



ROI Print Manager FAQ's

What is the difference between Print Assessment, Print Reporter, and Print Management? Are they different software packages?

- ROI is sold in 3 different configurations depending on the level of control and reporting that is desired. The software is the same for all versions, however different levels of functionality are unlocked based on the license that is input.
 1. **Print Assessment** - Collects data for 50 day period. Allows for detailed reporting on print costs and end user print activity.
 2. **Print Reporter** – Same functionality as Print Assessment but licensed for 1 year. This is for accounts that want to generate ongoing reports.
 3. **Print Management** – All the functionality of Print Assessment and Print Reporter, but with additional functionality of setting up rules. Rules can be input to redirect end user print jobs to more cost effective machines.

What are the components of ROI?

- ROI has 3 basic components.
 1. **ROI Admin Console** – This is software installed on one computer within the clients network. It is the centralized machine for collecting data, deploying agents, assigning rules and other administrative functions.
 2. **ROI Agent** – This is a small client agent that is deployed to every workstation in the network. This allows ROI to monitor both network and locally connected printers.
 3. **ROI Analytics / Reporting** – This software generates reports from the data that is collected from the remote agents.

Does ROI Print Manager require additional hardware?

- ROI Print Manager can run on any PC provided it meets hardware specifications outlined in the ROI Network Checklist document. Hardware specification for the ROI Admin Console/s will be dependent on number of workstations and volume of printing in the environment. ROI reporting software does not need to run on the same machine as the ROI Admin Console.

What client's operating systems are supported by the ROI Agent?

- 2000, 2003, 2008, Windows 7, XP Pro, Win 98, NT, MAC

Why does ROI have to install agents on all the workstations? Can't it just be installed at the print server?

- Installing clients on the workstations allows ROI to collect info from locally connected devices. This is essential in providing a comprehensive view of print costs and activity.

Can the ROI agent be deployed without the end user knowing?

- Yes, if pushed by the built in ROI deployment method, the end users will not know the agent is being installed. If being pushed by SMS or some other 3rd party utility, a /qn switch can be added to make it install silently.

When will ROI Print Manager support MAC clients?

- Yes, ROI Supports Mac version OSX 10.4 and above only. This will work with Print Assessment only. The Mac client will not currently work in Print Management mode although this is under development.

Will ROI Print Manager work with any type of printer/MFP?

- ROI Print Manager has been tested with the most popular printers and MFPs, including: Canon, Ricoh, Minolta, Xerox, HP, Epson and more. ROI will be able to capture any job that is initiated from the Windows print spooler.

Will Firewalls affect ROI?

- Firewalls at the router are not an issue. Personal firewalls are generally only an issue on deployment. If the ROI internal agent push is used, firewalls will prevent the agent from being installed properly. If personal firewalls are active in the network, it is recommended that an alternative method of deployment be used (i.e. SMS, Zenworks, Landesk, group policy, login script ect.). ROI provides an agent packager that is built into our software that creates a .msi package for this purpose.

Will Antivirus affect ROI?

- Antivirus is generally only an issue when it is on its most restrictive settings. If AV is set as restrictive, we recommend creating an exception for actrl.exe, tca.exe, tcalog.exe. If using the ROI built in deployment we would recommend also excluding xcmd.exe.

Does ROI Print Manager automatically re-route print jobs?

- No. The end-user must manually re-route print jobs that are stopped by ROI Print Manager. Once ROI Print Manager has stopped a print job from printing to an inappropriate printer, the end user must then re-submit the print job to a different output device from the list of suggested printers to the user by ROI Print Manager.
- An advantage of the manual print job re-route is that it helps to change users printing habits showing users that with just a few clicks they can help the company save money by printing more efficiently. After the end user gets familiar with printing to the correct devices for particular print jobs, they will not be prompted with a pop up because their behavior will have been modified to print to the correct printer.

What type of companies are currently using ROI Print Manager?

- ROI Print Manager is currently in use at a number of companies from industries such as: public utilities, healthcare, hospitality and insurance to name a few.

Does ROI Print Manager detect all the print drivers on the network?

- Yes. When an end user prints the ROI Agent automatically detects all the print drivers on that client after the user prints for the first time, including print drivers for network and desktop printers. If new drivers are added this is also detected by the ROI Agent. All printer, print driver and client information is sent to the ROI Admin Console and maintained at that location.

What happens if ROI Print Manager stops a print job but the end user doesn't have any other drivers loaded on their client?

- ROI Print Manager will detect and suggest other printer destination to the end user if their initial printer destination was inappropriate. If no other drivers are available on the users system, or if the other drivers also point to inappropriate printers, then the end user will have to contact their IT department so they can install an appropriate printer driver
- ROI Print manager provides executive override as the default, this allows users to continue printing to the original destination printer. Executive override can be taken away from the user if they abuse the privilege or if IT determines that the user has adequate print driver coverage.

Can end users override the print job cancellation?

- Yes. The ROI Print Manager Administrator can grant specific users the ability to override the re-routing of print jobs. These users will see a "continue" button on the pop-up window that alerts them that their print job exceeds the appropriate size limits for the printer they have chosen. If they choose to continue, the print job will be printed on their chosen printer and their decision to override will be captured in a print activity report.

Can companies customize the pop-up window used to notify end users that they are breaking a printing rule?

- Yes. The language used and the text message are customizable by the ROI Print Manager Administrator.

Do the reports contain sensitive document information?

- No, basic print activity information is collected, including: users name, size of print job, printer that printed job, type of application doing printing (Word, PowerPoint etc), who requested the print job, and the type of print job (color or B&W). No information about document names or document content is captured.

Do my printers or network need any reconfiguration to run ROI Print Manager?

- No printer or network modifications are required. Antivirus exceptions may be required if AV is in a very restrictive configuration.

Since the software is sold in seat packs, is it possible for the administrator to add more users licenses themselves?

- Yes. Customers can purchase and add additional user licenses at any time. The procedure to add more licenses is documented in the ROI Print Manager Administrators manual.

Why not just run a meter reading tool?

- Meter read tools do not create a comprehensive picture of end user activity. Meter reads only show the copy counts on the printers, not who printed them or accurate costs. ROI provides a much deeper view into the printing activity within the network. ROI reporting can incorporate meter reads (using ROI/MWAi metering solution) into its final report.

Is there an evaluation version of the product available?

- Yes. A 30 day 5 seat demo licenses is available upon request.

Does PCS provide support for ROI Print Manager?

- Yes. PCS Technical Support
Toll Free: 888-577-4919

E-Mail: support@roiprintmanager.com