



CZ Print Job Tracker 4.0 – User Guide

If you have any questions, please send email to support@czsolution.com, or fill out the form at <http://www.czsolution.com/print-management/support.htm> or call us. We also provide the free installation. Please contact support@czsolution.com to schedule the installation.

Part I Components, Requirements and Installation Instructions (Page 2 ~ 9)

CZ Print Job Tracker 4.0 (Required) CZ Print Job Tracker 4.0 is a powerful centralized print manager & print counter for Windows NT/2000/XP/2003/Vista/2008 print-server printing environments and non-print-server printing environments (In the case of the non-print-server printing environment, users send the print jobs to the printer directly via the IP address of the printer or the printer that is connected to the workstation locally, instead of the shared printer on the print server). It is an easy-to-use print management software system that allows you to manage, restrict and count printing, audit and log all printing activity, analyze and monitor your printing costs, bill the print jobs by entering client codes or project codes on the workstation, confirm and authenticate print jobs on the workstation before they actually print, view the content of print jobs, eliminate wasted paper and reduce printer maintenance time. (Page 2)

CZ Print Job Agent 1.0 (Optional Add-on for Premium Edition) CZ Print Job Agent allows users to check their balance on their workstation, confirm or authenticate their print jobs from their workstations (Windows, Mac OSX / Classic, or Linux client) before they actually print, bill the print jobs by entering a client code or project code, and track the print jobs on the workstation-connected-printers or the printers themselves in a non-print server printing environment (Users send the print jobs to the printer directly via the IP address of the printer, instead of the shared printer on the print server). This software must be installed on the workstations that require the above features. (Page 3 ~ 6)

CZ Print Job Report 3.0 (Optional Add-on for Standard Edition / Premium Edition) CZ Print Job Report is a tool which allows you to generate and view 100 reports including 64 default reports and 36 customized reports, and provides the ability to export these reports to Adobe-PDF, MS-Word, MS-Excel and Rich Text formats. These reports are originally written in English, but can be easily translated into any language which takes just a few minutes. (Page 7 ~ 8)

CZ Remote Account Manager 1.0 (Optional Add-on for Premium Edition) CZ Remote Account Manager allows you to add / edit users / shared # / client code / project code, update account balance / quota / group / pin from any computer. (Page 9)

Part II Installation Options and Examples (Page 10 ~ 20)

Installation Options and Examples that require only CZ Print Job Tracker 4.0

If you don't need the features that CZ Print Job Agent provides, you can just install CZ Print Job Tracker 4.0 only.

[Option 1: Install CZ Print Job Tracker 4.0 on a central computer](#) (Page 10)

[Option 2: Install CZ Print Job Tracker 4.0 on your current print server computers](#) (Page 12)

Installation Options and Examples that require both CZ Print Job Tracker 4.0 and CZ Print Job Agent 1.0

[Option 3: Install CZ Print Job Tracker 4.0 on a central computer and install CZ Print Job Agent on the workstations](#) (Page 13)

[Option 4: Install CZ Print Job Tracker 4.0 on a print server computer and install CZ Print Job Agent on the workstations](#) (Page 19)

Part III Preferences & FAQ (Page 21 – 33)

Part I Components, Requirements and Installation Instructions

CZ Print Job Tracker 4.0 (Required)

CZ Print Job Tracker 4.0 System Requirements	
Operating System	Windows 2000/XP/2003/Vista/2008/Cluster Server
CPU	300 Mh or higher
Memory	256 MB or more
Hard Disk Free Space	10M

In order to install CZ Print Job Tracker 4.0, you must have the administrator rights on the installation computer. You also need the administrator rights on all monitored printers in order to be able to control the print jobs. **For best performance, we suggest installing CZ Print Job Tracker on Windows 2000//2003/2008 Server.**

1. Double-click setup.exe and follow the on-screen instructions.
2. After the installation completes, double-click the shortcut "CZ Print Job Tracker 4.0" on your desktop or select "Start → Programs → CZ Solution → CZ Print Job Tracker 4.0" to run the program.

Note: You can make CZ Print Job Tracker run as a windows service regardless of whether someone is logged on by clicking the menu item "Tools → Install CZ Print Job Tracker Service". The default account to run CZ Print Job Tracker service is the Local System Account that doesn't have the administrator rights on network printers (e.g. \\ print_server\ shared_printer) because it can't access the remote computer (e.g. \\print_server computer). After the computer is restarted, please go to Control Panel-->Administrative Tools-->Services-->CZ Print Job Tracker to change the Local System Account to an account that has administrator rights on all printers. If the Local System Account has the administrator rights on all monitored printers (for example, all printers are local), but CZ Print Job Tracker can't capture the print job or **CPU usage is high**, please unregister msstdfmt.dll (Start --> Run --> regsvr32 /u msstdfmt.dll) and register it again (regsvr32 msstdfmt.dll), then restart the service. **The best account on which to run CZ Print Job Tracker service is the admin account that you used to log onto this computer and with which you installed the CZ Print Job Tracker software.** If you install CZ Print Job Tracker on Windows Cluster server, Please configure CZ Print Job Tracker in the group as a "generic service".

Uninstall CZ Print Job Tracker 4.0

1. If CZ Print Job Tracker service is installed, click the menu item "Tools → Uninstall CZ Print Job Tracker Service."
2. Open Add/Remove Programs, select CZ Print Job Tracker, and click on the Remove button, then restart the computer.
3. Remove the installation folder. (E.g. C:\Program Files\CZ Solution\CZ Print Job Tracker)

Upgrade CZ Print Job Tracker 3.0 to 4.0

Note: You will need an upgrade license.

1. Rename the installation folder of your CZ Print Job Tracker 3.0 (e.g. C:\Program Files\CZ Solution\CZ Print Job Track) to a different name.
2. Double-click setup.exe in the package of CZ Print Job Tracker 4.0 that you downloaded; select the option "Remove CZ Print Job Tracker" to remove CZ Print Job Tracker 3.0.
3. Double-click setup.exe again to install CZ Print Job Tracker 4.0. After Installation completes, copy MPrinters.txt back to the installation folder and Run CZ Print Job Tracker 4.0.

CZ Print Job Agent 1.0 for Windows, Mac OS X/Classic and Linux x86 (Optional Add-on for Premium Edition)

CZ Print Job Agent must be installed on those workstations (Windows, Mac, or Linux client) that:

1. Print jobs which must be confirmed or authenticated before they actually print
2. Print jobs which must be billed to clients or projects by entering client code or project code before they actually print
3. Print jobs which must be tracked and logged for workstation-connected printers or the printers in a non-print server printing environment (Users send the print jobs to the printer directly via the IP address of the printer, instead of the shared printer on the print server).
4. Users must be able to check their balance on their workstations.

CZ Print Job Agent 1.0 for Windows

CZ Print Job Agent System Requirements	
Operating System	Windows 95/98/2000/XP/2003/Citrix/Vista/2008
CPU	300 Mh or higher
Memory	256 MB or more
Hard Disk Free Space	2M

Note: For testing purpose, you can install CZ Print Job Agent on the same computer that has CZ Print Job Tracker installed, so it is easy for you to make testing. In production environment, please remove CZ Print Job Agent from the computer where CZ Print Job Tracker is installed.

Note: Before you run CZ Print Job Agent, please make sure CZ Print Job Tracker 4.0 is running on a central computer or print server and the option "Enable agent communication" is checked in the menu item "Print Jobs → Preferences → Advanced." If the firewall is enabled on the computer that has CZ Print Job Tracker installed, please add an exception for printczm.exe that is in the installation folder of CZ Print Job Tracker e.g. C:\Program Files\CZ Solution\CZ Print Job Tracker.

Note: You must also have administrator rights on the workstations in order to install CZ Print Job Agent.

Note: For Windows Vista workstation, please use **Silent Installation** to install CZ Print Job Agent.

Local Installation

1. Read the readme.txt in the folder of "CZ Print Job Agent_Addon" in your download and select the correct CZ Print Job Agent installation file
2. Double click CZ Print Job Agent.msi, then follow the on-screen instructions.
3. After the installation completes, select "Start → Programs → CZ Solution → CZ Print Job Agent" to run the program. **Note:** CZ Print Job Agent can be started automatically when the different users login to the same workstation.

4. Enter the IP Address of the CZ Print Job Tracker computer.

Note: This information is required when you run CZ Print Job Agent on the workstations the first time and it will be saved in both the file tracker_ip.ini located in the installation folder of CZ Print Job Agent and the value data of the string CZPJT_IP in the registry key: My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\CZ Print Job Agent. **(CZ Print Job Agent.msi or CZ Print Job Agent_Silent_Install.msi can be modified to include the computer name or IP Address of your CZ Print Job Tracker by using Orca utility, so you don't have to enter it manually when CZ Print Job Agent is started the first time. Please check the following Silent installation, step 1).**

Note: The local firewall settings on Windows XP or Vista may prevent agent from connecting to server (CZ Print Job Tracker). Please add "pagent.exe" (e.g. C:\Program Files\CZ Solution\CZ Print Job Agent\pagent.exe) exception in firewall settings (Control Panel → Windows Firewall).

5. **(Optional)** If CZ Print Job Agent is installed on a Citrix /Terminal server, the file "terminal" must be deleted from the installation folder of CZ Print Job Agent on that Citrix / Terminal server. (E.g. C:\Program Files\CZ Solution\CZ Print Job Agent). This file will be created automatically when you run the agent first time. After the file is deleted, you must restart the agent. Please download the updated files and instructions at <http://www.czsolution.com/download/terminalAgent.exe> .

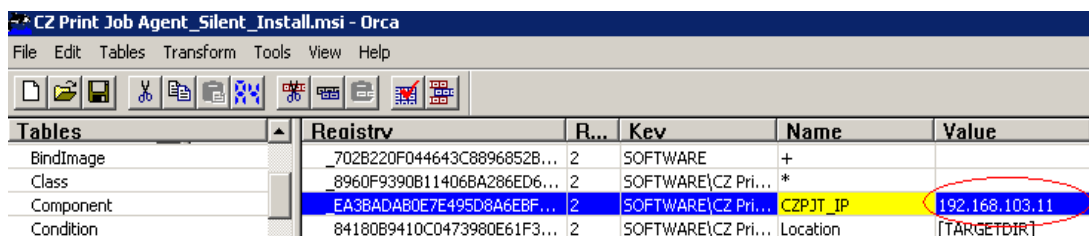
The file "document" must be deleted from the installation folder of CZ Print Job Agent on those workstations where print job / document name is allowed to be changed (E.g. C:\Program Files\CZ Solution\CZ Print Job Agent). This file will be created automatically when you run the agent the first time. After the file is deleted, you must restart the agent. In CZ Print Job Tracker 4.0 Preferences → Advanced, the option "Allow to change the print job (document) name on defined workstations" must be checked.

Silent Installation

1. Modify CZ Print Job Agent_Silent_Install.msi package to include the name or IP address of the computer where you installed CZ Print Job Tracker 4.0, so you don't have to enter it manually when you run CZ Print Job Agent the first time on each workstation.

We recommend using ORCA utility (part of the Windows Installer SDK) to do this.

- 1.1 Download the orca.msi from <http://www.czsolution.com/download/orca.msi> .
- 1.2 Double click it to install Orca.
- 1.3 Run Orca,
click the menu File → Open to open CZ Print Job Agent_Silent_Install.msi,
click menu Edit → Find, enter CZPJT_IP,
click the value of CZPJT_IP,
type the name or IP address of the computer where CZ Print Job Tracker 4.0 is installed.
- 1.4 Click the menu File→Save, then exit Orca.



2. Double click CZ Print Job Agent_Silent_Install.msi to install CZ Print Job Agent. You can also use Windows group policy or third party installation software to remotely install CZ Print Job Agent on workstations. For remote installations, please visit <http://www.czsolution.com/print-management/remoteinstall.htm>
3. After the installation is complete, select "Start → Programs → CZ Solution → CZ Print Job Agent" to run the program or you can logout the computer and login back and CZ Print Job Agent will run automatically.

Note: The IP Address or name of the CZ Print Job Tracker computer is saved in the registry key: My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\CZ Print Job Agent\ CZPJT_IP. When running CZ Print Job Agent, it will get the value from the registry and connect to CZ Print Job Tracker. The value in the registry can be overwritten if a value is defined in the file tracker_ip.ini.

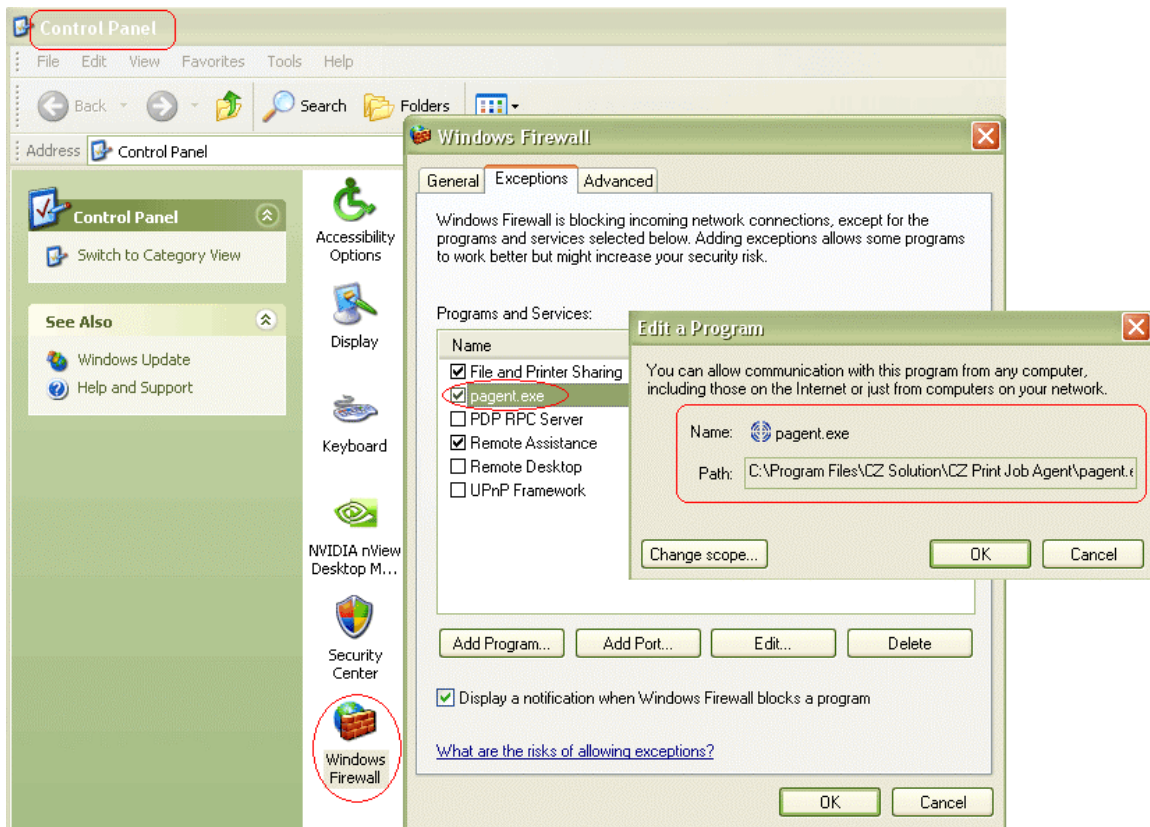
Note: A shortcut is created in the registry key
HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Run, so CZ Print Job Agent can run automatically when users logs on.

Note: Orca can also be used to modify local installation package CZ Print Job Agent.msi package to include the name or IP address of the computer where you installed CZ Print Job Tracker 4.0, so you don't have to enter it manually when you run CZ Print Job Agent the first time on each workstation
(Local Installation Step 4)

CZ Print Job Agent Known Issue

I don't get popup or CZ Print Job Agent doesn't track the local printer. How can I fix it?

The local firewall settings on Windows XP or Vista may prevent agent from connecting to server (CZ Print Job Tracker). Please add "pagent.exe" (e.g. C:\Program Files\CZ Solution\CZ Print Job Agent\pagent.exe) exception in firewall settings (Control Panel → Windows Firewall). Normally when agent is installed and it is run first time, it will be added to the exceptions automatically. You can also use group policy to add pagent.exe to the exceptions of Firewall settings on multiple computers at one time at <http://www.czsolution.com/print-management/agentexception.htm>.



Uninstall CZ Print Job Agent 1.0

Open Add/Remove Programs, and select CZ Print Job Agent, and click on the Remove button.

Note: You can also use Windows group policy or third party installation software to remotely uninstall CZ Print Job Agent from the workstations.

CZ Print Job Agent 1.0 for Mac OS X/Classic and Linux x86

Mac OS X/Classic: CZPrintJobAgent.app.bin and tracker_ip.ini

Note: If you can't open it by double-clicking it, try to use Stuffit Expander, then double click CZPrintJobAgent.app to run it. The CZPrintJobAgent.app and tracker_ip.ini must be in the same folder. The host name of the Mac must be in the format of computerName.local (for example: m123.local where m123 is the computer name of the Mac). If not, the popup will not work. The HOSTNAME can be defined in /etc/hostconfig. Restarting the daemon, or rebooting, will result in the hostname command working as expected.

Mac workstations must print to the shared printer on windows print server in order for the Agent to work:

LPR printing

1. Start the "Print Services for Unix" on your Windows Print server. If you can't find this service, please add it from add /remove programs → add / remove windows components → Other Network Files and Print Services → Print Services for Unix.
2. On the Mac, add a LPR printer
3. Enter the windows print server name in Printer Address and the name of the shared printer in Queue Name

Or SMB printing

Edit / etc » cups » printers.conf file

<DefaultPrinter printer>

```
.....
Location yourdomain
DeviceURI smb://yourdomain_username:password@yourdomain/printserver/printer_share_name
State Idle
Accepting Yes
.....
.....
</Printer>
```

You can make agent run automatically when Mac machine starts up:

Option 1:

Step 1: Find the CZPrintJobAgent application icon and click on it.

Step 2: Click on the File menu and select Make Alias.

Step 3: Drag the alias to the desktop where you can get at it.

Step 4: Double-click to open the System Folder and locate the Startup Items folder.

Step 5: Drop the alias into the Startup Items folder. The next time you start up your Mac, the application will launch.

Option 2:

Go into the system preferences - accounts - login items, you can adjust what programs load and don't load at sign in.

Linux x86: CZPrintJobAgent

CZ Print Job Report 3.0 (Optional Add-on for Standard Edition / Premium Edition)

CZ Print Job Report is a tool which allows you to generate and view 100 reports including 64 default reports and 36 customized reports, and provides the ability to export these reports to Adobe-PDF, MS-Word, MS-Excel and Rich Text formats. These reports are designed for your print cost analysis and client billing, and are originally written in English, but can be easily translated into any language which takes just a few minutes.

CZ Print Job Report 3.0 System Requirements	
Operating System	Windows 98/2000/XP/2003/Vista/2008
CPU	300 Mh or higher
Memory	128 MB or more
Hard Disk Free Space	40M

If CZ Print Job Report and CZ Print Job Tracker are installed on the same computer, the database file “printSaver.mdb” is located in the installation folder of CZ Print Job Tracker. (e.g. C:\Program Files\CZ Solution\CZ Print Job Tracker). If you install CZ Print Job Report and CZ Print Job Tracker on different computers, you can share the database folder from the computer where CZ Print Job Tracker is installed, CZ Print Job Report can connect to the shared database remotely (on the second computer) to generate reports. (e.g. [\\CZ Print Job Tracker Computer Name\Shared Database Folder\printSaver.mdb](#)).

1. Go to CZ Print Job Report folder and double-click “CZPrintJobReport.exe.”
2. Follow the on-screen instructions. (Note: If your computer doesn’t have Microsoft .NET Framework and Microsoft Data Access Components 2.6 SP2 or later installed, they will be installed first.)
3. After the installation completes, double-click the shortcut “CZ Print Job Report” on your desktop or select "Start → Programs → CZ Solution → CZ Print Job Report" to run the program.
4. Select the included sample databases to test how it works. The sample database named “printSaver_Sample.mdb” is located in the installation folder of CZ Print Job Report. (E.g. C:\Program Files\CZ Solution\CZ Print Job Report). The real database file “printSaver.mdb” is located in the installation folder of CZ Print Job Tracker (e.g. C:\Program Files\CZ Solution\CZ Print Job Tracker).

Note: If you install CZ Print Job Report on Windows 98, please Copy Dbghelp.dll from <http://www.czsolution.com/download/Dbghelp.dll> and place it in the Windows\System32 folder of the Windows 98 computer.

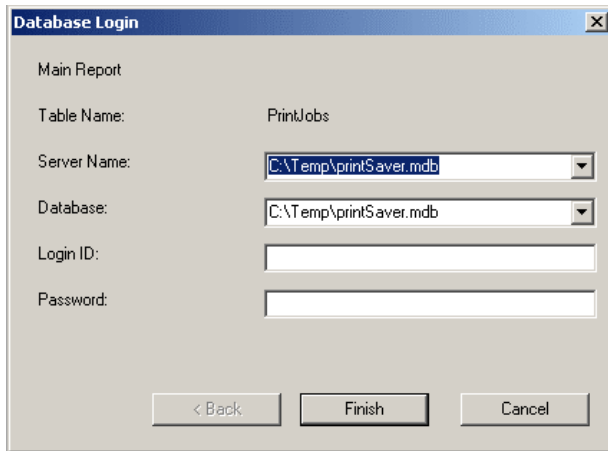
Check http://www.czsolution.com/print_management/czreport.htm for more information.

Uninstall CZ Print Job Report 3.0

1. Open Add/Remove Programs.
2. Select CZ Print Job Report.
3. Click on the Remove button.

CZ Print Job Report Known Issue

I get the database logon prompt when I generate reports. How can I fix it?



This issue happens on some computers. The registry keys for both Seagate Software (Crystal Report) and Microsoft, which specify the path to the Microsoft Access “System.mdw” file are not pointing to the same location. System.mdw is the Access security file that contains user level security information.

Please try the following:

- 1, Exit CZ Print Job Report if it is running.
- 2, Download <http://www.czsolution.com/download/SYSDB32.EXE> .
- 3, Double click “Sysdb32.exe” to run it. If there are no Seagate Software keys visible in Sysdb32.exe window, click "OK" and launch Sysdb32.exe again. Running this utility a second time will create the Seagate Software registry keys. Please see the attached screenshot.
- 4, Start CZ Print Job Report.

If above solution doesn't fix the issue, please try the following:

Download and install Microsoft Jet 4.0 Database Engine Service Pack 8 (SP8)

Windows 9x/NT http://www.czsolution.com/download/jet40sp8_9xnt.exe

Windows 2000 http://www.czsolution.com/download/Jet40sp8_windows2000.exe

Windows XP http://www.czsolution.com/download/Jet40sp8_windowsXP.exe

Windows 2003 http://www.czsolution.com/download/Jet40sp8_windows2003.exe

If above solution doesn't fix the issue, please install the latest Windows service pack and Net Framework 1.1 service pack for your Windows Operating System.

CZ Remote Account Manager 1.0 (Optional Add-on for Premium Edition)

CZ Remote Account Manager allows you to add / edit users / shared # / client code / project code, update account balance / quota / group / pin from any computer.

CZ Remote Account Manager 1.0 System Requirements	
Operating System	Windows 98/2000/XP/2003/Vista/2008
CPU	300 Mh or higher
Memory	128 MB or more
Hard Disk Free Space	1M

Before you run CZ Remote Account Manager, please make sure CZ Print Job Tracker 4.0 is running on a central computer or print server and the option “Enable agent communication” is checked in the menu item “Print Jobs → Preferences → Advanced.” You must also have administrator rights on the computer where you install CZ Remote Account Manager.

1. Go to CZ Remote Account Manager folder and double-click “CZ Remote Account Manager.msi”.
2. Follow the on-screen instructions.
3. After the installation completes, double-click the shortcut “CZ Remote Account Manager” on your desktop or select "Start → Programs → CZ Solution → CZ Remote Account Manager " to run the program.
4. Enter the name or IP address of the CZ Print Job Tracker computer.
Note: This information is required when you run CZ Remote Account Manager on the workstations the first time and it will be saved in the file tracker_ip.ini located in the installation folder of CZ Remote Account Manager.
5. Click the button “Verify Remote Account Manager Password”. The password is defined in “Preferences → Print Jobs” of CZ Print Job Tracker.

Uninstall CZ Remote Account Manager 1.0

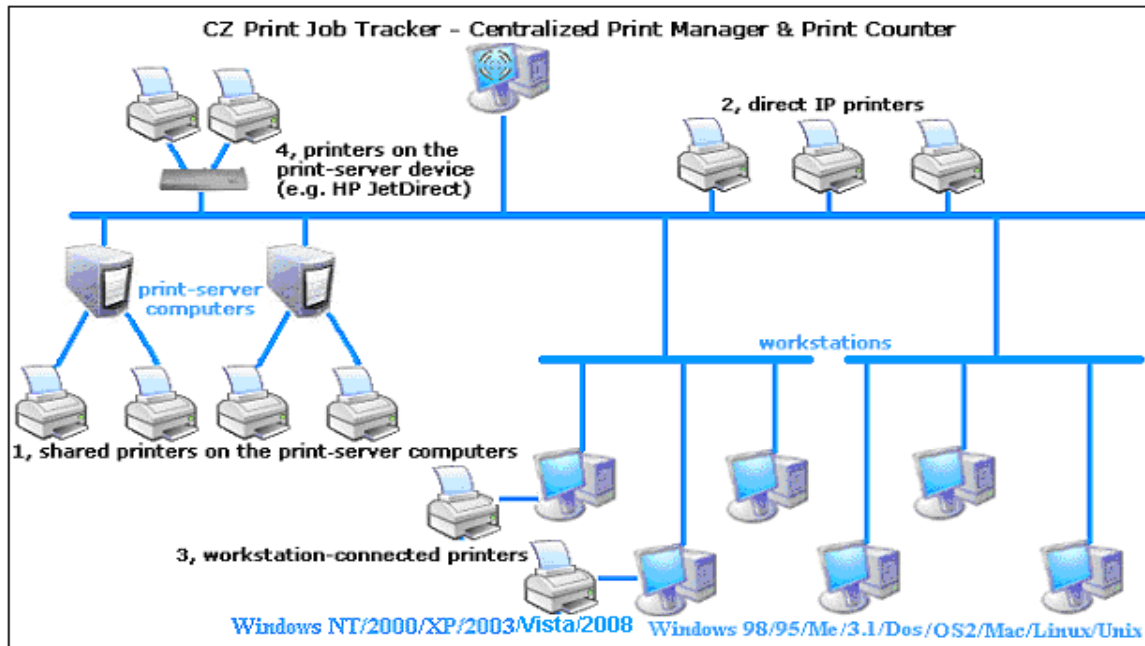
1. Open Add/Remove Programs.
2. Select CZ Remote Account Manager.
3. Click on the Remove button.

Part II Installation Options and Examples

For latest version, please visit http://www.czsolution.com/print-management/pjt_knowledge.htm

CZ Print Job Tracker 4.0 can track and control printing for the following types of printers:

1. The shared printers on the print-server computers
2. The printers connected to the network directly via the IP address without using a print server (**Premium Edition**)
3. The printers connected to the workstations locally (**Premium Edition**)
4. The printers connected to the print-server device e.g. HP JetDirect (**Premium Edition**)

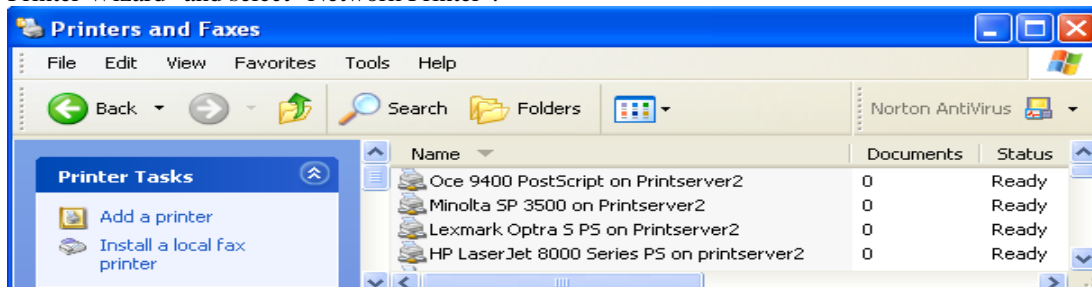


Installation Options and Examples that require only CZ Print Job Tracker 4.0

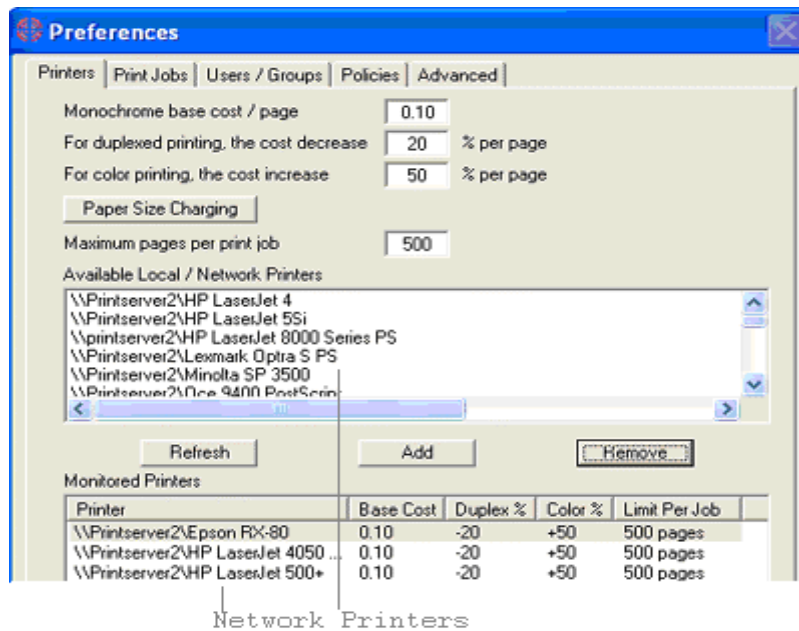
If you don't need print job confirmation / authentication / billing by client code / print job tracking for workstation-connected- printer / print job tracking for a non-print-server printing environment that CZ Print Job Agent provides, you can install only CZ Print Job Tracker 4.0 to track and control the print jobs.

Option 1: Install CZ Print Job Tracker 4.0 on a central computer

1. Install CZ Print Job Tracker 4.0 on a central computer by following the instructions in Part I (Page 2).
2. If you already have print servers on your network, you can simply add the shared printers onto those print servers (e.g. \\print_server\printer_shared_name) to the computer where CZ Print Job Tracker is installed. To add the network printers to the CZ Print Job Tracker computer, you can follow the "Add Printer Wizard" and select "Network Printer".



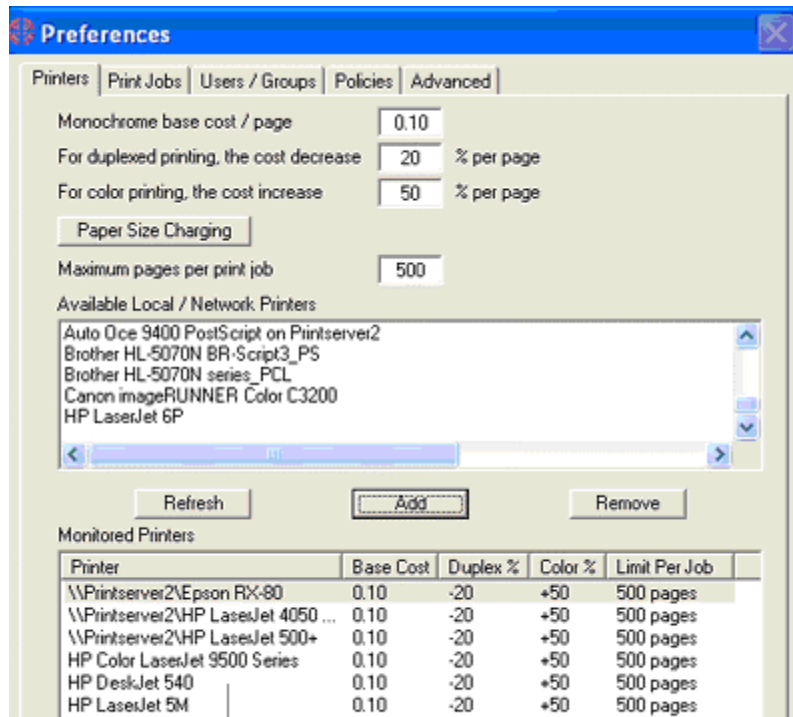
- 3, After the printers have been added, you can then click refresh button and add these network printers from the list of available local / network printers to the list of monitored printers in the menu item “Print Jobs --> Preferences-->Printers” of CZ Print Job Tracker 4.0.



If you are not using CZ Print Job Agent, we recommend installing CZ Print Job Tracker 4.0 on each print server computer directly for best performance and results (Option 2).

Option 2: Install CZ Print Job Tracker 4.0 on your current print server computers

If you install CZ Print Job Tracker on a print server computer, it can track not only the printers on the local print server, but also the printers on the other print servers.



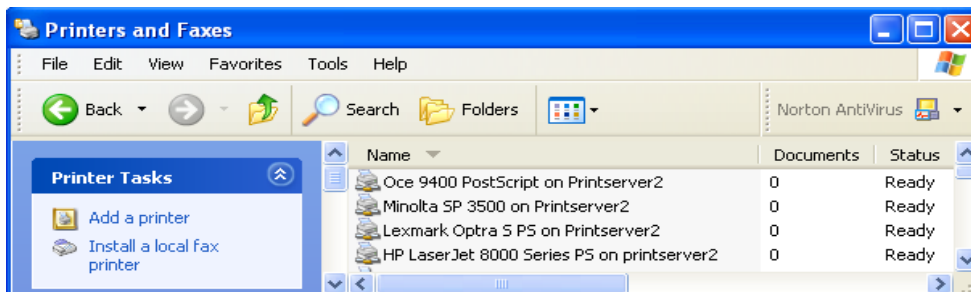
Local printers on this print server and the printers on printserver2.

Installation Options and Examples that require both CZ Print Job Tracker 4.0 and CZ Print Job Agent 1.0

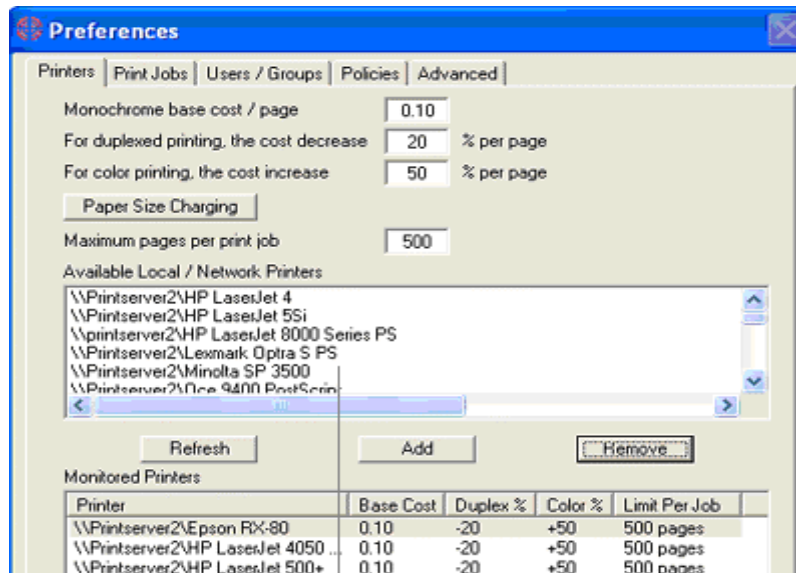
Option 3: Install CZ Print Job Tracker on a Central Computer and install CZ Print Job Agent on the workstations as needed for the following five scenarios

Note: CZ Print Job Tracker 4.0 must be installed, and run before CZ Print Job Agent is installed and run on the workstations.

- 1, Install CZ Print Job Tracker 4.0 on a central computer by following the instructions in Part I (Page 2).
- 2, If you already have print servers on your network, you can simply add the shared printers onto those print servers (e.g. \\print_server\printer_shared_name) to the computer where CZ Print Job Tracker is installed. To add the network printers to the CZ Print Job Tracker computer, you can follow the "Add Printer Wizard" and select "Network Printer".



- 3, After the printers have been added, you can then click refresh button and add these network printers from the list of available local / network printers to the list of monitored printers in the menu item "Print Jobs --> Preferences-->Printers" of CZ Print Job Tracker 4.0. .

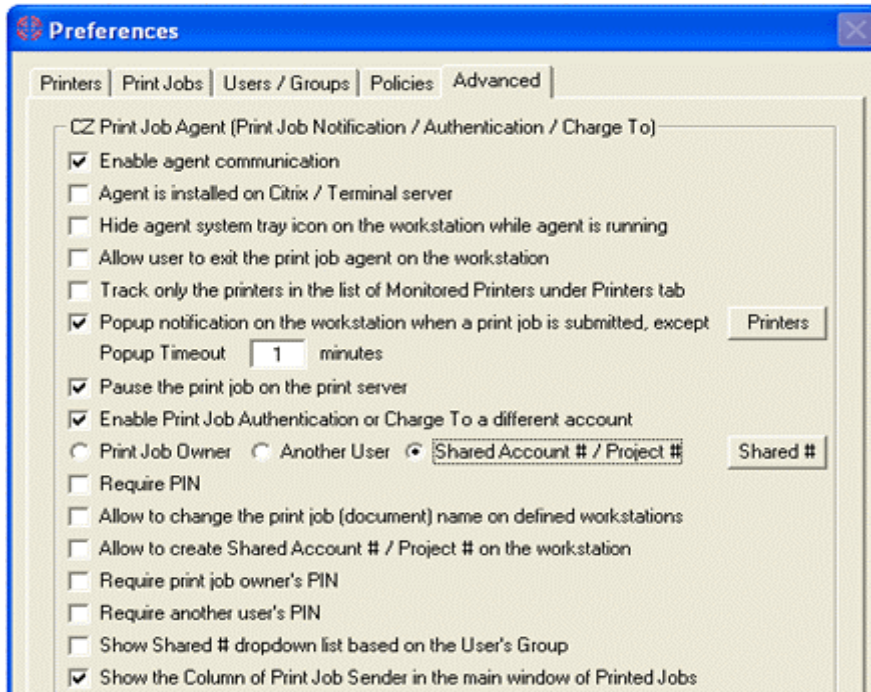


Network Printers

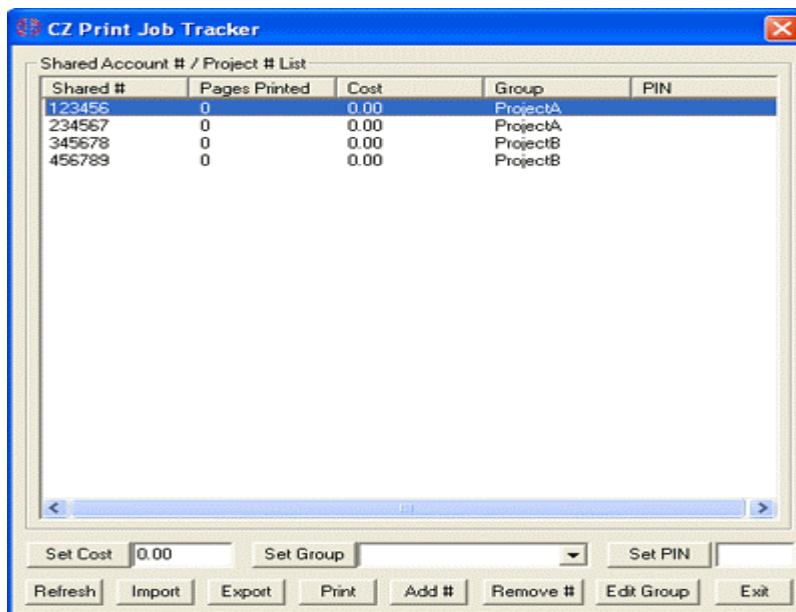
The above printer settings are applied to Scenario 1, 2, and 3.

Scenario 1: You want to enter project code or client code before the print jobs actually print in order to bill back your clients. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require the entering of a code before the print jobs will print.

S1.1 Configure CZ Print Job Agent in the menu item “Print Jobs→Preferences→Advanced”.



S1.2 Click “Shared #” to add the new Shared Account #s / Project #s.

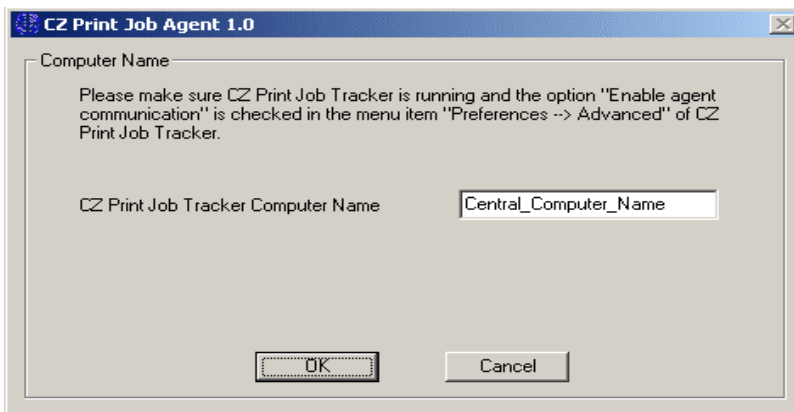


S1.3 Install CZ Print Job Agent on the workstations (Windows, Mac OSX / Classic, or Linux client computer) by following the installation instructions in Part I (Page3). After installation, click “Start→Programs→Startup→CZ Print Job Agent” to start the agent. You will find a small blue icon on the system tray because “Hide agent system tray icon on the workstation while agent is running” is unchecked in CZ Print Job Tracker menu item “Print Jobs →Preferences → Advanced”.

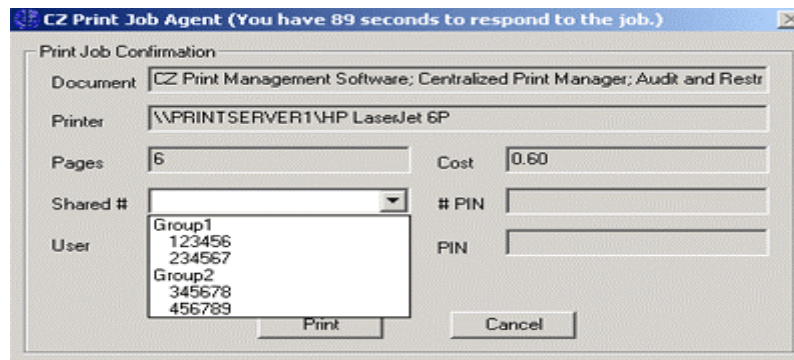


S1.4 Enter IP or host name of the central computer where CZ Print Job Tracker 4.0 is installed.

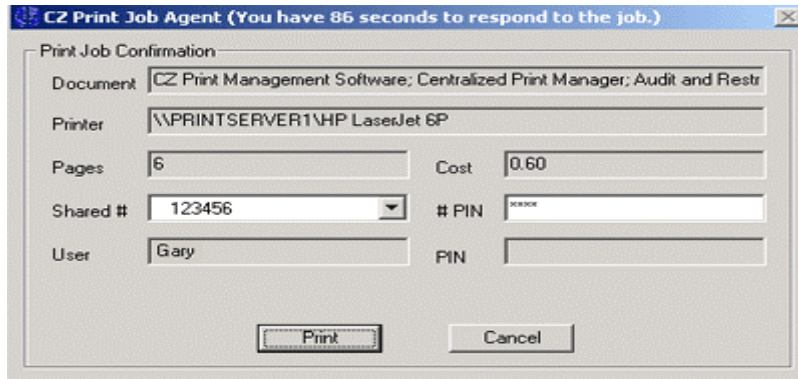
Note: This information is required when you run CZ Print Job Agent on the workstations the first time and it will be saved in the file tracker_ip.ini located in the installation folder of CZ Print Job Agent and value data of string CZPJT_IP in the registry key: My Computer\HKEY_LOCAL_MACHINE\SOFTWARE\CZ Print Job Agent. **The installation file CZ Print Job Agent.msi can be modify to include the name/IP of your CZ Print Job Tracker computer, so you don't have to enter it manually when CZ Print Job Agent is started the first time on each workstation. Please refer to the Silent installation in Part I (Page 4).**



S1.5 When a user sends a print job from a workstation, the print job is paused by CZ Print Job Tracker (The option “Pause the print job on the print server is checked in CZ Print Job Tracker Preferences → Advanced) and a popup window appears on that workstation for the user to select the Shared # in the dropdown list. When the “Print” button is clicked, the print job is printed out. **Note: To avoid users to bypass popup window and resume the print jobs from the Windows Printer Folder, you can assign “CREATOR OWNER” only “Print” permission in the “Security” of the properties of the printers.**

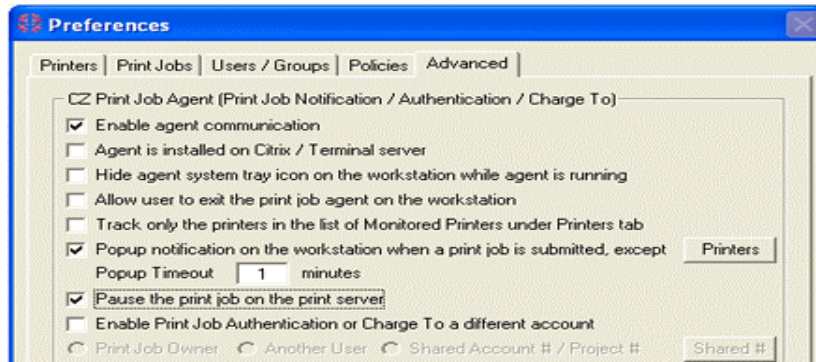


If “Require PIN” option is checked in the menu item “Print Jobs→Preferences→Advanced”, the user is required to enter PIN before the print job can be printed.



Scenario 2: You want users to be able to confirm or cancel the print jobs before the print jobs can be printed. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job confirmation.

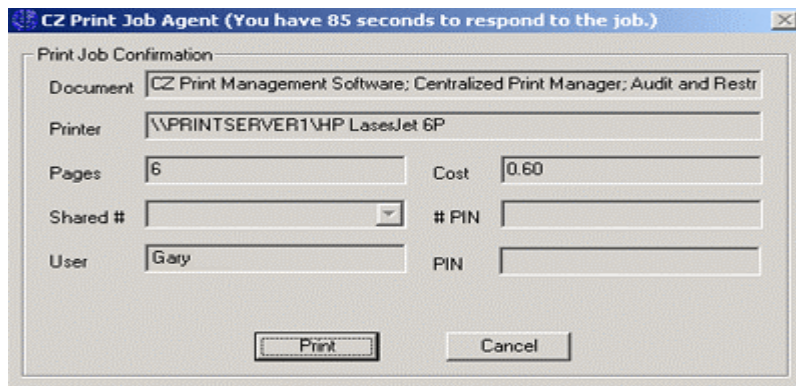
S2.1 Configure CZ Print Job Agent in the menu item “Print Jobs→Preferences→Advanced” of CZ Print Job Tracker on the central computer.



S2.2 Refer to S1.3. (Page 11)

S2.3 Refer to S1.4. (Page 11)

S2.4 When a user sends a print job from a workstation, a popup window appears on that workstation.

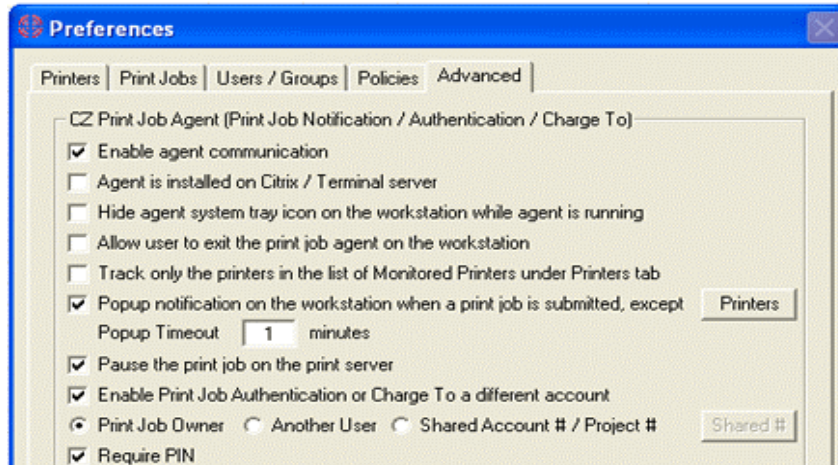


The print job is paused by CZ Print Job Tracker (The option “Pause the print job on the print server” is checked in CZ Print Job Tracker Preferences → Advanced). When the user clicks the “Print” button, the print job is printed out. **Note: To avoid users to bypass popup window and resume the print jobs from**

the Windows Printer Folder, you can assign “CREATOR OWNER” only “Print” permission in the “Security” of the properties of the printers.

Scenario 3: You require users to enter user name / pin before the print jobs can be printed. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job authentication.

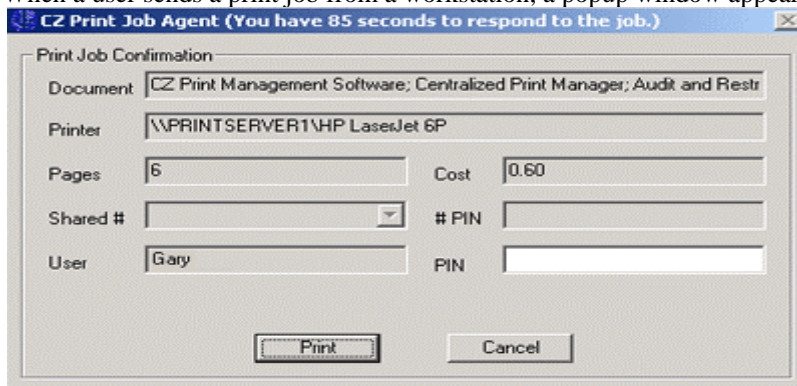
S3.1 Configure CZ Print Job Agent in the menu item “Print Jobs→Preferences→Advanced” of CZ Print Job Tracker on the central computer. If all users use the same windows login account, and you want to be able to identify who prints, you must select “Another User” and create accounts for each user in “Print Jobs→Preferences→Users/Groups”.



S3.2 Refer to S1.3. (11)

S3.3 Refer to S1.4. (Page 11)

S3.4 When a user sends a print job from a workstation, a popup window appears on that workstation.



The print job is paused by CZ Print Job Tracker (The option “Pause the print job on the print server is checked in CZ Print Job Tracker Preferences → Advanced). When the user clicks the “Print” button, the print job is printed out. **Note: To avoid users to bypass popup window and resume the print jobs from the Windows Printer Folder, you can assign “CREATOR OWNER” only “Print” permission in the “Security” of the properties of the printers.**

Scenario 4: You don’t have print servers on your network, and all workstations print to the printers directly via the IP address of the printers. In this scenario, CZ Print Job Agent needs to be installed on all workstations (Windows computer). **Please use the CZ Print Job Agent_Silent_Install.msi located in the**

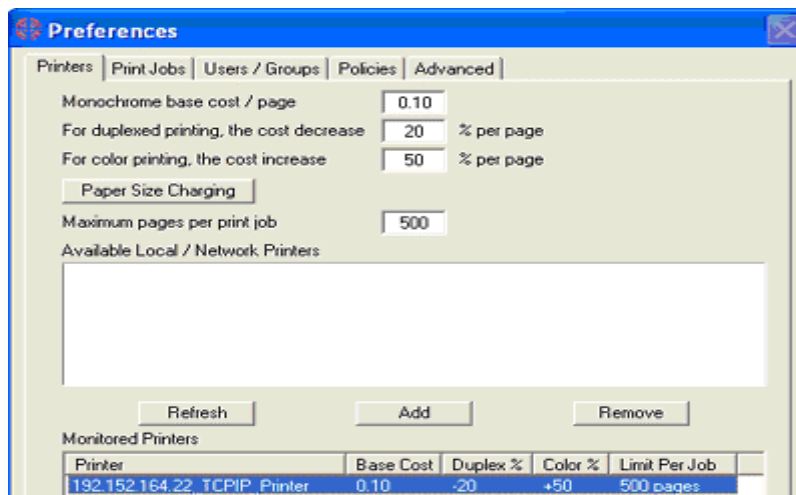
folder of 'Direct IP Printer' in your download to install CZ Print Job Agent. For more information, please refer to the Silent installation in Part I (Page 4).

S4.1 Please refer to S1.1 (Page 9), S2.1 (Page 12), or S3.1 (Page 13).

S4.2 Refer to S1.3 (Page 11).

S4.3 Refer to S1.4 (Page 11).

S4.4 When a user sends a print job from a workstation that has CZ Print Job Agent installed, the print jobs is paused; a popup window appears on that workstation for the user to confirm the print job or enter a client # / project #; the printers is added to the list of monitored printers automatically in the menu item "Print Jobs→Preferences→Printers" of CZ Print Job Tracker 4.0 if the printer is not already in the list.



The TCP/IP printer is added to the list automatically.

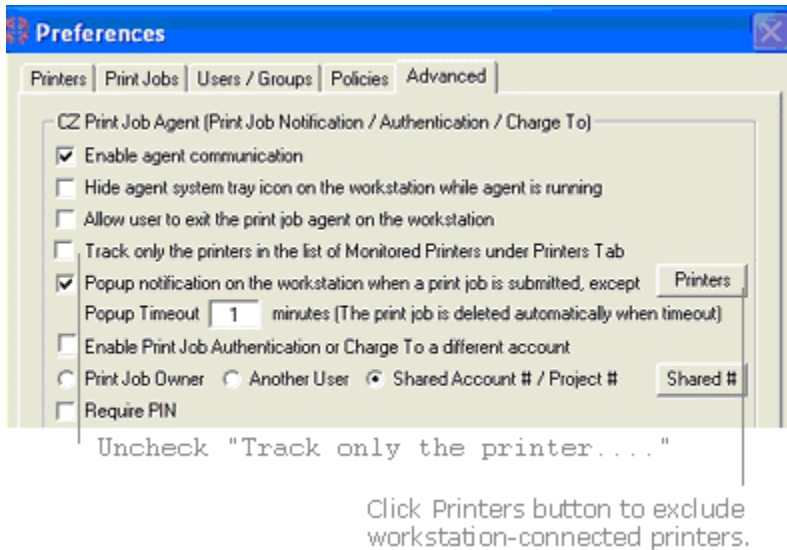
Scenario 5: You want to track and log the print jobs sent to the printers that are connected to the workstations locally. In this scenario, CZ Print Job Agent needs to be installed on those workstations (Windows computer) that have a local printer connected. **Please use the CZ Print Job Agent_Silent_Install.msi located in the folder of 'Workstation Connected Printer' in your download to install CZ Print Job Agent. For more information, please refer to the Silent installation in Part I (Page 4).**

S5.1 Please refer to S1.1 (Page 9), S2.1 (Page 12), or S3.1 (Page 13).

S5.2 Refer to S1.3 (Page 11).

S5.3 Refer to S1.4 (Page 11).

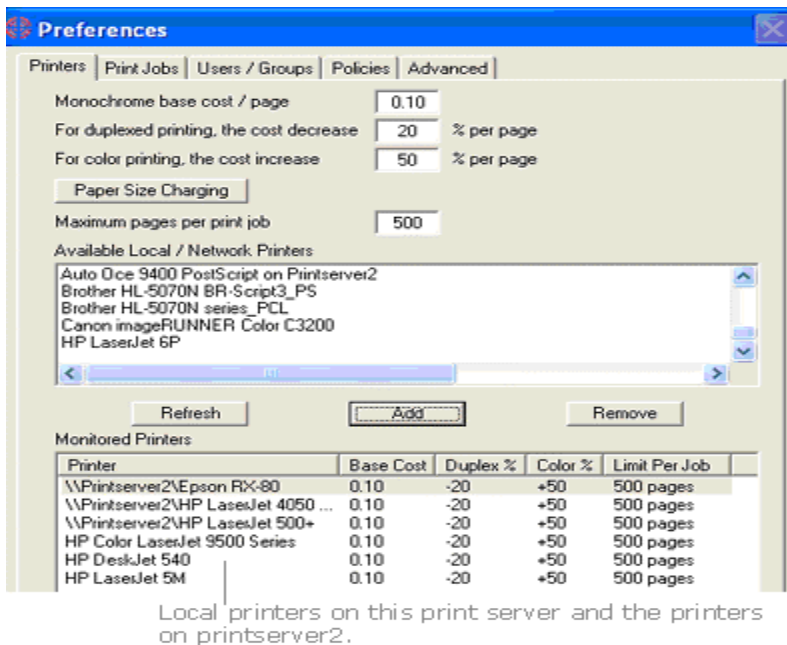
S5.4 When a user sends a print job from a workstation that has CZ Print Job Agent installed, the print job is listed in CZ Print Job Tracker monitor screen and the printers is added to the list of monitored printers automatically in CZ Print Job Tracker menu item "Print Jobs→Preferences→Printers" if the printer is not already in the list. **Note: The print jobs sent to workstation-connected-printer can't be paused. If you want to track the workstation-connected-printers silently without showing popup notification window, you can either uncheck "Popup notification on the workstation when a print job is submitted" or add these workstation-connected-printers to the list of excluded printers for popup notification.**



Option 4: Install CZ Print Job Tracker 4.0 on a print server computer and install CZ Print Job Agent on the workstations as needed in the following five scenarios

Note: CZ Print Job Tracker 4.0 must be installed and run before CZ Print Job Agent is installed and run on the workstations.

If you install CZ Print Job Tracker on a print server computer, it can track not only the printers on the local print server, but also the printers on the other print servers.



The above printer settings are applied to Scenario 1, 2, and 3.

Scenario 1: You want to enter project code or client code before the print jobs actually print in order to bill back your clients. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows,

Mac OSX / Classic, or Linux client computer) that require the entering of a code before the print jobs will print. Please refer to [Option 3 Scenario 1](#) (Page 13).

Scenario 2: You want users to be able to confirm or cancel the print jobs before the print jobs can be printed. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job confirmation. Please refer to [Option 3 Scenario 2](#) (Page 16).

Scenario 3: You require users to enter user name / pin before the print jobs can be printed. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows, Mac OSX / Classic, or Linux client computer) that require print job authentication. Please refer to [Option 3 Scenario 3](#) (Page 17).

Scenario 4: The workstations print to not only the printers on the print server, but also print to the printers directly via the IP address of the printers. In this scenario, CZ Print Job Agent needs to be installed on the workstations (Windows computer) that print to the printers directly via the IP address. Please refer to [Option 3 Scenario 4](#) (Page 17).

Scenario 5: You want to track and log the print jobs sent to the printers that are connected to the workstations locally. In this scenario, CZ Print Job Agent needs to be installed on those workstations (Windows client computer) that have a local printer connected. Please refer to [Option 3 Scenario 5](#) (Page 18).

Part III Preferences & FAQ

- Preferences --> Printers

Preferences

Printers | Print Jobs | Users / Groups | Policies

Monochrome base cost / page: 0.10

For duplexed printing, the cost decrease: 20 % per page

For color printing, the cost increase: 50 % per page

Paper Size Charging

Maximum pages per print job: 500

Available Local / Network Printers

- \\CF-02\Xerox WorkCentre Pro 40 C PS
- Epson Stylus Pro XL ESC/P 2
- HP DesignJet 650C (C2853A)
- HP DesignJet 755CM
- HP LaserJet 4/4M PS
- HP LaserJet RMP

Refresh Add Remove

Monitored Printers

Printer	Base Cost	Duplex %	Color %	Limit Per Job
\\CF-02\HP LaserJet 4M PS	0.10	-20	+50	500 pages
\\CF-02\Minolta SP 3500	0.10	-20	+50	500 pages
\\CF-02\Sharp JX-9700E PS	0.10	-20	+50	100 pages
Brother MFC-6000	0.10	-20	+50	100 pages
Epson Stylus COLOR 500 ESC/P 2	0.20	-10	+40	200 pages
HP LaserJet 5	0.10	-20	+50	100 pages
Minolta Color PageWorks/Pro PS	0.20	-10	+40	200 pages

Update Base, Duplex, Color, Limit/Job To: 0.20 10 % 40 % 200

Save Exit

Define Cost / Page

The Cost / Page includes the base cost, discount for duplex printing (printing on both sides of the paper) and extra costs for color printing.

Example:

Base cost: \$0.10 Duplex Discount / page: 20% Color cost / page: 50%

The total cost for 10 pages with duplex and color printing: $10 * (0.10 - 0.10 * 20\% + 0.10 * 50\%) = \1.30

The total cost for 10 pages with color printing: $10 * (0.10 + 0.10 * 50\%) = \1.50

Paper Size Charging

CZ Print Job Tracker

Paper Size Charging

Paper Size	Increase by %	Paper Size	Increase by %	Paper Size	Increase by %
Letter 8 1/2 x 11 in	0	D size sheet	40	Legal Extra 9 1/2 x 15 in	20
Letter Small 8 1/2 x 11 in	0	E size sheet	50	Tabloid Extra 11.69 x 18 in	20
Tabloid 11 x 17 in	20	Envelope DL 110 x 220 mm	0	A4 Extra 9.27 x 12.69 in	20
Ledger 17 x 11 in	20	Envelope C5 162 x 229 mm	0	Letter Transverse 8 1/2 x 11 in	0
Legal 8 1/2 x 14 in	0	Envelope C3 324 x 458 mm	20	A4 Transverse 210 x 297 mm	0
Statement 5 1/2 x 8 1/2 in	0	Envelope C4 229 x 324 mm	0	Letter Extra Transverse 9 1/2 x 12 in	20
Executive 7 1/4 x 10 1/2 in	0	Envelope C6 114 x 162 mm	0	SuperA/SuperA/A4 227 x 356 mm	20
A3 297 x 420 mm	20	Envelope C65 114 x 229 mm	0	SuperB/SuperB/A3 305 x 487 mm	30
A4 210 x 297 mm	0	Envelope B4 250 x 353 mm	0	Letter Plus 8.5 x 12.69 in	0
A4 Small 210 x 297 mm	0	Envelope B5 176 x 250 mm	0	A4 Plus 210 x 330 mm	20
A5 148 x 210 mm	0	Envelope B6 176 x 125 mm	0	A5 Transverse 148 x 210 mm	0
B4 (JIS) 250 x 354	20	Envelope 110 x 230 mm	0	B5 (JIS) Transverse 182 x 257 mm	0
B5 (JIS) 182 x 257 mm	0	Envelope Monarch 3.875 x 7.5 in	0	A3 Extra 322 x 445 mm	30
Folio 8 1/2 x 13 in	0	6 3/4 Envelope 3 5/8 x 6 1/2 in	0	A5 Extra 174 x 235 mm	0
Quarto 215 x 275 mm	0	US Std Fanfold 14 7/8 x 11 in	20	B5 (ISO) Extra 201 x 276 mm	0
10x14 in	20	German Std Fanfold 8 1/2 x 12 in	0	A2 420 x 594 mm	30
11x17 in	20	German Legal Fanfold 8 1/2 x 13 in	0	A3 Transverse 297 x 420 mm	20
Note 8 1/2 x 11 in	0	B4 (ISO) 250 x 353 mm	20	A3 Extra Transverse 322 x 445 mm	30
Envelope #9 3 7/8 x 8 7/8	0	Japanese Postcard 100 x 148 mm	0	Japanese Double Post 148 x 200 mm	0
Envelope #10 4 1/8 x 9 1/2	0	9 x 11 in	0	A6 148 x 105 mm	0
Envelope #11 4 1/2 x 10 3/8	0	10 x 11 in	20	Arch E1 - 30"x42"	50
Envelope #12 4 1/4 x 11	0	15 x 11 in	20	Arch D - 24"x36"	50
Envelope #14 5 x 11 1/2	0	Envelope Invite 220 x 220 mm	0		
C size sheet	30	Letter Extra 9 1/2 x 12 in	20		

Undefined Paper Sizes

OK Cancel

Example:

Base cost: \$0.10 Duplex Discount / page: 20% Color cost / page: 50%

The total cost for 10 pages with duplex and color printing on A3 297 x 420 mm:

$10 * (0.10 - 0.10 * 20\% + 0.10 * 50\% + 0.10 * 20\%) = \1.50

The total cost for 10 pages with color printing on C size sheets:

$10 * (0.10 + 0.10 * 50\% + 0.10 * 30\%) = \1.80

Undefined Paper Sizes

Add Undefined Paper Sizes	
Paper Size	Increase by %
Undefined 1 27.00 x 39.00 in	0
Undefined 2	0
Undefined 3	0
Undefined 4	0
Undefined 5	0
Undefined 6	0
Undefined 7	0
Undefined 8	0
Undefined 9	0
Undefined 10	0
Undefined 11	0
Undefined 12	0
Undefined 13	0
Undefined 14	0
Undefined 15	0
Undefined 16	0
Undefined 17	0
Undefined 18	0
Undefined 19	0
Undefined 20	0
Undefined 21	0
Undefined 22	0
Undefined 23	0
Undefined 24	0
Undefined 25	0
Undefined 26	0
Undefined 27	0
Undefined 28	0
Undefined 29	0
Undefined 30	0
Undefined 31	0
Undefined 32	0
Undefined 33	0
Undefined 34	0
Undefined 35	0
Undefined 36	0
Undefined 37	0
Undefined 38	0
Undefined 39	0
Undefined 40	0

If "Undefined #" is shown on the CZ Print Job Tracker main screen --> Printed Jobs, then you can click the menu item "print jobs --> Preferences-->paper size charging-->undefined paper sizes" to defined the "undefined #"

Maximum pages per print job

The print job which exceeds the limit will be deleted automatically. If the service "messenger" is started on both CZ Print Job Tracker and user's computers, the user will get the alert message.

Available Printers

The available printers include all printers on the CZ Print Job Tracker computer. They can be network printers (\\print server\shared printer name) and local printers with LPT, TCP/IP or LPR ports. Multiple printers can be selected by holding down the 'Ctrl' key to select printers to be added to the list of monitored printers.

Refresh Printer List

Refresh the list of available printers. After you add / remove a printer to / from the CZ Print Job Tracker computer, you can click the refresh button to refresh the list.

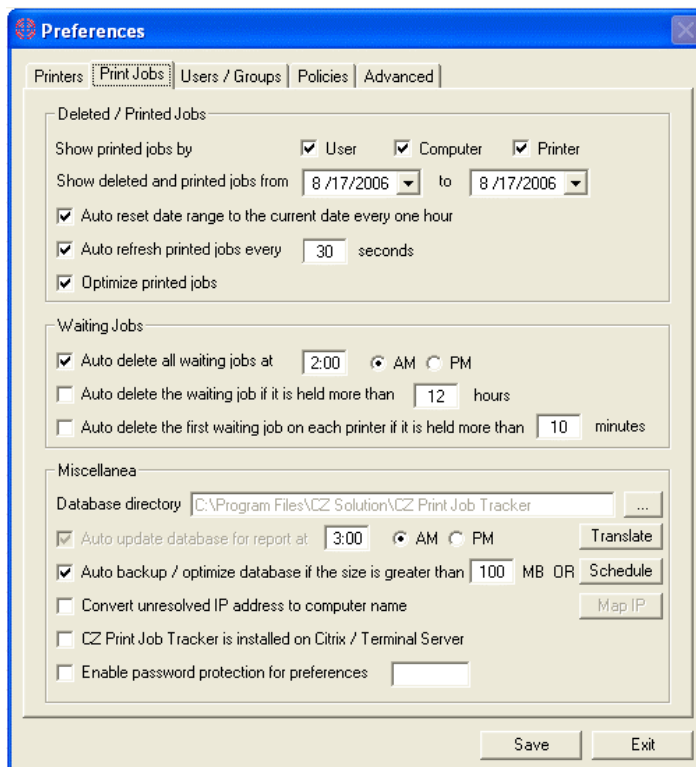
Monitored Printers

Multiple printers can be selected by holding down the "Ctrl" key to removed them from the list of monitored printers.

Update Cost

- 1, Define the new value of the base cost per page, duplex, color or limit per print job.
- 2, Select one or multiple printers from the list of monitored printers and click update button.

- **Preferences --> Print Jobs**



Show Printed Jobs

Show Printed Jobs by the user id, computer name and printer name.

Auto Delete the first waiting Job on each printer

If the first print job in the printer queue is held too long, it may be a print job that is stuck and might cause other print jobs to be held in the queue.

Update Database for Reports

Finalize the records in the database so you can use the free tool CZ Print Job Report to generate and view 100 different reports. Updating the Database for Reports can be done according to the scheduling.

Report Translation

Translate 100 reports to other languages.

Backup and Optimize Database

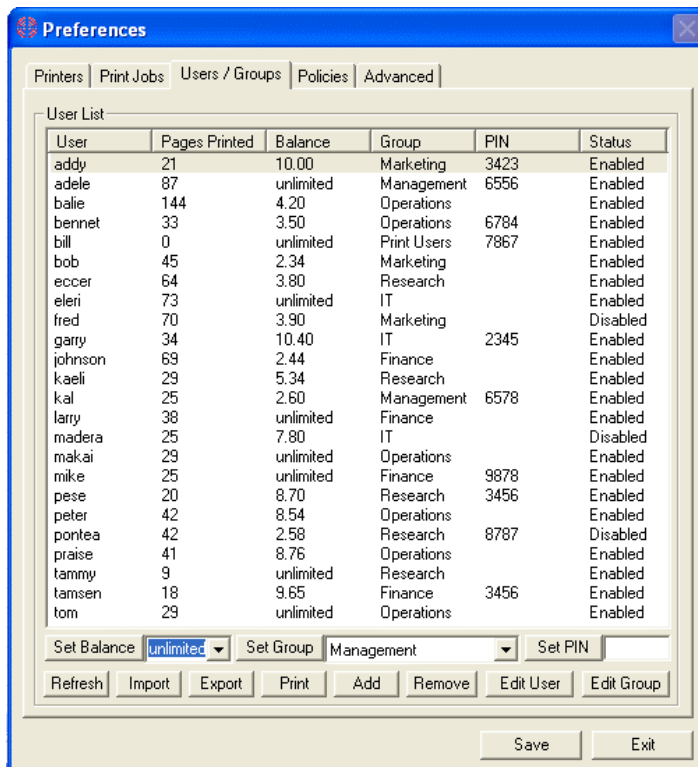
We recommend backing up and optimizing the database when its size exceeds 100MB (about 300,000 - 400,000 print job records) to improve the performance of CZ Print Job Tracker 4.0.

The database is copied to the “backup” folder (e.g. C:\Program Files\CZ Solution\CZ Print Job Tracker\backup) and is named as the current date. (e.g. 020105.mdb), then the database is reset to be empty for the best performance of CZ Print Job Tracker. This operation can be run automatically by setting the database size or schedule. If you want to merge multiple databases into one, you can click the menu item Print Jobs --> Merge Database.

Running on Citrix / Windows terminal server

If CZ Print Job Tracker is installed on a Citrix / Windows terminal server, this option must be checked.

- **Preferences --> Users / Groups**



Users Status

You can prevent the print job from printing that is submitted by a disabled user account in "Policies." You can also set the user account age in "Policies."

Set PIN

To authenticate the print job before it actually prints, a pin needs to be set for the users and the add-on CZ Print Job Agent must be installed on the user's workstation.

Import

The users / groups can be imported from the Windows Active Directory. The users / pin can be imported from a CSV file ([samples: http://www.czsolution.com/download/ImportFiles.zip](http://www.czsolution.com/download/ImportFiles.zip)). The new users can be added to the database automatically when they send a print job.

Export

Export the list to a file in Excel, HTML and Text format.

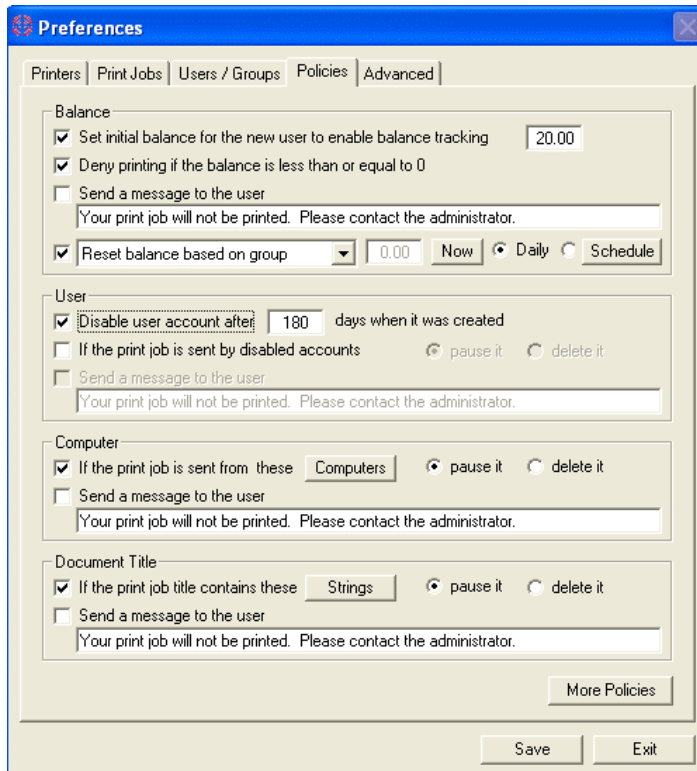
Add user

You don't have to add the users manually. The users can be added to the database automatically when they send a print job.

Edit Group

The default group is called "Print Users." You can add a new group (department) and assign users to it, then you are able to monitor the printing based on the group (department).

- **Preferences --> Policies**



Balance

Set the initial balance for the new users when they print. This also enables balance tracking for all users. For example, if you set the initial balance to \$20.00, and a new user submits a print job with a cost of \$5.00, then the new user will be added to the list of "Users/Groups" automatically and the new user's balance will be \$15.00.

If you disable balance tracking, all users will have an "unlimited" balance.

The balance can be reset manually or by a schedule in three ways:

- 1: **Reset balance to:** All users' balances are reset to the value you define.
- 2, **Increase balance by:** All users' balance is increased by the value you defined.
- 3, **Reset + balance to And add - balance to:** For example, if A user has a positive balance of \$2.00 and B user has a negative balance of -\$3.00, and you set the value to \$20.00, then after this operation, A user has a new balance of \$20.00 and B user has a new balance of \$17.00.
- 4, **Reset balance based on groups:** click "Edit Group" in "Preferences --> users/Groups" and define the balance to be reset.

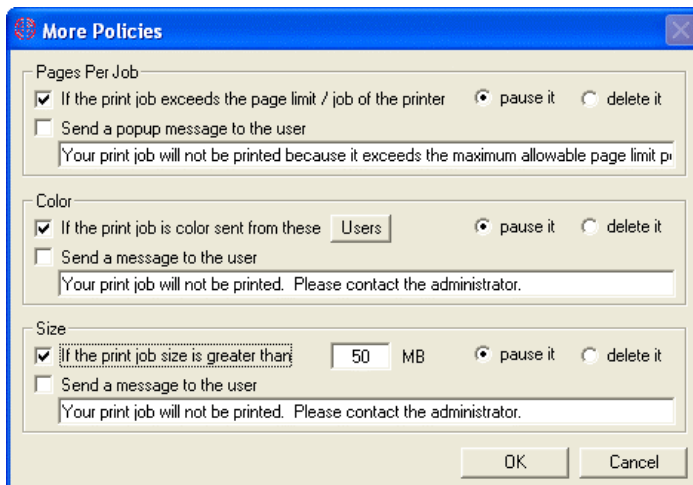
User Restrictions

The user accounts are listed in "Users/Groups." The status of a user account can be updated manually by clicking the "Edit User" button in "Users/Groups."

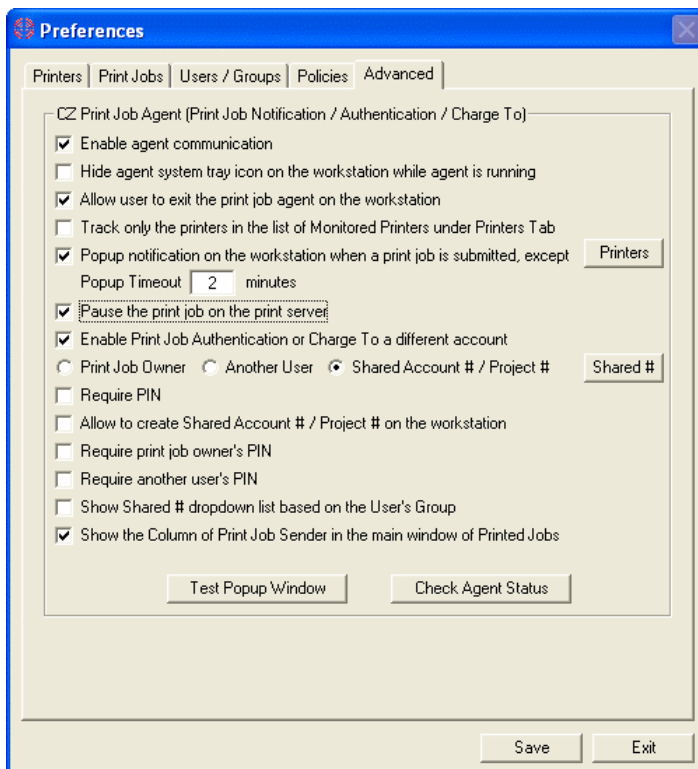
Document Restrictions

Define the specific strings or specific file types in the document title of a print job that will not be printed. For example, if you define the string "gif", then a print job with the string "picture.gif" in the title will be paused or deleted automatically. If you define the string "document*.doc", then the print job with the string "document1.doc" or "document2.doc" will be paused or deleted automatically.

More Policies



• Preferences --> Advanced



Enable Agent Communication

Please refer to the above Installation Option 1 & 2

A add-on CZ Print Job Agent needs to be installed on the workstations as needed.

Hide Agent Icon

If this option is checked, then the CZ Print Job Agent icon will not show on the system tray when it is started.

Allow Exit

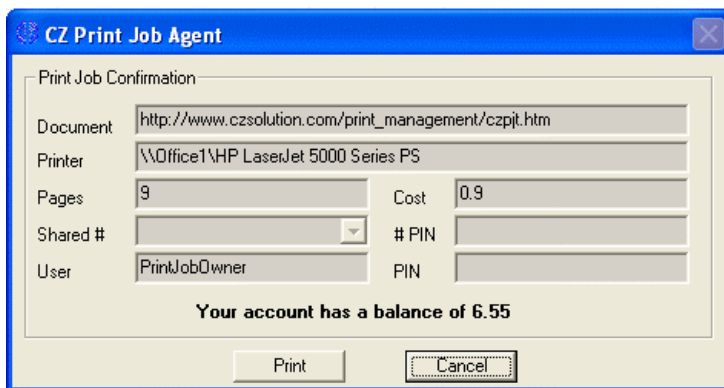
If this option is checked, then users can exit CZ Print Job Agent by right-clicking the icon on the system tray and selecting exit.

Popup Confirmation Window

The popup confirmation window can be used for print job confirmation, print job authentication and client/project billing. You can configure the following four fields: Shared #, Shared # PIN, User, and User PIN depending on your requirements. After configuration, you can click "Test Popup Window" to see the popup window that will also be shown on the workstations with CZ Print Job Agent installed.

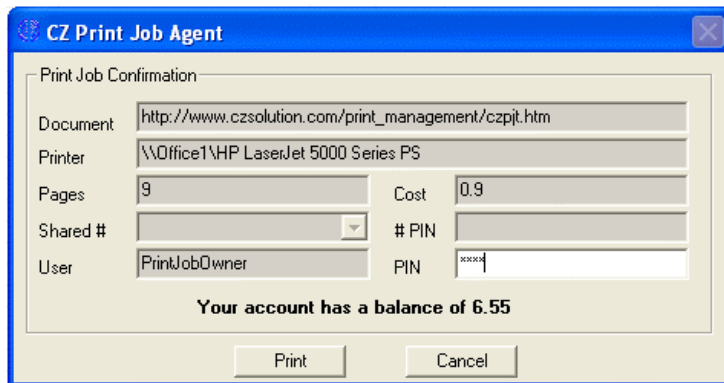
Example 1: Users are required to confirm the print job before it actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", only the option "Popup confirmation on the workstation when a print job is submitted" needs to be checked.



Example 2: Users are required to enter the pin before the print job actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge to a different account" and option "Require PIN" need to be checked.



Example 3: Users are required to select or enter shared # (client code or project code) to be charged before the print job actually prints.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge To a different account" needs to be checked and "Shared Account # / Project #" needs to be selected. You can also click the "Shared #" button to add the new shared account # or project #.

CZ Print Job Agent

Print Job Confirmation

Document:

Printer:

Pages: Cost:

Shared #: # PIN:

User: PIN:

Example 4: Users are required to enter shared #, shared # PIN, user and user PIN.

In the menu item "Print Jobs-->Preferences-->Advanced", the option "Enable Print Job Authentication or Charge to a different account", option "Require PIN" and option "Require another user's PIN" need to be checked.

CZ Print Job Agent

Print Job Confirmation

Document:

Printer:

Pages: Cost:

Shared #: # PIN:

User: PIN:

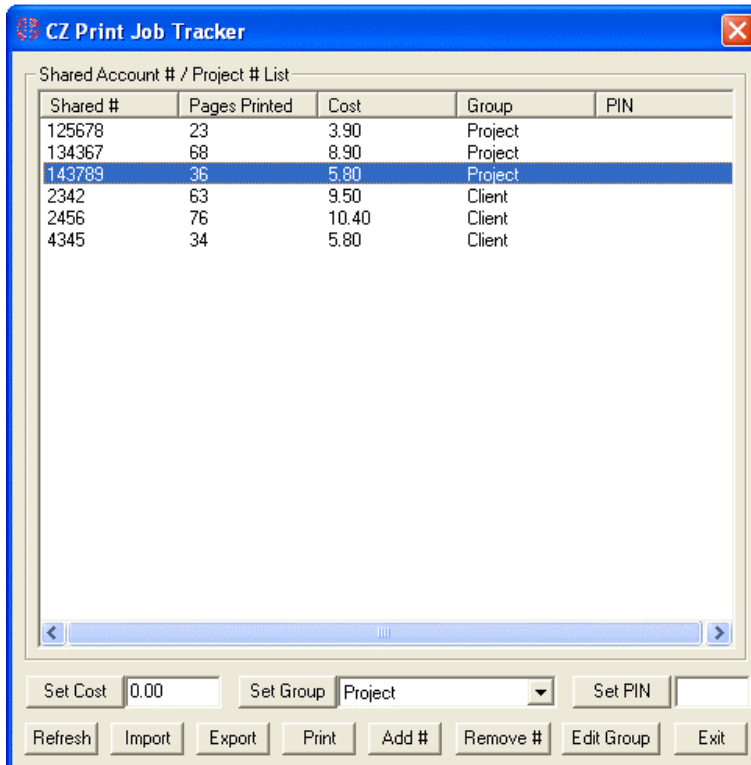
Excluded Printers

If the user sends a print job to the printer in the list of excluded printers, then the popup windows will not show on the users' workstation.

Popup Timeout

Define the time in minutes the popup will show on the workstations. If the popup window times out, then the print job will be cancelled automatically.

Shared # (Client Code or Project Code)

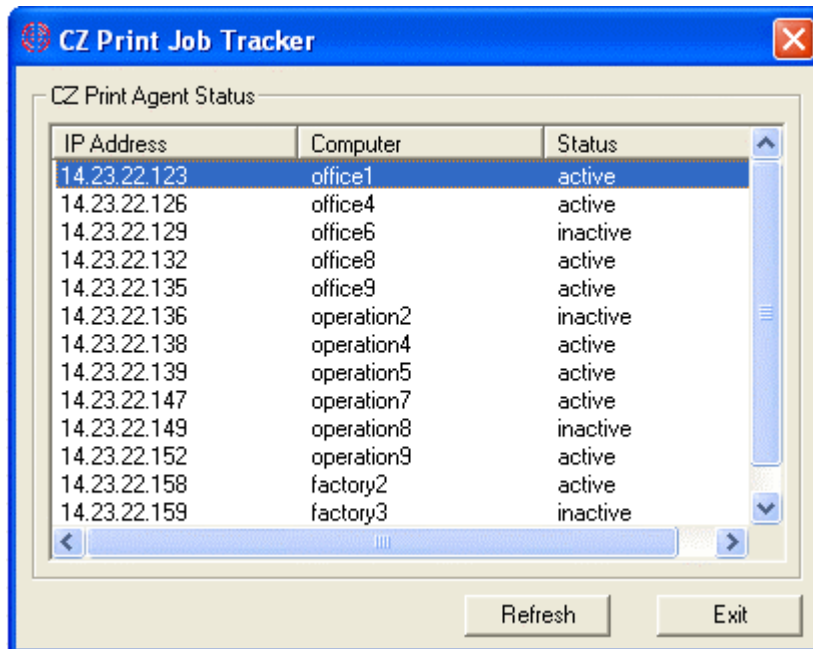


The screenshot shows the 'CZ Print Job Tracker' application window. The title bar is blue with the application name and a close button. The main area is titled 'Shared Account # / Project # List' and contains a table with the following data:

Shared #	Pages Printed	Cost	Group	PIN
125678	23	3.90	Project	
134367	68	8.90	Project	
143789	36	5.80	Project	
2342	63	9.50	Client	
2456	76	10.40	Client	
4345	34	5.80	Client	

Below the table is a horizontal scrollbar. At the bottom of the window, there are several controls: 'Set Cost' with a text box containing '0.00', 'Set Group' with a dropdown menu set to 'Project', 'Set PIN' with a text box, and a row of buttons: 'Refresh', 'Import', 'Export', 'Print', 'Add #', 'Remove #', 'Edit Group', and 'Exit'.

Check Agent Status



The screenshot shows the 'CZ Print Job Tracker' application window with the 'CZ Print Agent Status' sub-window open. It displays a table with the following data:

IP Address	Computer	Status
14.23.22.123	office1	active
14.23.22.126	office4	active
14.23.22.129	office6	inactive
14.23.22.132	office8	active
14.23.22.135	office9	active
14.23.22.136	operation2	inactive
14.23.22.138	operation4	active
14.23.22.139	operation5	active
14.23.22.147	operation7	active
14.23.22.149	operation8	inactive
14.23.22.152	operation9	active
14.23.22.158	factory2	active
14.23.22.159	factory3	inactive

Below the table is a horizontal scrollbar. At the bottom of the window, there are two buttons: 'Refresh' and 'Exit'.

CZ Print Job Tracker 4.0 -- Frequently Asked Questions

1. How can I track, audit, restrict and bill printing by using CZ Print Job Tracker 4.0?

For Installation instructions, please refer to Part II (Page 9).

2. How do I install and uninstall CZ Print Job Tracker 4.0 and Add-ons?

For Installation instructions, please refer to Part I (Page 2 - 8).

3. On which printers can CZ Print Job Tracker track the print jobs?

CZ Print Job Tracker can track the print jobs not only on Laser printers, but also Plotters, DeskJet printers and InkJet printers. If you want to track the print jobs on your DeskJet or InkJet printers, please include the string "DeskJet" or "Ink" in your DeskJet or InkJet printer name for the best results.

CZ Print Job Tracker 4.0 can track and control printing for the following type of printers:

- The printers on the print servers
- The printers connected to the workstations locally
- The printers connected to the network directly via IP address without using a print server

4. I am using CZ Print Job Agent for print job confirmation / authentication / billing. Does it support Citrix /Terminal environment?

If CZ Print Job Agent is installed on a Citrix /Terminal server, the file "terminal" must be deleted from the installation folder of CZ Print Job Agent on the Citrix / Terminal server. This file is created automatically when you run the agent the first time. After the file is deleted, you must restart the agent. In CZ Print Job Tracker menu item "Preference --> Advanced," the option "Agent is installed on Citrix / Terminal server" must be checked and the option "Track only the printers in the list of Monitored Printers under Printers tab" must be unchecked.

5. Why is process printSaver.exe or printcz.exe taking high CPU usage?

1, If the process "printSaver.exe" is taking high CPU usage (90%), please check the followings:

If CZ Print Job Tracker is run as a windows service, the default account to run CZ Print Job Tracker service is the Local System Account that doesn't have the administrator rights on network printers (e.g. \\print_server\shared_printer) because it can't access the remote computer (e.g. \\print_server computer). Please go to Control Panel-->Administrative Tools-->Services-->CZ Print Job Tracker to change the Local System Account to an account that has administrator rights on all printers. **The best account on which to run CZ Print Job Tracker service is the admin account that you used to log onto this computer and with which you installed the CZ Print Job Tracker software.**

If you are using the administrator account to run CZ Print Job Tracker service, but the CPU usage is still high, please unregister msstdfmt.dll (Start --> Run --> regsvr32 /u msstdfmt.dll) and register it again (regsvr32 msstdfmt.dll), then restart the service.

If CZ Print Job Tracker is not run as a windows service, please check if your account has the administrator rights on the computer where CZ Print Job Tracker is installed and on all monitored printers. If yes, please unregister msstdfmt.dll (Start --> Run --> regsvr32 /u msstdfmt.dll), and register it again (regsvr32 msstdfmt.dll), then restart CZ Print Job Tracker.

2, The process printcz.exe may take high CPU usage (30%), if

- some printers on the computer where CZ Print Job Tracker is installed are in "access denied" or "can't connect .." status
- there are a lot of holding jobs in the queues.

6. Why can't I see the print jobs in CZ Print Job Tracker?

1. Check the Date Frame in the menu item "Print Jobs --> Preferences --> Print Jobs."

2, If the database is backed up and optimized in the menu item "Preferences → Print Jobs → Backup / Optimize Database," the database with previous records is saved in the backup folder of the application

folder (E.g. C:\Program Files\CZ Solution\CZ Print Job Tracker\backup) and the current database "printSaver.mdb" in the application folder is reset. To see the previous records, you can use CZ Print Job Report to connect to the previous database in the backup folder, or you can use the menu item "Merge Database" to merge the previous database into "printSaver.mdb" in the application folder, so you can see them in CZ Print Job Tracker.

3. If CZ Print Job Tracker is run as a window service, the default account to run the service is the Local System Account that may not have the administrator rights on some monitored printers (e.g. the network printers \\print_server\shared_printer) because it doesn't have administrator rights on the remote computer (e.g. \\print_server computer). Please go to Control Panel-->Administrative Tools-->Services-->CZ Print Job Tracker to change the Local System Account to a windows user account that has administrator rights on all monitored printers, if necessary.
4. CZ Print Job Tracker can be run in either interactive mode or windows service. If you run CZ Print Job Tracker in interactive mode with the monitor screen open, CZ Print Job Tracker service is stopped automatically. When you exit CZ Print Job Tracker interactive mode (The monitor screen is closed), CZ Print Job Tracker service is started automatically. This is by design to allow only one thread to be running at one time. Every time before you logout the computer where has CZ Print Job Tracker service installed and has CZ Print Job Tracker monitor screen open, please always close CZ Print Job Tracker monitor screen first. If not, CZ Print Job Tracker service will not run after you logout and will not continue to track the print jobs.
5. Unregister msstdfmt.dll (Start-->Run-->regsvr32 /u msstdfmt.dll) and register it again (Start-->Run-->regsvr32 msstdfmt.dll).

7. All users log in with the same account in my lab. Can I still control the print jobs based on the user?




Yes. You can use CZ Print Job Tracker and enable authentication using "Another User" in "Preferences --> Advanced".

8. Why do the print jobs show color even though the printer is black & white?

This may be caused by an incompatible printer driver. Please try a different driver such as PostScript, PCL etc.

9. Can I cancel or pause multiple waiting job from different monitored printers at one time?

Yes, you can select multiple waiting jobs by holding down the "Ctrl" Key or "Shift" key on your keyboard,

and click the  or  button on the toolbar to cancel or pause. Or you can click  to cancel all the waiting jobs.


10. Can the waiting jobs on the different printers be cancelled automatically at a user-defined time?

Yes, you can define the time you would like to delete all the waiting jobs by choosing menu item "Print Jobs -> Preferences." The default time is 2:00am. The print jobs can also be cancelled automatically based on how much time they were held in the queue.

11. How can I track the print jobs in a non-print-server environment (Users send the print jobs to the printer directly via the IP address of the printer or the printer that is connected to the workstation locally, instead of the shared printer on the print server)?

CZ Print Job Agent must be installed on the workstations. The file "local" must be deleted from the installation folder of CZ Print Job Agent, which is created automatically when you run the agent the first time. After the file is deleted, you must restart the agent. In CZ Print Job Tracker 4.0 menu item "Preferences --> Advanced", the option "Track only the printers in the list of Monitored Printers under Printers tab" must be unchecked. Please refer to Quick Start Guide (CZ Print Job Tracker 4.0) for more details.

12. Can I export partial or all of the print jobs data to a file?


Yes, you can select multiple rows by holding down the “Ctrl” Key or “Shift” key on your keyboard, and clicking the  button on the toolbar to save. The saved file format can be Excel, HTML and Text.

13. Can I set the number of pages a user can print each month? How can I reset the balance based on the group?

Yes, you can enable balance tracking in the menu item "Preferences --> Policies" and schedule to reset the balance on the first day of each month. To reset the balance based on the group, select "Reset balance based on group" in "Preferences --> Policies --> Balance", then click "Edit Group" in "Preferences --> users/Groups" and define the balance to be reset.

14. Can I set the maximum allowable pages per print job for different printers?

Yes, you can define the maximum pages per print job on each printer by choosing menu item "Print Jobs

-> Preferences" or click  on the toolbar. To make best use of this feature, please select “Start printing after last page is spooled” on the “Advanced” tab of printer properties. The print jobs that exceed the maximum allowable pages will be deleted automatically and a message will be sent to the user if the "messenger" service is started on both the CZ Print Job Tracker computer and the user's computer.

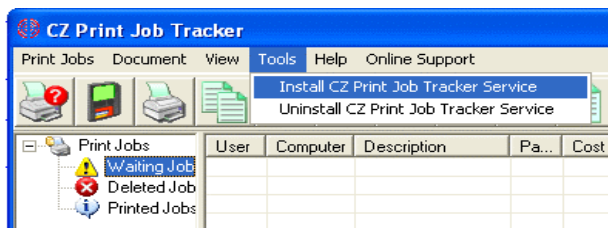
15. I have enabled "send a popup message", but the users can't receive it. why?

Please start the service “messenger” on the computer where you installed CZ Print Job Tracker 4.0 and the client computers. If you are using CZ Print Job Tracker and CZ Print Job Agent, you don't need to enable the messenger service, instead CZ Print Job Agent on workstation will provide users with different print notifications.

16. How can I run CZ Print Job Tracker as a windows service regardless of whether someone is logged on?

The instructions below are for CZ Print Job Tracker 4.0.0.11 or later,

1. Select the menu item "Tools-->Install CZ Print Job Tracker Service."



2. Restart the computer

Tip: The default account to run CZ Print Job Tracker service is the Local System Account that doesn't have the administrator rights on network printers (e.g. \\ print_server\ shared_printer) because it can't access the remote computer (e.g. \\print_server computer). After the computer is restarted, please go to Control Panel->Administrative Tools-->Services-->CZ Print Job Tracker to change the Local System Account to an account that has administrator rights on all printers. If the Local System Account has the rights on all monitored printers (for example, all printers are local), but CZ Print Job Tracker can't capture the print job or CPU usage is high, please unregister msstdfmt.dll (Start --> Run --> regsvr32 /u msstdfmt.dll) and register it again (regsvr32 msstdfmt.dll), then restart the service. The best account on which to run CZ Print Job Tracker service is the admin account that you used to log onto this computer and with which you installed the CZ Print Job Tracker software.

Tip: CZ Print Job Tracker can be run in either interactive mode or windows service. If you run CZ Print Job Tracker in interactive mode with the monitor screen open, CZ Print Job Tracker service is stopped automatically. When you exit CZ Print Job Tracker interactive mode (The monitor screen is closed), CZ Print Job Tracker service is started automatically. This is done by design to allow only one thread to be

running at one time. Every time before you logout the computer where has CZ Print Job Tracker service installed and has CZ Print Job Tracker monitor screen open, please always close CZ Print Job Tracker monitor screen first. If not, CZ Print Job Tracker service will not run after you logout.

17. Can I generate reports in a languages other than English?

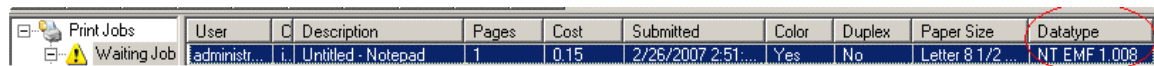
You can easily translate reports into your language by translating some strings in the menu item "Preferences --> Print Jobs --> Translate". Please see the [Knowledge Base](#) for more details.

18. How can I import Users / Groups / PINs to CZ Print Job Tracker?

The users/groups can be imported from the Windows Active Directory (Preferences --> Users / Groups --> Import). The users / pin can be imported from a CSV file (samples: <http://www.czsolution.com/download/ImportFiles.zip>). The new users can be added to the database automatically when they print.

19. How can I view the content of print jobs?

If your printer spooling format supports EMF, then you are able to view the content of the print jobs (waiting jobs / deleted jobs / printed jobs). CZ Print Job Tracker must be installed on the print server, and the option "view the content of print jobs" must be selected in Preferences --> Print Jobs.



Print Jobs	User	Description	Pages	Cost	Submitted	Color	Duplex	Paper Size	Datatype
Waiting Job	administr...	Untitled - Notepad	1	0.15	2/26/2007 2:51:...	Yes	No	Letter 8.1/2...	NT EMF 1.008

If you can't preview the print job, please follow the steps below:

Step 1: Right click the printer in the windows printer / fax folder --> click Properties --> click Advanced --> select the option "Enable advanced printing features" --> click OK button, then send a print job and check if the above datatype is EMF and if you can view the content of the print job by double clicking it. If yes, please ignore step 2 and step 3.

Step 2: If the data type is not EMF, right click the printer in the windows printer / fax folder --> click Properties --> click Advanced --> click Print Processor --> select NT EMF 1.008--> click OK button, then send a print job and check if the above datatype is EMF and if you can view the content of the print job by double clicking it. If yes, please ignore the step 3.

Step 3: Exit CZ Print Job Tracker, restart print spooler service in control panel --> administrative tools --> service, run CZ Print Job Tracker., then send a print job and check if you can view the content of the print job by double clicking it.

If you still can't view the content of the print jobs, please check if your printer supports EMF datatype or your current printer driver support EMF datatype. You can also try a different printer driver such as Postscript driver.

20. How can I move waiting jobs to a different printer or reprint printed jobs / deleted jobs?

The source printers which the print jobs were originally sent to must use EMF datatype.

The destination printers which the waiting jobs are moved to or the printed jobs / deleted jobs are reprinted to must use EMF datatype.

On both source printer and destination printers,

1. Click Start, point to Settings, and then click Printers.
2. Right-click the printer and then click Properties.
3. On the the Advanced tab, select the option "Enable advanced printing features" in the printer properties.
4. Click Print Processor, select NT EMF 1.008 and click OK button to save.
5. Make testing by sending a print job to the source printer, then reprint to the destination printer.