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# Cyberprinter User Manual

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## 1.1 Cyberprinter Description

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Cyberprinter is the software from Serpol Software which will establish effective printer management at one or more PCs within your network. Besides Cyberprinter will let you receive information about your printer(s) usage by email.

- Usage log with data like number of printed pages, source PC, issuer of the printed page, document title, date and time of printing activity.
- Detect weakness and opportunities of your business, also you can export log to a CSV or text file.
- Cyberprinter is useful for internet cafes, schools, universities, hotels, etc.

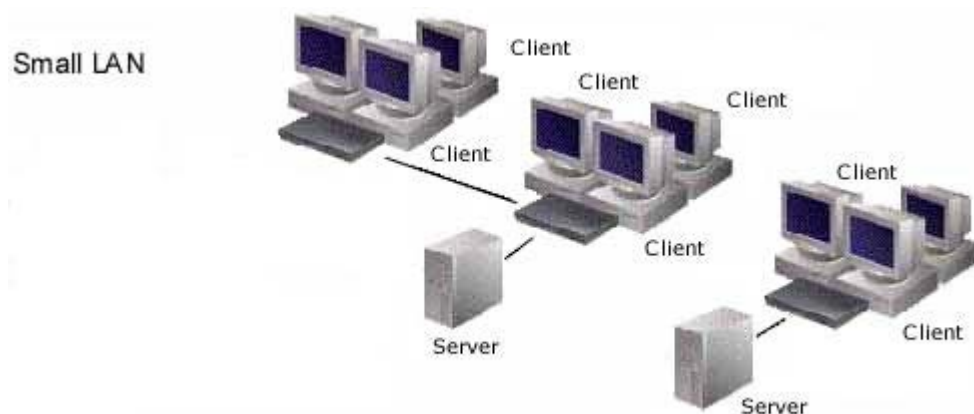
### Minimum requirements to install Cyberprinter

Cyberprinter has been installed and successfully tested on:

- Windows 98 (first and second edition)
- Windows Millenium (ME)
- Windows XP
- Windows 2000
- Windows 2003 Server

In case Cyberprinter is installed at a local network, it is required to be **TCP/IP protocol network**.

### How does Cyberprinter works?



Cyberprinter consists on two programs:

- one monitor or server
- one client program

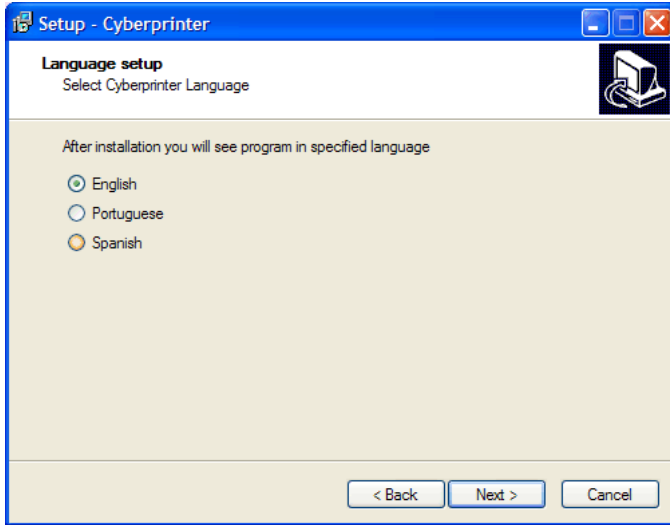
Install the monitor program at the network manager PC and client program at each of the PCs that are required to be controlled, password protection is provided in order to avoid unauthorized persons from being able to make changes at settings.

### Cyberprinter operation

Cyberprinter Server can be installed at any PC of your network, you don't need to install at the PC with directly attached printers (USB or Parallel). Cyberprinter works with:

- remote network printers connected by internet or TCP/IP
- printers with their own network card (without PC attached)
- MOST printer brands and models, inkjet or laser
- print servers

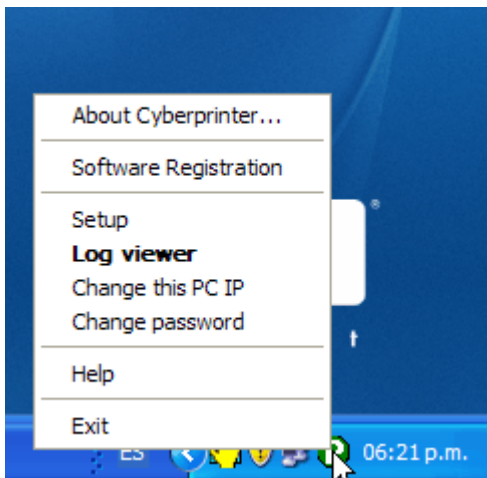
## 2. Step by Step installation of Server and Clients



Cyberprinter provides an installation wizard.

With the Wizard you are able to install the server program and the client program.

1. Copy the installation program to the Administrator's PC .
2. Execute setup wizard and select language option.
3. Click on "Next" button until last step screen

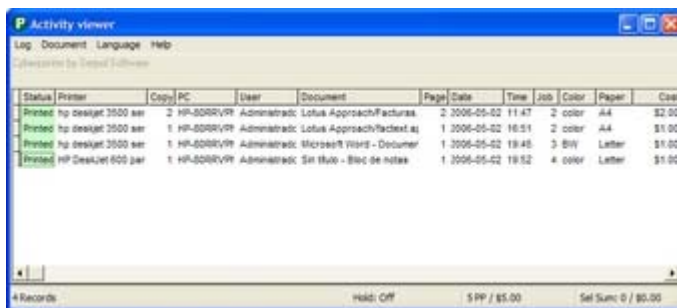


Cyberprinter is automatically executed once the installation is finished. In case Cyberprinter is not running when setup completes do the following:

Click on Start button->All Programs->Cyberprinter

Follow this instructions in order to get access to Cyberprinter settings panel:

1. Place mouse over the "P" icon.
2. Right click with the mouse. As an alternative you can press both keys CTRL+F2 at the same time in order to get the main menu.
3. Select Log viewer option to open the printer activity window.



Send one printout test:

1. Send one printout test using any application like notepad, word, etc.
2. Check out recent printout recorded at log



In case you need to enter to the Settings Panel (**Setup** option), a password will be requested. **By default password is EVAL** with uppercase. You can change password anytime by selecting **Change password** option.

If you don't have problems to get here then avoid the troubleshooting section.

## Troubleshooting I

Check this section just in case that any of the previous steps were not successfully completed.

1. At some point of the installation procedure a message pops-up indicating that Cyberprinter has been blocked. Solution this could happen because of a network policy, check your policies and find the way to let the software installation to continue.

2. At Cyberprinter execution a windows message pops-up asking for your answer to keep the program blocked or unblock it. The answer is to unblock it. In case that blocking software was selected by mistake, follow this steps to manually unblock it.

a) Click on Start button, then go to windows "settings panel"

b) Go to windows firewall and then go to "Exceptions" tab

c) Within the list look for Cyberprinter, in case the checkbox is empty the click on it, click OK button

3. At the time of execution of Cyberprinter a message pops-up requesting an IP number selection. Solution it is common to install the server program at a PC with two or more network adapters. Each adapter will have one separate IP. It is necessary to pick an IP according with the internal network. In case that one of the network adapters is 200.20.15.30 and the other is 192.168.1.1 then is quite possible that the second one could be the best option because numeration 192.168.XXX.XXX is commonly used for local. The remaining IPs of your network should start with the same numbers 192.168.XXX.XXX

## Installing and setting clients

Install on each of the remaining PCs the client software. For more information on how to install the client service review section 2.5 of this manual.

## Troubleshooting II

### Symptom

the following message pops-up "the InjectService must be installed first" o "only users with administrator privileges can run this program" and when a printout is sent nothing appears at the log.

### Solution

This can happen because of this possible situations:

- You may have installed DEEP FREEZE software at the same PC where Cyberprinter is installed
- The current PC has a limited rights account or guest account

To solve the DEEP FREEZE problem follow this steps:

1. Star your PC with DEEP FREEZE in UNFROZEN mode

2. Go to the folder where Cyberprinter was installed, usually is c:\program files\Cyberprinter but it may vary

3. Execute this two services INJECTSERVICE.EXE and also INJECSERVICEP.EXE

4. Restart DEEP FREEZE in FROZEN mode

Now pop-up messages will not appear and it will be possible to see whatever is printed at the log.

### Symptom

No more pop-up messages appear but still no printouts from the clients are logged just printouts from the server are logged.

### Solution

Check up the following list in order to find the problem

- If this happens just at some of the PCs of the network try temporarily deactivating the FIREWALL at the client PCs
- Check client has the right server IP number. Although all clients automatically detect server presence, it is possible that complex networks may require human assistance in this subject.

## 2.1 Cyberprinter Server - Options Settings



Cyberprinter has two operation modes:

### Without Operator mode:

Any job sent to the printer will be immediately printed and logged, this mode is supported by win98, win ME, win 2000, win XP. This mode is factory default.

### With Operator mode:

Any job sent to the printer will be immediately paused and logged, an operator command is required to print selected jobs. You can select which printers will hold jobs, printers not selected will work normally. In order to use this mode you need win 2000, win XP or win 2003 installed with Cyberprinter server, the remaining PCs of your network can be at least win98.

### Keep selected printers blocked when Cyberprinter is terminated:

If this checkbox is on all the print jobs will be paused even if Cyberprinter is terminated, operation will be resumed when operator restarts Cyberprinter. This option will assure that Cyberprinter will be running when the printer is used. If this option is off, printers will print without pausing jobs as soon as Cyberprinter is terminated.

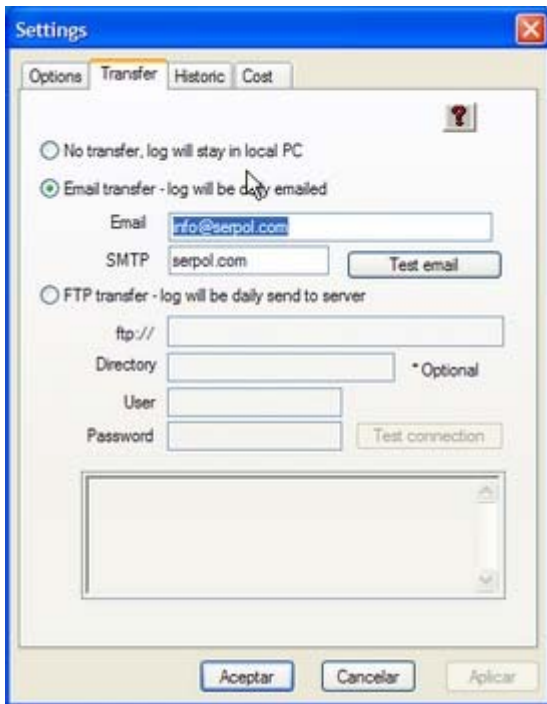
### Save printer log to File

Cyberprinter can save the log to a text file assigning a name and a folder where you want to be saved. This file is written in real time. This option is useful in case generated data is going to be used by an external application. Such application has to be capable to read the text file and process all the fields that will be outputted in comma delimited format.

### Save clients login to file

This option is useful to know when all the client PCs are online with the server. There are several reasons why this could not be this way, such as one of the PCs within the network could be off.

## 2.2 Cyberprinter Server - Log Transfer Settings



You can set Cyberprinter to send operation log directly to your mailbox, with the benefits:

- Summary of daily operation in a unattended mode
- Publish log in a web server for later review

Email. to set log transference to your mailbox it is required to specify your email address, in addition It is required to specify an SMTP address, you can get this address with your ISP or with your network manager.

FTP. This mode of transference will allow to upload log file directly to a server path, it is required to know address or IP, path and have a username - password. The button "Test connection" will let you know if the configuration was right by doing a connection test without uploading a real file.

### Test email button:

This button tests if the email setting was right done or not. An example of a successful session would be:

```
Email Test successfully sent.
250 2.0.0 i440i5Ko028261 Message accepted for delivery
.
354 Enter mail, end with "." on a line by itself
DATA
250 2.0.0 Reset state
RSET
250 HELP
250-DELIVERBY
250-ETRN
250-DSN
250-SIZE
250-8BITMIME
250-ENHANCEDSTATUSCODES
250-mail.gem.com.mx Hello dialup467.gem.net [201.130.7.211], pleased to meet you
EHLO vaio
220 mail.gem.com.mx ESMTP Sendmail 8.12.8/8.12.8; Mon, 3 May 2004 19:44:05 -0500
Connected.
Connecting to mail server.
```

### Test connection button:

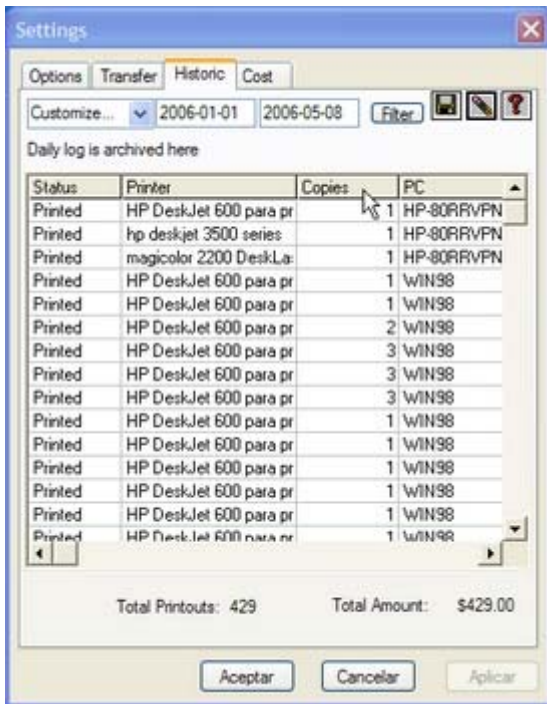
This button allows to test if the configuration was right or not. An example of a successful connection will be:

```
230 User bioscall logged in.
PASS *****
331 Password required for bioscall.
USER bioscall
220 ProFTPD 1.2.8 Server (ProFTPD) [iris.w6b.sgi.interservers.com]
220-This computer system is for authorized users only. Individuals using this
Connected.
Connecting to FTP server.
```

Data lines should be read in reverse way, meaning that the first line is the current status of the connection. A rejected session will be:

```
530 Login incorrect.
PASS *****
331 Password required for bioscall.
USER bioscall
220 ProFTPD 1.2.8 Server (ProFTPD) [iris.w6b.sgi.interservers.com]
220-This computer system is for authorized users only. Individuals using this
Connected.
Connecting to FTP server
```

## 2.3 Cyberprinter Server - Historic Report



Status	Printer	Copies	PC
Printed	HP DeskJet 600 para pr	1	HP-80RRVFN
Printed	hp deskjet 3500 series	1	HP-80RRVFN
Printed	magicolor 2200 DeskLa	1	HP-80RRVFN
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	2	WIN98
Printed	HP DeskJet 600 para pr	3	WIN98
Printed	HP DeskJet 600 para pr	3	WIN98
Printed	HP DeskJet 600 para pr	3	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98
Printed	HP DeskJet 600 para pr	1	WIN98

Total Printouts: 429      Total Amount: \$429.00

Cyberprinter has two different types of windows to view printer records

- The daily log
- The historic log

The purpose to separate in two types of windows is to avoid problems at report generation, because it turns confusing to include data with a changing status at any time. Cyberprinter keeps track of the daily activity at the option named **log viewer**, at the following day all the data of the previous day passes to a general file known as **historic**.

### 1. Save as text or html file:

Press the button with the floppy disk icon.

Next write a name for your file.

The format of your file will be text separated by commas. If you wish you can later read the file with your favourite spreadsheet.

### 2. Delete historic:

As long as more data is stored in the historic, the speed to display historic slows down. It is recommendable to backup historical data and later delete current log to improve performance. Only the person with authorized password will be allowed to to this operation.

### 3. Data Filter:

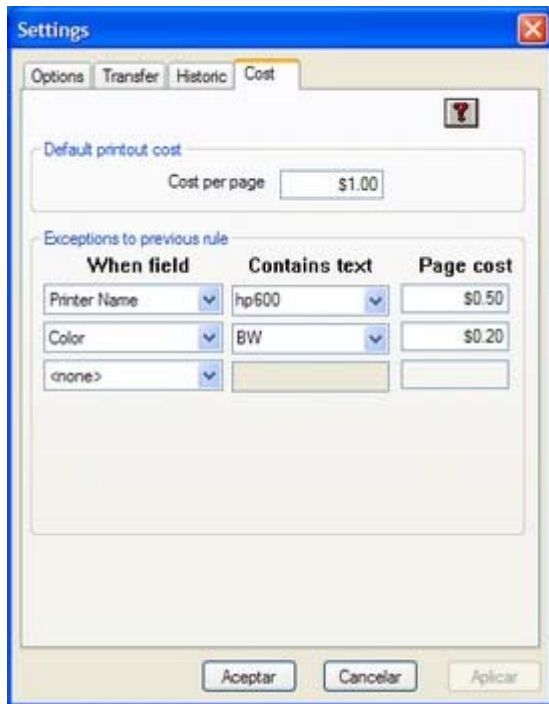
You can filter data according with the following criteria:

- Yesterday (today is not included because they can be found in the log viewer)
- This Week (the default first day of week is sunday)
- This Month (the first day of the month is day one)
- Personalizar (you can pick a date range then press FILTER button)

### Statistics

It will show the total number of printouts according to the selected filter (Total Printouts), also the total cost for those printouts (Total Amount).

## 2.4 Cyberprinter Server - Cost Settings



Cyberprinter can assign cost per printed page according to the following criteria

- Subtext match contained in printer name
- Subtext match contained in document name
- Color type (Just for color printers)
- Paper Size

You can establish upto 3 different criteria for cost assignment. When any document is printed Cyberprinter searches at the document for any of the filters established at this option. In case that a match is found then Cyberprinter will assign the proper cost per printout. In case that Cyberprinter fails to find a match then the cost will be the default (Default printout cost). The schema to establish cost assignments is very flexible and can work with any number of printers although there are just 3 rows to write this exceptions.

### Usage examples:

#### CASE I

You have two printers one is a laser monochromatic (hp laserjet 6L) and a color printer (hp 600 deskjet) you want to charge \$0.50 per printer page for the first one and \$1.00 per printed page for the second one. Set the default cost (Default printout cost) to \$1.00 next step select "printer name" at the first column and write "6L" at the second column (6L can no be confused with the printer name of the other printer because there are just two printers for this case), finally write \$0.50 at the last column.

#### CASE II

You just have one color printer but you want to assign prices depending on the type of printout (Monochromatic or Color). First set a default cost (\$1.00) then select "Color" at the first column, also select "Color" at the second column, finally set \$1.50 at the third column. This way when a printed page is in color a cost of \$1.50 will be assigned, otherwise the cost will be \$1.00.

#### CASE III

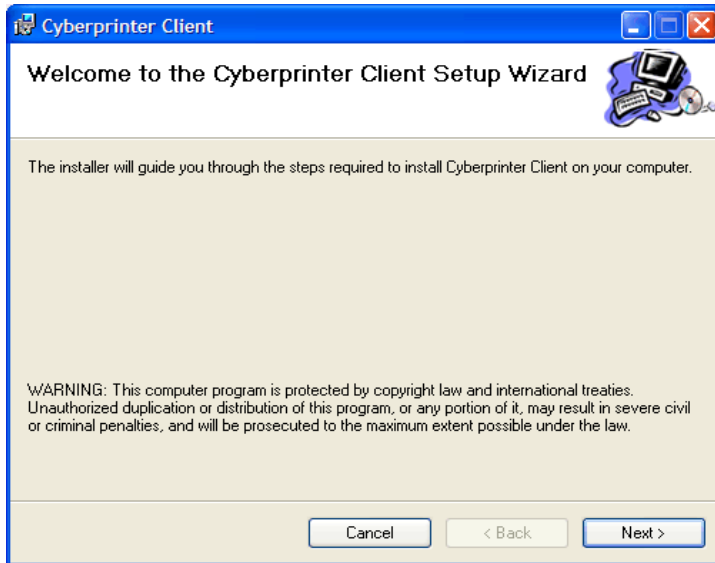
You have one printer and want to charge \$1.20 for legal size printouts, \$0.80 for envelope printouts, \$2.50 for tabloid size printouts and \$1.00 for letter size. First set default price at \$1.00 in order to include letter printouts and any other not considered, second select "Paper Size" at the first column and select "Tabloid" in the second column, finally write \$2.50 at the third column. Repit all the same steps selecting "ENV" at the second column and \$0.80 at third column and finally after selecting "Paper Size" at the last row select "Legal" and \$1.20.

#### CASE IV

You have 15 printers with different names and you want to assign cost depending on the administrative department where the printer is located, there are 3 departments the first one has 7 printers another has 3 and the last one has 5.

Solution. Go to the printers panel and change the name of them adding a text that will identify them in example "hp laserjet 3350 (sales)", "hp 600 deskjet (sales)", etc. next step set default cost, at the first column select "Printer Name", at the second column enter "(sales)" and finally set the proper cost at the third column. Repeat this operation with the two remaining departments.

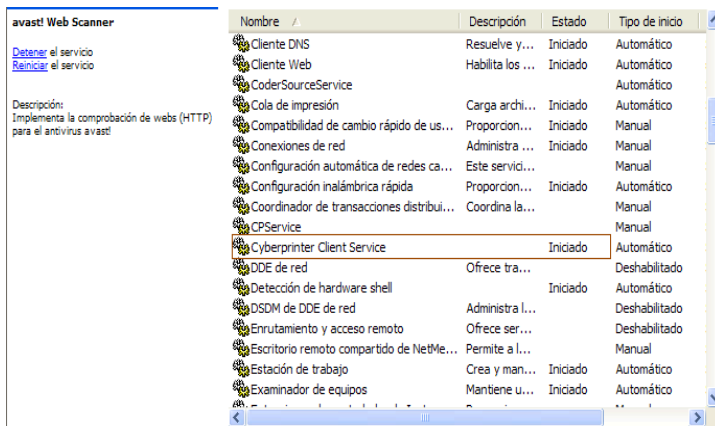
## 2.5 Client Settings



Execute Cyberprinter client wizard at the PCs where server is not installed. The wizard is MSI format so you can install the client service on each PC or you can pick to install to all the PCs in the network using GPO installation. The procedure to install one by one is described here.

1. Before starting off client wizard confirm that Cyberprinter server is running (one server per network).

2. Run Cyberprinter client wizard.



When setup is completed verify that service is installed and running (see left image) . To check this go to:

Control Panel -> Administrative Tools -> Services

The following test is to send a print out from the recently installed PC. The print out will be shown at Cyberprinter Server log viewer.

Usually as soon as clients are installed the server tries to communicate with them in case server gets an answer from the client then client will automatically set the server address, this will be true for all the clients in the network. However this could not happen when server is off, also it is possible that server could be located at a different network from the one where clients are allocated, this normally takes place at networks where two or more network adapters are used at the same server.

If Cyberprinter server (HTTP) was not on when the client was installed then start Cyberprinter Server and later on stop and star Cyberprinter client service. The client service will look for the server address already configured when the server contacted the client on a daily basis.

In case that the client could not find the server check step by step server setup section if everything is working well review registry where the client was installed:

HKEY\_LOCAL\_MACHINE\Software\Serpol Software\Cyberprinter, following step is to check server address at ServerIP key.

Check the troubleshoot section at [Step by Step installation](#) in order to solve problems related with:

- [Communication unavailable from client to server](#)

### How to find out Server IP at Cyberprinter Server?

1. Go to Cyberprinter server
2. Place mouse over the P icon
3. An emerging tip message will appear showing the local IP

### 3.1 Operator Manual - Activity viewer

Status	Printer	Copy	PC	User	Document	Page	Date	Time	Job	Color	Pages
Printed	HP DeskJet 600 (C)	1	V3K7P0	Admintrado	Libro1	1	2004-07-26	21:16	450	Printed	Letter
Printed	HP DeskJet 600 (C)	1	V3K7P0	Admintrado	Libro1	1	2004-07-26	21:16	451	Printed	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Admintrado	Libro1	1	2004-07-26	21:16	452	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Microsoft Word - Documen	5	2004-07-26	21:16	5	Hold	Letter
Printed	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Microsoft Word - Documen	6	2004-07-26	21:16	6	Printed	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	7	2004-07-26	21:16	7	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	8	2004-07-26	21:16	8	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	9	2004-07-26	21:16	9	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	10	2004-07-26	21:16	10	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	11	2004-07-26	21:16	11	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	12	2004-07-26	21:16	12	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	13	2004-07-26	21:16	13	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	14	2004-07-26	21:16	14	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	15	2004-07-26	21:16	15	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	16	2004-07-26	21:16	16	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	17	2004-07-26	21:16	17	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	18	2004-07-26	21:16	18	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	19	2004-07-26	21:16	19	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	20	2004-07-26	21:16	20	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	21	2004-07-26	21:16	21	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	22	2004-07-26	21:16	22	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	23	2004-07-26	21:16	23	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	24	2004-07-26	21:16	24	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	25	2004-07-26	21:16	25	Hold	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	26	2004-07-26	21:16	26	Hold	Letter

41 Records      Hold: On      0 Pages printed      Sel Sum: 1

To access the activity viewer follow this steps:

1. Right click over Cyberprinter icon at the icon tray (the icon the green circle with a P in it)
2. Select **Log Viewer** option from the main menu

Printed totals are displayed at the status bar at the bottom of the screen, four fields are showed up:

#### Total records:

This is the number of records displayed. If you have hold mode this count will be printed documents plus holded documents.

#### Operator mode status:

If you have installed Cyberprinter in a win 2000, win XP or 2003, you will find available hold mode. Such mode will allow you to hold every document before it is actually printed. If you want to configure this mode, you should go to options in setup menu.

#### Printed pages count:

When a document is actually printed the first column cell will turn green. Just printed pages will be counted here, holded pages will not be counted (in hold mode).

#### Selected sum:

You will need to select some records in order to do some operations with them like printing or cancelling those records. But also you can count the number of pages by just selecting records, it doesn't matter if selected records are printed or holded.

Status	Printer	Copy	PC	User	Document	Page	Date	Time	Job	Color	Pages
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	29	2004-07-26	21:16	29	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	30	2004-07-26	21:16	30	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	31	2004-07-26	21:16	31	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	32	2004-07-26	21:16	32	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	33	2004-07-26	21:16	33	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	34	2004-07-26	21:16	34	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	35	2004-07-26	21:16	35	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	36	2004-07-26	21:16	36	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	37	2004-07-26	21:16	37	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	38	2004-07-26	21:16	38	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	39	2004-07-26	21:16	39	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	40	2004-07-26	21:16	40	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	41	2004-07-26	21:16	41	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	42	2004-07-26	21:16	42	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	43	2004-07-26	21:16	43	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	44	2004-07-26	21:16	44	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	45	2004-07-26	21:16	45	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	46	2004-07-26	21:16	46	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	47	2004-07-26	21:16	47	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	48	2004-07-26	21:16	48	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	49	2004-07-26	21:16	49	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	50	2004-07-26	21:16	50	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	51	2004-07-27	12:49	452	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	52	2004-07-27	13:25	51	color	Letter
Hold	HP DeskJet 600 (C)	1	V3K7P0	Invitado	Libro1	53	2004-07-27	13:25	52	color	Letter

48 Records      Hold: On      0 Pages printed      Sel Sum: 8

Selected sum:

- Count the number of pages by selecting records
- Holded or printed documents are summarized

## 4.1 Printer activity is not shown at log viewer

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Review section "[Step by step installation of server and clients](#)" you will find additional information in case the following cases are not useful to solve the problem.

Reasons why this can happen are:

### Case I

***I can't see printer activity from the PC where Cyberprinter Server was installed.***

*If you have win2000 or XP and you are trying to view log from a user account, we recommend to test printing from an account with admin rights, if the log now shows the current activity then the problem may be due to the lack of enough read rights at the folder where Cyberprinter is installed. If you are using the software title DEEP FREEZE from FARAONICS that can also be the source of the problem, please read carefully the topic "[Step by step installation of server and clients](#)"*

### Case II

***I can see printer activity issued from the PC where Cyberprinter is installed, but I can not see printing activity from clients.***

*There is no connection between PC client and PC server. This could happen due to a problem with settings of the TCP/IP network protocol, to test connectivity we suggest to use PING command.*

*There is connection between client with server but the client could not locate server. This could happen due to problems with the PC where Cyberprinter is installed, problems could be defective network adapter, network cable failure. Another common problem in the case of XP being used as server is when network cable is disconnected automatically the local IP will become IP 0.0.0.0 Cyberprinter server may broadcast a wrong address. Suggestion: check the IP number used by Cyberprinter, just place mouse pointer over the invisible logo at the icon tray, it will appear current IP, it must match with the local IP of your PC, in order to verify current IP open a ms-dos window and apply IPCONFIG command.*

If this doesn't work, it may be a conflict with communication port UDP=8181, this port may be blocked by firewalls. In case this port is being used by another application, we suggest to free them and let Cyberprinter work normally.

## Contact us

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