

# Pcounter Station

## Installation Guide

Revised March 19, 2007

### The Goal

The Goal of this document is to provide step by step configuration instructions for Pcounter Station in some of its most common configurations.

### Common Challenges

One of the most common challenges when installing Pcounter Station is creating a User in NDS or Active Directory that Pcounter Station will use (behind the scenes) to do its job. Pay very close attention to the section on **Preparing the Pcounter Station User Account** later in this manual.

Another common misunderstanding with Pcounter station is that you must have a “hold” queue and an “out going” queue. Pcounter station can be set up in this way; however in most cases it is not necessary. The normal configuration of Pcounter Station only requires one print queue. Pay close attention to the section **Configure Monitored Queues** later in this manual.

**Microsoft Vista Update!** Currently Pcounter Station can not run on Microsoft Vista. We recommend using Windows XP Professional.

### How to use this manual

Before installing Pcounter Station, Pcounter must be installed and configured on the print server. Installation help for installing Pcounter server can be found in the following locations.

For Windows servers

<http://www.pcounter.com/support/Pcounter-Windows-Installation.pdf>

For Netware servers

<http://www.pcounter.com/support/Pcounter-NDPS-Installation.pdf>

### **DO NOT ATTEMPT TO INSTALL AND CONFIGURE PCOUNTER STATION WITHOUT A PCOUNTER SERVER CONFIGURED FIRST**

Pcounter Stations flexibility and multiple uses make it difficult to go over ever configuration in the document. This manual is broken down into 5 steps that should allow the configuration of Pcounter Station to your individual needs. The below list shows the 5 steps, each step may have several option, make sure to read each option thoroughly before deciding which to use.

- 1) **Preparing the Pcounter Station User account**
- 2) **Configure Monitored Queues**
- 3) **Choose a Configuration**
- 4) **Test Pcounter Station**
- 5) **Locking Down Pcounter Station**

# Pcounter Station Installation (Windows or Netware)

**DO NOT ATTEMPT TO INSTALL AND CONFIGURE PCOUNTER STATION WITHOUT A PCOUNTER SERVER CONFIGURED FIRST**

For Windows servers

<http://www.pcounter.com/support/Pcounter-Windows-Installation.pdf>

For Netware servers

<http://www.pcounter.com/support/Pcounter-NDPS-Installation.pdf>

## START HERE

### 1) Preparing the Pcounter Station User Account

Before Pcounter Station can do its job it must be logged into the network as a user that has sufficient rights to manage the documents that it will be releasing. Use the appropriate checklist below to make sure all the needed rights are given to the Pcounter Station User.

#### **Windows AD/Domains and Workgroups**

Create a user in the Microsoft AD/Domain or administration tool and then assign the following rights

- a) Full Read/Write file permissions to the Pcounter share on the server
- b) Full Manager and Operator permissions to each printer you wish Pcounter station to control
- c) Full Administrator Rights to the local Pcounter Station computer
- d) Check Domain policies to make sure this user when logged into the Pcounter Station will not be restricted from these newly assigned rights.

#### **Novel Netware NDPS printing**

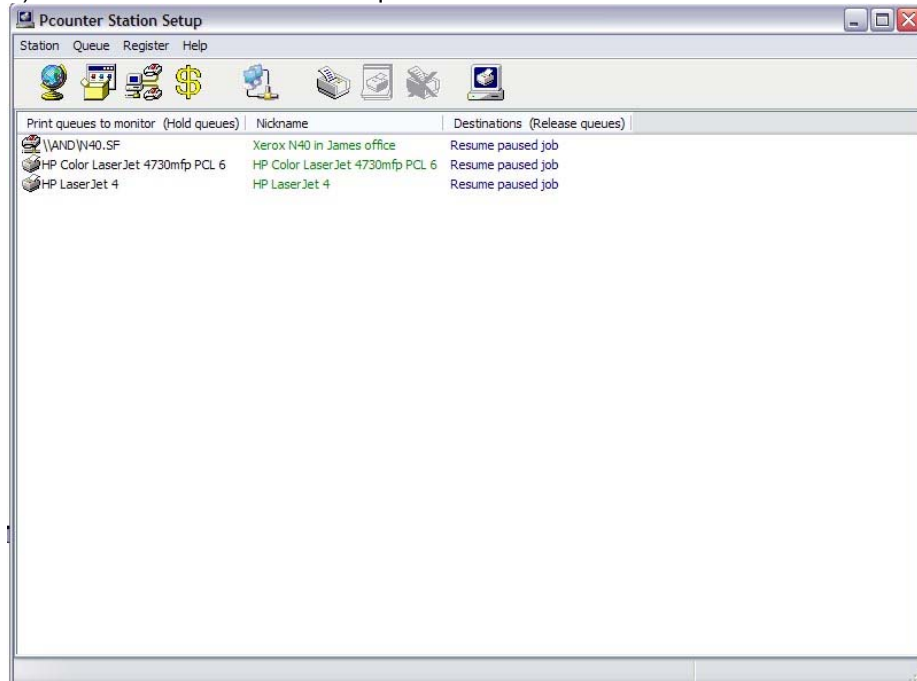
Create a user in Console One or iManager that has the following rights.

- a) Read/Write/Inheritable permission to Account Balance, Allow Unlimited Credit, and Low Balance Limit properties in the top-level user context(s)
- b) Read permissions to the SYS:Public folder on all Netware servers hosting printing.
- c) Read/Write permissions to the Pcounter.log file (default is SYS:System\Pcounter)
- d) Operator permissions to all NDPS printers.
- e) Windows Administrator rights to the local workstation that will host Pcounter Station.

## Configure Monitored Queues

On the workstation that will run Pcounter Station, download the Pcounter Station software from the Pcounter web site. <http://www.pcounter.com/download.html#PStation> Once the download is complete unzip the file and run the Setup.exe file. After the setup is complete Pcounter Station needs to know what Queues it will be monitoring.

- a) Open PSConfig under the All Programs—> Pcounter Station program group.
- b) Select Queue → Add queue to be monitored.



- c) Browse the Windows or Network network and select the print queue to be monitored by Pcounter Station and *Click OK*. Repeat this procedure for each print queue that needs to be monitored. The configuration should look something like the above picture.

### 3) Choose a Configuration

Pcounter Station has three basic modes in which it is used, Release Station, Release Station with Vending, and Deposit mode. Below you will see **Step 1** and an optional **Step 2**. Only configure **Step 2** if you intend to use a card revalue device, or TBS 9500 to collect payment for each print job. The **Deposit Mode** section is used if you are configuring Pcounter Station to be used with a TBS 9500.

#### Step 1 (Release Station Configuration)

##### Scenario

This configuration is a simply print release format. Users will have to come up to Pcounter Station and release their jobs either by login (Secure), or by job selection (Unsecured) from a list. Secure Methods are in **black** text, while unsecured methods are in **red**.

- a) Open PSConfig and select *Station → Global Settings*
- b) Set the *Numerical Format* to match what Pcounter is set to (default is currency)
- c) Select the type of user identification desired. This method will depend greatly on what Pcounter configuration option you are using and how you desire user to identify them self. See Table below for what options work with what Pcounter configuration option.

User identification	Description	Windows Option#	Netware Option #
None (Show all print jobs)	Shows all print jobs	1,2,3,4,5	1,2,3,4,5
Job user list	Shows a list of all users that currently have jobs waiting	1,2,3,4,5	1,2,3,4,5
Job user list with password	Shows a list of all users that currently have jobs waiting, and then prompts the user to enter their password	1,2,3,4	1,2,3,4
ID Prompt	Prompts user for ID that has been specified at using Ppopup	6	6
Job ID/Password prompt	Prompts user for ID and Password that has been specified at using Ppopup	6	6
ID/Password prompt	Prompts for NDS, Domain, or Printer Popup user account and password	1,2,3,4	1,2,3,4
ID/Password deposit prompt	Prompts for NDS, Domain, or Printer Popup user account and password and is used to simply deposit money into the user account	1,2,3,4	1,2,3,4
Pcounter Pro ID only	Used with a wedge reader to swipe a card for identification	1,2,3,4	1,2,3,4
Pcounter Pro ID/Pinn	Used with a wedge reader to swipe a card for identification and prompts for pinn	1,2,3,4	1,2,3,4

- d) Set other display options. Below is a list of 6 options for display. It is recommended that the first 4 are always used.
  - **Only display jobs which are paused held** = Only jobs which are in a paused stated will be displayed. Jobs that are currently printing or spooling will not be shown
  - **Display print job page counts and cost** = This will display the number of pages and cost of the job. This can be useful to inform the user of how large the job will be.
  - **Only display jobs which have been counted** = This is a safe guard to insure accuracy. In the rare occasion Pcounter can not determine page

count and cost the user will not see the job for print release and thereby not get printing for free.

- **Allow users to delete print jobs** = This allows the user to delete their own print job instead of releasing it. The user will not be charged for the job.
- **Display computer names instead of user names** = This option is used most often when no login is required. This will simply show the jobs and the computers they came from, the user info will not be shown.
- **Use DNS to resolve workstation IP addresses** = If the above option of displaying computer names instead of user names is used this will make Pcounter Station go out to DNS to resolve the workstation IP address.

- e) Click on the *Appearance* tab and set any appearance options desired. There are no wrong ways to do this section; it is simply a matter of preference. During the *Test Pcounter Station* section of this manual you will be able to see what everything looks like. If the desired affect if not reached simply go back to this area, change and re-test.

If a release station is all that is needed you are done with **Section 3**, please move on to **Section 4 Test Pcounter Station**. If you require vending please proceed to step 2.

## Step 2 (Vending Configuration) **\*\*optional\*\***

In **Step 1** the Pcounter Station was configured to be a release station. This section will take that one step further and now add "Vending" to the release station. Vending can be a Coin box such as a TBS 9500, a magnetic strip card reader, a smartcard reader, or even a Blackboard, CBORD or CardSmith interface. Configuring each vending option has the same steps involved.

- a) Open PSConfig and select *Station* → *Vending Configuration*
- b) Connect the vending device to the host PC's COM port and select the Device type needed. In the case of Blackboard, CBORD or CardSmith select other and point to the custom dll.
- c) Click on the *configure* button to select the COM port the device is plugged into.
- d) After testing the COM communication click OK to accept
- e) Set account balance support (if needed see below)

If you are using Pcounter balances to give free prints then you will need to enable "Check account balance" support. To do this, use the pull down bar to select yes.

Click OK to complete the vending configuration and move on to the **Test Pcounter Station** section.

## Deposit Mode (TBS 9500)

Deposit mode is a very specific mode designed to let users add money to their Pcounter balance. The user does not release print jobs from the Pcounter station, but rather walk up to the station to deposit money so that the Pcounter server can decrement their balance as it prints.

- a) Open PSConfig and select *Station* → *Global Settings*.
- b) Set the *Numerical Format* to *currency*.
- c) Set user identification method to *ID/Password deposit prompt*.
- d) Click on the *Appearance* tab and set any appearance options desired. There are no wrong ways to do this section; it is simply a matter of preference. During the *Test Pcounter Station* section of this manual you will be able to see what everything looks like. If the desired affect if not reached simply go back to this area, change and re-test.
- e) Click *OK* to accept these settings.

- f) Connect the TBS 9500 to the host PCs Com port and ensure that it is plugged into AC power.
- g) Select *Station* → *Vending Configuration*.
- h) Select the Device type *TBS 9500 Pay station*.
- i) Click on the *configure* button to select the COM port the device is plugged into.
- j) After testing the COM communication click OK to accept.
- k) Set account balance support to *YES*.
- l) Account balance action should be set to *Pcounter server modifies balances*.
- m) Check the *disabled change on deposits (recommended but not required)\*\**.
- n) Click *OK* to accept the vending configuration.

\*\* If change is disabled, it is also recommend you put the TBS9500 itself into a vending mode. This will force the TBS9500 to not give change until something has been debited. Since Pcounter Station will take the full amount deposited no change will ever be given out. This can be very useful if you are experiencing a problem with users using the TBS 9500 to make change for other coin up devices. To enable vending mode on the TBS 9500 do the following.

- a) Open the back of the TBS 9500.
- b) Find the three buttons in the upper right hand corner of the box; they should be Black, Green and Red going from top to bottom.
- c) With the unit Plugged in to power press and hold all three buttons until the menu displays *Parameters-Language*.
- d) Push the Back button until *Parameters – Set forced vend: is displayed*.
- e) Push the Green button once to select.
- f) Push the Red button until *Enabled* is shown.
- g) Push the Green button to accept the enabled setting.
- h) Unplug the TBS 9500 unit and then plug it in again. The unit should now be configured.

You have now configured Pcounter Station to use the TBS 9500 for deposits. Please continue to the *Test Pcounter Station* section of this manual.

## 4) Test Pcounter Station

Now that Pcounter Station has been configured the next thing to do is to test it before locking it down into a Kiosk mode. Open PSconfig and select Station → Run Pcounter Station. This should open Pcounter Station up in a standard window. Print a few print jobs as you would from workstation (answering any Pop-ups as the end user would) as you configured in the previous sections. Use the windowed version of Pcounter Station to release the print jobs as the end user would. If you experience any problems see the troubleshooting guide below.

Below are frequent problems that occur when testing and how to correct the problem

**Problem #1** Jobs are sent to the queue but I can't see them in Pcounter station.

**Solution #1** Make sure you have given the user discussed in Step #1 *Preparing the Pcounter station* user **Manager** and **Operator** permissions to the monitored printer object.

**Solution#2** In PControl on the server, make sure that *Count jobs in Advance for display* is checked or set to faster performance in the Pcounter configuration of the printer.

**Solution#3** Make sure there are no Workstation Policies affecting this workstations. Many networks have workstation policies that will affect the rights the workstations have to network resources.

**Problem #2** Print jobs are scene but the job does not disappear when telling Pcounter Station to print.

**Solution** Make sure you have given the user discussed in Step #1 *Preparing the Pcounter station* user **Manager** and **Operator** permissions to the monitored printer object. Also make sure that if vending is being used you have purchased a Vending license or are running in a valid 60 day trial.

**Problem #3** When release a print job with vending the balance in the vending device is not showing up.

**Solution** Make sure in the configuration of the vending device you have specified the correct Com port and have tested it by using the test button.

Once you are certain Pcounter station is functioning as expected, close the windows containing the test of the Pcounter Station and proceed to the next section *Locking Down Pcounter Station*.

## 5) Locking Down Pcounter Station

Now that Pcounter Station has been tested it is time to lock it down into a Kiosk mode. Once Pcounter Station is locked down the only way to exit back to the desk top will be with the exit password that we will set in the instruction below.

- a) Open PSconfig and select Station → Global settings
- b) Click on the *Set admin/exit password* button #1 and type in an exit password.
- c) Retype in the exit password and click OK to accept
- d) Click on the *Automatic Login* tab.
- e) Check the *Enable Automatic login* box
- f) Enter the User Name and Password of the Pcounter station user you set in Step one. For Netware you also have to set the Netware user name and Password, Tree and Context.
- g) Click OK to accept all those settings
- h) Select Station → Setup System
- i) Click on both of the buttons in that window. This will disable the CTRL +ALT +DEL commands and force Pcounter Station to boot on startup.
- j) Click OK to confirm
- k) Close PSconfig and Reboot the PC
- l) The PC should now boot up and go directly into Pcounter Station.

CONGRATULATION Pcounter Station is now configured!