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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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FollowMe Printing System - FM Q-Server Software

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Introduction

The FollowMe Printing System is a dynamic solution for the printing of confidential documents to multi-user printers and the general need for network printing control and security.

FollowMe Printing allows a print job to be sent from any Windows PC to a secure designated server (any network PC running Windows NT4/2000/XP 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, pin number (or even a fingerprint if required) which will then allow the print job to be printed, ensuring confidentiality for sensitive documents.

FollowMe Printing comes with a database feature to allow a comprehensive monitoring and accounting record to be set up using Microsoft Access or a network based SQL server.

The FollowMe Printing controller can be set up in two ways, as a printserver connected to the printer’s parallel port, or installed alongside an existing network printer with its own network connection and IP address.

Setting up the FollowMe Printing System involves three main procedures:

1. Installing the ID. Reader/Keypad and FollowMe Controller 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 FM Q-Server software on to your designated server PC. It should be used in conjunction with the FollowMe Printing Quick Installation Guide and the FollowMe Printing Client software manual which are found on the CD accompanying the product.
FollowMe Printing System - FM Q-Server Software

Setting up the FM Q-Server software requires four essential procedures:

1 Creating Cost Models for FollowMe
2 Adding Cost Centres to FollowMe.
3 Configuring Printers to use FollowMe Printing - use one of two methods:
   (a) Set-up for using the FollowMe controller as a printserver.
   (b) Setting up the FollowMe controller alongside an existing network printer (if using the Copy Patrol version for a copier or multi-function device this method must be used).
4 Adding Users to FollowMe.

Each of these procedures has a section in this manual and they need to be completed **In Order** before attempting a FollowMe print.

Additional setting up will be required for the database and accounting features (features available will be dependent on the version of FM Q-Server that is running).

**Note:** to be able to use the database facilities in FM Q-Server, it is not necessary to have Microsoft Access installed on the PC. Reports can be created without Access, though the program will be required if the database itself needs to be viewed.

In addition to the features of the standard version of FM Q-Server, enhanced features are available with the Professional and Enterprise versions - see the chapter Which FM Q-Server Version for details of this.

This manual will detail all the features available for all the versions of FM Q-Server. Where these features are exclusive to certain versions only this will be indicated.
How FollowMe Printing Works

This example shows a setup that is using Network Proximity Card Readers - other alternatives are available such as Pin Number Keypads or Fingerprint readers.

Install the FollowMe **Client** software onto as many workstations on the network as required.

Set the FollowMe client to print to the IP address of the **FollowMe Server** (using the printer driver of the printer to be used).

The network server or any Windows NT4/2000/XP PC on the network can be used as the FollowMe Server by installing the **FM Q-Server** software.

Each user is assigned a proximity card. When the user arrives at the printer, the card is presented at the card reader that will be located on or near that printer.

Only then will the FollowMe Server send the print job to the printer.
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Which FM Q-Server Version?

There are three different versions of FM Q-Server, offering three different levels of functionality. Not all features are available to all versions (the version type will be displayed in the banner at the top of the FM Q-Server window).

Where a feature is only available for selected versions this will be clearly stated throughout the manual.

The standard version is supplied with any FollowMe system that is purchased. Upgrading to the Professional version provides additional features including these:

**Professional**

- Set credit limits for each user to restrict printer use.
- E-mail Support.
- Alerts and warning messages.
- Provide time restrictions on use of printers.
- Import users from NT Domains.
- Enhanced client functionality, including pausing, re-queuing and retaining of print jobs.

The Enterprise version has all of the features of the Professional version with even more functionality, including:

**Enterprise**

- Remote client installation from the FM Q-Server PC.
- Remote printer and port configuration.
- Client ability to release pending print jobs to any selected printer.
- Advanced accounting features.

**Note:** for a full list of the features included with each version see *Appendix D - Itemization of Software Features per Version* at the back of this manual.

To upgrade the FM Q-Server version contact Black Box.
Installation

The FM Q-Server Software is found on the CD enclosed with the FollowMe Printing pack. Install the software on the PC that you want to use as the FollowMe Printing server. This can be any networked Windows NT4/2000/XP PC running TCP/IP.

**Important**

The Windows PC should be logged on in *Administrator* mode before attempting installation.

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

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 *Server* directory.
3. Open *FM Q-Server.exe*.
4. Follow the on screen instructions to complete the installation.

   **Note:** after installation you will be asked to supply a licence code to authorize the software - see the next chapter for details on obtaining this.

5. Reboot the PC.
After installation, the software will need to be authorized before it can be used.

**Important Note:** without authorization the FollowMe service will not function. The software can still be accessed and features such as setting up cost centres, printers and users will still work, but without the service running the system itself will not be able to be used.

When opening FM Q-Server for the first time (open the program by selecting Start/Programs/Ringdale/FM Q-Server/FM Q-Server Administration Tool), the following dialog box will be displayed:

![Registration Key](image)

Use the following procedure to authorize the software:

Contact the software supplier with the software registration key - click on the **Copy to Clipboard** button to save the key and then paste it into a suitable document (for example an E-mail).

The supplier will send an authorization code. Copy the authorization code and paste it into the **License Key** text box of the **Registration** dialog box shown previously.

**Note:** this code will only be valid for the specific PC from which the original registration key was generated.

FM Q-Server has a maximum number of permitted users:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard</td>
<td>500</td>
</tr>
<tr>
<td>Professional</td>
<td>1000</td>
</tr>
<tr>
<td>Enterprise</td>
<td>1500</td>
</tr>
</tbody>
</table>
In situations of heavy use, where more users than this are required, it is possible to purchase bundles for larger numbers. If this is the case, an additional authorization code will be supplied that will need to be pasted into the Features Key text box.

Click the Verify button for each code that has been entered. A dialog box will confirm that the license is valid, and display the version that is running. Click OK twice to complete the procedure.

FM Q-Server is now ready for configuration.

Re-Installing the Software
Because the authorization is associated to the specific PC, the program can be re-installed as many times as required using the same authorization code.

If the hard drive of the PC has to be replaced at any time, the existing authorization code will become invalid. In this circumstance contact Black Box.

Upgrading the Software
If upgrading FollowMe after the software has already been licensed (for example, if the standard version has been installed and is running, and a decision is made to upgrade to the Enterprise version, a new authorization code will be supplied. To enter the code and complete the upgrade, see the Changing the Authorization Code section of the Advanced Features chapter. this details the procedure for updating an authorization code.
The FM Q-Server Administration Software allows full setup and management of FollowMe.

**Note**
For security, the FM Q-Server software needs to be installed when the Windows PC is logged on in *Administrator* mode. The software can then associate itself with the Windows NT4/2000/XP security to ensure that only when the administrator is logged on can FM Q-Server be accessed.

If the PC is set to automatically log off after a certain period, a dialog box will appear asking for the administrator’s Windows username and password before access to FM Q-Server can be regained.

If a user other than the administrator is logged on to the PC, to access FM Q-Server the PC will need to be rebooted with the administrator logging on at start-up.

Open the program by selecting **Start/Programs/Ringdale/FM Q-Server/FM Q-Server Administration Tool**.

The administration window will appear, displaying the **Config** page as shown on the following page.

**Service Control**
The Service Control field is used to **Start** and **Stop** the FollowMe Service. For FollowMe Printing to function the service needs to be started - but when adding new fingerprints the service will need to be stopped, and if changes are made to the settings on the **Config** or **Advanced** pages, the service will need to be restarted in order for the changes to take place (remember to restart the service after setting up the database options as shown following).

**Note:** FM Q-Server can be set to be stopped or running as a default status upon PC boot-up, see the Chapter **Service Options** for details on this procedure.
Database Options
As a default feature FollowMe is set up to operate with a Microsoft Access database (it is not necessary to have Access installed on the PC to create reports, only if the database needs to be viewed - which should not be required in normal circumstances). Alternatively, there is the option to use a SQL database if large amounts of data are to be generated.

Select either **Access Database** or **SQL Server**.

**Access Database**
To use the Access database it is necessary to enter the path to the Access file in the **Location** box of the **Access Settings** field. Click the **Browse** button and the explorer window should open on the directory containing the Access file (providing the location of the program files wasn’t changed on installation). The normal location of the file is:

```
c:/Program Files/Ringdale/FM Q-Server/FollowMe.mdb
```
Select the file and click **OK**. The path will be displayed as shown previously.

Because of the confidential nature of the information contained in the database it is recommended that a **Password** be set to restrict access to who can view the contents of the file.

Click **Apply** to save the changes that have been made and restart the FollowMe service.

**SQL Database Option**

To use this option the database will need to be created on the SQL server, and the PC running the FM Q-Server software will need to be associated to the database with a DSN (Data Source Name). Use the **ODBC Data Sources** option in the **Control Panel** to do this. How this is configured will depend on each individual SQL/network set-up (contact your network/database administrator for this procedure).

FM Q-Server will automatically load the database files into the database.

In the **SQL Server Settings** field, enter the **System DSN** into the **SQL Server** box and the database name into the **Catalog** box. Select the required **Network** from the drop-down list. Add the **Username** and **Password** that will have been created for the database. In the **Connection Timeout** box set the length of time for FM Q-Server to attempt to connect to the SQL server before timing out. The default setting is 300 seconds.

Click **Apply** to save the changes that have been made and restart the FollowMe service.

When the fields on the Config page have been set as required, proceed with full configuration of FollowMe Printing using the other pages available in the administration software, details of which are found in the following chapters.

**Important:** please follow these chapters **in order** when setting up FollowMe.

The first step is to set up a **Cost Model** - until at least one cost model has been created, other configuration procedures will not be possible.
Creating/Editing Cost Models

Before proceeding with FollowMe configuration ensure that the service is stopped.

At least one cost model **Must** be created before other configuration procedures are attempted.

How a cost model is set up will depend on the requirements of the system. Below are a couple of examples of how a cost model might be created:

A cost model can be created to set up the cost options for each printer type. Once set up, a cost model can be applied to as many printers as required (for example, if an office has three of the same type of printer, the costs per page for each printer will be identical, therefore only one cost model would need to be created which could then be applied to all three printers. If the office has two printers, one colour and one black and white, the costs per page for each printer would be different, therefore the printers would require different cost models).

A cost model could be set up to run in conjunction with a cost centre (see the next chapter for full details on this). An example of this would be to have a cost centre for each department within a company so that the printing costs of each department could be monitored (Sales, Marketing etc.). For each department a cost model could also be established, with the costings for colour, black and white and duplex printing. The cost model could then be directly associated with the cost centre.

This adaptability allows the cost model to be created exactly to suit the requirements of the installation.

Access the cost models feature by selecting the **Cost Models** tab in the main window of the FM Q-Server software. The page shown following will be displayed:
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Here will be listed all the cost models that have been created - this will be empty the first time the page is accessed.

Use the following procedure to create a cost model:

1. Click the **Add** button to open the *Add Printing Cost* window (an example of which is shown following:)

![Add Printing Cost window](image)
2 In the **Costing Name** text box, enter a name for the costing model.

3 Provision is provided to set up a cost model for each size of paper that the printer can print. From the **Paper Size** drop-down box select the size required.

4 In the **Cost** column, enter a value for the cost of each page printed. If entering a cost for a colour printer, the cost of printing black and white and colour on that printer will need to be entered (if the printer does not have a duplex option - printing on both sides of the paper - this option will not need to be filled in).

**Note:** up to 4 places after the decimal point can be accepted.

5 **Credit Charge** *(feature is only available for Professional and Enterprise versions).*

The credit charge system allows a specified number of credits to be set for each user to restrict printing to a managed level. With different printers having a different cost per page (for instance, a laser colour printer will cost significantly more per page to print than a black and white inkjet printer) the credit system allows for a different value to be assigned to each printer related to its cost (for example, the colour laser can be given a worth of 5 credits per page printed, while the inkjet printer could have a worth of 2 credits per page printed).

Set a **Credit Charge** for the cost of each page printed (if 2 credits were set per page for using this printer and a user had a monthly credit limit of 100, then that user would be able to print 50 pages from that printer in that month).

6 Click the **Apply** button to save the cost model for that paper size.

7 If required, choose another paper size from the drop-down box and repeat steps 4 to 6 for the new paper size.

8 When cost/credit charges are set up as required, click **OK** to return to the **Cost Models** page. The cost model will now be listed.

Repeat procedure to create as many cost models as required.
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The details of the cost model can be altered at any time by selecting the model from the list and clicking the Edit button. Change the information as required.

To delete a cost model, select it from the list and click the Delete button.

If there are many cost models set up, the Search button can be used to quickly locate the required cost model. Enter the name of the model and click OK to find it.

The next step is to create a Cost Centre (see next chapter).
Creating/Editing Cost Centres

All users that are created for FollowMe Printing need to be assigned to a Cost Centre or department.

The cost centre provides a method of organizing users and printers etc. into easily managed groups or departments (at least one cost centre must be created).

Important: this procedure needs to be completed Before adding users and After creating a cost model.

Create cost centres as follows:

1. In the FM Q-Server software, select the Cost Centres page, an example of which is shown below:

   ![Cost Centres Page](image)

   This will list all Cost Centres currently set up for FollowMe (on using the software for the first time this will be empty).
2 Click the **Add** button to display the following dialog box:

![Add Cost Centre Dialog Box]

3 Enter the **Name** for the cost centre and from the **Cost Model** drop-down box select the model to be associated with the cost centre if required (as explained in the previous chapter, whether this option is used or not depends on how the system is to be set-up. If a cost model has been set up for the Sales Office, for example, associate this with the Sales Office cost centre. If this method is not being used and a cost model doesn’t need to be associated with the cost centre it doesn’t matter what is displayed in the lower field).

4 Click **OK** and the cost centre name will appear on the list. Repeat to create as many cost centres as required.

**Renaming Cost Centres/Changing the Cost Model**
To change the name of a cost centre, or to change the cost model associated to it, select it from the list and click the **Edit** button. Change the name as required and click the **OK** button. The new name will appear on the list (note: all users that are assigned to that cost centre will automatically be reassigned to the new cost centre).

**Deleting Cost Centres**
Before deleting a cost centre it is necessary to remove all users assigned to that cost centre (or to re-assign them to another cost centre). FollowMe will not allow the cost centre to be deleted while users are assigned to it.

To delete a cost centre, select it from the list and click on the **Delete** button. The cost centre will be removed from the list.
Searching Cost Centres
If there are many cost centres set up, the **Search** button can be used to quickly locate the required centre. Enter the name of the cost centre and click **OK** to find it.

Setting User Configurations by Cost Centres
Once users have been added to FollowMe (see chapter *Adding/Editing Users*) it is possible to use the **Cost Centres** page to configure all users within a specific centre with the same settings, thus avoiding the time consuming operation of setting up each user individually.

**Note:** until users have been added to FollowMe this feature will be inoperative, please read the *Adding/Editing Users* chapter before using this feature.

This feature can be accessed by selecting the cost centre from the list and clicking the **Edit Users** button. The following window will be displayed:
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Note: the amount of features available when using this option will be dependant on the version of FM Q-Server that is being used.

Important: before any settings can be changed for any of the three sections displayed here the Change tickbox must be activated in that section. This is to ensure that data isn’t changed unwittingly when only editing selected options.

For full details on using these features see the Adding/Editing Users chapter.

Credits
(feature is only available for Professional and Enterprise versions)
Enable the Credits facility here and enter the credit limit or top up credits as required.

Printing Restrictions
(feature is only available for Professional and Enterprise versions)
Disable certain types of printing options and set up access times for printer use.

Printers
Select which printers the cost centre is allowed to use and delete those no longer required.

When the configuration is set up as required, click OK to exit the window and return to the Cost Centres page.

Repeat procedure for as many cost centres as required.

The next step is to configure the printer/s for FollowMe Printing. Select the chapter relevant to your specific set-up, either:

Configuring Printers for FollowMe
- Using the FollowMe Controller as a Printserver

Or

Configuring Printers for FollowMe
- Using the FollowMe Controller Alongside an Existing Network Printer
Configuring Printers for FollowMe
- Using the FollowMe Controller as a Printserver

There are two set-ups that involve using the FollowMe controller as a printserver. If the controller is of the external type as shown below, by connecting it to the printer’s parallel port it can be used as the printer-network interface (the controller can also operate alongside a printer that has an existing network connection, see the following chapter Configuring Printers for FollowMe - Using the FollowMe Controller Alongside an Existing Network Printer for details on how to configure printers for FollowMe using that method).

This chapter is concerned with configuring printers to use FollowMe for the two set-ups shown below.

If the FollowMe controller is of the internal card type that fits directly into the printer to provide the printer-network interface, as shown below, then the printers for FollowMe must be configured using this method.

These instructions detail the full procedure for configuring a printer to FollowMe, including setting up a printer within
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Windows on the PC and assigning an IP address for the printer, as well as directly associating the printer to the FM Q-Server Administration software.

**Important:** this procedure needs to be completed before *Creating Users* and after *Creating Cost Models* and *Cost Centres*. If using the Copy Patrol version of FollowMe refer to the chapter *Copy Patrol Option* later in the manual.

Configure FollowMe as a printserver 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:** for the first stage of configuration it is necessary to exit the FM Q-Server software.

**Note 3:** these set of instructions are for Windows 2000. The procedure for Windows NT 4 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.


5. Select Next. The dialog box at the top of the next page will appear:
6 Choose LPT1: Printer Port, or some other convenient port.

7 Click **Next** to display the following dialog box. From the choices listed, select the type of printer and the printer model:
8 When the correct printer is selected click on Next.

9 In the following dialog box, type a name for the printer (for example *FollowMe 1*), and then click on Next to display this dialog box:

![Add Printer Wizard](image)

10 Ensure **Do Not Share This Printer** is selected and click on Next.

11 The following dialog box will ask if you want to print a test page. Answer No.

12 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 the port details for any printer which will use FollowMe Printing 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).

![Printers Window](image)

2 Select the printer you want to set up.

3 Click on the **Properties** option from the **File** menu. (Alternatively, by selecting the printer icon, right-clicking on it, and then selecting the **Properties** option from the pop-up menu the same window can be accessed.)

4 Click on the **Ports** tab to display the page shown following:

   **Note:** some printers have a bi-directional facility which must be disabled before FollowMe can be used. Ensure that the **Enable bi-directional support** box is **Not** ticked before setting the FollowMe port.

5 Click on the **Add Port…** button.
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6 Select **Internet Printing System**.

7 Click on **New Port** to display the following window:
8 Enter the printer's IP address in the box provided.

If the IP address of the printer is not known, enter the printer’s full host name (domain name) in the designated box and click on the **Convert to IP Address** button. If the domain name can be translated, the IP address will automatically be entered into the **IP Address** box.

9 If the printer has multi-port functionality, click on the **Multi-Port Printer** box.

10 Select the printer port you wish to use. Your choice will be shown following the IP address as a [1], [2], or [3], corresponding to the selected port. By not making a selection here, you allow the system to default to port 1.

**Note:** the **Port (Service) Number** option will not normally need to be set for printers in Europe or North America. However, some printers, in particular those built for the Japanese market, use a different port number (for example port 3000). Other printers use yet another port number (for example many Digital printers require port 3001). To meet these varying requirements FollowMe can use any port number, with 9100 as the default.

11 Click the **OK** button. Click the **Close** button in the **Printer Ports** dialog box. The FollowMe port with it’s IP address will be highlighted in the list on the **Ports** page.

**Timeout Settings**

The timeout setting determines how long FollowMe will attempt to connect and send data to a remote printer before aborting the print job. The default timeout setting is 30 seconds.

Some printers (especially colour printers) may require a longer timeout setting but be aware that a very long timeout setting may slow down other applications running concurrently on your PC. For fast printers choose shorter timeout settings.

12 Alter the timeout setting for each FollowMe port by clicking the **Configure Port** button (ensure the port to be configured is highlighted in the list first). The following dialog box will be displayed:
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TCP/IP Port Timeout Settings

IP Address          194.217.183.101
Port/Printer Name   

Maximum time allowed for connecting, sending and reading of data to and from printer (in seconds).

600

OK

Cancel

Change the timeout setting as required and click on **OK**.

13 Click on **Apply** to save the settings created. The printer is ready for printing (but is not yet associated to FM Q-Server).

Repeat the procedure to set up as many printers as required.

The final step of the procedure is to associate the printer to the FM Q-Server software.

**Associating the Printer to FollowMe**

**Important:** this procedure needs to be completed before *Creating Users*.

Open FM Q-Server and select the **Printers** Page, an example of which is shown following.

This will list all associated FollowMe printers currently set up (on using the software for the first time this will be empty).

After configuration the printer created during the *Adding a New Printer* section earlier in the chapter will be displayed here.
Use the following procedure to associate the printer to FollowMe:

1. Click the **Add** button to open the *New Printer* window (an example of which is shown following:)

   This window allows the IP address to be set and the cost model that has just been created to be applied to the relevant controller and printer (if needed).

2. From the **Printer Name** drop-down box, select the printer to be used for FollowMe Printing (this will probably be the printer that was created earlier in the chapter).

3. If a **Cost Model** is to be associated with the printer (see the *Creating/Editing a Cost Model* chapter for full details on this), select the required model from the drop-down list.
Click the **Device Configuration** button to display the following window:

This window lists all the FollowMe controllers/printers on the network. If the FollowMe controller has just been installed it will display the factory default IP address of:

**11.22.33.44**
(and will have a *Printer Name NP_XXXXXX*).

**Important:** If installing more than one FollowMe controller it is advised that each is configured immediately after installation before the next is installed onto the network. There will be difficulties in identifying which device is which if more than one unconfigured device is on the network sharing the same factory default IP address.

**Locating Controllers on Different Networks/Subnets**

If the FollowMe controller is on a different network/subnet to the PC running the FM Q-Server software it will not be instantly identified by the program. Click on the **Network Restrictions** button to display the following dialog box:

Click on the **Add** button to display this dialog box.

Use the subnet address or the IP Address of the device (xxx.xxx.xxx.255 will find all devices on the network without having to enter a specific IP address) and click **OK**. The address will appear on the list in the **Network Restrictions** dialog box. Ensure that the address is selected before clicking the **OK** button again.

Click the **Requery Network** button to list the device in the **Devices** window.
5 Highlight 11.22.33.44 and click the Edit button. The following window will be displayed (Note: this example shows the window after it has been configured):

![Device Information Window](image)

6 Enter here the addresses to configure the FollowMe Printer/Controller to the network.

Select a name for the device that will make it easily identifiable.

**IP Address**
The IP address entered here will be the IP address for the Printer (as set up in the Selecting a Printer section earlier in the chapter).

The **FM Server IP Address** will be the IP address of the FollowMe Server PC (the PC this software is running on).

7 When all the fields have been filled in, click **OK** to return to the Found FollowMe Devices window. The device with its new IP address will appear on the list. Ensure that it is still highlighted and click **OK** again. The IP address will now be displayed in the IP Address box of the New Printer window.

8 The **Copier** box is for use with the Copy Patrol version of FollowMe only. The **Timeout** option should remain greyed out unless this version is being used (if setting up FollowMe for Copy Patrol see the separate chapter later in the manual).

9 The **Non-Interactive Printing** feature is for the **Enterprise** only version of FollowMe (see the chapter later in the manual for details of this).
10 Also in the *New Printer* window are optional fields for printer *Location*, *Printer Driver* and the *DNS Name*, together with space for any additional information. Fill these fields in if required.

11 **Restrictions (feature is only available for Professional and Enterprise versions).**

These tick boxes allow the administrator to prevent colour or black and white print jobs from being sent to the wrong kind of printer. By recognizing from the driver whether the print job is colour or B & W, FollowMe can be set to only accept B & W print jobs to a B & W printer and colour jobs to a colour printer. In the example shown previously, the printer is B & W, so to set this printer to only accept that kind of print job, tick the *Disable Colour Prints* box.

Also available here is the option to limit the number of pages that can be printed out with each print job.

12 When all details in the *New Printer* window are completed as required, Click **OK** to be returned to the main *Printers* page. The new printer that has just been configured will now be added to the list and is associated with FollowMe ready for use.

Should it become necessary at any time to change the configuration for any printer listed on this page, select the printer and click the **Edit** button. All the settings previously discussed here can be amended as required.

To remove a printer from the list, select the printer required and click the **Delete** button.

If there are many printers set up, the **Search** button can be used to quickly locate the required printer. Enter the name of the printer and click **OK** to find it.

To continue with FollowMe Printing configuration, proceed to the chapter *Creating/editing Users*.
Configuring Printers for FollowMe
- Using the FollowMe Controller Alongside an Existing Network Printer

If the FollowMe controller is to be installed with a printer that is already set up on the network (and therefore already has a printserver) then use this method to configure the printer for FollowMe (see the previous chapter for details on how to use the controller as a printserver).

This chapter is concerned with configuring printers to use FollowMe for the set-up shown below:

![Diagram showing printer, Ethernet network, existing network connection (printserver), and external controller with own network connection and IP address.]

The FollowMe controller will be installed on the network **alongside** the printer’s existing network connection.

It will have its own network connection and IP address and will not be directly connected to the printer.

It will be associated with the printer using the FM Q-Server software.

(If using the Copy Patrol version of FollowMe refer to the chapter *Copy Patrol Option* later in the manual.)

**Important:** this procedure needs to be completed before *Creating Users* and after *Creating Cost Centres* and *Models*.

Open the FM Q-Server software and select the **Printers** Page, an example of which is shown following.
This will list all associated FollowMe printers currently set up (on using the software for the first time this will be empty).

Any printer name entered here must match exactly the name selected for the printer in Windows.

Important: a cost model needs to be created before a printer can be added to FollowMe.

Use the following procedure to associate the printer to FollowMe:

1. Click the Add button to open the New Printer window (an example of which is shown following:)

2. From the Printer Name drop-down box, select the printer to be used for FollowMe Printing. (If using Copy Patrol with a non-networked copier select the Add New Photocopier option from the list).
3 If a **Cost Model** is to be associated with the printer (see the *Creating/Editing a Cost Model* chapter for full details on this), select the required model from the drop-down list.

4 Click the **Device Configuration** button to display the following window:
FollowMe Printing System - FM Q-Server Software

This window lists all the FollowMe controllers on the network. If the FollowMe controller has just been installed it will display the factory default IP address of:

11.22.33.44

(and will have a Printer Name NP_XXXXXX).

**Important:** If installing more than one FollowMe controller it is advised that each is configured immediately after installation before the next is installed onto the network. There will be difficulties in identifying which device is which if more than one unconfigured device is on the network sharing the same factory default IP address.

**Locating Controllers on Different Networks/Subnets**

If the FollowMe controller is on a different network/subnet to the PC running the FM Q-Server software it will not be instantly identified by the program. Click on the **Network Restrictions** button to display the following dialog box:

Use the subnet address or the IP Address of the device (xxx.xxx.xxx.255 will find all devices on the network without having to enter a specific IP address) and click **OK**. The
address will appear on the list in the Network Restrictions dialog box. Ensure that the address is selected before clicking the OK button again.

Click the Requery Network button to list the device in the Devices window.

5 Highlight 11.22.33.44 and click the Edit button. The following window will be displayed (Note: this example shows the window after it has been configured):

![Device Information Window](image)

6 Enter here the addresses to configure the FollowMe Controller to the network (Do Not enter the printer’s IP address).

**Device Name**
This is the name that is used to identify the controller on the network. Use a name that will easily identify the device (it is recommended not to use the printer name to avoid the confusion of two devices with the same name).

**IP Address - IMPORTANT**
The IP address entered here will be an address specifically for the controller only as it exists independently on the network. (Do Not enter the IP address of the printer).

**Server IP Address**
This will be the IP address of the FollowMe Server PC (the PC this software is running on).

7 When all the fields have been filled in, click OK to return to the Found FollowMe Devices window. The device with its new IP
address will appear on the list. Ensure that it is still highlighted and click OK again. The IP address will now be displayed in the IP Address box of the New Printer window.

8 The Copier box is for use with the Copy Patrol version of FollowMe only. The Timeout option should remain greyed out unless this version is being used (if setting up FollowMe for Copy Patrol see the separate chapter later in the manual).

9 The Non-Interactive Printing feature is for the Enterprise only version of FollowMe (see the chapter later in the manual for details of this).

10 Also in the New Printer window are optional fields for printer Location, Printer Driver and the DNS Name, together with space for any additional information. Fill these fields in if required.

11 Restrictions (feature is only available for Professional and Enterprise versions).
These tick boxes allow the administrator to prevent colour or black and white print jobs from being sent to the wrong kind of printer. By recognizing from the driver whether the print job is colour or B & W, FollowMe can be set to only accept B & W print jobs to a B & W printer and colour jobs to a colour printer. In the example shown previously, the printer is B & W, so to set this printer to only accept that kind of print job, tick the Disable Colour Prints box.

Also available here is the option to limit the number of pages that can be printed out with each print job.

12 When all details in the New Printer window are completed as required, Click OK to be returned to the main Printers page. The new printer that has just been configured will now be added to the list and is associated with FollowMe ready for use.

Should it become necessary at any time to change the configuration for any printer listed on this page, select the printer and click the Edit button. All the settings previously discussed here can be amended as required.

To remove a printer from the list, select the printer required and click the Delete button.
If there are many printers set up, the **Search** button can be used to quickly locate the required printer. Enter the name of the printer and click **OK** to find it.

To continue with FollowMe Printing configuration, proceed to the chapter *Creating/editing Users*.
Creating/Editing Users

There are several methods of adding and configuring users for FollowMe, from setting up a user individually to modifying multiple users at the same time to avoid repetitive actions. Users listed on a Microsoft domain can be imported. Before attempting to add users please read the important notes below.

Note: If using the Fingerprint Reader Option for FollowMe, please see the separate chapter later in the manual before reading this chapter.

**IMPORTANT**
Before setting up any users for FollowMe Printing, ensure that:

- They have the FollowMe Client software installed, configured and running on their PCs (see the separate manual *FollowMe Printing Client Software - Installation and User Guide* for details on the this).

- The printers required have been configured for FollowMe (see earlier in the manual for details on this).

- At least one Cost Centre has been created (see the chapter *Creating/editing Cost Centres* for details on this).

To set up users for FollowMe Printing select the Users page in the FM Q-Server software (an example of which is shown following).

This will list all users currently set up for FollowMe (on using the software for the first time this will be empty).

Following are details on how to set up a user, then how to use the FollowMe features to set up multiple users in one operation.
Adding a Single User

Use the following procedure to add a user to FollowMe:

1 Click the Add button to display the window shown following (this example shows the window after it has been configured).

2 Enter the names for the user as required.

3 Select the Department the user is to be assigned to from the drop-down list.

4 Login Name
Enter here the Windows Login Name that is used for the user to access their PC with the client software (this will be the Default Username for the client software - see the separate client software manual for more details on this).
5 **Credits** *(feature is only available for Professional and Enterprise versions).*

The credit system allows a specified number of credits to be set for each user to restrict printing to a managed level.

If the credit facility is to be used, tick the **Enable** box in the **Credits** field and enter the **Number** of credits to be assigned to the user (see the chapter *Automatic E-Mail Notification* for details on how to set up an E-mail alert that warns the user when their credits are getting low).

6 **Fingerprints**

The Fingerprint button is only for use if the fingerprint reader option is being used (see the chapter *Fingerprint Reader Option* for details on using this feature).

7 **Printing Restrictions** *(feature is only available for Professional and Enterprise versions).*

Choose restrictions of print options for the user as required by ticking the box beside **Disable Colour**, **Disable A3** (paper size) and **Disable Duplex** (printing on both sides of the paper).
Clicking the **Access Times** button will display the following window:

![Access Times Window](image)

This feature allows the hours that the user can print to be restricted (for example - to prevent printer use when a supervisor is not present).

**Note:** if a particular day is not enabled, printing will be available 24 hours for that day.

Tick the **Enable** box for each day that requires printing restrictions.

Using the arrow buttons, set the **Start Time** and **End Time** that printing is to be **Allowed**.

If printing is to be restricted completely for the whole day, enter the same start and end times.

In the example shown above, printing has been set to within regular working hours for Monday to Friday, and is not allowed at all for the weekend.

Click **OK** to exit the window saving the settings.
8 Cards for this User (entering a number)
This field is used to assign an ID number (either a card or PIN) to the user. There are two methods to do this, depending on the type of ID reader and type of card (if an ID card is being used). First click on the Add Card button to display the following dialog box:

Coded (Pre-assigned) Cards
For coded cards (where each card contains its own unique ‘hidden’ number). To assign the card to the user you have selected, click on the Listen button and then present the ID card to the card reader (this must be done within 10 seconds). The number of the card will be automatically entered and displayed in the Card Number box.

Manual Card Number/Key Pad Pin Number Entry
If the number of the card is known, this can be entered manually if required. Similarly, if a number is to be assigned for the user (for example if the Numeric Keypad option is being used), then enter the number into the Card Number field.

Important: the ID number entered into the Card Number box must be of ten characters or less. If less than ten characters put zeros in front of the number until there are ten characters.

Click OK and the ID number will appear in the Cards for this User field of the Add User window. Repeat the procedure to add as many cards/numbers for the user as required.

To delete an ID number assigned to the user, select the number to be removed from the list and click the Delete Card button.

9 Printers for this User (Assigning a Printer)
To assign a printer for the user, click the Add Printer button. This will display a list of all the printers on the network configured for FollowMe Printing.

Select the printer required and click OK. The printer will appear in the Printers for this User field of the Add User window.
To select multiple printers hold down the Control key while selecting, or to select a block of printers together hold down the Shift key and select the printer at the top and bottom of the block.

To delete a printer assigned to the user, select the printer to be removed from the list and click the Delete Printer button.

10 When all the configurations are set as required, click OK. The user will appear on the list on the Users page.

This completes the user configuration procedure. Repeat for as many users as required. FollowMe Printing is now ready for operation.

If at any time the details for a user need to be changed, select the user on the Users list and click the Modify button to display all the configuration details explained here. Make the changes as required.

To remove a user from the list, select them and click the Delete button.

**Configuring Multiple Users**

In situations where a large number of users need to be set up for FollowMe, FM Q-Server provides several short-cut methods that allow multiple users to be added and configured at the same time with the same settings. These features are detailed following:

**Import List**

This option provides the ability to import a list of users from a Microsoft domain. The users will be automatically added to the list on the Users page - but only their names and login name will be automatically configured (details such as assigning a cost centre/ID/printer will still need to be set up (see the next section Modifying Multiple Users for details on this).

Use the following procedure to import a list.

1 On the Users page, click on the Import List button.
The *Select NT Users to Import* window will be displayed. Either browse through the branch system to the required domain or enter the name into the **Specify Additional Server** box and open the branch to locate it, as shown in the example below:

![Select NT Users to Import window](image)

All users listed in the domain will be displayed. This gives the option to select either the whole list by ticking the domain name box (in this example *Nero*) or selecting just the required users from the list by ticking the boxes by the individual names.

Click **OK** to add the selection as users for FollowMe. The names will be added to the list on the *Users* page of FM Q-Server.

User configuration can then be finished by either following the *Adding a Single User* instructions previously detailed, or if groups of users are to use the same settings the following section details how to apply the settings to multiple users.
Modifying Multiple Users

**Note:** while this feature allows user configurations to be applied to the selected group of users, it will still be necessary to add ID numbers to each user individually using the method described in the *Adding a Single User* section earlier.

If multiple users have been added using the *Import List* feature, or if several/many users need to be added separately but will all use essentially the same settings then this method saves time (even if the users are added individually it might make sense to just enter the names and ID number for each user only, then use this method to quickly configure the remaining settings).

1. Select the required users from the list displayed on the *Users* page - to select multiple users hold down the *Control* key while selecting, or to select a block of users together hold down the *Shift* key and select the user at the top and bottom of the block.

2. Click the *Modify* button to display the following window:
Important: before any settings can be changed for any of the three sections displayed here the Change tickbox must be activated in that section. This is to ensure that data isn’t changed unwittingly when only editing selected options.

3 Departments
To set all the users into one cost group (department) tick the Change box and select the required cost group from the Department drop-down list - do not tick the Change box unless all users are to be assigned to that cost group, leave unticked to not use this option.

4 Printers
Select which printers the users are allowed to use and delete those no longer required.

To assign a printer for the users, tick the Change box and click the Add Printer button. This will display a list of all the printers on the network configured for FollowMe Printing.

Select the printer/s required - to select multiple printers hold down the Control key while selecting, or to select a block of printers together hold down the Shift key and select the printer at the top and bottom of the block - and click OK. The printer will appear in the Printers for these Users field of the Edit Users window.

To delete a printer assigned to the user, select the printer to be removed from the list and click the Delete Printer button.

5 Credits
(feature is only available for Professional and Enterprise versions)

The credit system allows a specified number of credits to be set for each user to restrict printing to a managed level.

Tick the Change box and then click the Enable box. Enter the Amount of credits to be assigned to the users (see the chapter Automatic E-Mail Notification for details on how to set up an E-mail alert that warns the user when their credits are getting low).

Choose between the options of Adding to Existing Credits or Set to this Level (the second option is normally used for the first time set up).
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6 Printing Restrictions
(feature is only available for Professional and Enterprise versions)

Disable certain types of printing options and set up access times for printer use.

Tick the Change box and choose restrictions of print options for the users as required by ticking the box beside **Disable Colour**, **Disable A3** (paper size) and **Disable Duplex** (printing on both sides of the paper).

Clicking the **Access Times** button will display the following window:

![Access Times Window](image)

This feature allows the hours that the users can print to be restricted (for example - to prevent printer use when a supervisor is not present).

**Note**: if a particular day is not enabled, printing will be available 24 hours for that day.

Tick the **Enable** box for each day that requires printing restrictions.
Using the arrow buttons, set the **Start Time** and **End Time** that printing is to be **Allowed**.

If printing is to be restricted completely for the whole day, enter the same start and end times.

In the example shown, printing has been set to within regular working hours for Monday to Friday, and is not allowed at all for the weekend.

Click **OK** to exit the window saving the settings.

7 Click **OK** to exit the *Edit Users* window saving the changes that have been made.

The user details can be edited again at any time (both individual and groups) by selecting the user/s and clicking the **Modify** button.

To remove users from the list, select them and click the **Delete** button.

The users should now be ready for FollowMe operation.

**Modifying Multiple Users by Cost Centres**

The *Modifying Multiple Users* feature is also available on the Cost Centre page. By selecting a cost centre from the list and clicking the **Modify** button all users within that cost centre can have their settings configured or changed as described here.

This completes the basic configuration for FollowMe, which is now ready for use. In the following chapters are details of other options and features that are available with FollowMe to utilize its potential to the full.
FollowMe Printing System - FM Q-Server Software

Creating Reports

FollowMe comes with the choice of connecting to a SQL database or using the Microsoft Access database option (it is not necessary to have Access installed on the FollowMe Server PC to use this feature). The database selection is made on the Config page of FM Q-Server (see the chapter FM Q-Server Administration Software for details on database configuration).

The information collated in the database can be used to create and print a variety of reports on FollowMe usage, whether a record is required for a specific user, a cost centre, a printer or for a specific date or dates, a report can be generated. This provides a versatile tool for monitoring and managing printing use.

Create FollowMe reports using the procedure detailed below:

1. In the FM Q-Server software, select the Reports page, an example of which is shown below:
2 Select the information to be compiled in the report from the options displayed (detailed below). Any combination of options can be used to tailor the report to your exact requirements.

**Date**
Tick the **Date** box to have the date as part of the search criteria in any report that is generated.

Select here the dates to be covered for the report. Clicking the **From** and **To** drop-down lists will display the calendar, as shown below:

By clicking on the arrows in the top corners, navigate the calendar by month.

Click on the day to select it. In the **From** list this will be the start of the search and in the **To** list this will be the end of the search. To search just one day set that day in both fields.

**User**
Tick the **User** box to create a report for a specific user.

From the drop-down list select the name of the user required.

**Cost Centre**
Tick the **Cost Centre** box to create a report for a specific cost centre/department.

From the drop-down list select the name of the cost centre required.

**Page Count**
Tick the **Page Count** box to narrow the search criteria down to print jobs of a specified number of pages.

Enter the range of multiple page print jobs that need to be found. This option is suitable for generating a report on print jobs of a large number of pages.
FollowMe Printing System - FM Q-Server Software

**Printer**

Tick the **Printer** box to have a specific printer used as part of the search criteria in any report that is generated.

From the displayed list of FollowMe printers, select the printer required. Only print jobs sent to this printer will be included in the report.

When the search criteria are set to your requirements, click the **View** button to generate the report. An example of a report is shown below:

![Report Results](image)

Comprehensive information will be displayed related to the search criteria used.

At the end of the report will be a total of the number of pages printed, and if the costing system has been set up for the printer (as detailed in the *Configuring Printers for FollowMe* chapters) a total cost for the printing done will be calculated.

The **Pages** column represents the number of pages printed with each print job. The cost of the print job will also be displayed, together with details on colour and duplex printing etc.

Click the **Print** button to print a copy of the report.

Click **OK** or **Cancel** to exit the report.
Additional Features Available Only on the Enterprise Version

**Note:** for reports where a large amount of data is created, the enterprise version will divide the report into pages. Use the Last and Next buttons to move between each page.

Click the **Export** button to export a copy of the report as a .csv file - this is compatible with Microsoft Excel (.xls), allowing the report to be viewed as a spreadsheet.

Click the **Statistics** button for additional detailed information related to the report.
FollowMe Provides the option of using a fingerprint reader for situations where increased security is required. If using a fingerprint reader the user configuration procedure is different to that for other ID readers set up in the FM Q-Server software.

**Note:** the image of the fingerprint itself is not stored in the database but only several reference points from the finger that allows the application to specifically identify the finger.

**Note:** please use this chapter in conjunction with the *Creating/editing Users* chapter found earlier in the manual.

### Important Information

When using the fingerprint reader option please bear the following in mind:

**a)** Care needs to be taken when setting up users for the fingerprint reader. The more meticulous the approach taken with this procedure the clearer and sharper the image will be. The stronger the quality of data that is stored by FollowMe the more reliable and consistent will be the access capability of the user (the actual fingerprint is not stored by FollowMe, only points of reference from it). Below are some tips to help achieve this:

- **i** Ensure the fingerprint sensor is clean (use a soft, dry cloth) before starting and that it is regularly wiped (especially if users have particularly oily hands).

- **ii** User’s fingers should be clean (if their hands are washed prior to the start of the procedure, approx. 15 mins will be needed for the moisture content of the skin to recover).

- **iii** The finger should be held on the sensor until it has beeped.

- **iv** The fingerprint should cover as much of the sensor as possible. Place the finger directly on the sensor without sliding across the surface and maintain an even pressure, just enough to get a good full contact. Above all, keep the finger still.
Present the finger *Flat* to the sensor as shown below:

**Note**
Movement of the finger while it is in contact with the sensor will stretch the skin and thus distort the fingerprint, making a clear reading more difficult. Similarly, pressing too hard will also distort the fingerprint. Avoiding these common mistakes can greatly improve the consistency of recognition.

b) It is recommended that each individual registers two or three fingers. There will then be a backup print that can be used in the event of one of the fingerprints becoming temporarily or permanently altered (for example by a paper cut or minor burn).

c) It is useful to have the fingerprint reader close to the PC running the FM Q-Server software when setting up new users.

d) Every finger registered will need to be processed four times to ensure a thorough identification is possible.

When registering users for a fingerprint reader either the FollowMe Service needs to be stopped or the server port for the fingerprint controller needs to be changed. Both these options will prevent FollowMe Printing from working while the new users are added.

If a desktop reader that is dedicated to *registering new users only* (and not for printing control) is being used, then the service can be kept running by setting that particular device to a different server port number and then setting the software to match (see below for details of this).

To stop the FollowMe service running select the **Config** page and click on the **Stop** button.
The following procedure details how to set up a user for the fingerprint reader option:

1. Select the **Users** page and click the **Add** button. Enter the **details for the user** as required (see the *Creating/editing Users* chapter for full details on setting up these features).

2. Click the **Fingerprints** button to display the *Fingerprint Enrolment Window* (an example of which is shown following).

![Fingerprint Enrolment Window](image)

3. If the FollowMe Service is still running or a dedicated registration reader is being used (see previous page) the port number will need to be changed.

   Click on the **Port** number in the bottom right corner of the window and enter the new number (this will need to be a port that is not being used by anything else on the network - see the network administrator for details on this). Click **Set** to apply the new number.

**Important:** the particular FollowMe controller that is being used will need to have its port number changed to match that which is used here (see the *Printer Association* section of the...
Configuring Printers for FollowMe chapters for details on this). Unless the port \textit{numbers match the fingerprint registration will not function.}\n
\textit{Note:} if a dedicated registration reader is being used, the port number, once changed, can be left as it is so that registration can continue without having to stop the service from running.

If the controller needs to be returned to managing a printer once the registration is complete, the port number set here (and on the controller) will need to be returned to its original setting - normally the default of 9103, before FollowMe can function again.

4 Click on the radio button for the first finger that is to be registered.

5 Click on the \textbf{Listen} button and ask the user to apply the correct finger to the sensor of the fingerprint reader. After a few seconds the fingerprint will be displayed on the Fingerprint Page as shown in the example below:

![Fingerprint Enrolment](image)

It is important to get as clean an image of the fingerprint as possible. Don’t be afraid to redo the fingerprint if the image displayed is poor. The better the data held for each finger by
FollowMe Printing System - FM Q-Server Software

FollowMe the more reliable will be the recognition by the reader in everyday use.

*Don’t forget to employ the tips detailed at the start of this chapter to achieve consistent results of a high standard.*

6 Two buttons will now be enabled - *Verify* and *Stage 1*:

Click the **Verify** button. This allows the print to be verified to ensure that it does not match too closely an existing print in the database. In the very unlikely event that it does ask the user to select another finger for registration. After the **Verify** button has been clicked the following will be displayed:

Click **OK** and if happy with the fingerprint click the **Stage 1** button to hold this print as the first of the four that is needed for each finger that is to be registered.

If the print is accepted the **Stage 2** button will become available.

**Note:** Each stage requires the user to provide a new fingerprint of the **Same** finger which will be matched to the original - this is to allow FollowMe to learn to recognize the fingerprint. A red dot will appear on the finger graphic to signal a partial registration has been made.
FollowMe Printing System - FM Q-Server Software

7 Ask the user to apply the same finger to the sensor of the fingerprint reader again. Again, redo the fingerprint until happy with it and then click the Verify button once more. This time a different dialog box will be displayed, an example of which is shown following:

If the fingerprint image is strong enough, the software will display a score that is matched to the first fingerprint (the one being held at Stage 1).

The match score shows how successfully each fingerprint is being recognized by FollowMe.

Any score over 170 is very good. It is recommended that scores lower than 120 be rejected.

Click the OK button. If the score is unsatisfactory, retake the fingerprint and click Verify again until a successful match is achieved. If happy with the score - as in the previous example shown - then click on the Stage 2 button to hold the image as the second fingerprint. The Stage 3 button will become active.

The Stage 1 button will remain active through all four stages so that the registration can be started again at any time if the
fingerprints prove unsatisfactory (for example, if different parts of the finger are used - say the left side and then the right side - FollowMe will have difficulty matching the two images as they will be of different areas of the fingerprint).

8 Repeat the above procedure for **Stage 3** and **Stage 4**

After each stage check the finger diagram to ensure that the fingerprints are being matched to the correct finger.

At any time during each stage the fingerprints can be viewed by clicking on the **View Prints** button. An example of the *Fingerprint Image Viewer* window is shown below. If the quality of the images are not high, do not be afraid to start again.

![Fingerprint Image Viewer](image)

Clicking the **Delete** button will clear all of the held images to start again with a clean slate.

When the registration is complete, the red dot displayed on the finger graphic will turn blue.

9 Try two or three tests to check the access capability of the user by getting the user to provide additional fingerprints. Click the **Verify** button after each print appears on the *Fingerprint*
FollowMe Printing System - FM Q-Server Software

page. The print should be identified with a matching score of consistently over 120. Routine scores below this will require the registration procedure to be repeated to improve recognition.

10 Repeat the registration procedure for each additional finger for that user (it is recommended that two or three fingers are registered for each user).

When finished click the Stop button.

11 Click the OK button to close the window saving all the information configured, then click OK again to exit the Add User window. The user’s name will appear on the list on the Users page.

12 Repeat procedure to register as many new users as required.

**Important**

If the FollowMe service was stopped for the fingerprint configuration, before attempting to print with FollowMe remember to start the service running again (click the Start button on the Config page).

If the changing of the port number method has been used, and when user registration is finished the fingerprint reader needs to be used for printing, then the port number needs to be changed back.

If a dedicated desktop fingerprint reader and controller are being used for registration purposes only (and are not being used for printing) then the port number should remain as set for registration.
Fingerprint Reader Beep Codes

Once the fingerprint reader option is set up, the reader will beep when used. The code for the sequence of beeps is as follows:

<table>
<thead>
<tr>
<th>Number of Beeps</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Fingerprint Read</td>
</tr>
<tr>
<td>2</td>
<td>Fingerprint Recognised (Print Job Processing)</td>
</tr>
<tr>
<td>3</td>
<td>Fingerprint Recognised (Copier Enabled)</td>
</tr>
<tr>
<td>4</td>
<td>Fingerprint Recognised But No Credits Left</td>
</tr>
<tr>
<td>5</td>
<td>Fingerprint Not Recognised</td>
</tr>
<tr>
<td>6</td>
<td>Unused</td>
</tr>
<tr>
<td>7</td>
<td>FollowMe Server Not Replying</td>
</tr>
<tr>
<td>8</td>
<td>FollowMe Server Not Found</td>
</tr>
</tbody>
</table>
Copy Patrol Option

FollowMe Printing is available in a Copy Patrol version that is suitable for use with copiers and printer/copiers (Multi-Function Devices). This offers extended features to allow the control and monitoring of copying usage. Copy Patrol uses the same client and FM Q-Server software as regular FollowMe, but the hardware installation and firmware are different (see the FollowMe Printing Quick Installation Guide for details on hardware installation).

The copier or MFD might or might not have its own network connection, the device itself does not have to be connected to a network to use Copy Patrol.

Most of the FM Q-Server software set-up will be identical to regular FollowMe. Users and cost centres are created in the same way, the user will have to use their ID to identify themselves to be able to copy and logs can be kept to record each user’s/department’s usage. The credit facility can also be used for Copy Patrol to allow each user to be set a limit on the amount of copying they can do.

To copy using this system, simply present your ID to the reader - it will beep to acknowledge it has read the ID. The user then has 30 seconds to do the copy operation before access is restricted once again (this time is changeable - see the Copy Timeout feature as described following). After every copy operation is finished a further 30 seconds will be available to allow multiple copying without the need to present the ID every time.

The configuration procedure for Copy Patrol will depend on the setup for each installation:

If Copy Patrol is being used with a Straightforward Copier that has no network capability, or if it is being used with a MFD that Already has a Network Connection - these two scenarios are demonstrated in the following illustration - the FollowMe Controller will exist on the network with its own IP Address. When configuring the device for FollowMe use the chapter Configuring Printers for FollowMe - Using the FollowMe Controller Alongside an Existing Network Printer.
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If *Copy Patrol* is being used with a **MFD Only**, then it is possible to use the controller as the Network Interface as well - if this is required. The illustration for this setup is shown below. When configuring the device for FollowMe with this scenario, use the chapter *Configuring Printers for FollowMe - Using the FollowMe Controller as a Printserver*.

Please note these additional configuration procedures that are required for using the *Copy Patrol* version of FollowMe. These should be used in conjunction with the *Configuring Printers for FollowMe* chapter that is relevant to your setup:

Create a cost model for the copier/s or MFDs that can be clearly recognized as such. Then continue by clicking the **Add** button on the *Printer* page of the FM Q-Server software.

The *New Printer* window shown following has an **Enable** tick box in the *Copier* field that must be activated if using the *Copy Patrol* version. This will activate the *Copy Timeout* field that was previously greyed out.
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How this window is configured will depend on whether the device to be used for FollowMe Printing is a copier only, or a MFD (combined network printer and copier).

Copier Configuration

**Important**
When configuring a straightforward copier for FollowMe (not a MFD) it is necessary to name the copier in the **Location** field. This is because rather than selecting the printer from the **Printer Name** drop-down list **Add New Photocopier** will have been selected (as shown in the picture). FollowMe will need a way to identify the copier - as will users if more than one copier is to be configured.

In the example shown **Sales Office 1** has been entered into the **Location** field. Once the **OK** button has been clicked and all the details are entered into FollowMe, this copier will be listed in the main FollowMe **Printers** window as **Photocopier (Sales Office 1)**.

Make sure that a copier **Cost Model** is selected from the drop-down box.
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Use the **Copy Timeout** field to set the time allowed after an ID has been presented to the reader during which the copy operation must take place (and before FollowMe will restrict access to the copier again). This is default set at 30 seconds.

**Note:** After each copy operation there will be a further timeout period as set in this field before FollowMe will again restrict access. This allows multiple copying without the need to present the ID to the reader for each operation.

The **IP Address** entered here will be that which has been assigned to the FollowMe controller.

**MFD (Combined Printer and Copier Configuration)**

Select the **Printer Name** from the drop-down list as with regular FollowMe.

The **IP Address** will be the printer’s IP address if the FollowMe controller is being used as a printserver as well.

If the FollowMe controller is being used alongside an existing printserver, then enter the IP address that has been assigned to the FollowMe controller.

Ensure the appropriate **Cost Model** is selected from the drop-down list.

Use the **Copy Timeout** field to set the time allowed after an ID has been presented to the reader during which the copy operation must take place (and before FollowMe will restrict access to the copier again). This is default set at 30 seconds.

**Note:** After each copy operation there will be a further timeout period as set in this field before FollowMe will again restrict access. This allows multiple copying without the need to present the ID to the reader for each operation.

**Important:** Any outstanding print jobs for a user that are waiting on the FollowMe server will be printed each time the user presents the ID to the reader - to use the copier on a MFD ensure that all pending print jobs have been printed for that user.
Automatic E-Mail Notification

This option is only available with the Professional and Enterprise versions of FM Q-Server

If using the credit facility with FollowMe Printing, FM Q-Server can provide a service that automatically E-mails a user when their credit limit is getting low (the level at which this function is activated can be set by the administrator as required).

It is also possible to provide a service that automatically E-mails a user when their file usage reaches a pre-set limit - warning them that they are taking up too much space.

These functions use SMTP and so operate without the need for an E-mail agent to be installed on the FollowMe Server PC. Providing the PC has network access to the mail server, using the procedure detailed below is all that is required to activate these features.

Set up these functions as follows:

1. In the FM Q-Server software, select the E-Mail page, an example of which is shown following.
2. Enter the Mail Server address that is to be used.
3. In the From field can be entered any name that is required but it is suggested that FollowMe Service can be used.
4. To enable the Low Credit Warning feature, select this option from the Subject drop-down box and tick the Enable box.
5. Enter the level at which the E-mail will be automatically activated in the E-Mail Users When Credits Reach field (in the example shown this is set at 20).
6. A Subject and Body for the message is automatically provided, either keep this suggested format or create the E-mail as required.
7. Click the Apply button to save the setting.
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8 To enable the *High File Usage Warning* feature, select this option from the *Subject* drop-down box and tick the **Enable** box.

9 Enter the level at which the E-mail will be automatically activated in the *E-Mail Users When File Usage Reaches* field (for example 5 Mb).

10 Create the heading and the text for the E-mail in the *Subject* and *Body* field as required.

11 Click the **Apply** button to save the setting.
Job Management

This page is only available with the *Professional* and *Enterprise* versions of FM Q-Server

To view a list of all print jobs currently waiting on the FollowMe server, click the **Job Management** tab to display the following page:

Information displayed about each job includes the time it was sent, name of the sender, document name, current status of the job, as well as the file size, number of pages, paper size etc.

To remove a job permanently from the list, select the job/s required and click the **Delete** button.

*The Edit button is only functional for the Enterprise version (see following for details of this).*
If using the *Enterprise* version, extra management features are available by selecting a print job from the list and clicking the **Edit** button. The following window will be displayed:

![Edit Print Job window](image)

This window gives the ability to change the **Document Name**, **User** name and job **Status** if required.

The **Status** options available include:

- **Queued** - Job is just awaiting presentation of ID at printer.
- **Paused** - Job being held on server, cannot be printed.
- **Queue and Retain** - Job can be printed but will remain on the list to be printed again.

Click OK to save any changes that are made.
Maintenance Page Features

This page is only available with the Professional and Enterprise versions of FM Q-Server

Over the course of time, especially if several FollowMe controllers are being used or there are a large number of users, the database can become very large. These options provide the ability to manage the database and delete unwanted data. Also provided here is a facility to automatically import new users who are added to a Microsoft domain.

**Note:** there will be three options here if the Access database option is being used and four if FM Q-Server is connected to a SQL database.

To access this page, select the Maintenance tab in the FM Q-Server software to display the following:
Pending Print Job Removal: this provides the ability to automatically delete jobs from the FollowMe server that have been waiting to be printed for a specified period of time. For example, if someone sends a print job but doesn’t go to the printer to print it out, FM Q-Server can be set to delete the job after one day, two days or whatever length of time required.

Audit Job Removal: as seen in the Reports chapter, FollowMe keeps extensive records of each job that is processed. Over time this creates a large amount of data, much of which will not be needed again. Using this option, the audit data can be set to be cleared on a regular basis. For example, FM Q-Server can be set up to delete all job details more than a month old and could be set to do it once a week.

Transaction Log Truncation (SQL Database Only): the transaction log is a feature unique to SQL itself where a log is created for each operation that the database makes. As with the Audit Job Removal above, use this option to remove old data that is no longer required.

Dynamic User Import: use this option to schedule FollowMe to check the Microsoft domain at regular intervals and automatically add any new users that have been created. This can be used in conjunction with the Import List feature discussed in the Creating/Editing Users chapter. Note: as with the Import List feature, full configuration details for each user will still need to be set up (see the above chapter for the details on this).

The configuration for each of these options is the same:

1. To enable the option, tick the Enable box.
2. In the Jobs Older Than text box, enter the number of days old the data needs to be before it is deleted (not applicable to the last two options).

Note: normally, print jobs that are pending will need to be set for removal after a short time span (for example one or two days) while the removal of audit data will need a longer time span depending on the requirements of the organization.
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3 Click the **Schedule** button to enter the *Microsoft Schedule* window (an example is shown following).

This allows a schedule to be set up for when the data will be removed (for example, a schedule could be set for 9:00 am every morning to remove all pending print jobs older than two days old).

**Note:** this schedule facility is not part of the FM Q-Server software but part of the Windows operating system. If any difficulties are encountered in setting up a schedule for any of these options using this facility consult the NT4/2000/XP helpfile.

4 Click **OK** to exit the **Schedule** window saving the changes made. Then click **Apply** to save the changes on the Maintenance page or click **OK** to exit the FM Q-Server software saving the changes.
FollowMe Printing offers the ability to install the client software onto the client PC remotely across the network from the FollowMe Server PC by mapping to the remote PC’s Z: drive. Please Note: The Client PC will need to be running Windows NT4+/2000/XP (Prof) to perform this procedure. For Windows 95/98/ME/XP (Home) use the FollowMe CD for conventional installation.

Important Information for Remote Installation on XP
The following procedure needs to be completed on an XP Professional PC before the FollowMe client can be installed:

Open Windows Explorer and from the Tool menu select Folder Options and then select the View tab to display the following window:
In the Advance Settings list scroll down to the **Use Simple File Sharing (Recommended)** option (this should be right at the bottom of the list). Ensure that the option is **Not** selected and click **OK** to exit saving the new setting.

If this option is selected, when logging on to an XP PC over a network all users will be logged on as guests using the ForceGuest account which will not permit the installation to take place.

Use the following procedure to remotely install the client to a NT4/2000/XP (Prof) PC.

1. Select the **Remote Admin** tab in the FM Q-Server Administration software. A window similar to the example shown below will be displayed:

   ![Remote Admin Window](image)

2. In the left field, navigate through the **Microsoft Windows Network** to locate the PC/s to be used as clients. When NT4/2000/XP PCs are located in each workgroup, they will be displayed in...
the right field. In the example shown above both PCs located in the HBMUK2 workgroup are running NT4/2000/XP and so are displayed in the right field.

3 Click on the PC required in the right field. Once it is highlighted, right click on the name to display the pop-up window shown here.

4 Select **Configure FollowMe** and ensure that **Install/Upgrade** is selected.

**Important:** The remote client installation will map to the Z: drive on the remote PC - this drive will be disconnected if it is already in use.

Click **OK** and the client will load and self-install onto the PC (to remotely uninstall the client from the PC at a later date repeat this procedure but select **Remove** instead).

A dialog box will ask if you want to view the Installation Log. Click **Yes** to display the following window:

This will confirm the installation and log all installations and uninstallations to that PC until the **Clear & Exit button** is clicked. To exit keeping the log intact just click **Exit**.
5 Next repeat procedure 3 and select **Configure Printers** and ensure that **Install** is selected. Click **OK** and the Install Printer window will be displayed as shown following.

This window will display a list of all the Windows 2000 and NT printer drivers that are installed on the FollowMe Server PC, including those for the FollowMe printers (if the driver required is not there, see the *Configuring Printers for FollowMe* chapters earlier in the manual to set up the required drivers.

In the **Enter Printer Name** field enter the **Exact** name used for the printer on the FollowMe **Server** PC.

In the **Specify Server IP Address for FollowMe Port** field enter the IP address of the FollowMe **Server** PC - this will be the PC you are using.

The box **Tick to Skip Inaccessible Machines (No Popup Logon Requests)** can be selected to avoid remote PCs that have username/password restrictions where a popup dialog box will appear. Remote PCs that have been selected for the driver install that are restricted will be missed.

Choose the required printer driver from the lists at the bottom of the window and click **OK**. The printer driver will be installed on the client PC.

6 Repeat procedure 3 and select **Properties** to view details of the FollowMe Client software on the remote PC. Information
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displayed will include the version number of the client software currently installed, the network name of the PC and the printer drivers that are installed.

The user at the client PC should have access to the FollowMe Printing Client Software manual which is found in PDF format on the FollowMe CD, this will enable them to familiarize themselves with the client software for quick and easy use.

Removing Printers from the Remote Client PC

Should it become necessary to remove a printer that has been installed on a remote client PC, repeat procedure 3 and select Configure Printers. Select Remove and click the OK button to display this dialog box:

Select the option required:

**Remove All Printers & FollowMe Ports**
This will delete *All* printers and FollowMe ports set up on the remote client PC (*this option should be used with care*).

**Remove Only FollowMe Printers & Ports**
This will delete only FollowMe ports and those printers that are associated with them on the remote client PC.

**Remove Unused Printer Drivers**
Tick this box to delete any unused printer drivers that are installed on the remote client PC.

**Tick to Skip Inaccessible Machines**
Tick this box to skip trying to access remote client PCs that have a username/password restriction set.

Click **OK** to remove the printer/s from the remote client PC.
Advanced Features

Clicking the **Advanced** tab will display the following page:

![Advanced Features Page](image)

Which has access to these additional features:

**Important:** after making any changes on this page it will be necessary to restart the FollowMe service (**Config** page).

**Changing the Data Directory**

The data directory is where all the print jobs held by the FollowMe server are stored. The default data directory is:

*C:\Program Files\Ringdale\FM Q-Server\data*
FollowMe Printing System - FM Q-Server Software

This can be changed if required. Click the Browse button and navigate to the new directory, click OK and the new directory will be displayed in the text box.

Changing the Authorization Code

In certain circumstances it might be necessary to change the authorization code - for example, if upgrading to the Enterprise version of FollowMe when another version has previously been authorized and used.

Change the code by clicking the Update button in the Registration field to display the following dialog box:

For full details on obtaining an authorization code see the chapter Product Authorization. Click the Copy to Clipboard button to automatically save the registration key, and paste into the required document or E-mail.

Entering the New Authorization Code

Copy the new code from the source document and paste into the License Key text box (ensuring that the old code has been deleted). Click the Verify button and a message will confirm that the new code has been recognized and accepted. Click OK twice and FollowMe will be ready for use.

For heavy users who purchase the extra user licence bundles an additional code will be supplied which will need to be entered into the Features Key text box. Repeat the procedure as detailed above to enter this code.
Other Options

Enable Old Non-Secure Clients (Prev 3.04.000)
Early versions of the FollowMe client could send print jobs by supplying a username only, and no password. If these clients are to be used with FM Q-Server this box will need to be ticked. Be aware that using these versions of the client will provide a significantly reduced level of security.

Postscript Processing and PCL Processing

Note: These Options are Available with the Enterprise Version Only

Tick these boxes as appropriate if using the accounting and report generating features of FollowMe. These allow the specific details of each print job to be checked by FollowMe rather than depending on Windows systems to identify paper size, number of pages, duplex or simplex etc.

Xerox Only Clients
Tick this box Only if the Xerox version of the FollowMe client is being used.

Client Feedback Messages
This feature allows the pop-up messages that appear on the client, when it is being used, to be changed to suit the requirements of each set-up.

From the Type drop-down box can be viewed a list of the different types of pop-up messages that can appear on the client. By selecting the type, the words that are displayed with each message will be displayed in the Text box.

Both of these fields are filled with default text but this can be changed if required by clicking in the text boxes and amending as necessary.

Important: after making any changes on this page it will be necessary to restart the FollowMe service (Config page).
FollowMe service options allow advanced configuration of the FM Q-Server software.

The service options are accessed through the Services facility of the operating system (located from Start/Settings/Control Panel). The exact location will vary dependent on the type and version of the operating system being used:

Below is an example of the Services window (note: this is the window for 2000, other operating systems might appear slightly different to this):

![Services window example](image)

The Log On/Recovery/Dependencies pages offer standard Windows configuration features - these should not normally need changing.
Click on the **General** page to access the following features:

**Startup type**
This option allows you to set up the startup mode for FM Q-Server after the server PC has been rebooted.

From the drop-down box select:

**Automatic** - this will automatically run FM Q-Server upon startup.

**Manual** - this will put FM Q-Server in *Stop* mode at startup. It will be necessary to click the *Start* button to activate FM Q-Server.

**Disabled** - this will keep FM Q-Server disabled until one of the two above options is selected instead.

The default setting upon installation of FM Q-Server will be **Manual**. It is recommended that **Automatic** be selected here for most set-ups.

**Service Status**
This field will display the current status of FM Q-Server and provides the option to change it as required.

**Start Parameters**
This feature provides the ability to set up a debug viewer that allows each operation of FM Q-Server to be monitored.

Stop the FollowMe service running and enter `-debug` into the text box. Click **Apply** or **OK**.

Open **Event Viewer** (usually located In *Start/Settings/Control Panel/ Admin Tools* - though location may vary with different versions of operating systems) and select **Application Log**.

FM Q-Server events will be logged in the field on the right side of the window. Double click on the top entry on the list named FM Q-Server to display the **Event Properties** dialog box, which will show details of that event. Use the two arrow boxes to move through the logged events, viewing the details for each operation as required.
Uninstalling FM Q-Server

Uninstall FM Q-Server software as follows:

1. Ensure the *FM Q-Server Administration* tool is closed.

2. From the *Start* menu select *Settings/Control Panel/Add/Remove Programs* and select *FM Q-Server* from the list. Click on the *Change/Remove* button and the program will be removed from your PC.

   **Note:** before attempting to install a new version of FM Q-Server it is advisable to reboot the PC.
Appendix A
Troubleshooting Guide

**Symptom:** When sending a print from the client it is immediately printed on a printer or disappears from the system.

**Possible Cause:** The printer configuration on the client is incorrectly set. The client software may have the printer or FollowMe controller IP address entered in this field.

**Action:** Enter the Printer Properties page, select the Detail tab and check that the Print to the following Port window has the TCP/IP address of the FollowMe Server PC entered.

**Symptom:** A message box entitled FollowMe FeedbackReceiver pops up indicating There has been no reply from the server and the print job has been deleted, please contact the administrator.

**Possible Cause:** The client FollowMe port IP address is incorrect.

**Action:** Enter the Printer Properties page on the client PC, select the Detail tab and check that the Print to the following Port window has the TCP/IP address of the FollowMe Server PC entered.

**Symptom:** A message box entitled FollowMe FeedbackReceiver pops up indicating The user ID has not been recognized, The print job has been deleted, Check user ID and re-send.

**Possible Cause:** The user is not registered at the server. Incorrect user name or ID number has been entered in the client software or the Default Card ID has been incorrectly entered in the Client Configuration window.

**Action:** Enter the new user on the server PC using the FM Q-Server Administration software. Check the User Login Name entered at the server is used on the client. Check the ID is correct for that user.
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**Symptom:** I send a print, the printer icon appears and then disappears, no error messages are displayed and nothing is printed when I present my ID at the printer.

**Possible Cause:** The client printer has been configured to print to the COM1 or COM2 communications port. The client printer has been configured to the wrong FollowMe server if more than one server is in use.

**Action:** Check using Windows Explorer to see if the prints are arriving at the FollowMe server in the directory: \Programfiles\Ringdale\FM Q-Server\Data\<username>.

If there are no print files enter the *Printer Properties* pages on the client PC, select the *Detail* tab and check that the *Print to the following Port* window has the TCP/IP address of the *FollowMe Server PC* entered.

**Symptom:** When I present the ID at the reader nothing is printed.

**Possible Cause:** The FollowMe controller has incorrect IP address settings or the printer has not been associated with the FM Q-Server software.

If using a swipe card reader and have time restrictions or print job type restrictions that apply, printing might not be permitted.

**Action:** Using the *FM Q-Server Administration* software, check that the correct IP address settings are configured for your set-up (see both chapters *Configuring Printers for FollowMe* to establish this). Ensure that the software has the correct *Printer Name* to associate with the required printer.

**Symptom:** After sending a print job, a message pops up on the client PC saying I do not have sufficient privileges (job stored on server).

**Possible Cause:** Time restrictions have been set and the job has been sent outside of the times allowed for printing.

**Action:** Print job will be stored until the time restriction is lifted.
FollowMe Printing System - FM Q-Server Software

**Symptom:** After sending a print job, a message pops up on the client PC *This Printer not Capable (job stored on server)*.

**Possible Cause:** Attempting a print job which has been restricted (for example, user has been restricted from printing A3 paper size print jobs, but sends an A3 job anyway). The job will be stored on the server.

**Action:** Administrator can either remove restriction or delete print job.
Appendix B
Frequently Asked Questions

<table>
<thead>
<tr>
<th>Questions</th>
<th>Answers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can I use the FollowMe Printing system with my existing network printer</td>
<td>Yes, the FollowMe controller has its own Ethernet connection and will not require any changes to the physical printer or its settings.</td>
</tr>
<tr>
<td>If I am installing a new printer to the network will I have to purchase an additional printserver?</td>
<td>No, the FollowMe controller will connect to the printer and forward print jobs.</td>
</tr>
<tr>
<td>How can I tell if my prints are arriving at the server?</td>
<td>Use the FollowMe Client Administration program to view print jobs sent from your PC that are waiting on the server.</td>
</tr>
</tbody>
</table>

Appendix C
Technical Support

Black Box offers a full technical support service.

This is available 24 hours a day, 7 days a week

Call 724-746-5500

or

Fax 724-746-0746
Appendix D

Itemization of Software Features per Version

Below is a detailed list of which features appear in which version of the FollowMe software.

Std = Standard Version
Pro = Professional Version
Ent = Enterprise Version

<table>
<thead>
<tr>
<th>Feature</th>
<th>Std</th>
<th>Pro</th>
<th>Ent</th>
</tr>
</thead>
<tbody>
<tr>
<td>FM Q-Server will run as a service on NT/Win 2000/XP and standalone in Windows 9x/ME</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Supports Microsoft Access and SQL databases</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Configurable data directory</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Create Cost Centres - allocate users to them, change the settings and have all the changes applied to all the users in the centre</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Specify which printers are available to each user</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Create Cost Models - specify a printer/Cost Centre price and printer credit charge</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Assign cost models to printers and Cost Centres</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Generate comprehensive reports for printers, users and Cost Centres)</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Copy Patrol (photocopier/MFD support)</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Fingerprint reader support</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Easy firmware upload tool</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>Search Facility for Cost Centres, Cost Models, printers and users</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
</tbody>
</table>
### Server

<table>
<thead>
<tr>
<th>Feature</th>
<th>Std</th>
<th>Pro</th>
<th>Ent</th>
</tr>
</thead>
<tbody>
<tr>
<td>User credit feature - set at specific level for each user, automatic deduction etc.</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>User printing restrictions - set access times to stop out of hours printing, limit the disk space each user has on the server</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>E-mail notification - user credits low, printing outside access time, print jobs exceed allocated disk space</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Printer printing restrictions - the Page Count feature restricts printing of jobs over a set threshold on a specific printer</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job Management - delete unwanted print jobs, change document and user name</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Import users from Windows NT/2000/XP Primary Domain Controllers (PDC) and Active Directory</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Automated database maintenance - pending print job removal, audit job removal and transaction log truncation</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remote client install</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Remote printer and port configuration</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Export Reports in XLS (CSV) format</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Non-interactive printing - allowing accounting to be achieved even though printers may not have FollowMe devices attached to them</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Advanced accounting using postscript and PCL processing - supporting all paper sizes, simplex/duplex and mono/colour</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>Cluster support (run multiple servers to spread load and ensure system uptime - Coming Soon</td>
<td></td>
<td></td>
<td>x</td>
</tr>
</tbody>
</table>
### FollowMe Printing System - FM Q-Server Software

<table>
<thead>
<tr>
<th>Feature</th>
<th>Std</th>
<th>Pro</th>
<th>Ent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Options of using default username, logged on user or asking for</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>username on every print job</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>View print jobs pending on server</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>Multiple delete of print jobs</td>
<td></td>
<td></td>
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<tr>
<td>Displays of logged on user’s resources - credit level, available</td>
<td></td>
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<tr>
<td>printers and their locations</td>
<td>x</td>
<td>x</td>
<td></td>
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<tr>
<td>Option to confirm job settings on every print</td>
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<tr>
<td>Pause print jobs and re-queue them</td>
<td></td>
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<td>x</td>
</tr>
<tr>
<td>Queue and retain print jobs</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Release pending print job to any of the logged on user’s available</td>
<td></td>
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<td>x</td>
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<tr>
<td>printers</td>
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<tr>
<td>Print jobs directly to a selected printer without user interaction</td>
<td></td>
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<td>x</td>
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</tbody>
</table>
Appendix E

Upating the Firmware of a FollowMe Controller

If it becomes necessary to update the firmware of a controller, this can be done using the FM Q-Server software. Following are details of the procedure to upload new firmware to each unit:

1. Open FM Q-Server and select the **Printers** Page.

2. Select any printer/controller from the list and click the **Edit** button to display the **Edit Printer** window.

3. Click the **Device Configuration** button to display the **Found FollowMe Devices** window - this will list all associated FollowMe printers/controllers currently set up.

4. Select the required device from the list and click the **Edit** button to display the **Device Information** window, an example of which is shown below:

   ![Device Information Window]

5. Click the **Upload** button. Browse to locate the file containing the firmware update and click **OK**. The updated firmware will be uploaded to the controller.

   **Important Note:** the firmware update might return the controller’s settings to the factory default. In this case it will be necessary to re-enter the settings for the controller (see...
the *Configuring Printers for FollowMe* chapters for full details of this - or jot down the details displayed in the *Device Information* window before uploading the new firmware, and then re-enter the settings when the procedure is complete).

When the *Device Information window* is set up as required, click **OK** to return to the *Found FollowMe Devices* window.

6 If required, select another controller to update and repeat procedures 4 and 5. Repeat to update as many controllers as required.