FollowMe Printing

Client Software

Installation & User Guide
Version 2.5 February 2004

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Because of the fast pace of software development it is possible that there will be minor differences between the manual and the program.

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Introduction

FollowMe Printing is Ringdale’s dynamic solution for the printing of confidential documents to multi-user printers and the general need for network printing security.

FollowMe Printing allows a print job to be sent from any Windows PC to a secure designated server (any NT4/2000 network PC can be used for the server), which will hold the print job until the user arrives at the printer. The user can then identify themselves by means of an ID card or pin number (even a fingerprint if required), which will then allow the print job to be printed, ensuring confidentiality for sensitive documents.

Setting up FollowMe Printing involves three main procedures:

1. Installing the ID reader on or near the printer.
2. Installing and configuring the FM Q-Server software onto the designated server PC.
3. Installing and configuring FollowMe Printing client software on as many PCs on the network as required.

This guide provides instructions for installing and configuring the FollowMe Printing Client software on to the PCs on your network. It should be used in conjunction with the FollowMe Printing hardware Quick Installation Guide and the FM Q-Server software manual which are found in PDF format on the installation CD accompanying the product.
Installation

The FollowMe Printing Client Software is found on the CD enclosed with the FollowMe Printing pack. Install the client software on any networked Windows 95/98/ME/NT4/2000 PC that is to use FollowMe Printing.

**Important**

*Once installation is complete it is necessary to reboot the PC before using the software.*

A new version of the FollowMe client can be installed on top of an existing version.

Use the following procedure to install the software:

1. Load the CD into the PCs CD drive.

2. Use *Windows Explorer* to browse the CD and select the **Client** directory.

3. Open **Setup.exe**.

4. Follow the on screen instructions to complete the installation.

5. Reboot the PC.
Configuration

The FollowMe client sends a print job to the **FM Q-Server** using the **IP Address of the Server (not the IP Address of the Printer)**, but sends the job as if it were going straight to the printer using existing printer drivers.

Configure the FollowMe client to print as follows:

**Note 1:** for assistance with Windows printer settings, click on **Start > Settings > Printers**. In the Printers window, click on **Help > Help Topics > How To... > Print**. You will find various print-related help topics to choose from.

**Note 2:** to print to a printer using the FollowMe client, you will need to know the **IP address of the PC running the FM Q-Server Software**. The IP address of the printer itself will also be needed for the server to use – **Do not enter the printer’s IP address into the client software**.

**Note 3:** this set of instructions is for Windows 95/98/ME. The procedure for Windows NT 4/2000 is virtually identical, although some dialog boxes will appear slightly different.

If the printer to be used for FollowMe Printing is not configured to the PC, it will first be necessary to add it to your list of printers. If the printer to be used is already configured to the PC, proceed to the **Selecting a Printer** section which follows the **Adding a New Printer** section.

**Adding a New Printer**

1. In the **Start** menu, click on **Settings**, then on **Printers**.

2. In the **Printers** screen, click on the **Add Printer** icon. This will take you into the **Add Printer Wizard**.

3. Click on the **Next** button at the bottom of the Add Printer Wizard.

4. Select **Local** rather than Network (for Windows NT, select **My Computer**).
5 Select **Next**. The dialog box below will appear:

![Add Printer Wizard](image1)

6 From the choices listed, select the type of printer and the printer model.

7 Click **Next**. The following dialog box will appear (these two dialog boxes appear in reverse order in Windows NT):
8 Choose LPT1: Printer Port, or some other convenient port. Then click on **Next**.

9 In the following dialog box, type a name for the printer. To make it easy to identify it is recommended that it is named FollowMe. In the example shown below BW is also used to differentiate between a black & white and a colour printer. It can also be numbered if more than one B & W printer will be available.

Click on **Next**.

10 The dialog box appearing next will ask if you want to print a test page. Answer **No**.

11 After clicking **Finish**, the Add Printer Wizard should be complete.

The printer you have just added should now appear in **Printers** under **Settings**. You can proceed with configuring **FollowMe**.
Selecting a Printer

Set up the FollowMe client to print by following these steps:

1. Select Start > Settings > Printers. The Printers window will look similar to the following (note: this is only a partial view of the screen).

If the Adding a New Printer procedure has just been followed, the FollowMe printer will be displayed as shown above. If an existing printer displayed here is to be used for FollowMe it should be renamed in a way that leaves it easy to identify (right click over the printer and select Rename from the pop-up menu to do this).

2. Then right-click over the FollowMe printer and select the Properties option from the pop-up menu.

3. Click on the Details tab (Ports tab in NT) in Properties. The dialog box displayed following will appear:
Note: some printers have a bi-directional facility which must be disabled before FollowMe can be used. This can be done by clicking on the Spool Settings button and then clicking on Disable bi-directional support. Click on OK and the printer will be ready to be configured for FollowMe.

4 Click on the Add Port… button.

5 Click on Other and highlight FollowMe.

6 Click on OK. The window displayed is shown following.

7 Enter the FollowMe Server’s IP address in the field provided (DO NOT ENTER THE PRINTER’S IP ADDRESS).

8 If you do not know the IP address of the server, enter the server’s full host name (Domain Name) in the designated box. Click
the **Convert to IP Address** button. If the domain name can be translated, the IP address will automatically be entered into the IP Address field.

![FollowMe Printing System](image)

9 Click the **OK** button. The IP address will appear in the **Print to the Following Port** box.

10 Click on **Apply**, configuration is now complete.

Repeat the procedure to set up as many printers as required.
Using the FollowMe Client

Once installed and configured, FollowMe operates invisibly on the client PC. To use FollowMe to print from any application simply go to print in the normal way and select the required printer.

The print job will be automatically directed to the PC running FM Q-Server to await printing.

Only when the user is identified by the ID reader at the printer, will FM Q-Server send on the print job.

Extra management ability is available by accessing the FollowMe Client Administration window

**Note:** The level of additional functionality available will depend on the version of FM Q-Server that is being used - see the About page section later in the chapter for details of the different versions available and to check which version is currently running.

**Administration Window**

Access the Administration window as follows:

From the **Start** menu, select **Programs/Ringdale/FollowMe Client/Client Administration**. The default visible page will be the **User Config** page as shown following:

**User Config Page**

**User Identification Field**

By default, the FollowMe client will use the current Windows logged on user (this user’s ID will need to be presented at the ID reader to print any job that has been sent to the server).

If required, this option can be changed to a separately entered default user. Alternatively the client can be set to ask for an ID every time a print job is sent. This option is particularly useful if the PC has multiple users, or for sending a print job to the FM Q-Server for someone else to print out using their ID.
Choose one of the following settings from the User Identification field:

**Use Default Username:** Select this option and enter a Username and Password into the text box - the username must match one set up in the FM Q-Server software.

Keep this option selected and the ID of the named user will be required to print any jobs sent from the client PC using FollowMe.

Tick the **Use Default Password (for printing)** box to avoid having to enter the password each time that a print job is sent.

**Ask for Username and Password on Every Print:** Select this option and every time a print job is sent from the client PC a dialog box will appear asking for the User Name/ID Number and password of the user that will be required at the printer to print out the job.

**Use Current Logged On Username:** Select this option to revert to the initial setting. Keep this option selected and the ID of the user logged on to Windows on the client PC will be required to print any jobs using FollowMe.

Tick the **Use Default Password (for printing)** box to avoid having to enter the password each time that a print job is sent.
Print Config Page
Clicking on the Print Config tab will display the following page:

**Printer Setup Field - Only available on Enterprise version**
Select Store Jobs on FM Q-Server (default setting) to use FollowMe in the usual way as described at the start of this chapter.

The Print Jobs Direct to Selected Printers option gives the ability to print a job straight to the printer without the need to present an ID (if the Ask for Username on every FollowMe Print option is selected a valid name that is configured in FM Q-Server will need to be supplied on the client PC).

When this option is selected the list of available FollowMe printers will become active. Select the printer required from the drop-down box. All jobs sent to that printer will now not be stored on the server but printed straight out.

**Important note:** If the credit facility is being used and the user does not have enough credits left to print the job, it will not print out but will be stored on the server in the normal way.

To confirm the print job settings on every print, check the box. If not checked, each job will be sent direct to print without the ability to alter any of the current setup.
Print Jobs Page
Clicking on the Print Jobs tab will display the following page:

This page displays all the print jobs for the current user that are being held on the FM Q-Server awaiting printing. This example shows that there are currently four jobs being held for the user. The three columns display the Document Name, the current Status of the job and the Time that it was sent from the client PC to the server PC. Once the job has been printed it will disappear from this list.

Right clicking over a print job in the list will display a pop-up menu of extra features. The menu displayed here is for the Enterprise version.

The Standard version will have only the Refresh and Delete options.

The Professional version will have all menu options except the Print Now facility.
Following are details of each available option:

Pause
Selecting this option will hold the print job on the server. The print job will **Not** be printed even if the correct ID is presented at the printer. A print job being held this way will be listed as *Paused* in the *Status* column of the *Print Jobs* page.

Schedule
Selecting this option provides two choices:

Select **Queue** to return the print job to a *Queued* status (for example if it has been paused using the option above). This option allows the job to be printed in the normal way by presenting the correct ID at the printer.

Select **Queue & Retain** to allow the job to be printed in the normal way by presenting the correct ID at the printer, but instead of the print job being automatically deleted after printing it is retained by the server so that it can be printed again (the job will remain first in the queue so for the user to be able to print another job this job will first need to be deleted - see below).

Delete
Select this option to delete the print job from the server. Confirm that the job is to be deleted.

Print Now
Select this option to send the print job straight to a printer, where it will print out **Without** an ID being required. Upon selection a drop-down menu will appear allowing the required printer to be selected.

If the status is *Queued* when this option is selected, the job will then be removed from the list. If the status is *Queued and Retain* then the job will remain to be printed again.

Refresh
Select this option to update the displayed information on the *Print Jobs* page.
**Information Page**

Click the **Information** tab to display how many credits the user has remaining (if the FollowMe credit facility is being used). Whatever option is selected on the **User Config** page - whether the current logged on user, a default username or a user requested for every print - that user’s current credits status can be viewed.

If N/A is displayed in this field it means the credit facility for this user has not been activated in FM Q-Server (see the separate server manual for details on setting this up).

Also on the **Information** page will be displayed a list of available printers and their location.

**About Page**

Select this page to find out the version number of the client software.

This page will also display the version of FM Q-Server that the client is communicating with - the options available in the **Client Administration** window will be dependent on the FM Q-Server version.

There are three types of FM Q-Server, each offering different levels of functionality. These are:

**Standard** Version

**Professional** Version

**Enterprise** Version

**Note:** The username currently set up to print from the client PC must already be configured in the FM Q-Server software in order for the correct version type to be displayed here.

Where a feature is only available on certain versions this is clearly stated in this chapter.
Uninstalling the FollowMe Client

The FollowMe Client can be uninstalled as follows:

From the Start menu select Settings/Control Panel/Add/Remove Programs and select FollowMe Client from the list. Click on the Add/Remove button and the program will be removed from your PC.
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