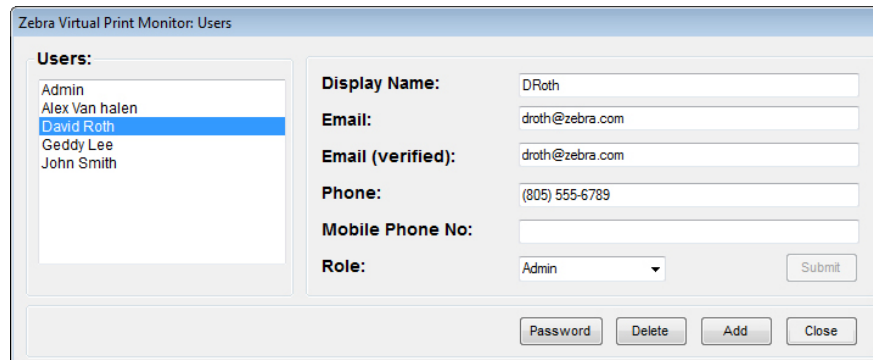A status message will indicate the success or failure of the operation.

To create multiple user accounts, check the Save and Continue box before clicking Submit.

Click **Close** to exit the User Add window.

Click **Close** to exit the User Administration window.

Edit a User Account

Select the account to edit and make the necessary changes

Click **Submit**.

A status message will indicate the success or failure of the operation.
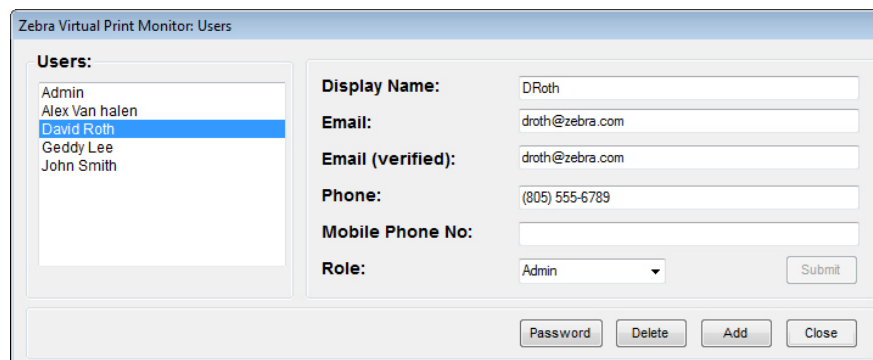
Click **Close** when finished.

Change a User Account Password

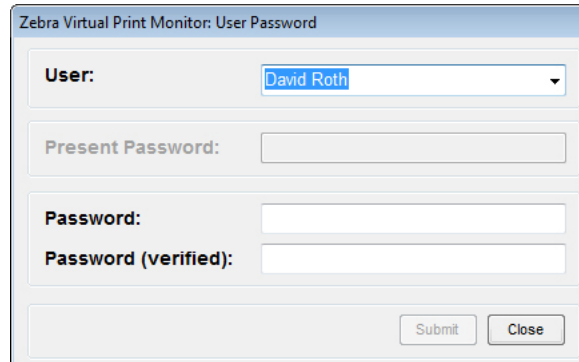**Note** • An Administrator can change any password; SuperUsers and Guests can only change their own.

Select the account to edit and click **Password**.

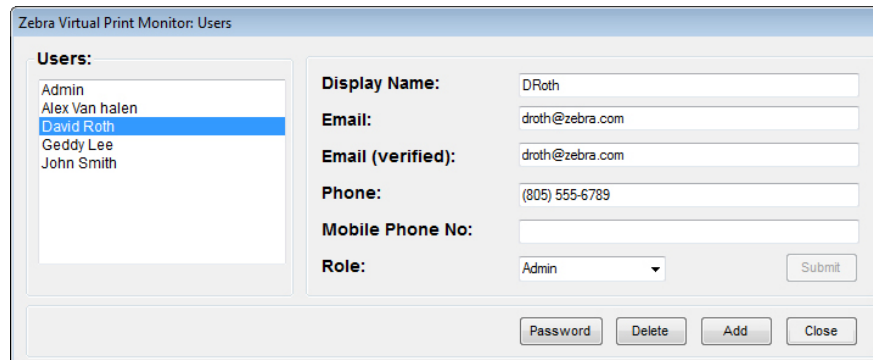The Change User Password window is displayed.

Enter the new password.

Click **Submit**.

A status message will indicate the success or failure of the operation.

Click **Close** when finished.

Delete a User Account

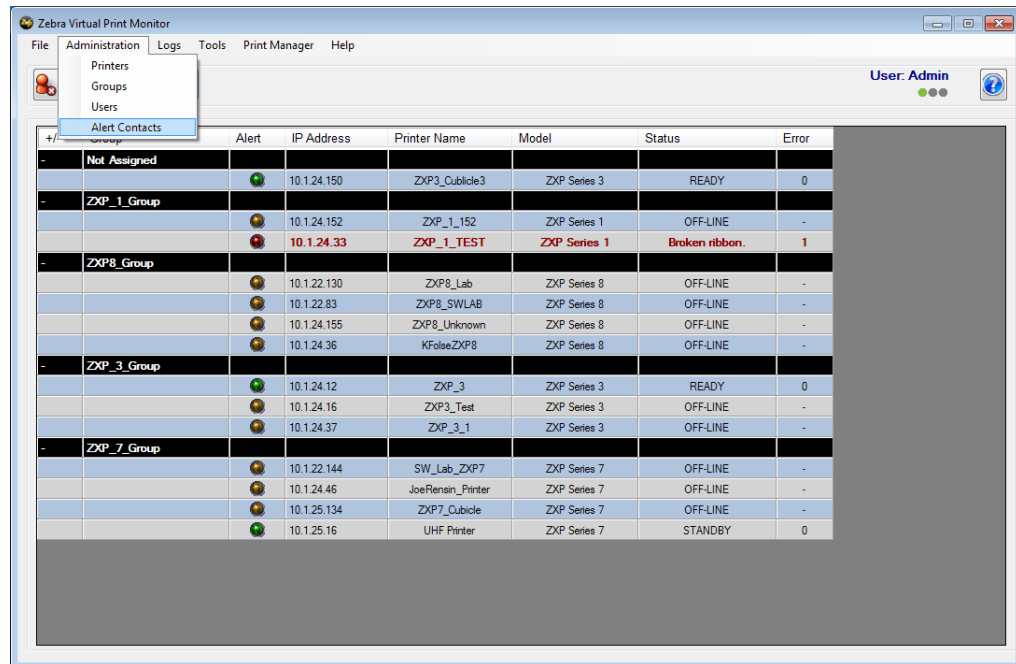Select the account to delete and click **Delete**.

A dialog box will appear for confirmation of the delete operation—click **Yes** to delete the user, click **No** to cancel.

Click **Close** when finished.

Alert Contacts

The Alert Contacts menu provides an interface for administrating alert contacts.

An Alert Contact is a person or group who will be notified when a printer encounters an error. The notification will be in the form of an email sent to the designated alert contact from the PrintMonitor. The email address assigned to the alert contact can be a single user or group email address.
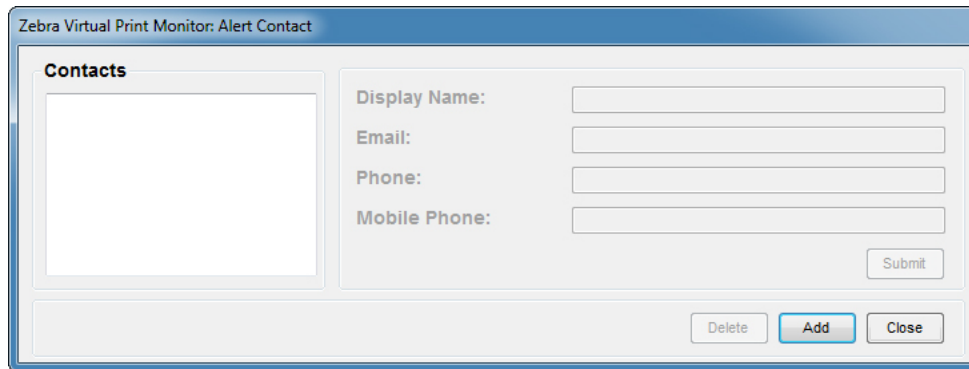

Select Administration > Alert Contacts.

Add an Alert Contact

Click **Add**.

The Alert Contact Add window is displayed.

Enter the appropriate information.

Note • The contact name and email address are required; the phone and mobile phone information are optional.
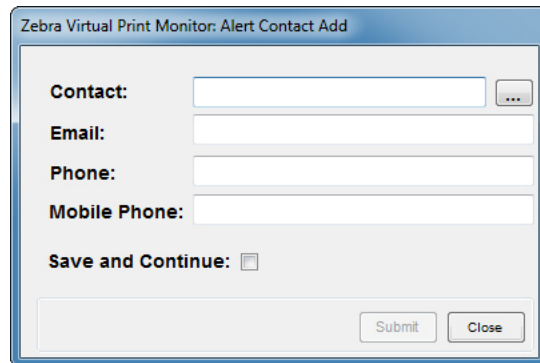
If multiple alert contacts are to be added, place a checkmark in the box next to **Save and Continue**, this will enable entry of another contact after clicking **Submit**.

A confirmation message will be displayed if the new alert contact was successfully added to the database.

If a user account is to be added as an alert contact, click the control button to the right of the contact edit box to display the User Selection window.

The User Selection window is displayed.
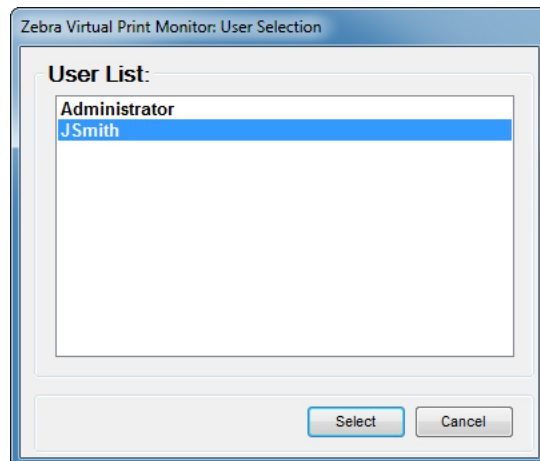
Highlight the user account and click **Select**.

The user information will be added.

Click **Submit** to save the information, and then click **Close**.
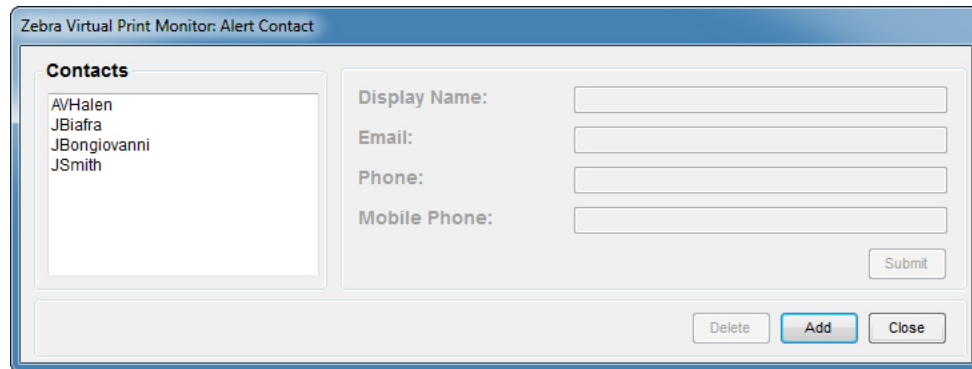
A confirmation message will be displayed if the new alert contact was successfully added to the database.

Click **Close**.

Edit an Alert Contact
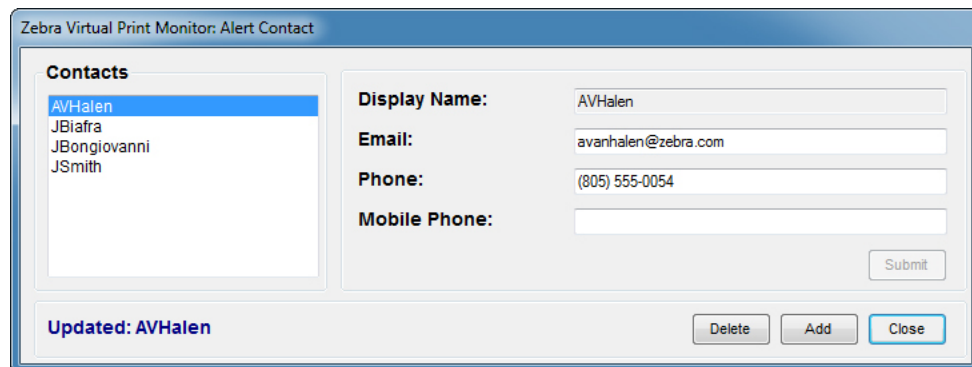
Select Administration > Alert Contacts.

Select the contact from the list of alert contacts; the contact information will be displayed.

Make any necessary changes and click **Submit** to save the changes.

A confirmation message will be displayed if the alert contact was successfully updated.

Click **Close**.

Delete an Alert Contact

Select Administration > Alert Contacts.

Select the contact from the list of alert contacts; the contact information will be displayed.

Click **Delete**.

A dialog box will appear to confirm the deletion. Select **Yes** to confirm, or **No** to cancel.

A confirmation message will be displayed if the alert contact was successfully deleted the database.

Click **Close**.

PrintMonitor™/PrintManager™ User's Manual

Logs Menu

Introduction

The **Logs** menu enables reviewing and exporting the Event, Printer, and User histories.
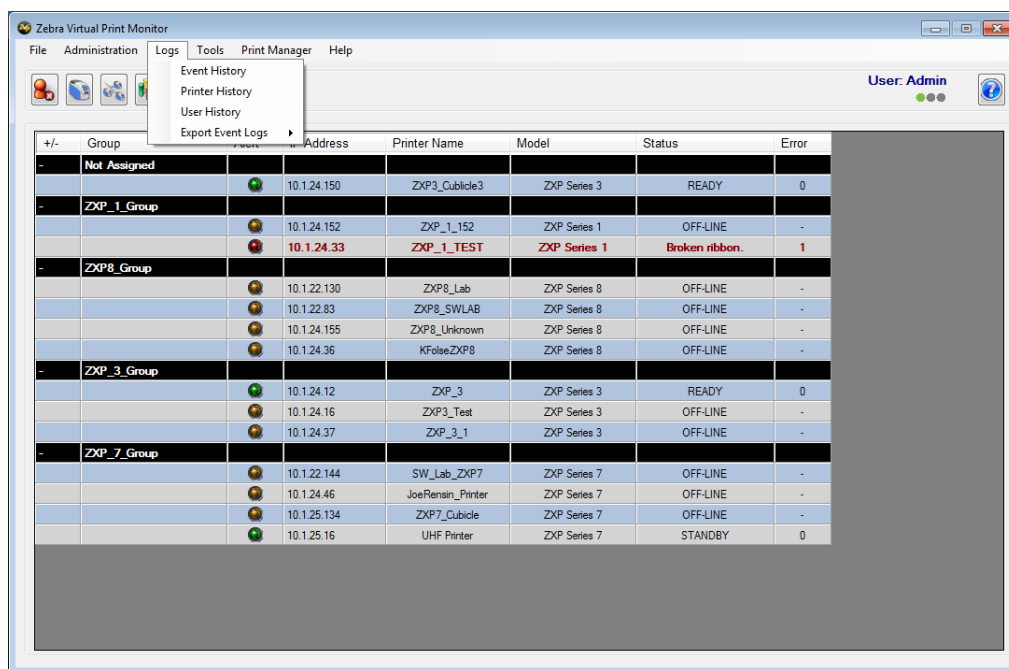
To access the Logs, the user must have SuperUser or Administrator privilege.

Event History

The **Event History** log tracks all user actions within PrintMonitor.

Select Logs > Event History.
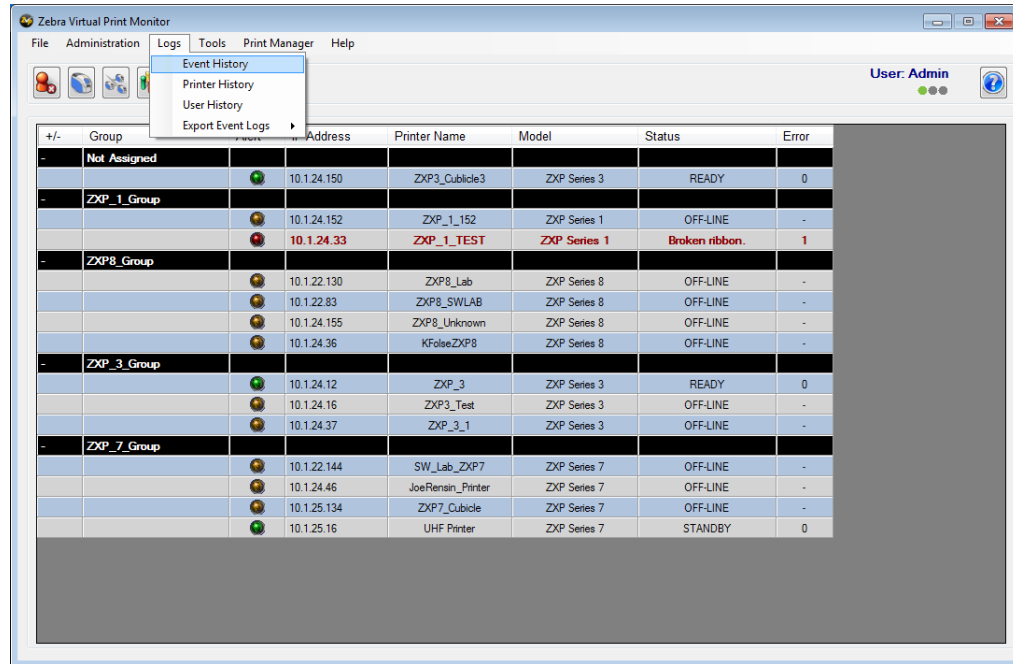
The default event history display will be displayed showing all user actions for all categories going back 90 days (default) from the current date.

The drop-down menus provide filters to refine the information displayed.

To see only actions for a specific user, select that user from the User drop-down list.
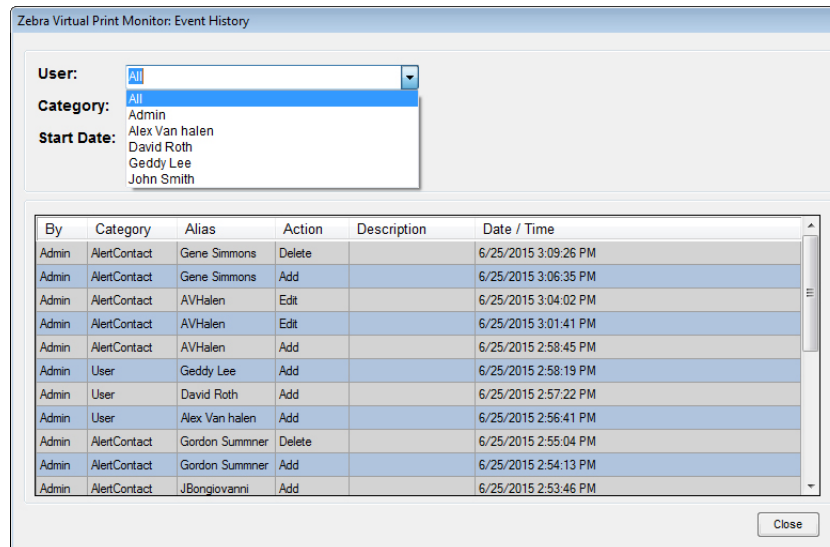
To specify an action category, select it from the Category drop-down list.

A start and end date can also be specified to refine the information further.

Once the filters have been defined, click **Refresh**. Only those events which meet the defined filter criteria will be displayed.

Click **Close** when finished.

Printer History

The **Printer History** log tracks all printer events.

Select Logs > Printer History.
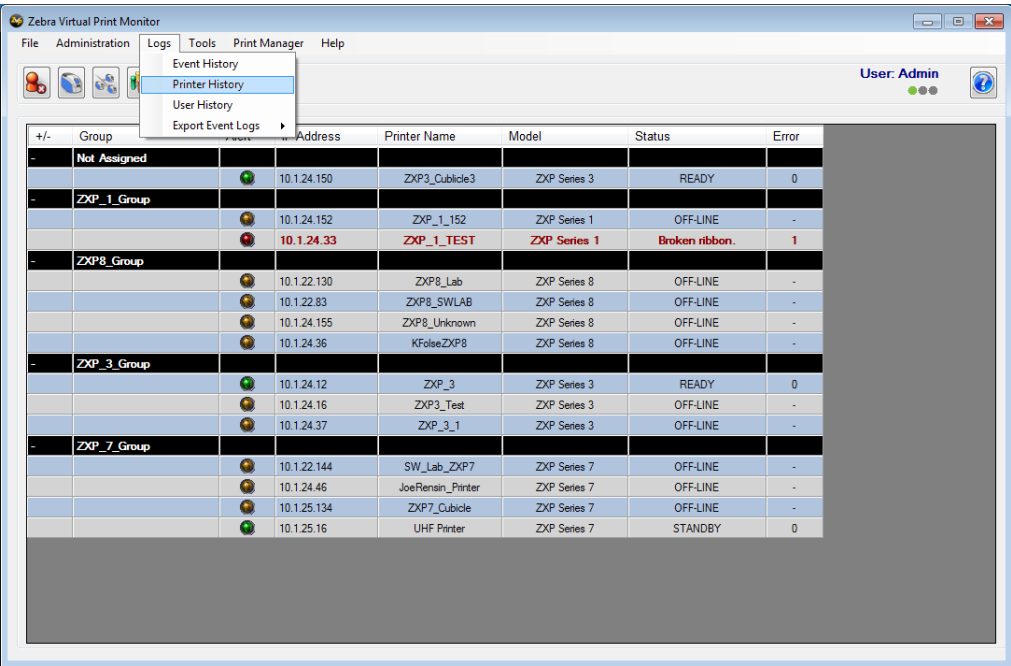
The default event history display will be displayed showing all printer events for all categories going back 90 days (default) from the current date.
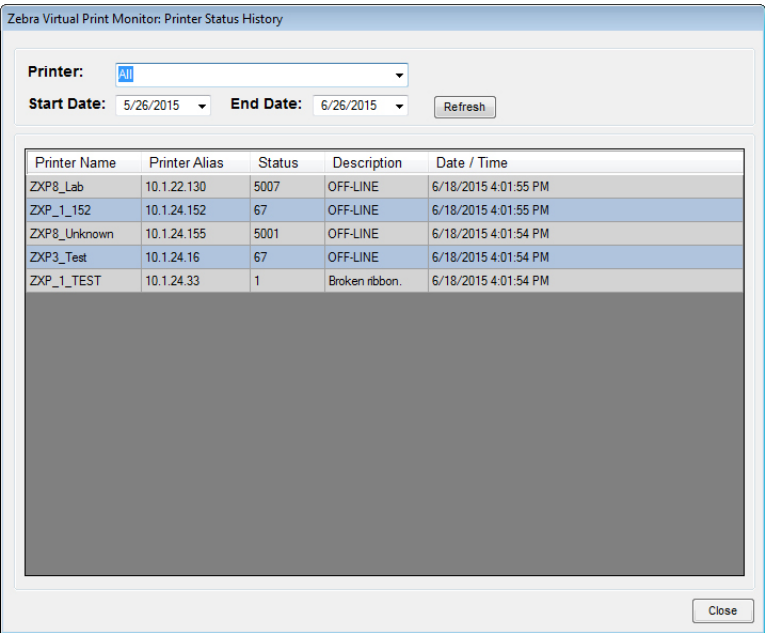
The drop-down menus provide filters to refine the information displayed.

To see only events for a specific printer, select that printer from the Printer drop-down list.

A start and end date can also be specified to refine the information further.

Once the filters have been defined, click **Refresh**. Only those events which meet the defined filter criteria will be displayed.

Click **Close** when finished.

User History

The **User History** log tracks the date and time users log in and log out of PrintMonitor. Additionally, if a user were to shutdown PrintMonitor while logged in, this information would also be saved in the log.

Select Logs > User History.
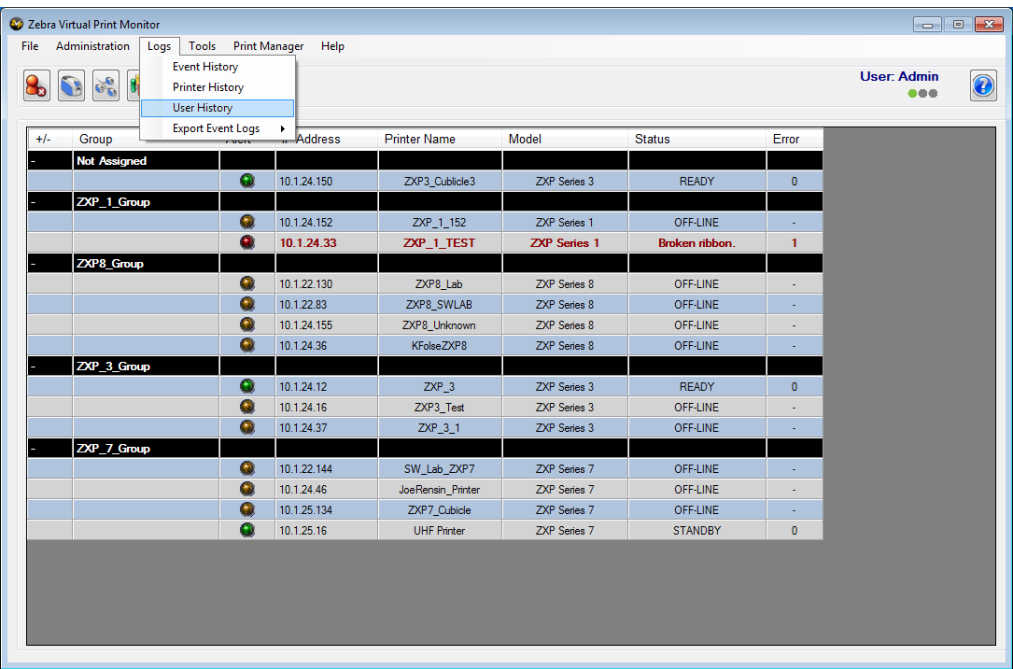
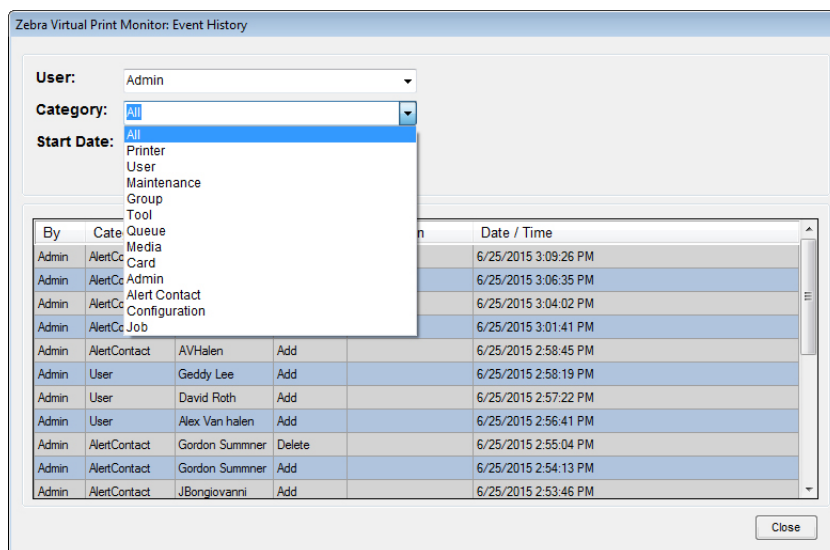The default event history display will be displayed showing all user events going back 90 days (default) from the current date.
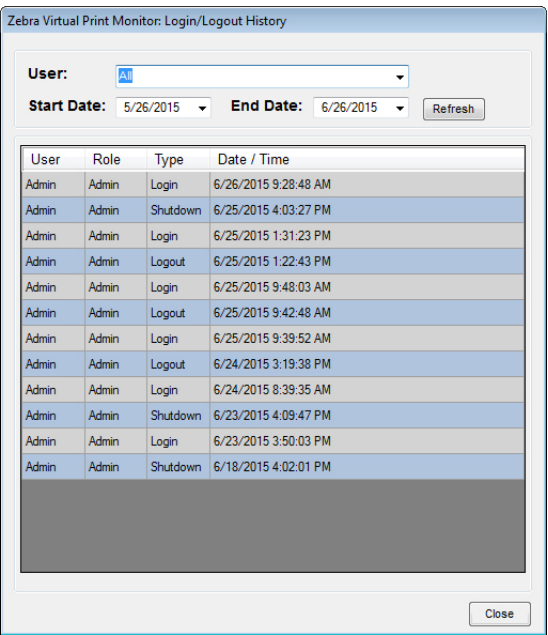
The drop-down menus provide filters to refine the information displayed.

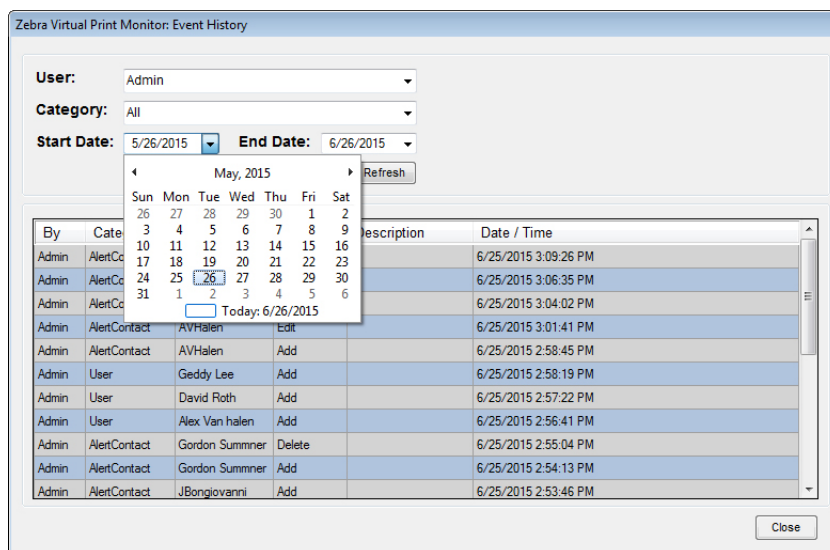To the login/logout activity for a specific user, select the user from the drop-down list.

A start and end date can also be specified to refine the information further.

Once the filters have been defined, click **Refresh**. Only those events which meet the defined filter criteria will be displayed.

Note • The absence of user history events means that the user has not logged in or out during the dates specified.

Click **Close** when finished.

Export Event Logs

The **Export Event Logs** feature enables the user to save the individual logs to a comma separated value (.csv) file, or an extensible markup language (.xml) file. The process for each operation is identical—only the Export Event History examples will be shown

Export Event/Printer/User History

To export the Event History data table:

Select Logs > Export Event Logs > Event History or Printer History or User History.
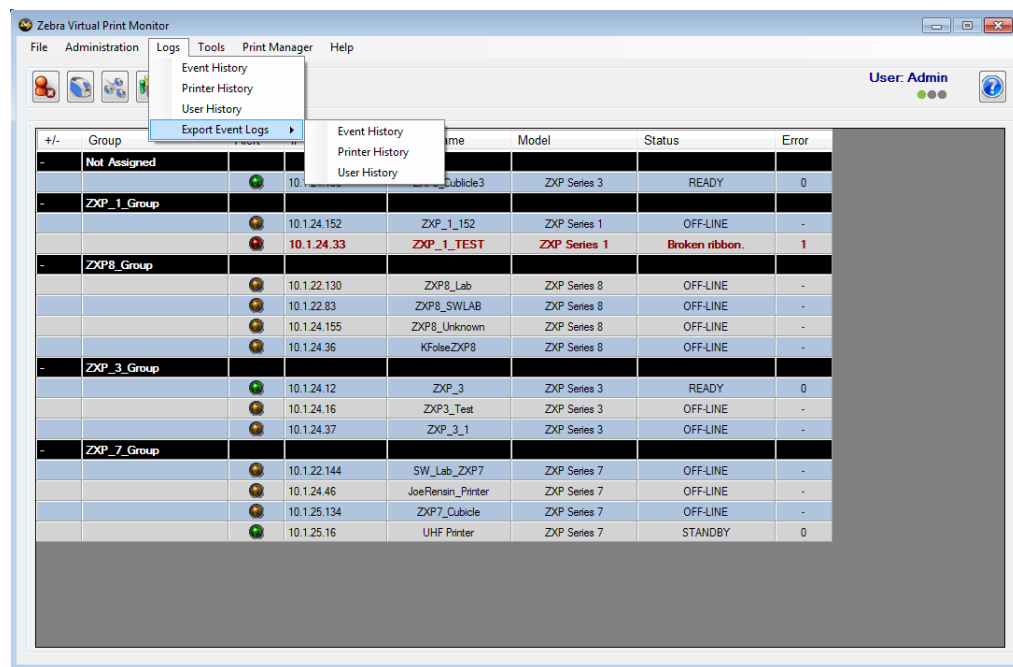
Click the browse button (circled below).
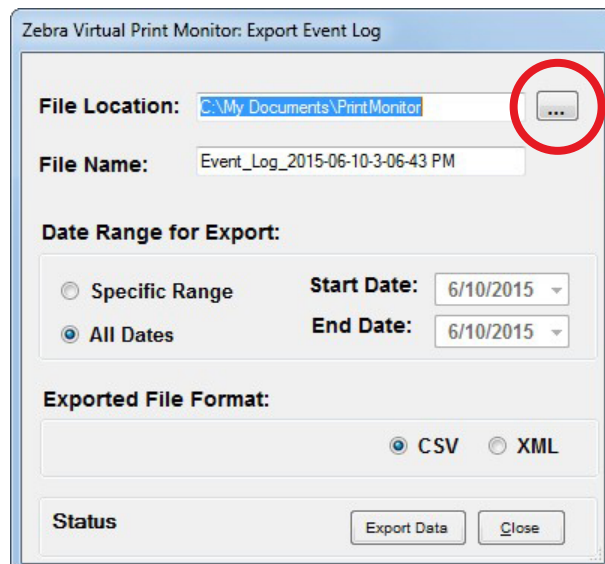
Select a folder or click "Make New Folder" and enter a name.

Click **OK**.
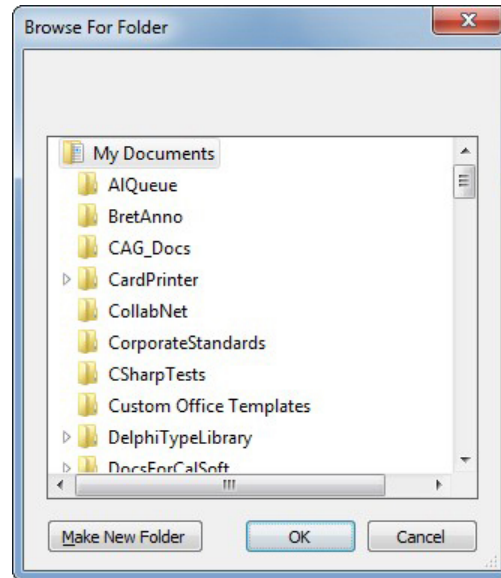
Enter a file name.
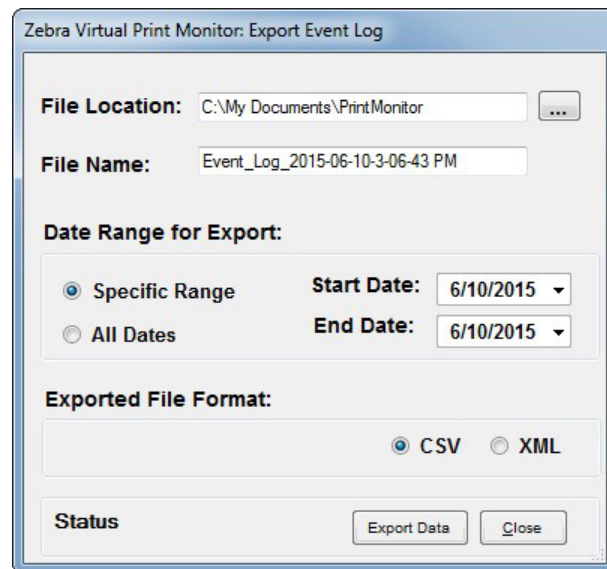
Select Specific Range and then select a start and end date to only export log entries that fall within the specified dates.

Select All dates to export the entire log.

Select the file format: CSV or XML

Click **Export Data**—a status message will indicate the success or failure of the export.

Zebra Virtual Print Monitor: Export Event Log

File Location: C:\My Documents\PrintMonitor ...

File Name: Event_Log_2015-06-10-3-06-43 PM

Date Range for Export:

○ **Specific Range**   **Start Date:** 2/ 1/2015 ▾

○ All Dates   **End Date:** 6/10/2015 ▾

Exported File Format:

● CSV   ○ XML

Data Export Successful   Export Data   Close

Tools Menu

Introduction

There are five selections in the **Tools** menu: Firmware Download, Reset, Backup, Restore, and Clean.
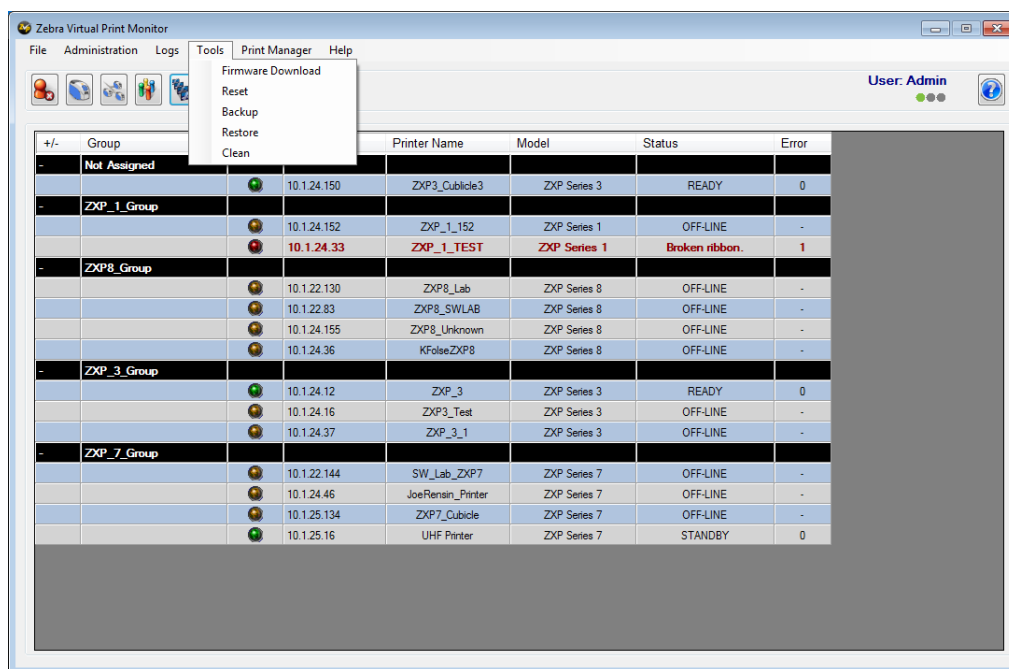
The user must have Administrator or SuperUser privilege to access these features.

Firmware Download

Firmware Download enables the user to download firmware to a single printer or a group of printers. Go to www.zebra.com/firmware to download the latest firmware file for the specified printer.

Important • Make sure the printers selected are not actively processing print jobs. All job information will be lost when proceeding with this operation.

Select Tools > Firmware Download.
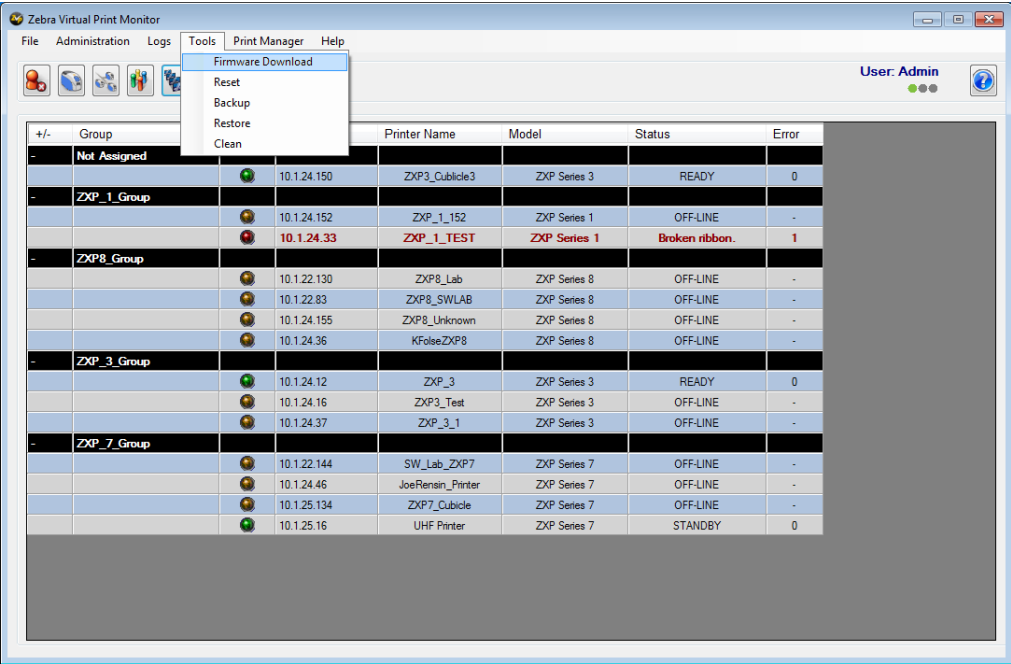
Download Firmware to a Single Printer

Select the **Printers** radio button
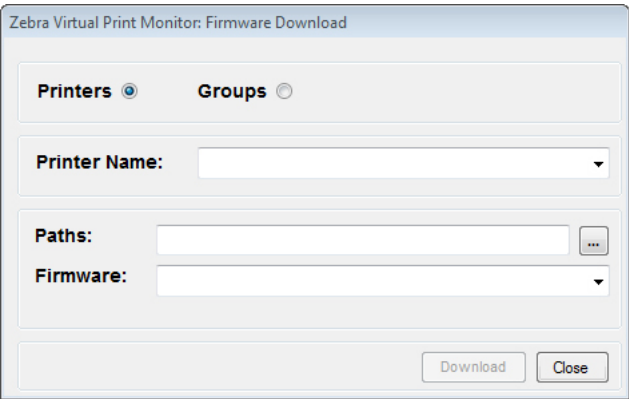
Select the printer from the **Printer Name** drop-down list.
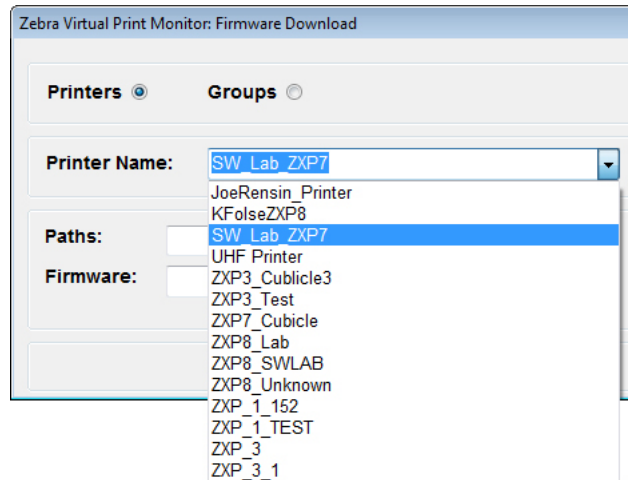
Click the browse button (circled below) and locate the firmware file.
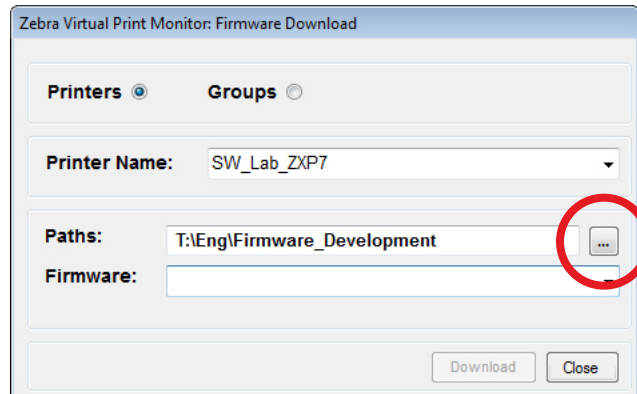
Select the firmware file from the Firmware drop-down list.
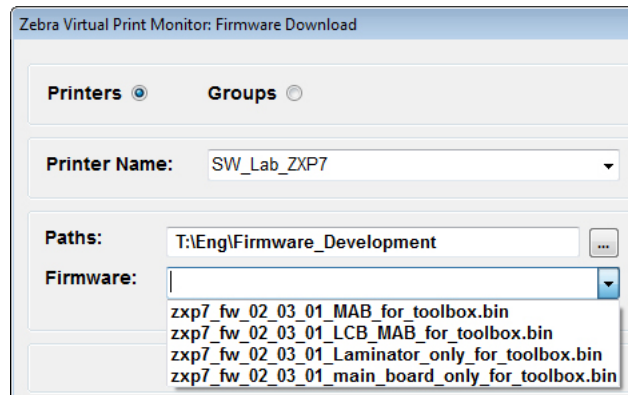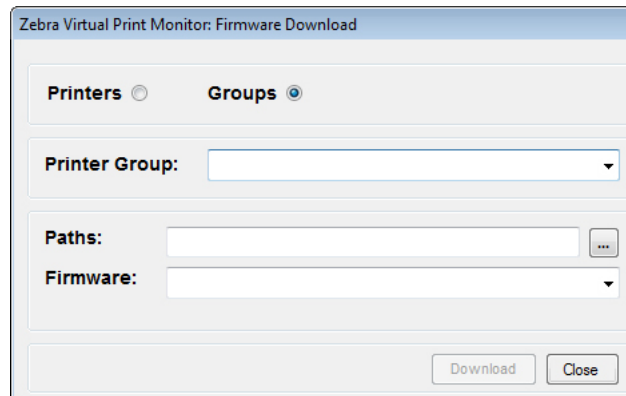
Click **Download**—a status message will indicate the success or failure of the download.

Click **Close**.

Download Firmware to a Group of Printers

Select the **Groups** radio button

Select the group from the **Printer Group** drop-down menu.

Click the browse button (circled below) and locate the firmware file.

Select the firmware file from the Firmware drop-down list.

Click **Download**—a status message will indicate the success or failure of the download.

Click **Close**.

Reset

Reset enables the user to perform a warm-reboot of a printer or a group of printers.

Important • Make sure the printers selected are not actively processing print jobs. All job information will be lost when proceeding with this operation.

Select Tools > Reset.
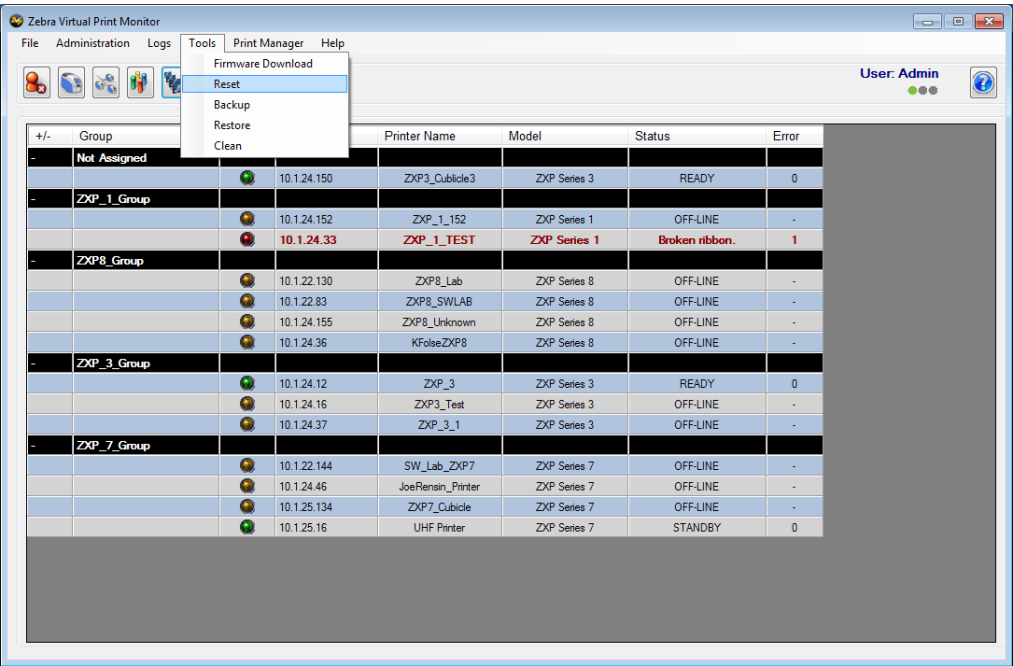
Reset a Single Printer

Select the **Printers** radio button

Select the printer from the **Printer Name** drop-down menu.
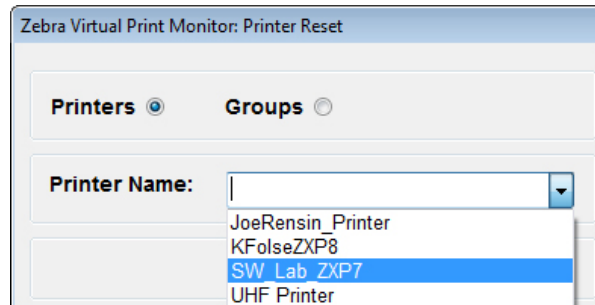
Click **Reset**—a status message will indicate the success or failure of the download.
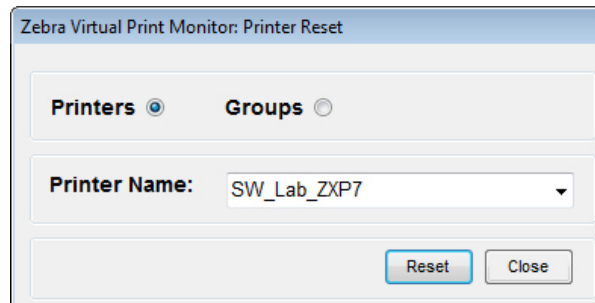
Click **Close**.

Reset a Group of Printers
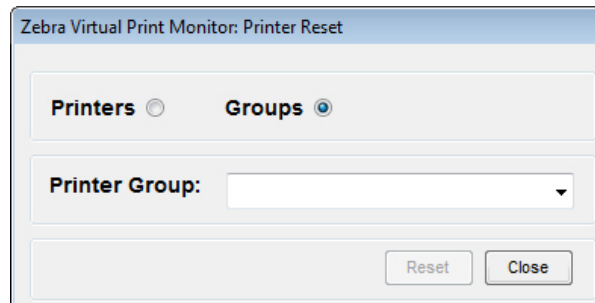
Select the **Groups** radio button

Select the group from the **Printer Group** drop-down menu.
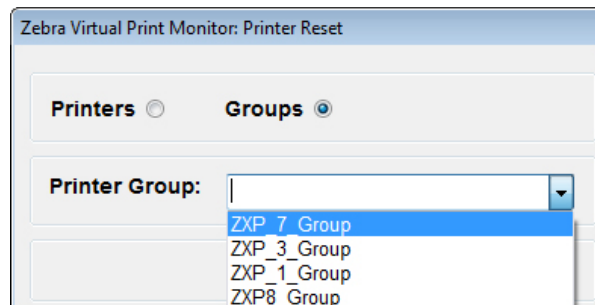
Click **Reset**—a status message will indicate the success or failure of the download.
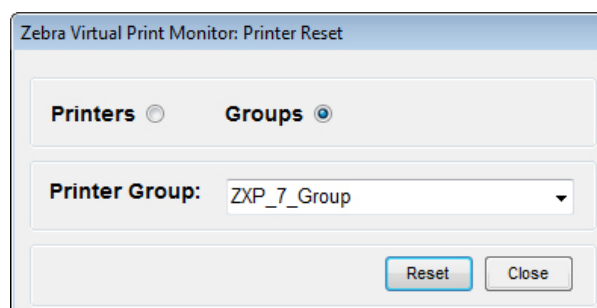
Click **Close**.

Backup

Backup enables the user to perform a database backup operation.

Important • Make sure the printers selected are not actively processing print jobs. All job information will be lost when proceeding with this operation.

Select Tools > Backup.
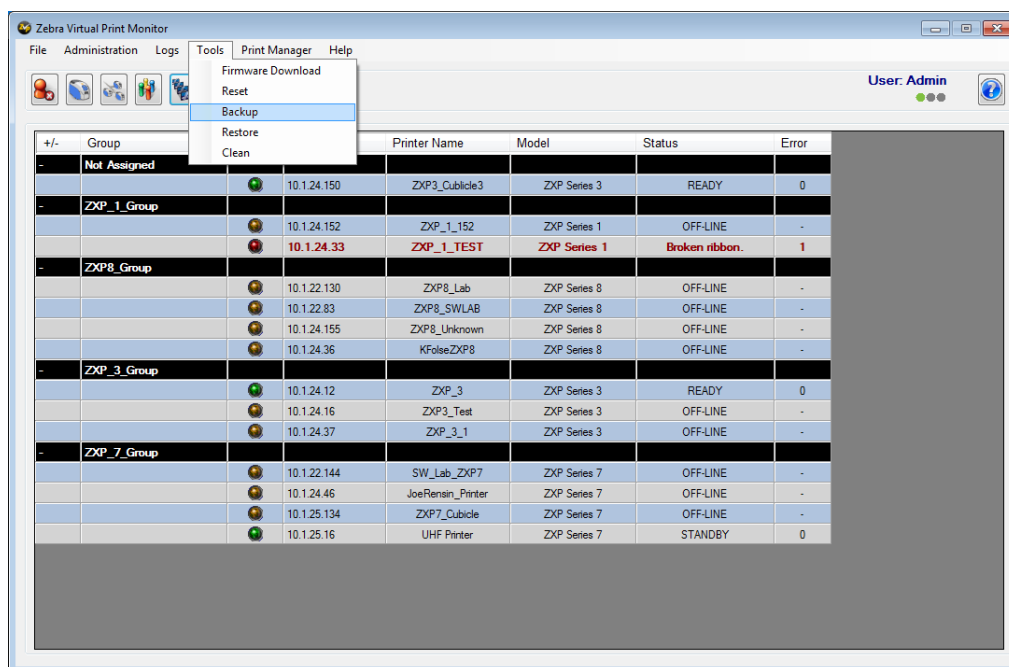
Click the browse button (circled below) and select the location for the backup file.
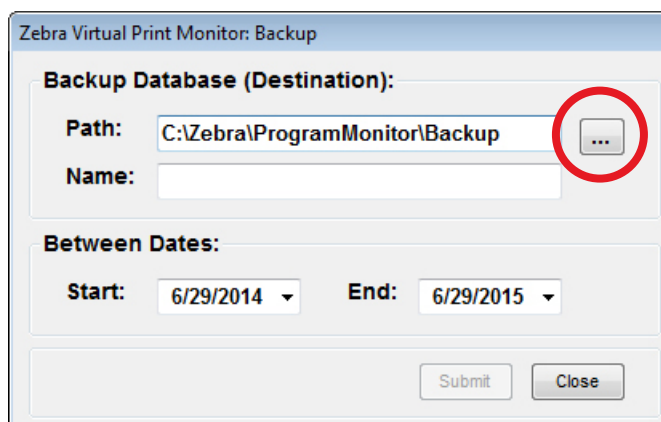
Assign a name to the backup file—the name entered must include the extension .db as shown.

Select the start and end date range for the backup operation

Click **Submit**—a status message will indicate the success or failure of the download.

Click **Close**.

Restore

Restore enables the user to perform a database restore operation.

Important • Make sure the printers selected are not actively processing print jobs. All job information will be lost when proceeding with this operation.

Select Tools > Restore.
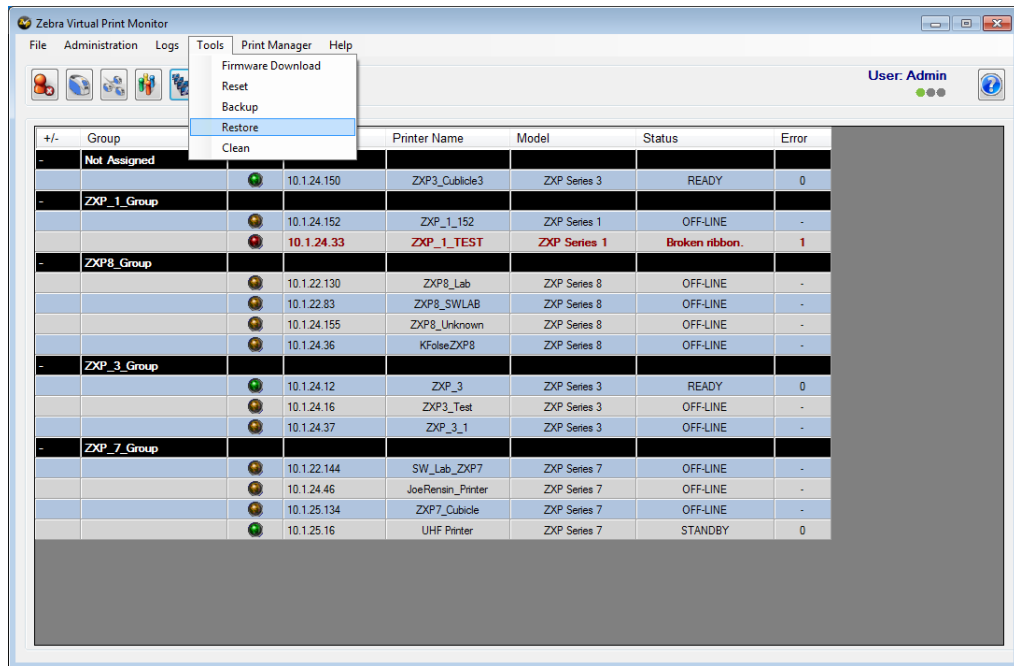
Click the browse button (circled below) and select the backup file.
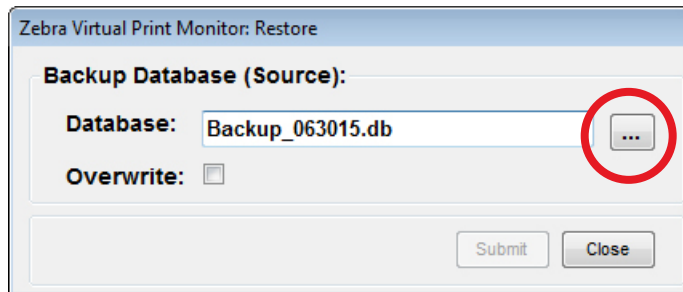
Select **Overwrite** to replace the current records with those in the backup file.

Caution • Selecting Overwrite will replace newer records in the active database. To prevent newer records in the active database being replaced by corresponding older records in the backup database, ensure that the Overwrite checkbox control is unchecked.

Click **Submit**—a status message will indicate the success or failure of the download.
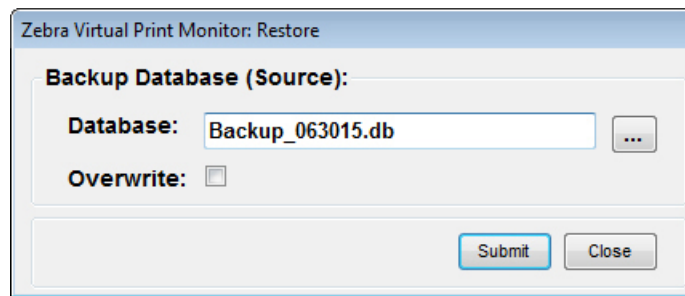
Click **Close**.

Clean

Clean provides the ability to remove old event log data from the database.

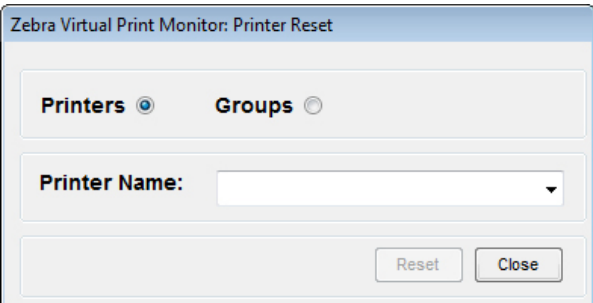**Important** • Make sure the printers selected are not actively processing print jobs. All job information will be lost when proceeding with this operation.

Select Tools > Clean.
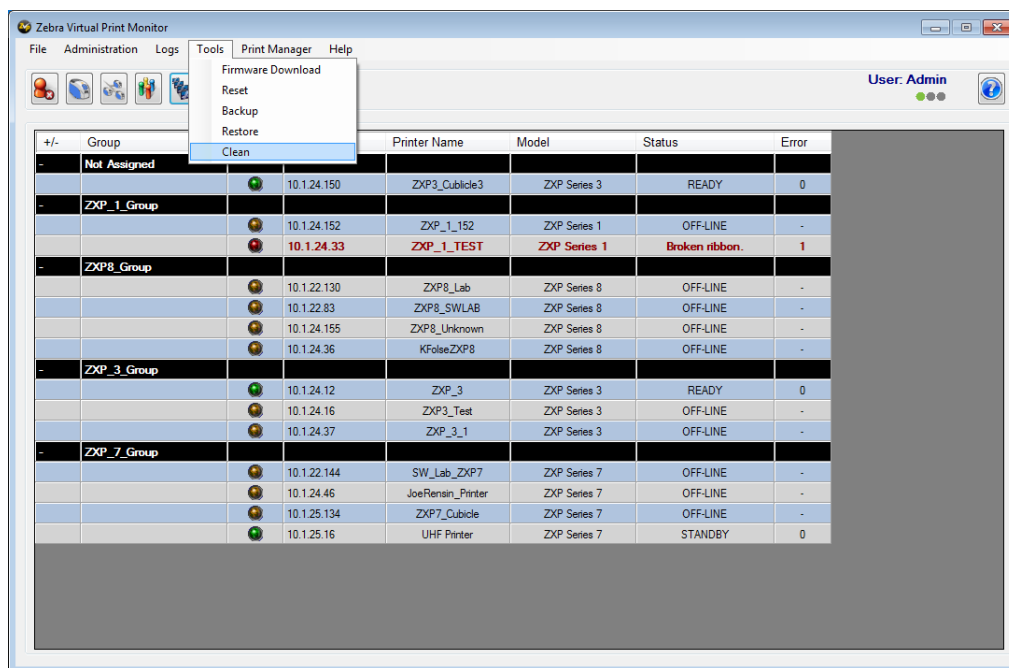
Select the start and end date range for the clean operation
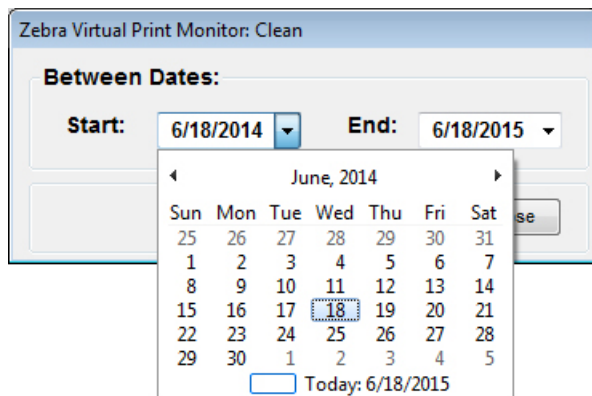
Click **Submit**—a status message will indicate the success or failure of the clean operation.

Click **Close**.

PrintManager Menu

Introduction

The PrintManager menu provide an interface for administrating the PrintManager service and consists of seven selections: Queues, Cards, Media, Jobs Status, Jobs Process, IP Address, and Manage Data.

Note • PrintManager is a feature separate from PrintMonitor and is not required to make full-use of the PrintMonitor. To access PrintManager, the user logged in must have Administrator privilege.
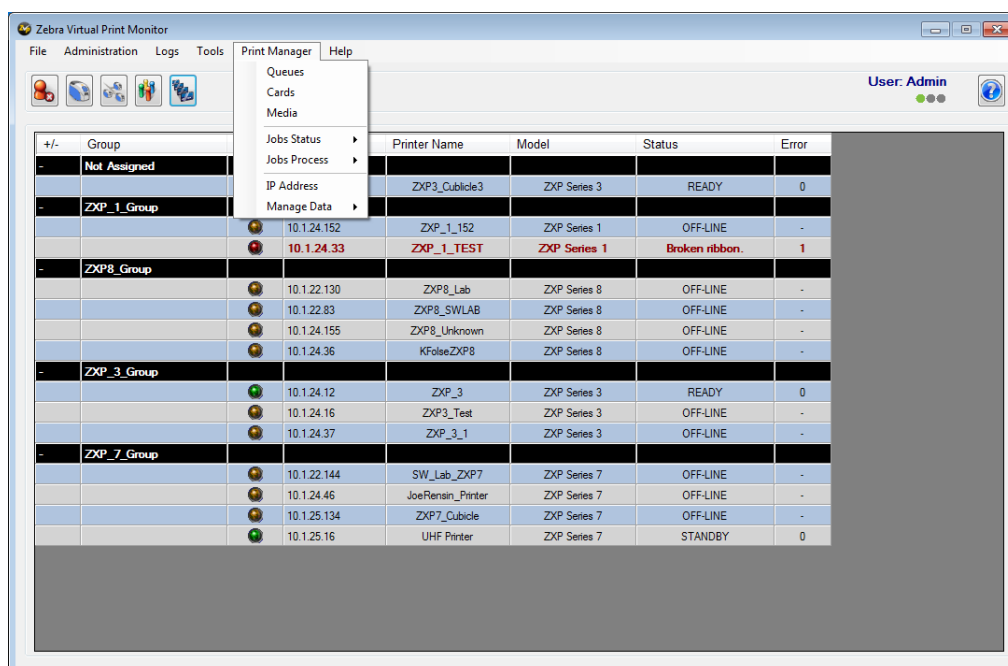
Queues

The **Queues** selection provides an interface for administrating printer queues.

A queue is a logical grouping of similar printers and appears as a single printer to an application. Once a queue has been defined—and printers assigned to the queue—print jobs are sent to the queue just as if it was an individual printer.

PrintManager determines which printer in the queue will receive the job based on the definition of the queue and the current status of each printer in the queue.

Upon receiving a job, PrintManager will track the progress to completion. If the selected printer is unable to complete the job, PrintManager will retract the job from the printer; and send it to an alternate printer.

Select PrintManager > Queues, or click the ![icon] (Print Queue Administration) button
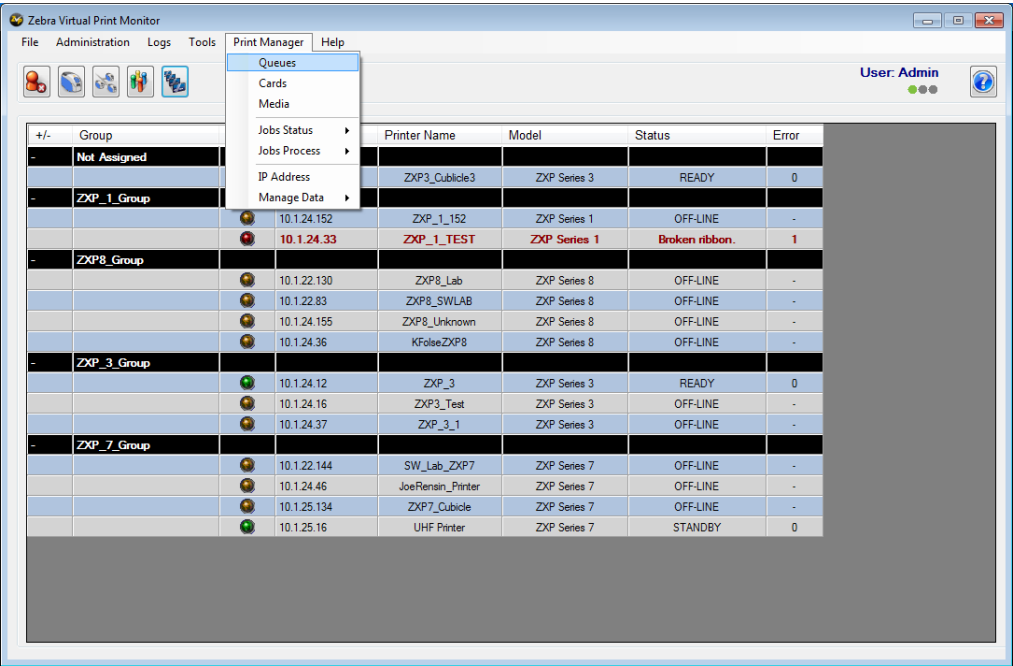
The Queues window will be displayed.
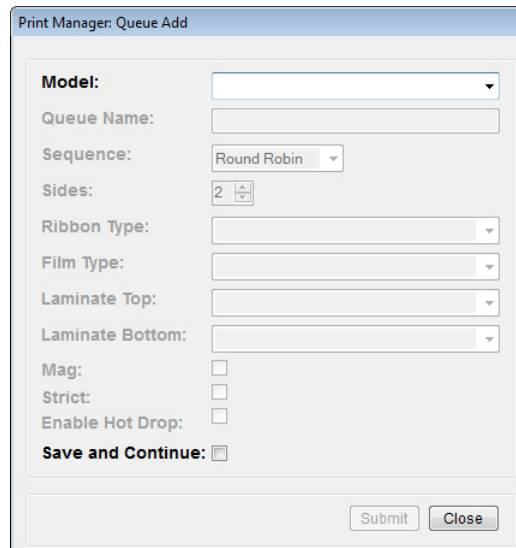
Add a Queue
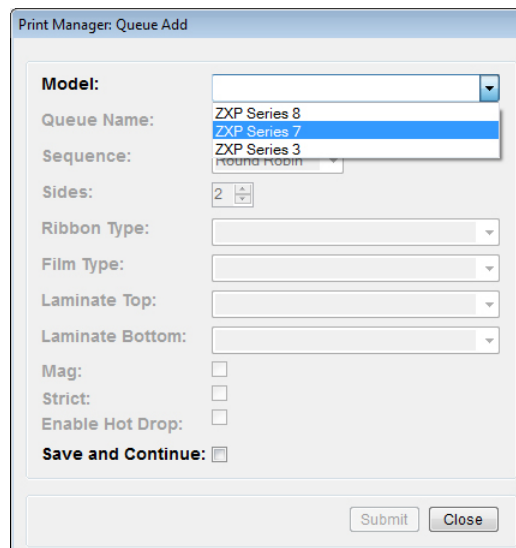
Click **Add**—the Queue Add window will appear.

Select the **Model** from the drop-down list.

Enter a **Queue Name** in the space provided.

Select the **Sequence**—this defines the behavior of the queue with respect to job handling. There are three options:

- **Round-Robin**—jobs received by the queue will be evenly distributed among the printers in the queue. This process will continue until all jobs in the queue have been sent to printers and successfully completed.

- **Ordered**—jobs received by the queue will be sent to the same printer until the printer indicates it cannot receive more jobs. At that time, the next printer in the queue will receive jobs until it, too, indicates no additional jobs can be received because it is in an error state. This process will continue until all jobs received by the queue have been sent to printers within the queue, and each job has completed successfully.

- **Express** (ZXP 7 only)—because the ZXP 7 is capable of processing multiple jobs simultaneously, jobs received by the queue are immediately sent to the ZXP7 instead of waiting until the printer has completed its current job as would be the case with Round-Robin or Ordered sequences.

Enter the number of **sides** to print—1 or 2 sides is allowed.

Select **Ribbon Type** used in the printers from the drop-down list. Make sure the printers in the queue have the same ribbon type.

Select the **Film Type** (ZXP 8 only).

Select the **Laminate Top** and **Laminate Bottom** (ZXP7 and ZXP8 only). Make sure the printers in the queue are equipped with laminators (single- or double-sided) and have the same type of liminate installed.

Select the **Mag** option. If this option is selected, the queue will accept jobs which include magnetic encoding of cards—if selected the queue can, and will, accept jobs that do not include magnetic encoding.

Select the **Strict** option. A queue, defined with the strict attribute, requires that each printer to be added to it have the exact same ribbon type as that assigned to the queue. Example: If a queue with the strict attribute selected has ribbon type YMCK, only printers with YMCK ribbon type installed can be added to the queue.

Select the **Enable Hot Drop** option—a folder will be created with the name of the queue below the folder path for the Hot Drop Folder Configuration. This folder can be used as a destination to drag-and-drop files within for processing by PrintManager via template-based job processing. Refer to the CardStudio Reference Manual (P1029261-001) for details about template-based printing.

If multiple queues are to be defined, place a checkmark in the **Save and Continue** checkbox before clicking the Submit button—the Queue Add form will remain displayed after clicking the Submit button.

Once the queue has been defined, click **Submit** to save.

Click **Close** when finished.

The new queue displayed. The queue's assigned port appears at the top of the queue information form to the right of the window pane as shown below.

Add a Printer to a Queue

Select PrintManager > Queues, or click the (Print Queue Administration) button

Once a queue has been added, printers can be assigned to it.

Click **Printers**.

A list of printers that match the criteria of the selected queue, and that are not currently assigned to another queue will be displayed.
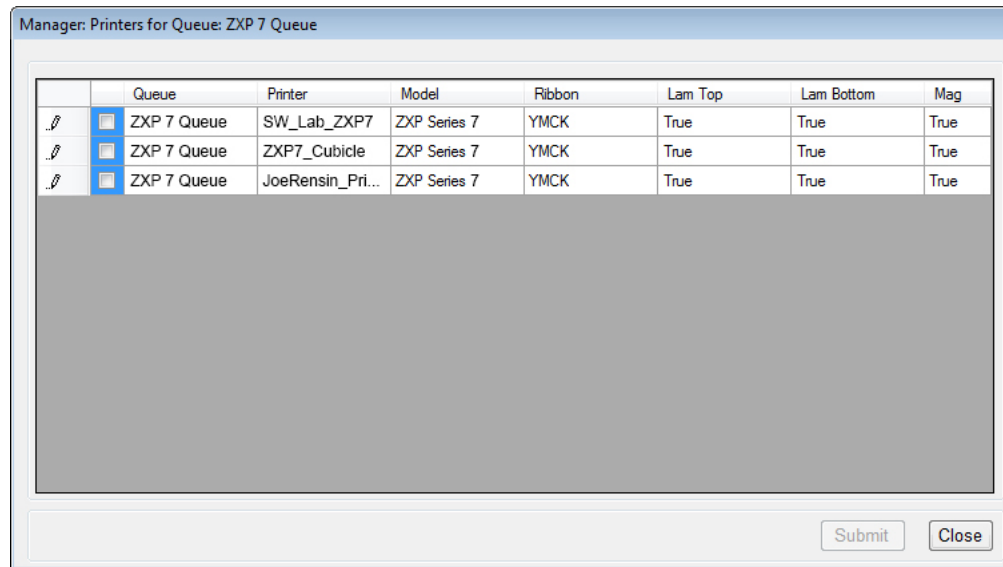
Select the printer(s) to be added to the queue by clicking the check box in the Queues column next to the printer.
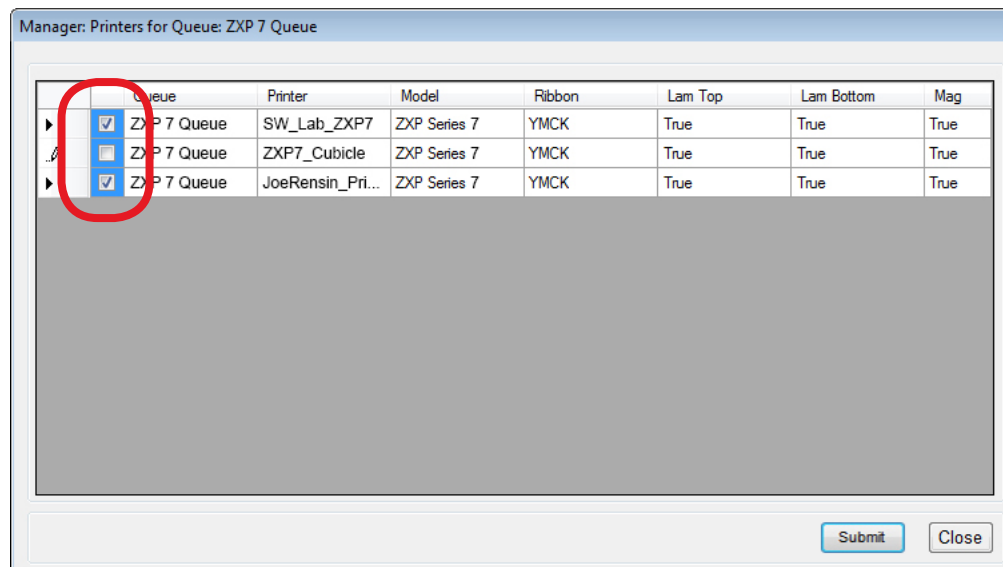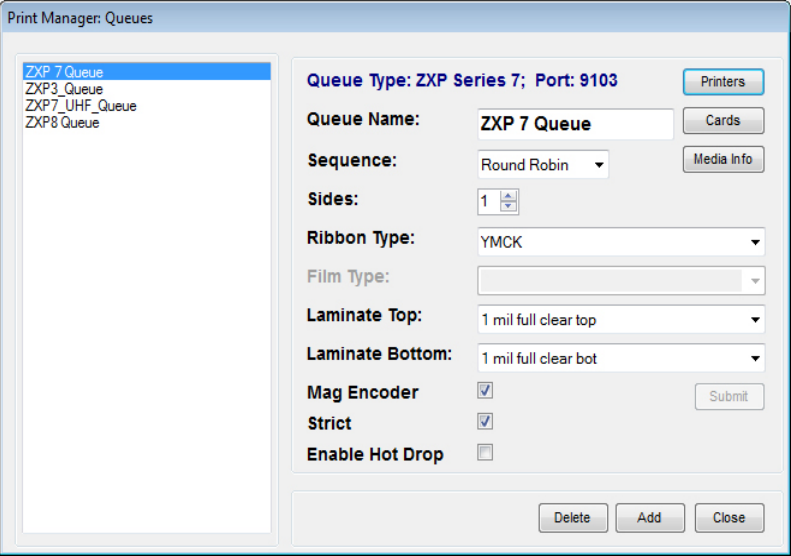
Once all printers have been selected for the queue, click **Submit**.

Click **Close** when finished.
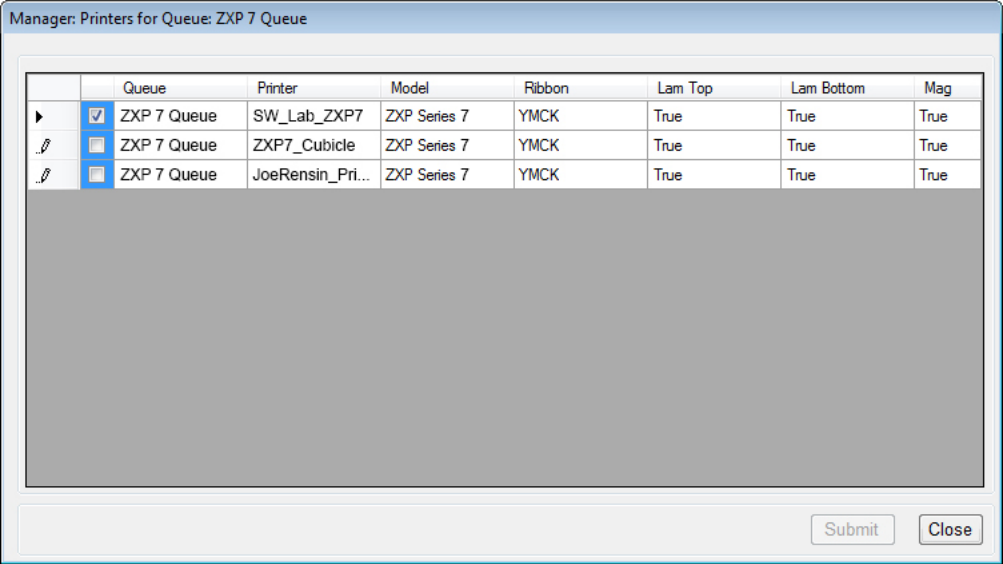
Remove a Printer from a Queue

Select PrintManager > Queues, or click the [icon] (Print Queue Administration) button

Click **Printers**.

Select the printer(s) to be removed from the queue by clicking the check box in the Queues column next to the printer.

Once all printers have been un-selected, click **Submit**.

Click **Close** when finished.

Add Cards to a Queue

Once a queue has been added, one or more card types can be assigned to it.

Select PrintManager > Queues, or click the 🖩 (Print Queue Administration) button

Click **Cards**.

Select the card from the list of available cards on the left and click the ⊳ (Add Selected) button.

Continue adding cards. To add all the cards from the list of avialable cards, click the `>>` (Add All) button.
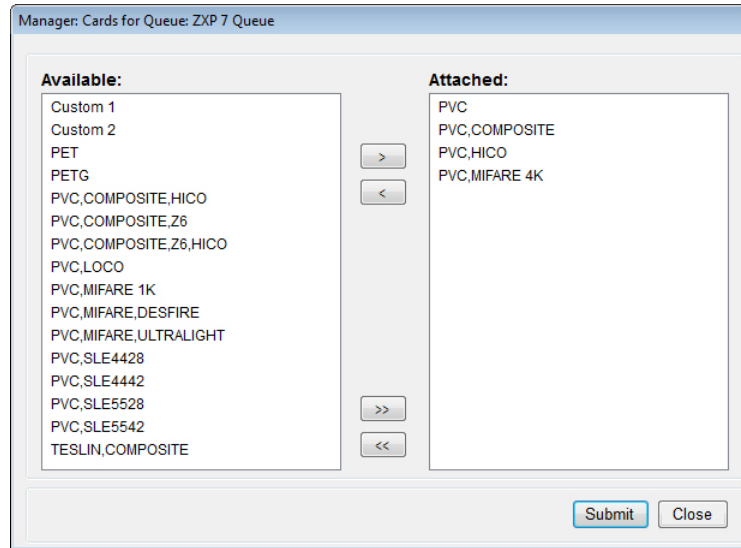
When finished, click **Submit**.

Click **Close** when finished.

Remove Cards from a Queue

Select PrintManager > Queues, or click the (Print Queue Administration) button
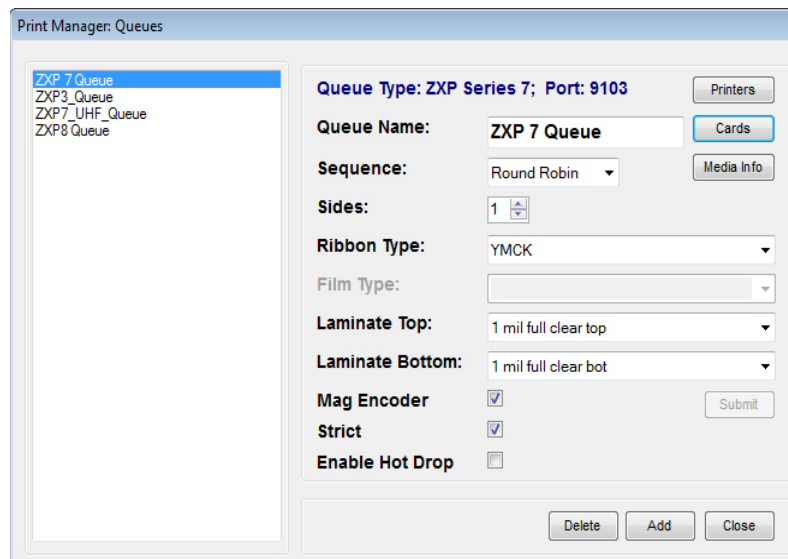
Select the card from the list of attached cards on the right and click the ⬜ (Remove Selected) button.

Manager: Cards for Queue: ZXP 7 Queue

Available:
- Custom 1
- Custom 2
- PET
- PETG
- PVC,COMPOSITE
- PVC,COMPOSITE,HICO
- PVC,COMPOSITE,Z6
- PVC,COMPOSITE,Z6,HICO
- PVC,HICO
- PVC,LOCO
- PVC,MIFARE 1K
- PVC,MIFARE 4K
- PVC,MIFARE,DESFIRE
- PVC,MIFARE,ULTRALIGHT
- PVC,SLE4428

Attached:
- PVC

[>] [<] [>>] [<<]
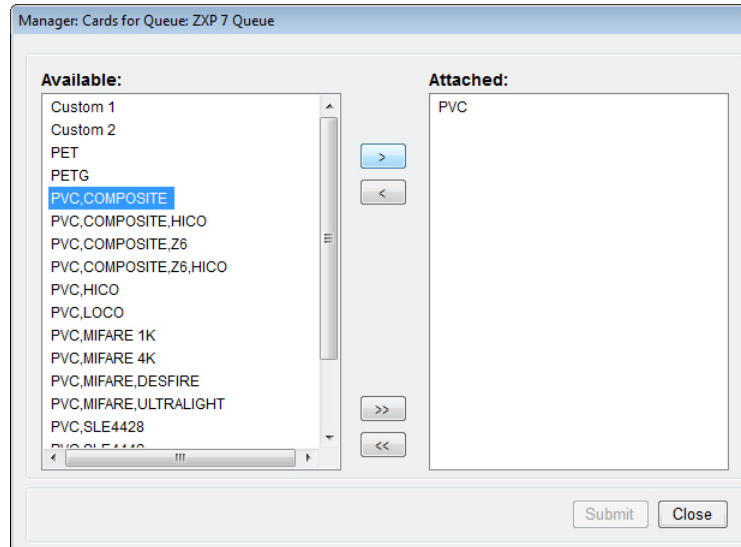
[Submit] [Close]

Continue removing cards. To remove all the cards from the list of attached cards, click the ⬜ (Remove All) button.

Manager: Cards for Queue: ZXP 7 Queue

Available:
- Custom 1
- Custom 2
- PET
- PETG
- PVC,COMPOSITE,HICO
- PVC,COMPOSITE,Z6
- PVC,COMPOSITE,Z6,HICO
- PVC,LOCO
- PVC,MIFARE 1K
- PVC,MIFARE,DESFIRE
- PVC,MIFARE,ULTRALIGHT
- PVC,SLE4428
- PVC,SLE4442
- PVC,SLE5528
- PVC,SLE5542
- TESLIN,COMPOSITE

Attached:
- PVC
- PVC,COMPOSITE

[>] [<] [>>] [<<]
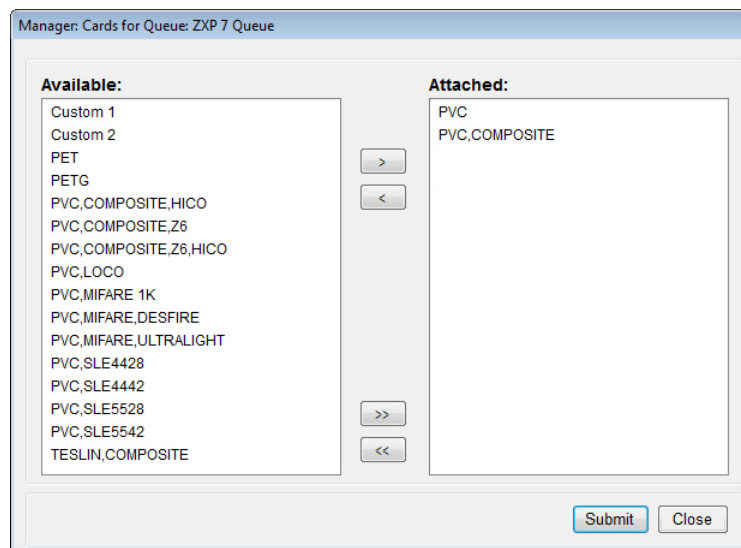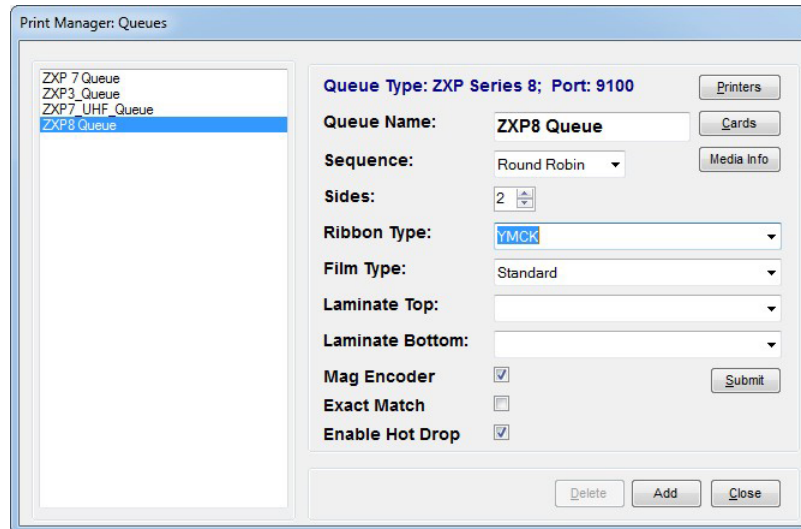
[Submit] [Close]

When finished, click **Submit**.

Click **Close** when finished.

Edit a Queue

Select PrintManager > Queues, or click the ▓ (Print Queue Administration) button
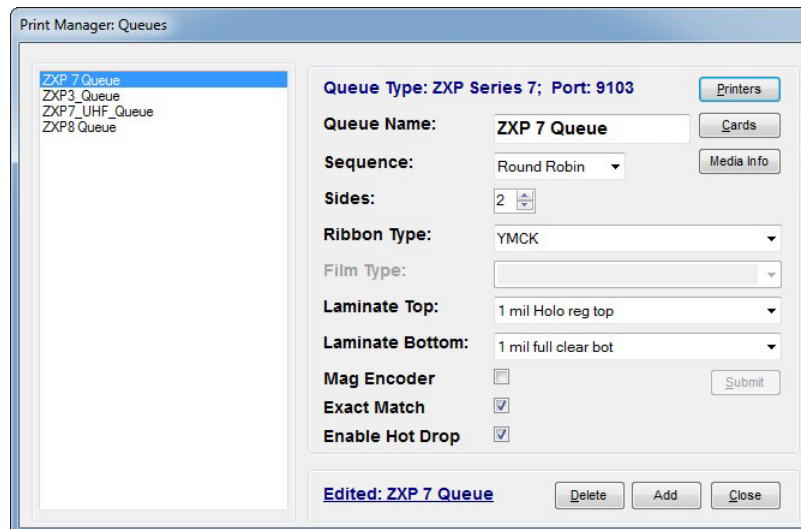
Select the queue to be edited from the list of available queues in the left side of the window—its configuration will be displayed in the right side of the window.

Make the appropriate changes to the queue's definition.

Click **Submit**—a status message will indicate the success or failure of the operation.

Delete a Queue

Select PrintManager > Queues, or click the [icon] (Print Queue Administration) button

Select the queue to be deleted from the list of available queues in the left side of the window—its configuration will be displayed in the right side of the window.
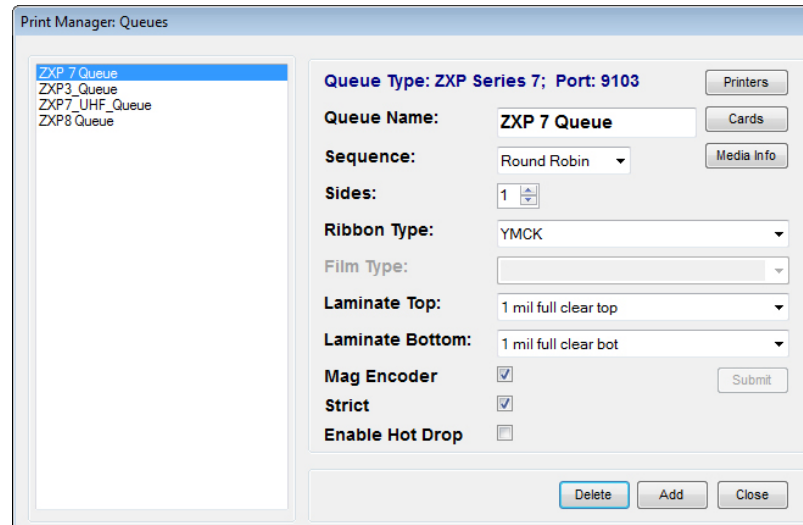
Click **Delete** to delete the selected queue. A dialog box will appear—click **Yes** to confirm deletion of the queue.

A status message will indicate the success or failure of the operation.
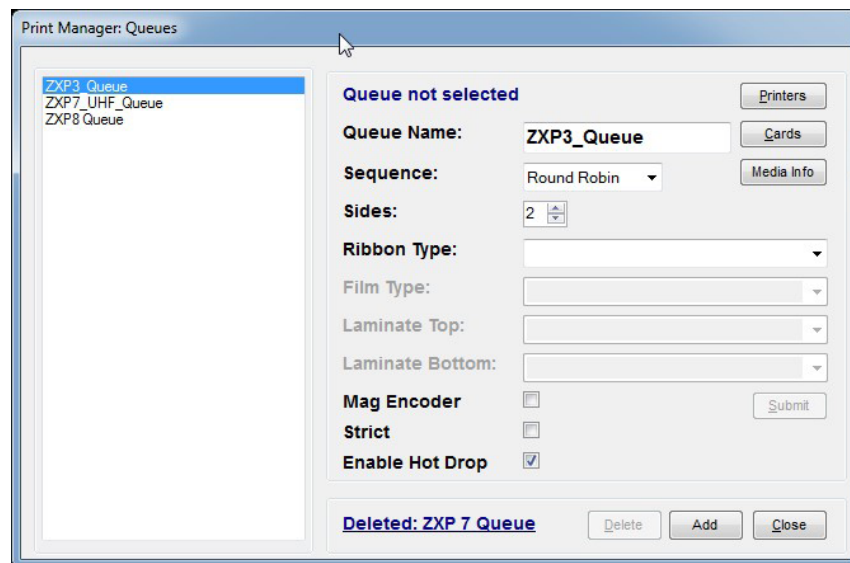
Cards

The Cards selection provides an interface for retrieving card-related configuration information.

Select PrintManager > Cards.
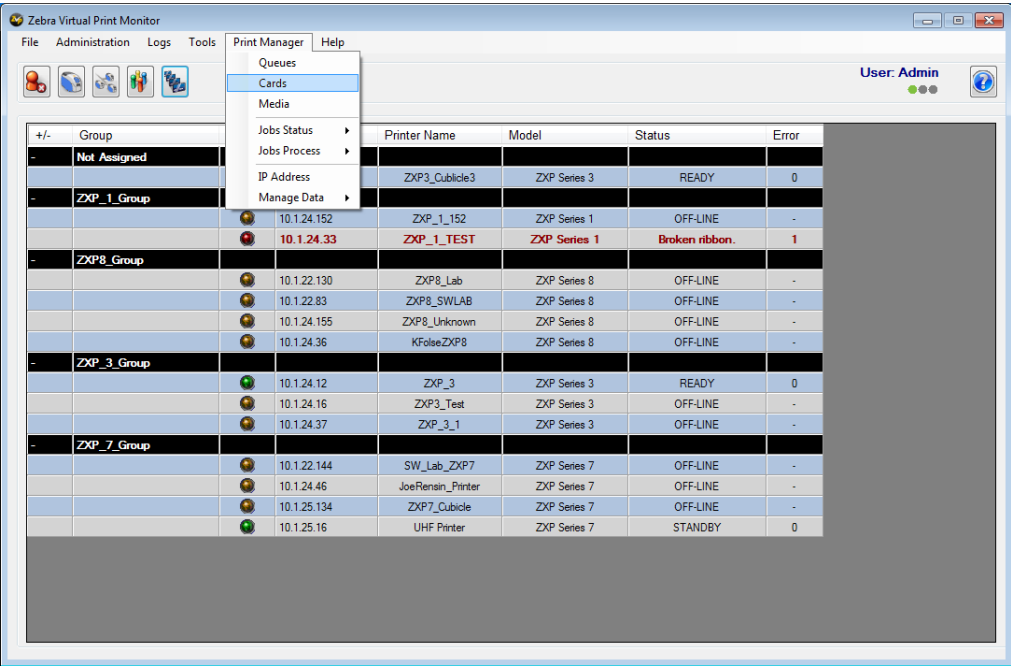
Select a card from the left-hand window pane to retrieve configuration information related to the card. The Card Information form will be populated with the selected card's information.
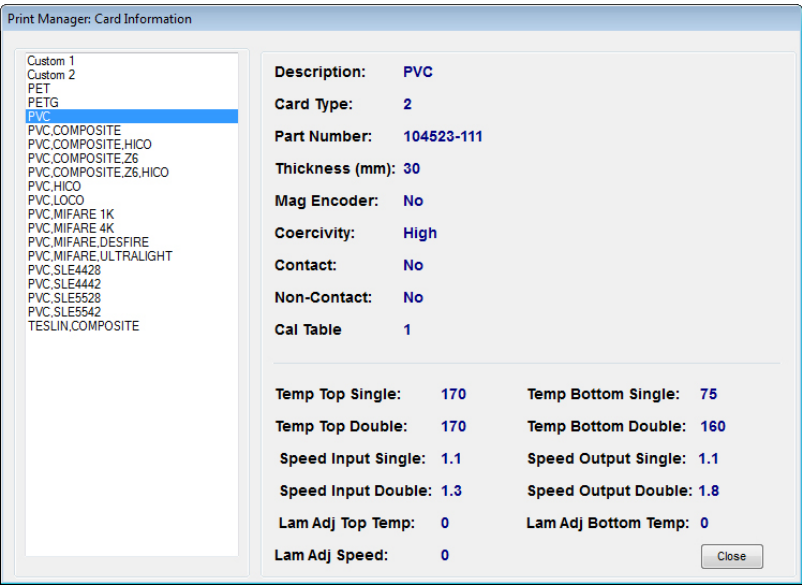
Click **Close** when finished.

Media

The Media selection provides an interface for retrieving media-related information for Ribbons, Film, and Laminates.

Select PrintManager > Media.
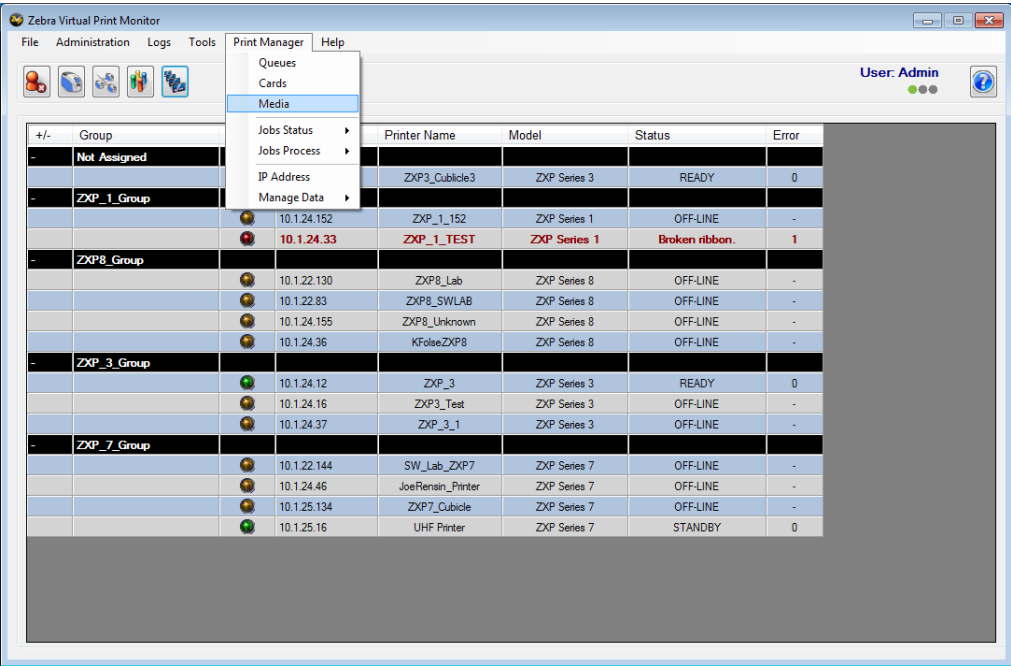
Select a type of media from the left-hand window pane to retrieve information related to that media. The Media Information form will be populated with the selected media's information.
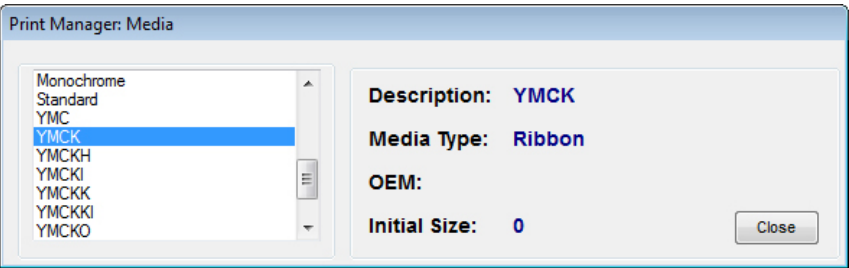
Click **Close** when finished.

Jobs Status

The Jobs Status selection is composed of five sub-selections: Active, Completed, Deleted, Pending, and Held. This selection provides an interface for retrieving job-state information.
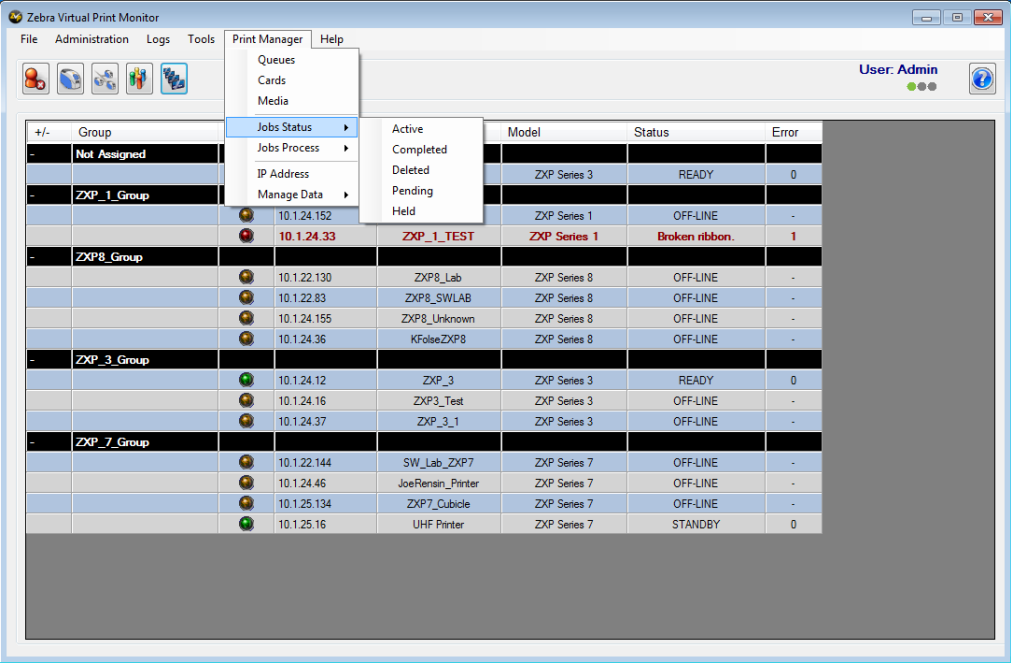
Active Jobs

The Active Jobs sub-selection shows all active jobs currently being handled by PrintManager.

Select PrintManager > Job Status > Active.
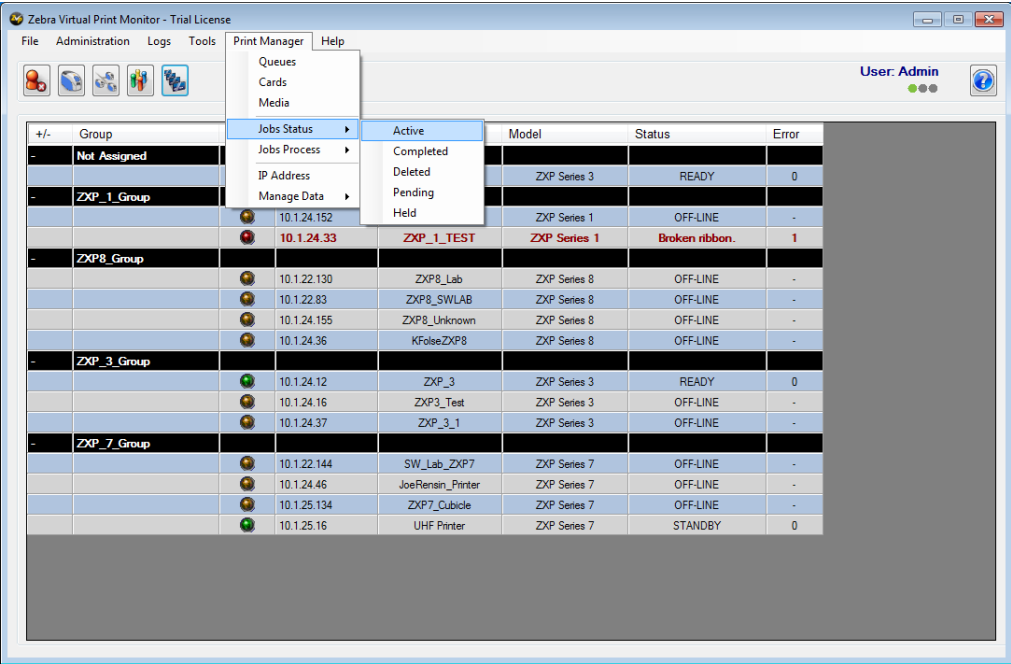
The list of active print jobs is displayed.

To change starting and ending dates, click the drop-down calendar, select the desired dates, and then click **Refresh**.

By default, the current date is selected as the End Date; and 90 days prior is selected as the Start Date.

The Job List form will show those active jobs which fall within the new range of dates.

Click **Close** when finished.

Completed Jobs

The Completed Jobs sub-selection shows all completed jobs previously handled by PrintManager.

A Completed Job is a job that was successfully printed/processed.

Select PrintManager > Job Status > Completed.

The list of completed print jobs is displayed.

To change starting and ending dates, click the drop-down calendar, select the desired dates, and then click **Refresh**.

By default, the current date is selected as the End Date; and 90 days prior is selected as the Start Date.

The Job List form will show those completed jobs which fall within the new range of dates.

Click **Close** when finished.

Deleted Jobs

The Deleted Jobs sub-selection shows all deleted jobs previously handled by PrintManager.

Deleted Jobs are jobs that were removed before they were printed/processed.

Select PrintManager > Job Status > Deleted.
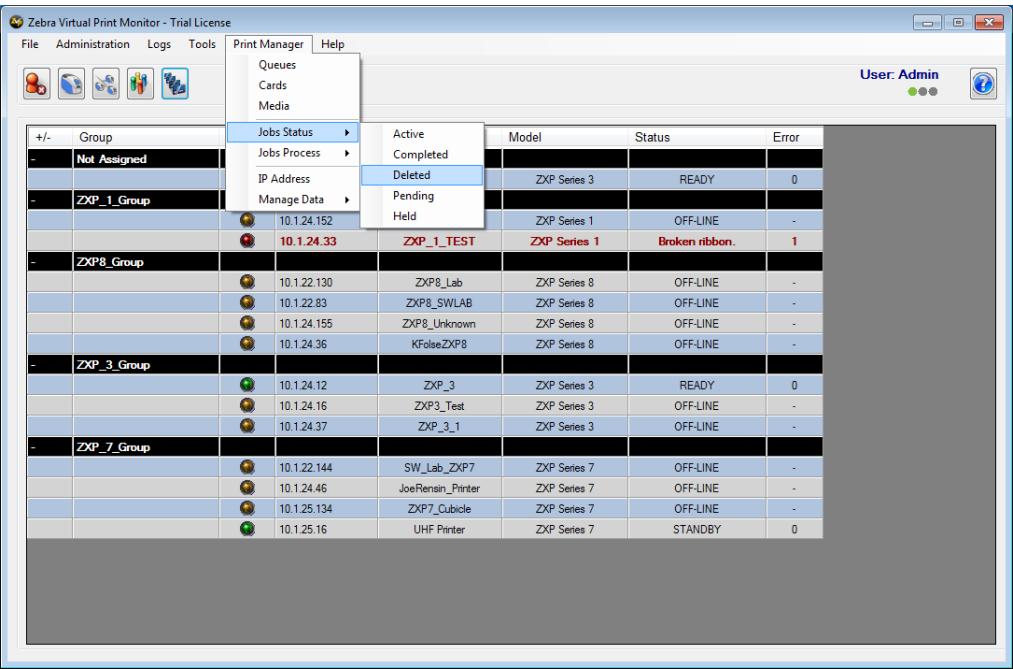
The list of deleted print jobs is displayed.

	ZPS ActionID	Queue	Date Received	Hot Drop
▶	16	ZXP8 Queue	5/11/2015 10:32:20 AM	No
	17	ZXP8 Queue	5/11/2015 10:33:28 AM	No
	18	ZXP8 Queue	5/11/2015 10:42:32 AM	No
	19	ZXP8 Queue	5/11/2015 10:45:19 AM	No
	26	ZXP8 Queue	5/11/2015 11:08:38 AM	No
	32	ZXP8 Queue	6/2/2015 8:26:34 PM	No
	33	ZXP8 Queue	6/2/2015 8:35:49 PM	No
	34	ZXP8 Queue	6/2/2015 8:37:32 PM	No
	35	ZXP7_UHF_Queue	6/2/2015 8:53:04 PM	No
	36	ZXP3_Queue	6/2/2015 9:19:40 PM	No
	38	ZXP8 Queue	6/2/2015 9:20:53 PM	No

Print Manager: Job List

Job: Deleted

Start Date: 3/12/2015   End Date: 6/10/2015

Refresh

Close

To change starting and ending dates, click the drop-down calendar, select the desired dates, and then click **Refresh**.

By default, the current date is selected as the End Date; and 90 days prior is selected as the Start Date.

The Job List form will show those completed jobs which fall within the new range of dates.

Click **Close** when finished.

Pending Jobs

The Pending Jobs sub-selection shows all jobs not yet sent to a printer or queue.

Select PrintManager > Job Status > Pending.
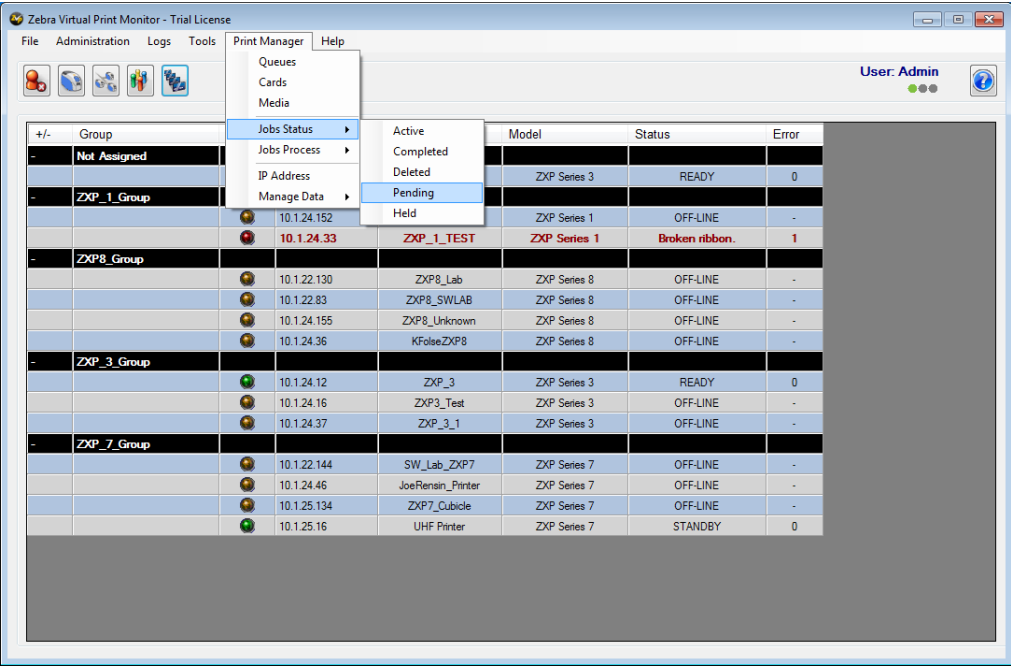
Pending Jobs are jobs that have been received and not yet printed/processed.

The list of pending print jobs is displayed.

To change starting and ending dates, click the drop-down calendar, select the desired dates, and then click **Refresh**.

By default, the current date is selected as the End Date; and 90 days prior is selected as the Start Date.

The Job List form will show those completed jobs which fall within the new range of dates.

Click **Close** when finished.

Remove Pending Jobs

From the Job List window, click **Remove Pending**.

From the Remove Pending Jobs window, select the pending job to be removed by clicking the check box to the right of the pending job.

Click **Submit**.
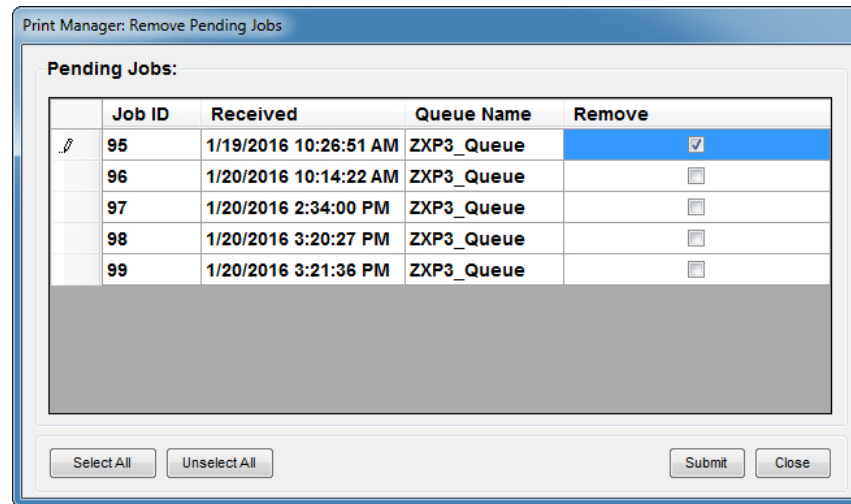
Click **Close** when finished.

Held Jobs

The Held Jobs sub-selection shows all jobs which are currently "on hold" or suspended. PrintManager will hold jobs indefinitely.

Select PrintManager > Job Status > Held.
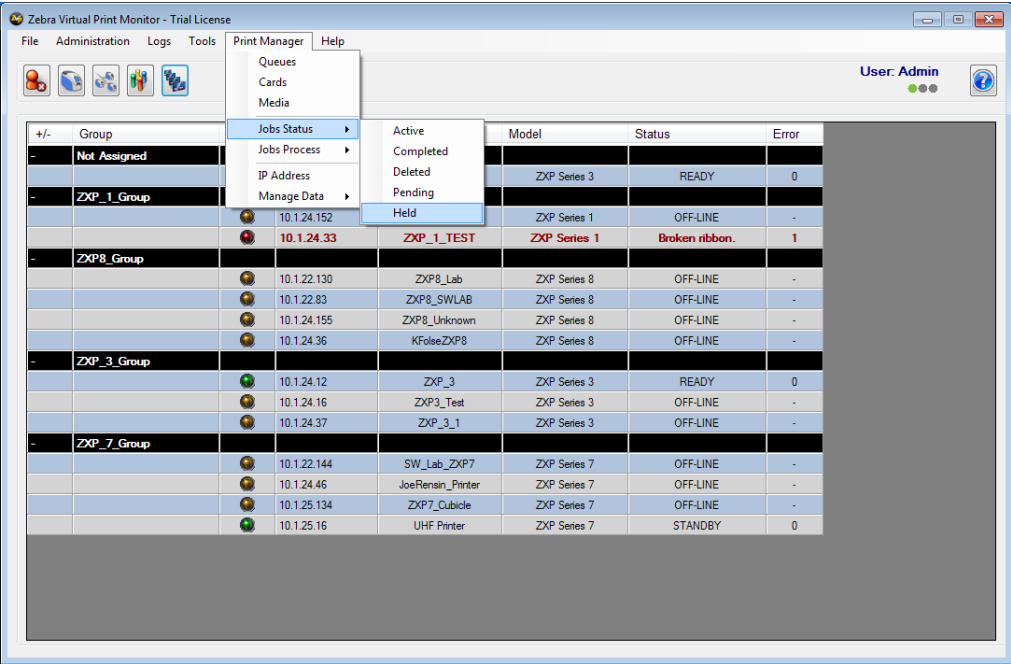
The list of held print jobs is displayed.

To change starting and ending dates, click the drop-down calendar, select the desired dates, and then click **Refresh**.

By default, the current date is selected as the End Date; and 90 days prior is selected as the Start Date.

The Job List form will show those completed jobs which fall within the new range of dates.
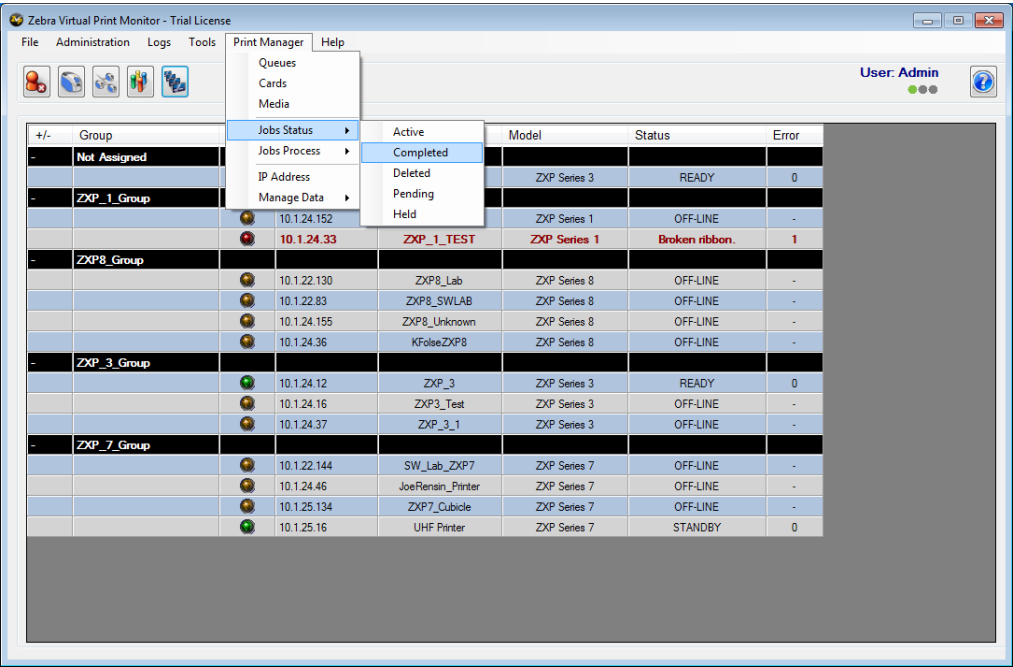
Click **Close** when finished.

Resume Held Jobs

To resume printing of a held job, click **Resume Held** from the Job List window.

The list of all currently held jobs will be displayed.

To resume one or more held jobs, place a checkmark in the checkbox control which corresponds to the job(s) selected as shown.

Click **Submit** to resume the selected job(s).

To resume all held jobs, click **Select All** and then click **Submit**.

If all held jobs are not to be selected, click **Unselect All**.

Click **Close** when finished.

Remove Held

To remove a held job from the list, click **Remove Held** from the Job List window.

The list of all currently held jobs will be displayed.

To remove one or more held jobs, place a checkmark in the checkbox control which corresponds to the job(s) selected as shown.

	Job ID	Received	Sender	Queue Name	Process
✎	553	5/17/2012 3...	8b11c01e-f...	TestQueueB	☑
	554	5/17/2012 3...	a13b4a29-f...	TestQueueB	☐
	555	5/17/2012 3...	94936cbf-9...	TestQueueB	☐
	556	5/17/2012 3...	6e420a5a-6...	TestQueueB	☐
	557	5/17/2012 3...	8e6558ca-9...	TestQueueB	☐
	558	5/17/2012 3...	20f61bd7-f...	TestQueueB	☐
	559	5/17/2012 3...	8dbafad1-1...	TestQueueB	☐
	560	5/17/2012 3...	019c6b76-7...	TestQueueB	☐
	561	5/17/2012 3...	847dee0a-...	TestQueueB	☐
	562	5/17/2012 3...	41e77137-d...	TestQueueB	☐

Click **Submit** to remove the selected job(s).

To remove all held jobs, click **Select All** and then click **Submit**.

If all held jobs are not to be selected, click **Unselect All**.

Click **Close** when finished.

Jobs Process

The Jobs Process menu option is composed of two sub-menus: Remove Pending and Resume Held.

To activate this feature, one of the Jobs Status sub menu options must be selected.
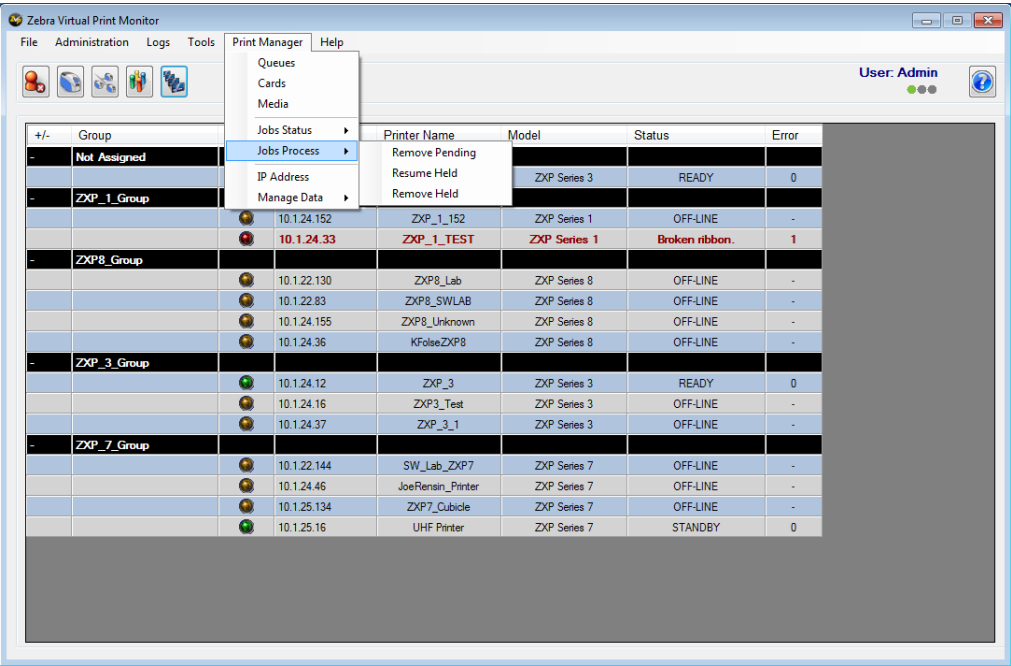
Remove Pending

The Remove Pending selection shows all jobs not yet sent to a printer or queue.

Select PrintManager > Job Process > Remove Pending.
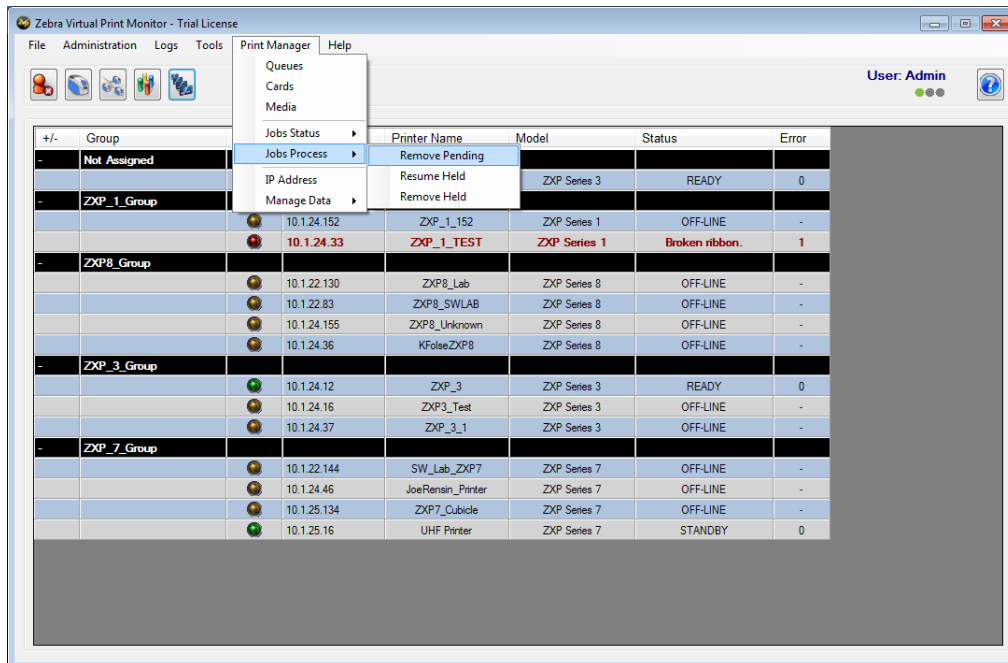
The list of all currently held jobs will be displayed.
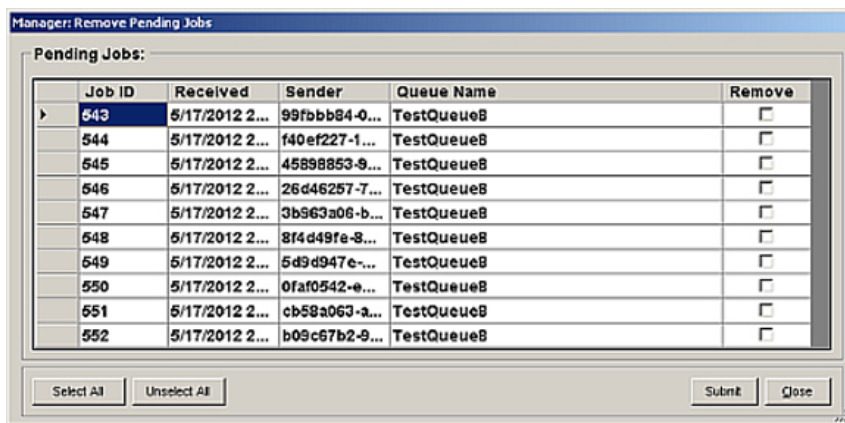
To cancel one or more pending jobs, place a checkmark in the checkbox control which corresponds to the job(s) selected as shown.
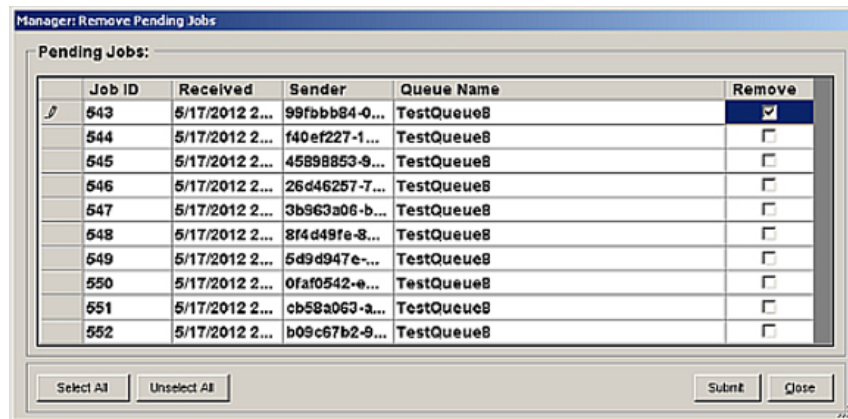
Click **Submit** to delete the selected job(s).

To remove all pending jobs, click **Select All** and then click **Submit**.

If all pending jobs are not to be selected, click **Unselect All**.

Click **Close** when finished.

Resume Held

The Held Jobs selection shows all jobs which are currently "on hold" or suspended. PrintManager will hold jobs indefinitely.

Select PrintManager > Job Process > Resume Held.

The list of all currently held jobs will be displayed.

To resume one or more held jobs, place a checkmark in the checkbox control which corresponds to the job(s) selected as shown.

Click **Submit** to resume the selected job(s).

To resume all held jobs, click **Select All** and then click **Submit**.

If all held jobs are not to be selected, click **Unselect All**.

Click **Close** when finished.

Remove Held

The list of all currently held jobs will be displayed.
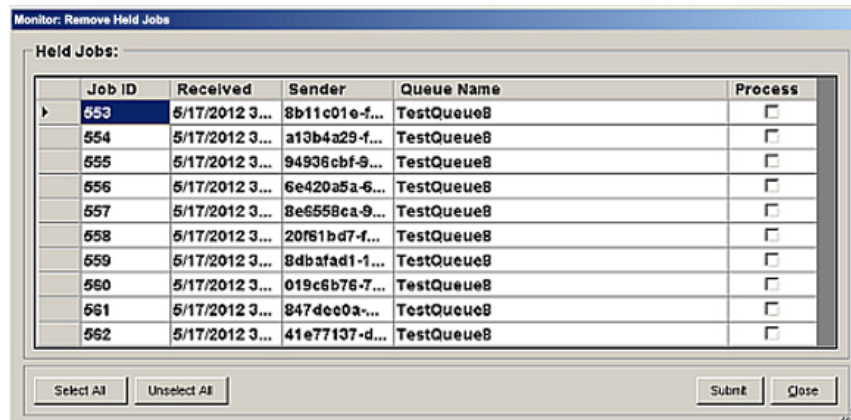
To remove one or more held jobs, place a checkmark in the checkbox control which corresponds to the job(s) selected as shown.
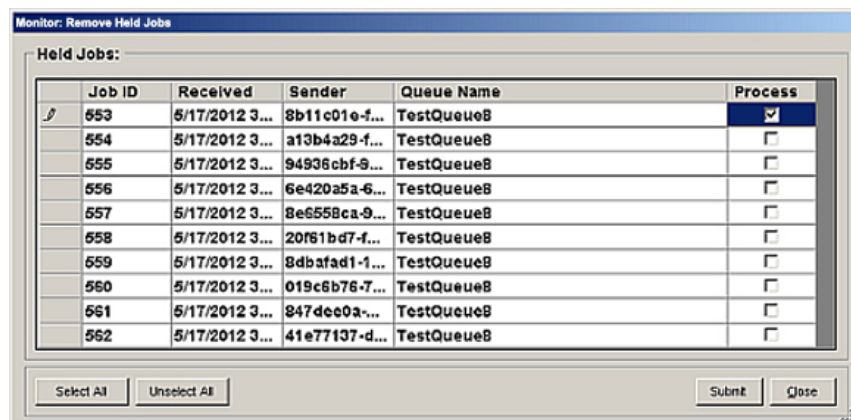
Click **Submit** to remove the selected job(s).

To remove all held jobs, click **Select All** and then click **Submit**.

If all held jobs are not to be selected, click **Unselect All**.

Click **Close** when finished.

IP Address

The IP Address menu provides a TCP/IP interface for connecting to the PrintManager. This connection is used in conjunction with the Manage Data selection to store image files and templates on the PC hosting PrintManager to be used with template-based jobs.

To use this feature a user must be logged in and have Administrator privilege.

Select PrintManager > IP Address.
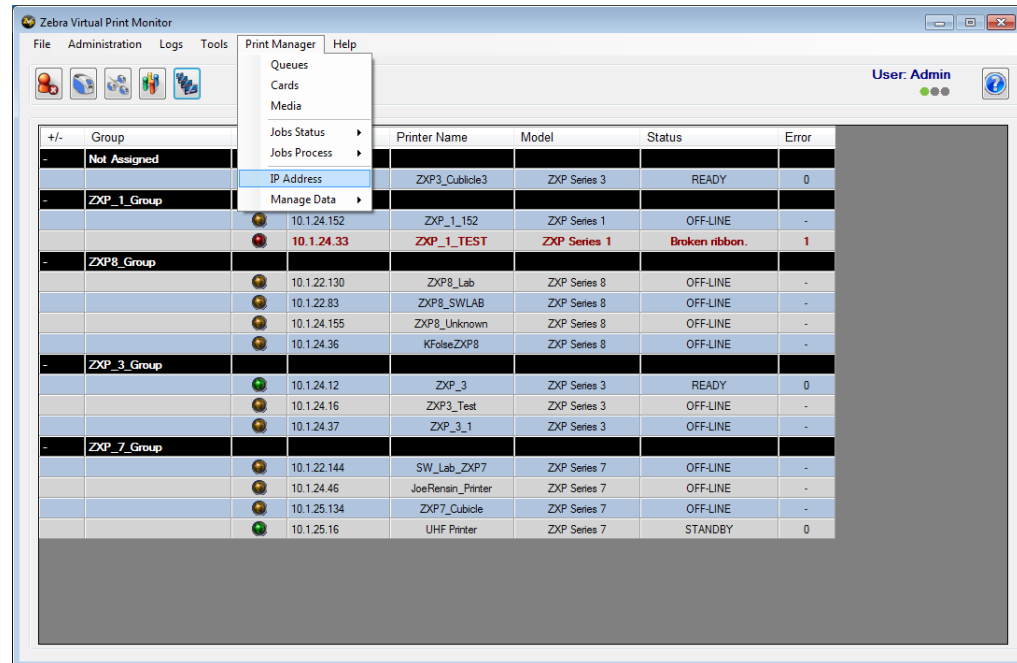
The Interface Manager window is displayed.
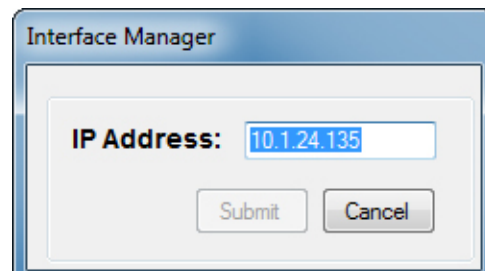
Enter the IP Address of the PC hosting the PrintManager service, and click **Submit**.

Note • If a previous IP Address had been used, a message will display asking for confirmation to overwrite the pre-existing IP Address—click **Yes** to confirm or **No** to cancel..

Printer Manager IP Address

Are you sure you want to overwrite existing ipAddress [10.1.24.147]?

Yes   No
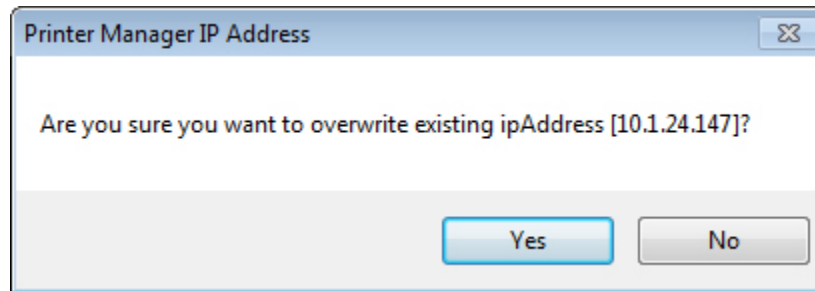
A confirmation message indicating IP Address successfully updated. Click **OK**.

Print Manager IP Address updated successfully

OK
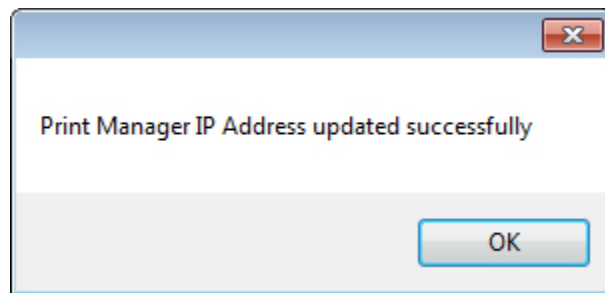
Manage Data

The Manage Data selection has two sub-selections: Image Manager and Template Manager. The Manage Data menu provides features for sending configuration information to a printer.

To use this feature a user must be logged in and have Administrator privilege.

Note • A connection to the PrintManager is required prior to using the Manage Data features. Refer to "IP Address" on page 124 for details.

Select PrintManager > Manage Data.
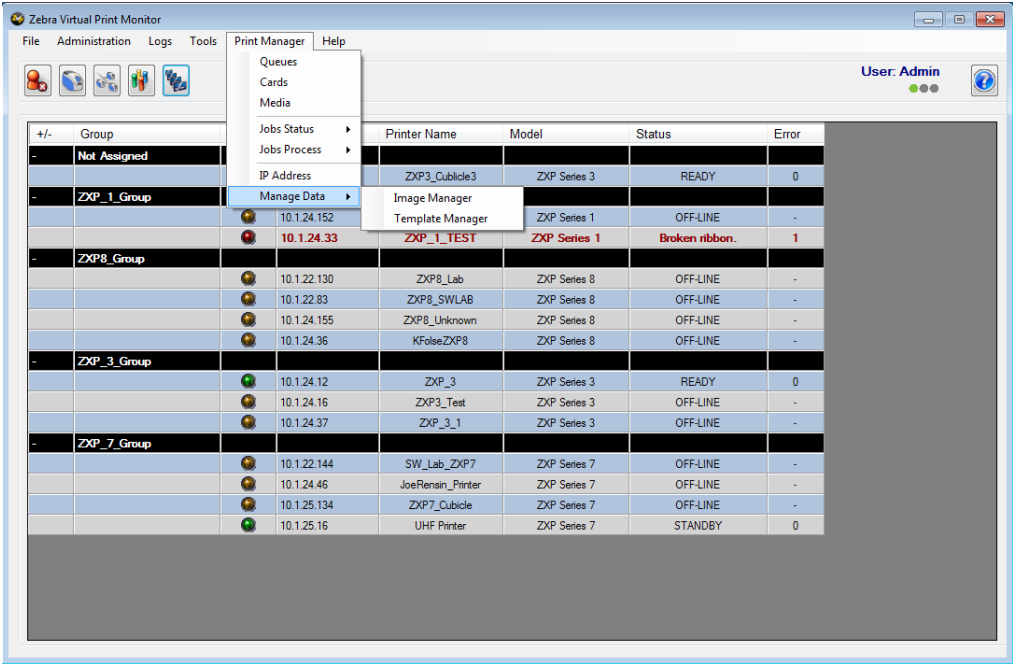
Image Manager

Image Manager provides an interface for managing image files stored on the PC hosting PrintManager. The stored image files are used with template-based jobs.

Select PrintManager > Manage Data > Image Manager.
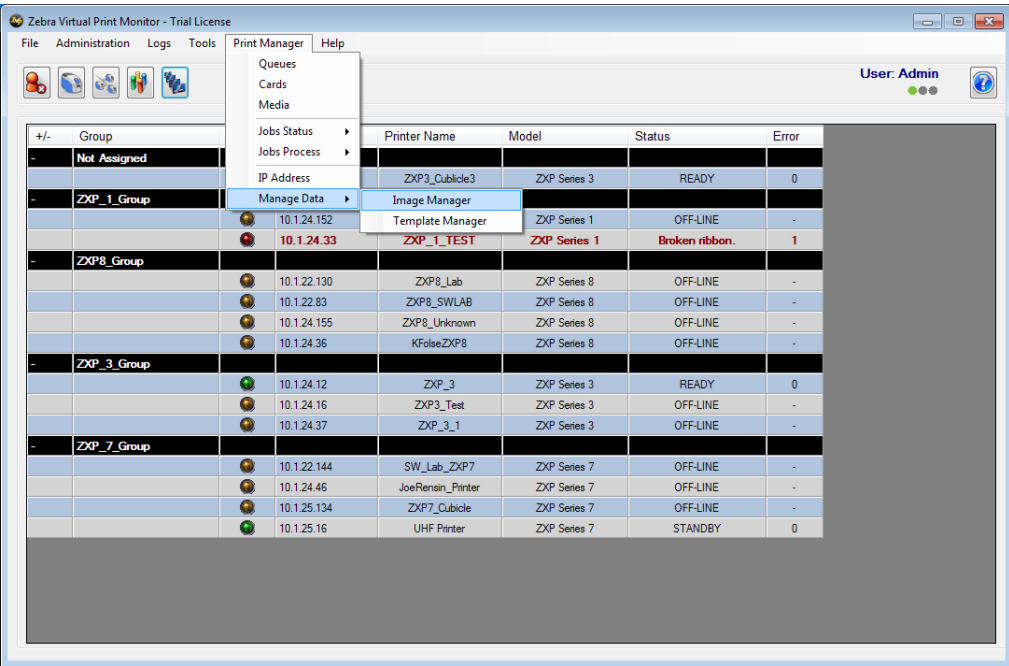
The Image Manager window is displayed.
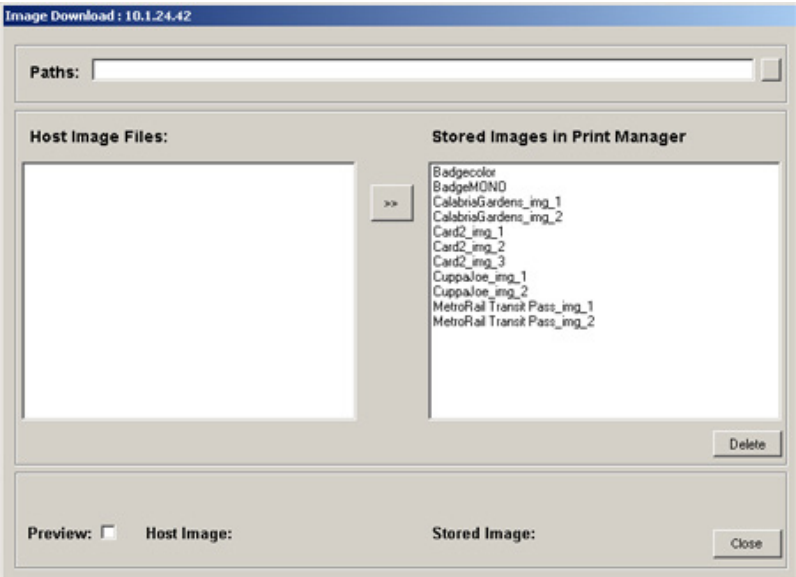
A list of images on the PC (Host Image Files) will be displayed on the left side of the window, and a list of images previously downloaded (Stored images in PrintManager) on the right.

Downloading Image Files to PrintManager

From the Image Manager window, click the Browse button to the right of the path field (circled below).
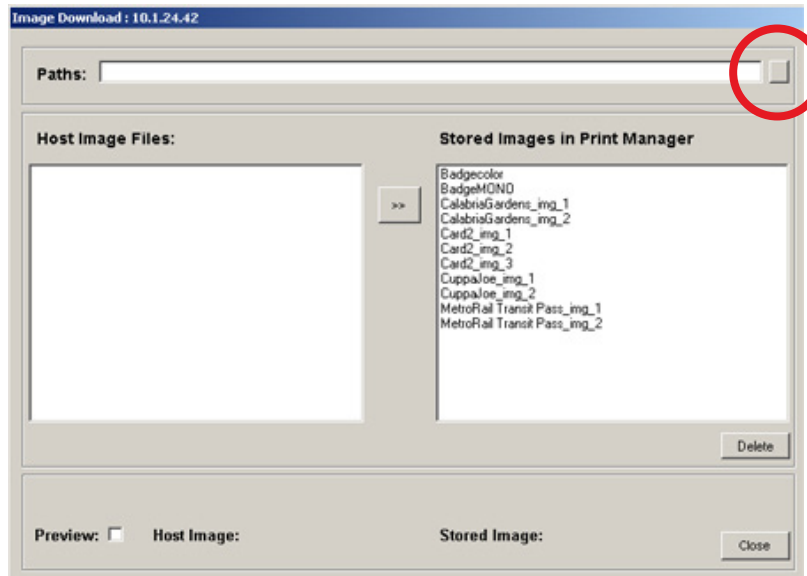
The Browse for Folder window will appear. Navigate to the desired folder and click OK.

The Host Image File list will populate with the image file(s) located in the selected folder.

Select the file to store in PrintManager and click the ▒ (Add Selected) button.

PrintManager considers only the file name when adding files. Copying an image with the same file name—regardless of file extension—will prompt an overwrite confirmation. Click **Yes** to overwrite the file, or **No** to Cancel.
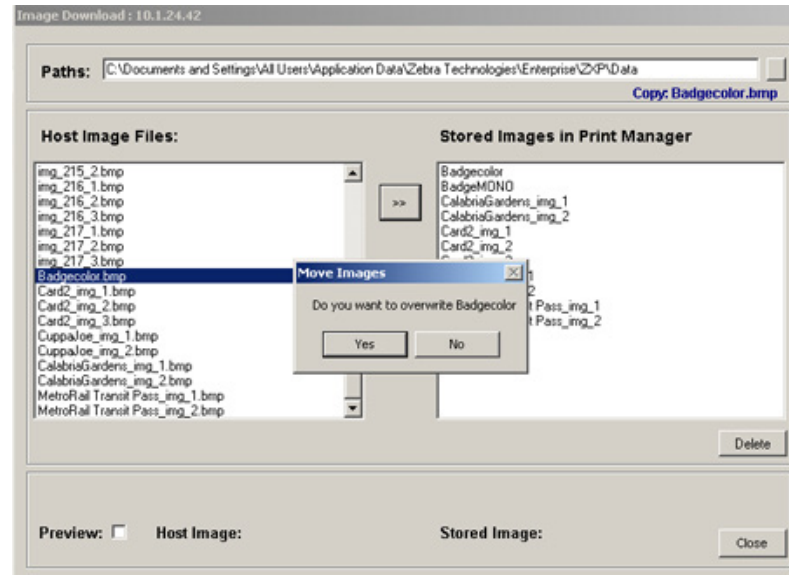
A status message will indicate the success or failure of the operation.
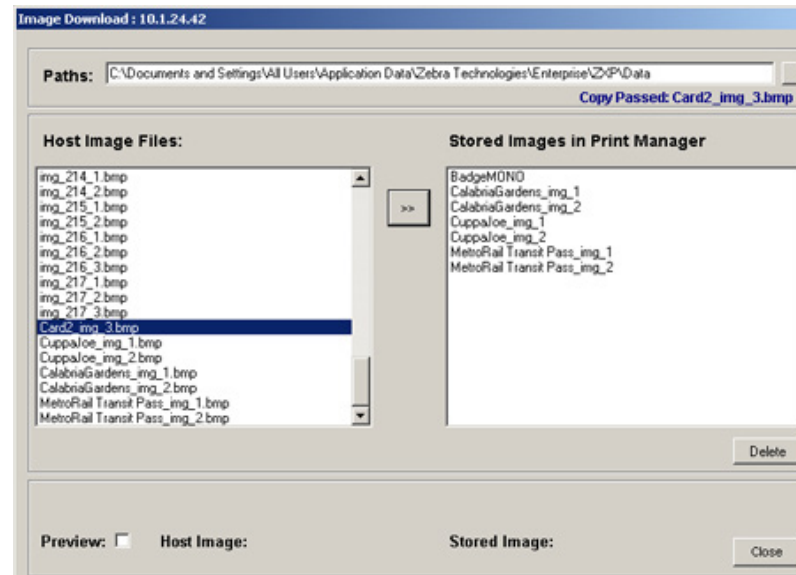
Preview Image File

Images in either list can be previewed.

Select the image from the list; and place a checkmark in the Preview checkbox control. The image will be displayed immediately to the right of the Preview checkbox control as shown.
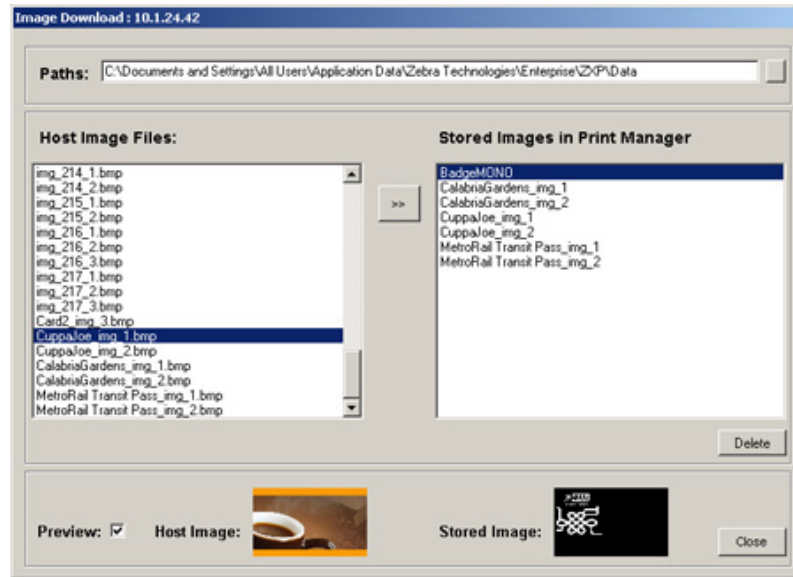
Delete Downloaded Image File

Select the image from the "Stored Images in PrintManager" list and click **Delete**.

A window prompting for confirmation of the delete operation will appear. Click **Yes** to delete the file, or **No** to Cancel

A status message will indicate the success or failure of the operation.
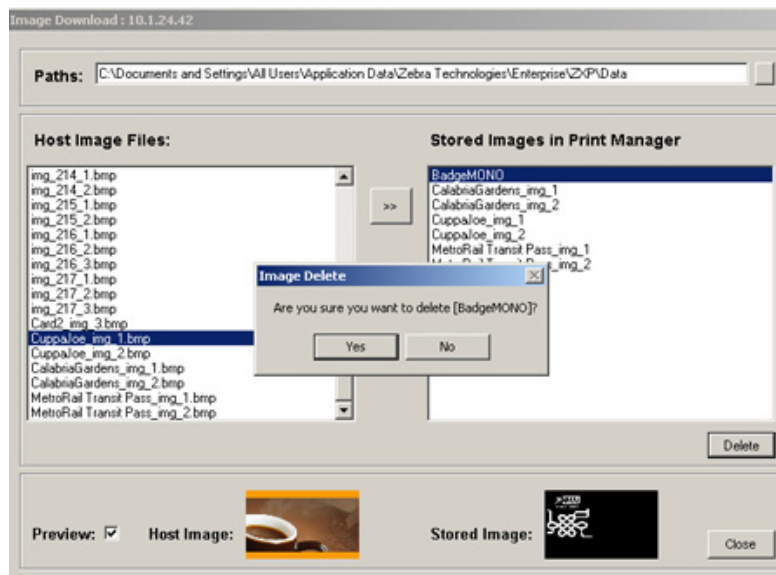
Click **Close** when finished.

Template Manager

Template Manager provides an interface for managing template files stored on the PC hosting PrintManager. The stored image files are used with template-based jobs.

Select PrintManager > Manage Data > Template Manager.
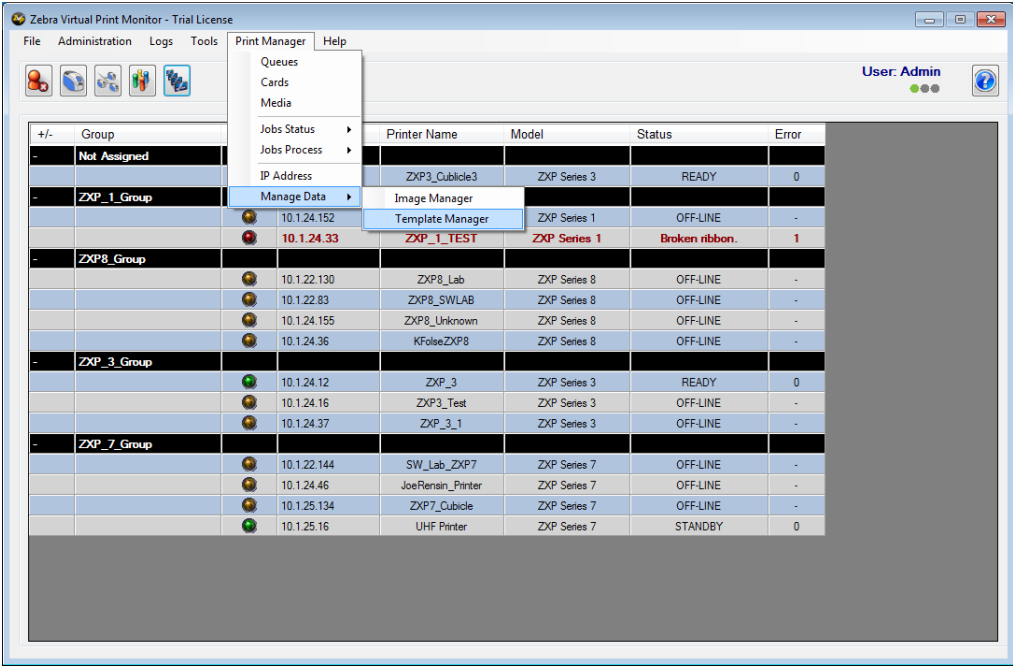
The Template Manager window is displayed.
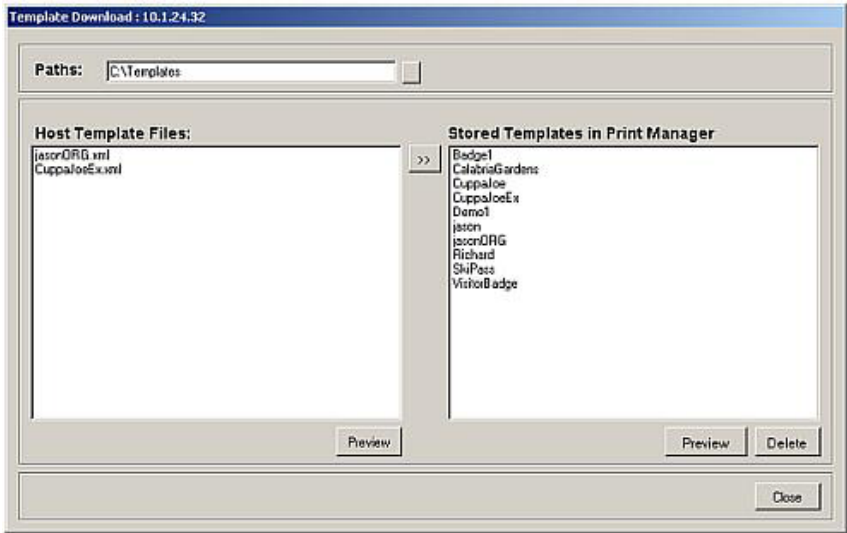
A list of templates on the PC (Host Template Files) will be displayed on the left side of the window, and a list of images previously downloaded (Stored Templates in PrintManager) on the right.

Downloading Template Files to PrintManager

From the Template Manager window, click the Browse button to the right of the path field (circled below).
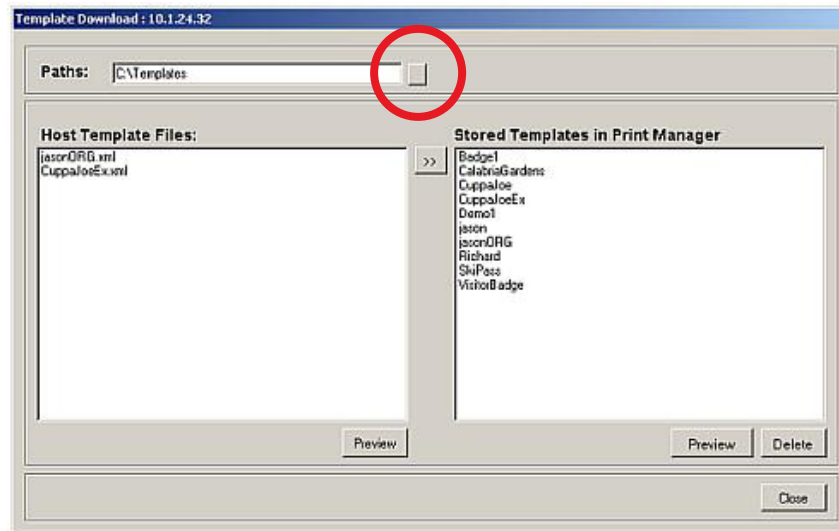
The Browse for Folder window will appear. Navigate to the desired folder and click OK.

The Host Template File list will populate with the image file(s) located in the selected folder.

Select the file to store in PrintManager and click the >> (Add Selected) button.

PrintManager considers only the file name when adding files. Copying a template with the same file name—regardless of file extension—will prompt an overwrite confirmation. Click **Yes** to overwrite the file, or **No** to Cancel.
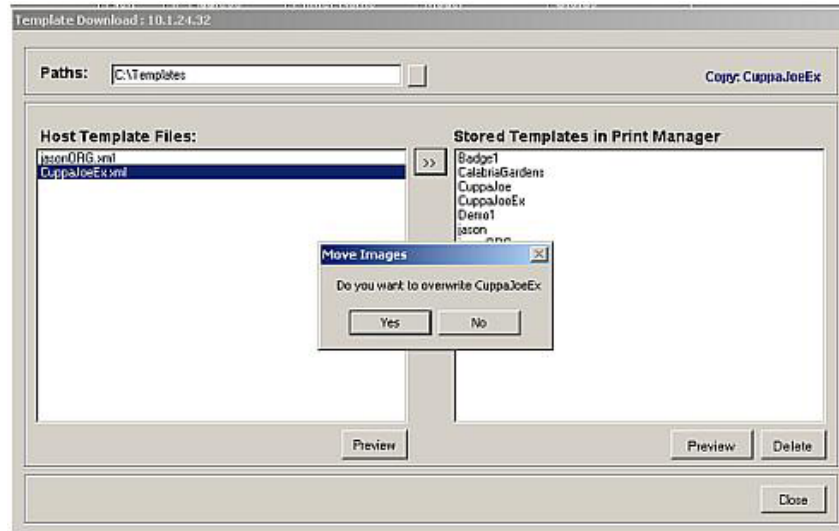
A status message will indicate the success or failure of the operation.
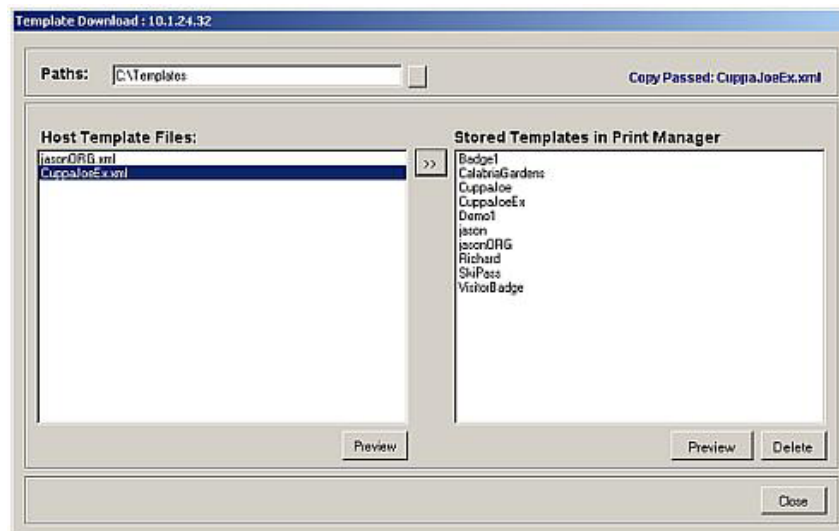
Preview Template File

Images in either list can be previewed.

Select the image from the list; and click Preview under the list of the selected file. The Template Preview window will be displayed..
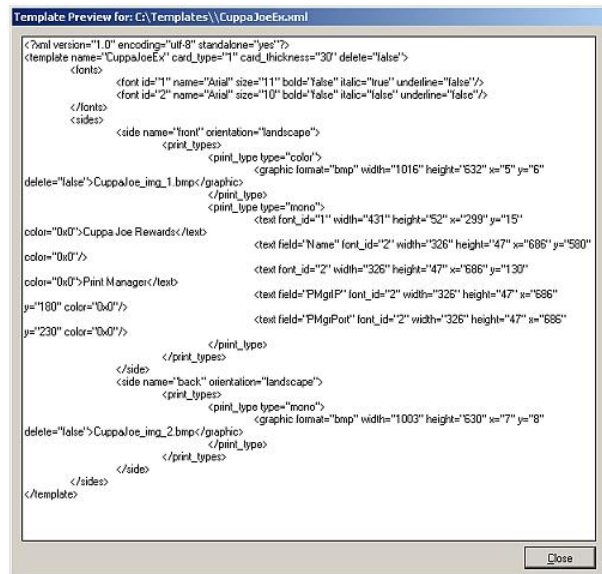
Click **Close** when finished.

Delete Downloaded Template File

Select the image from the "Stored Images in PrintManager" list and click **Delete**.

A window prompting for confirmation of the delete operation will appear. Click **Yes** to delete the file, or **No** to Cancel

A status message will indicate the success or failure of the operation.
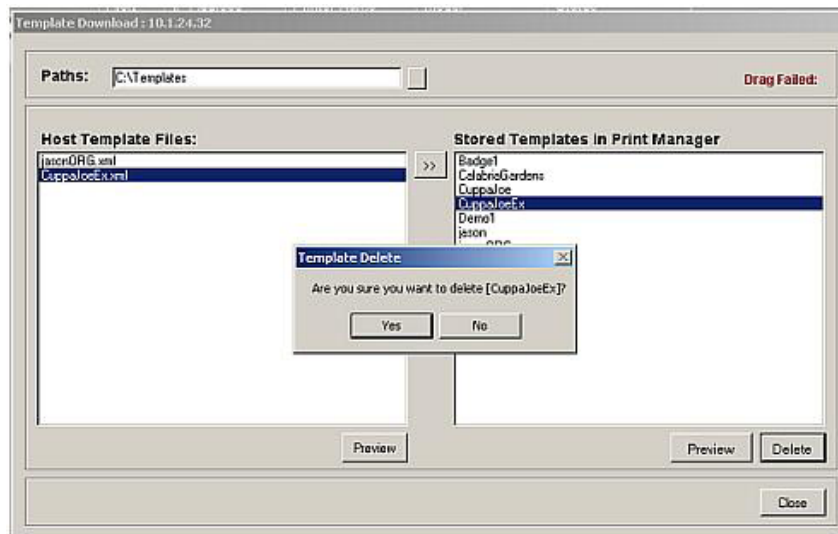
Click **Close** when finished.

Help Menu

Introduction

The Help menu consists of three features: Online Help, User Manual, and About.
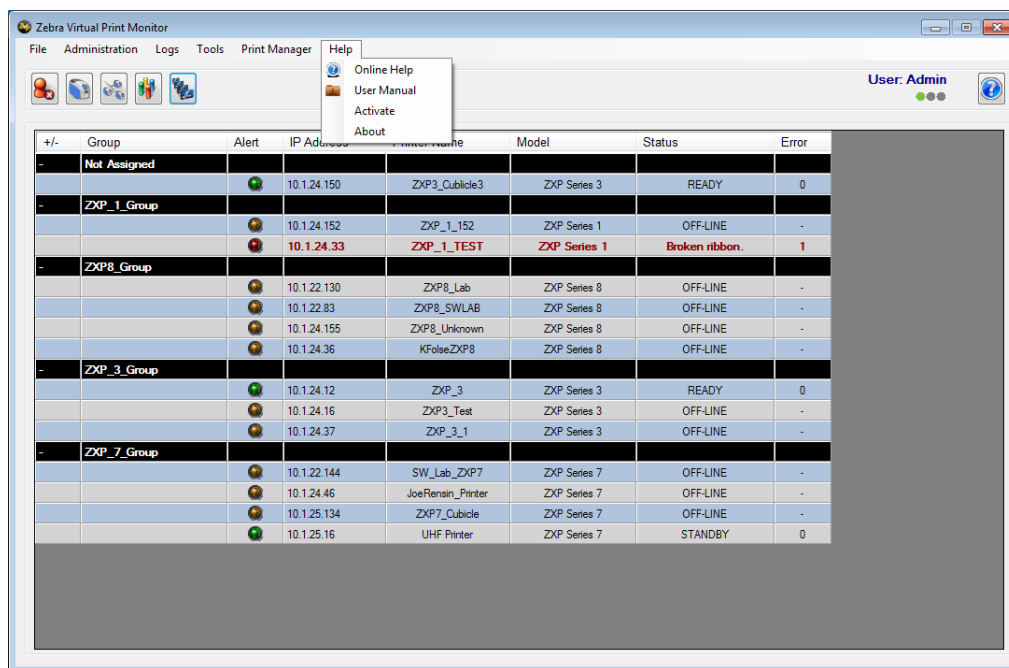
User Manual

The User Manual selection launches this manual.

Select **Help > User Manual**.

Activate

The Activate selection provides an interface to enter an key to activate PrintManager

Select Help > Activate.

Enter the License Key and click **Activate**.
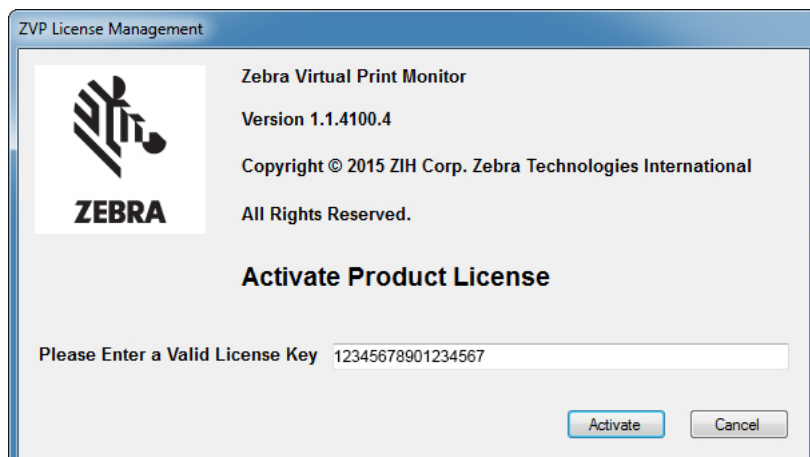
Deactivate

PrintMonitor cannot be activated on more than one machine with the same activation key. If PrintMonitor is to be installed on a different computer, it must be deactivated on the original computer first.

Select Help > Deactivate and click **Deactivate**.
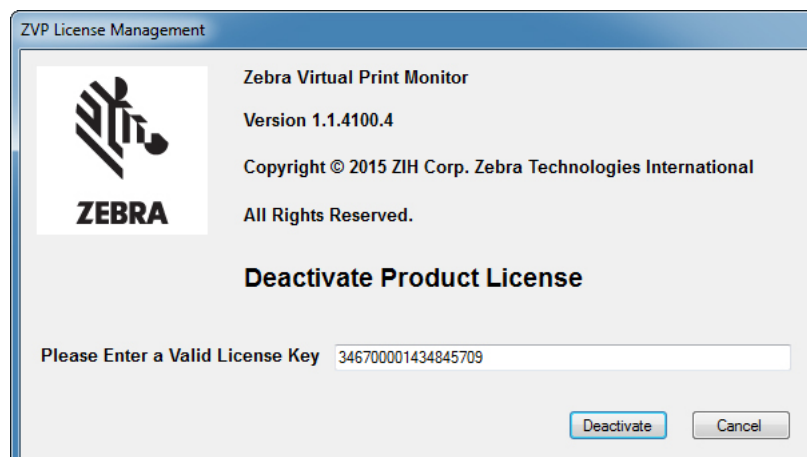
The license manager will return the license key for future use. Click **OK** to continue.
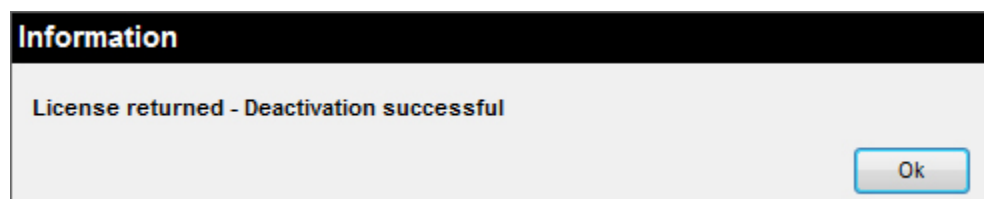
A dialog box will appear stating that the license is inactive.
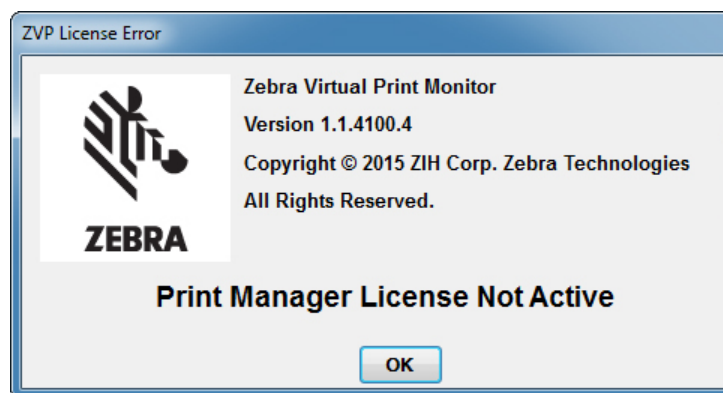
Click **OK** to continue.

PrintMonitor can now be activated on another computer.

Register

Select Help > Register

Enter the information in the Registration window and click **Perform Registration**.

About

The About window provides version information for the installed copy of PrintMonitor.

Select Help > About.

The About window is displayed.

Click **OK** when finished.

Appendix I
Worldwide Support

For Technical Support or Repair Services, contact the appropriate facility listed below.

North America and Latin America - Technical Support

> T: +1 877 ASK ZEBRA (877 275 9327)
>   +1 847 913 2259
> E: ts1@zebra.com

North America and Latin America - Repair Services

Before returning any equipment to Zebra Technologies Corporation for in-warranty or out-of-warranty repair, contact Repair Services for a Repair Order (RO) number. Mark the RO number clearly on the outside of the box. Ship the equipment, freight prepaid, to the address listed below:

Zebra Technologies Repair Services
333 Corporate Woods Parkway
Vernon Hills, IL 60061

> webform: www.zebra.com/repair
> T: +1 877 ASK ZEBRA (877 275 9327)
> E: repair@zebra.com

Europe, Middle East, and Africa - Technical Support

Language	Phone	Email
Arabic	+971 (0)46058220	zebraCareUAE@zebra.com
Dutch	+31 (0)33 450 50 48	ZebraCareBNL@zebra.com
English (UK)	+44 (0)1628 556 225	zebraCareUK@zebra.com
(Sweden)	+46 (0)8 594 709 88	zebraCareUK@zebra.com
(South Africa)	+27 (0)11 201 7712	zebracareSA@zebra.com
French	+33 (0) 1 53 48 12 74	zebraCareFR@zebra.com
German	+49 (0) 2159 676 870	zebraCareDE@zebra.com
Hebrew	+97 236 498 140	ZebraCareIL@zebra.com
Italian	+39 0 2 575 06388	ZebraCareIT@zebra.com
Polish	+48 223 801 980	zebraCarePL@zebra.com
Russian	+7 495 739 5993	ZebraCareRU@zebra.com
Spanish	+34 (0) 917 992 896	zebraCareES@zebra.com
Turkish	+90 212 314 1010	zebraCareTR@zebra.com

For further assistance, contact:

Zebra Technologies Card Printer Solutions
Dukes Meadow
Millboard Road, Bourne End
Buckinghamshire SL8 5XF, UK

        T: +44 (0) 1628 556 025
        F: +44 (0) 1628 556 001
        E: cardts@zebra.com

Europe, Middle East, and Africa - Repair Services

Before returning any equipment to Zebra Technologies Corporation for in-warranty or out-of-warranty repair, contact your supplier for a Return Materials Authorization (RMA) number, or contact one ot the following repair centers for support and instructions:

Type of repair and location	Phone	Email
Depot Repair in Germany, Austria, Switzerland	+49 (0) 2159 676 870	zebracareDE@zebra.com
Depot Repair in France	+33 (0) 1 53 48 12 74	zebracareFR@zebra.com
Depot and On-Site Repair in UK and Ireland	+44 (0) 1628 556 225	zebracareUK@zebra.com
Depot Repair in South Africa	+27 (0) 11 201 7777	-
Depot Repair in Middle East	+971 (0) 46058220	support_dxb@emitac.ae

For further assistance, contact:

For assistance anywhere in the EMEA, contact After Sales Customer Services at:

T:	+ 44 (0) 177 2 69 3069
E:	ukrma@zebra.com

Asia Pacific - Technical Support

Zebra Technologies Asia Pacific Pte. Ltd.
120 Robinson Road
#06-01 Parakou Building
Singapore 068913

>T: +65 6858 0722
>F: +65 6885 0838
>E: tsasiapacific@zebra.com

Asia Pacific - Repair Services

Before returning any equipment to Zebra Technologies Corporation for in-warranty or out-of warranty repair, contact Repair Services for a Return Materials Authorization (RMA) number. Repack the equipment in the original packing material, and mark the RMA number clearly on the outside. Ship the equipment, freight prepaid, to either address listed below:

Zebra Technologies Asia Pacific Pte. Ltd.
No.5 Changi North Way Level 3
Singapore 498771
Agility Building

>T: +65 6546 2670 ext 3203 and 3204
>F: +65 6546 5328
>E: APACRepair@zebra.com

Zebra Website

>http://www.zebra.com
>km.zebra.com (Knowledge Base)