

PowerTerm[®] WebConnect PrintView Client

Version 5.6.1

User's Manual

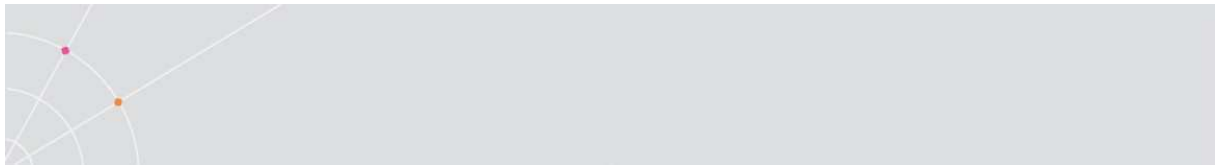
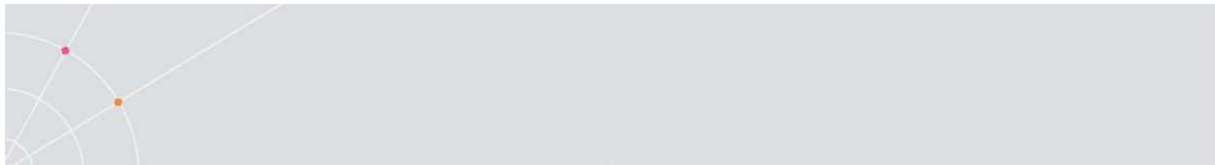


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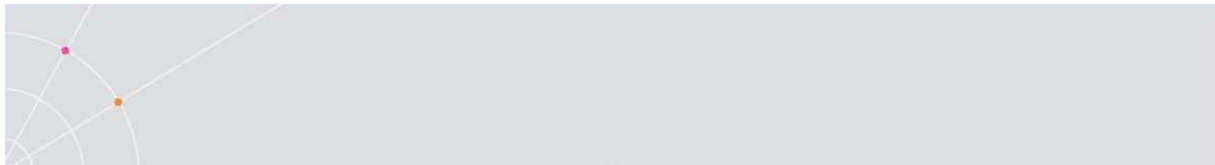
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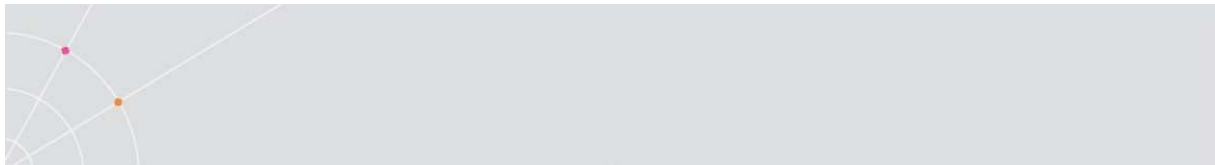


About this Document

THIS MANUAL EXPLAINS HOW TO USE THE PRINTVIEW CLIENT, A COMPONENT OF ERICOM SOFTWARE'S POWERTERM® WEBCONNECT PRODUCT. IT IS INTENDED FOR **END-USERS** OF POWERTERM WEBCONNECT PRINTVIEW CLIENT. IF YOU NEED INFORMATION ON PRINTVIEW CLIENT ADMINISTRATION AND CONFIGURATION, PLEASE SEE THE POWERTERM WEBCONNECT ADMINISTRATOR'S MANUAL.

THE DOCUMENT CONTAINS THE FOLLOWING CHAPTERS:

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1 Introduction

PowerTerm® WebConnect is comprised of a number of software components that allow you to interact with a host server, using a standard PC. These components include the PowerTerm WebConnect Agent (which serves as a base-station that downloads and runs other components), the PowerTerm WebConnect HostView client (which emulates an application terminal), and the PowerTerm WebConnect FTP client.

The PowerTerm WebConnect **PrintView client** is a lightweight software module that allows users to print from the host server to local or network printers, even if they are in a remote network. Users print using the host application, and their print requests are sent to the computer running the PrintView client, which forwards them to the printer.

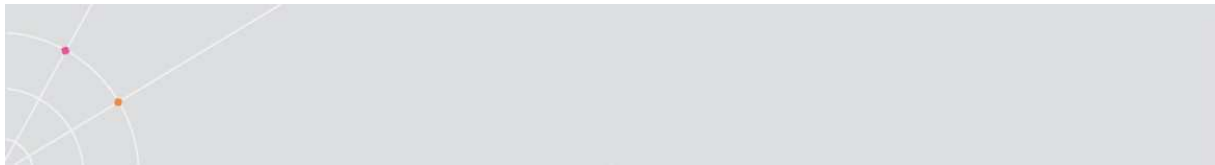
1.1 The PrintView Client: From Host to Printer

Users working on a host application (using either a standard terminal or a terminal emulation) often encounter difficulties to print from the host server. A few common reasons are:

- The host can only print to outdated line printers, while the organization uses more modern laser or inkjet printers.
- The host is not in the same network as the users (and their local or network printers). If the users are in a different geographic location, or even in another department, it may be impossible for the server to communicate directly with their printers.

The Powerterm WebConnect PrintView client offers a simple solution for hosts using the LPD (Line Printer Daemon)/LPR (Line Printer Remote) protocol. This client runs on a computer that has access to a conveniently-located printer. When a user activates a "print" command on the host server, the host sends the print job to the PrintView client. The PrintView client then forwards it to a local or network printer.


For a user printing documents on the host, this process is completely transparent. Assuming the PrintView client has been loaded and configured properly, a document printed on the host is automatically sent to a local or network printer.



1.2 Direct and Gateway Connections

The host server can send print jobs to the PrintView client in one of two ways:

- **Directly:** The host server connects to the PrintView client and sends to it the job request. This requires that the PrintView client be in the same network as the host, and that its IP address does not change over time.
- **Through the PowerTerm WebConnect Server (Gateway):** The host sends the print job via the PowerTerm WebConnect server, which routes it to the appropriate PrintView client. The PrintView client connects to the PowerTerm WebConnect server using TCP/IP. This mode is used when the PrintView client has no direct access to the host, or if its IP address tends to change (for instance, it is installed on a computer with dial-up Internet access or uses DHCP).

 For enhanced security, all communication between the PowerTerm WebConnect Server and the remote PrintView clients can be achieved using Secure Socket Layer (SSL) connections.

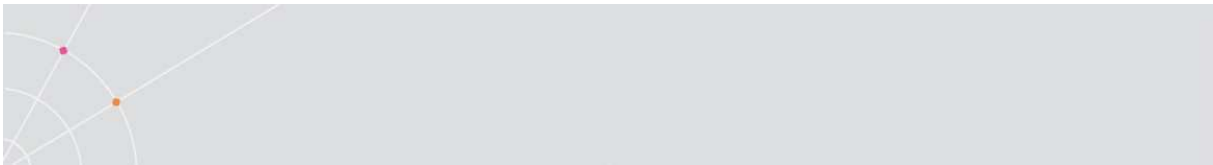
Users making the print request can also work directly with the host (using a standard terminal) or through the PowerTerm WebConnect server.

1.3 Queues and Jobs


Most host servers have one or more fixed print queues, each with its own unique name and print settings. When a user performs a “print” operation on the host, the print job enters a certain queue, waits for its turn, and is then printed using that queue’s print settings.

PrintView clients also have print queues, which mirror the print queues on the host. Each queue defined on a PrintView client has a local or network printer assigned to it, and specific print settings. A queue on a PrintView client must have the same name as the corresponding queue on the host server.

- **If a direct connection is used,** the host server is configured so that a certain print queue sends its print jobs to the IP address of the workstation running the PrintView client. The same queue is defined on the PrintView client, with a local printer assigned to it. When the PrintView client receives a print job from the host, it verifies the queue name, and sends the job to the appropriate printer.
- **If a gateway is used,** the host server is configured to send print queues to the IP address of the PowerTerm WebConnect Server. These queues are defined on different PrintView clients. When the PowerTerm WebConnect Server receives a print job from a certain queue on the host, it locates the PrintView client that has this queue defined, and sends the print job to it. The PrintView client receives the print job and prints it on the local printer assigned to the queue.



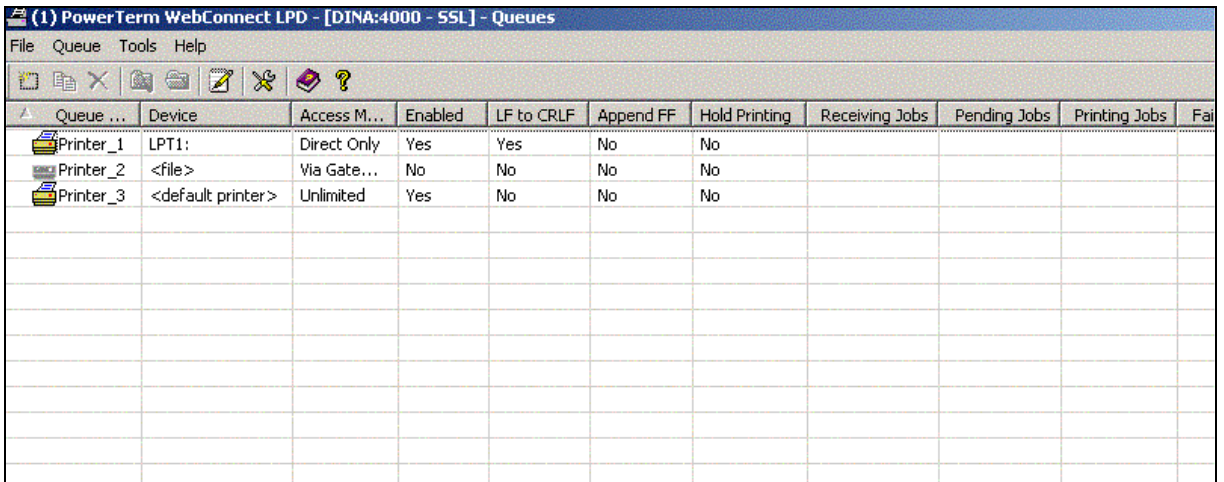
1.4 PrintView Client Context Menu

When the PrintView client starts, it appears as an icon in the Windows System Tray (). Right-clicking or double-clicking this tray icon opens a context menu with the following commands:

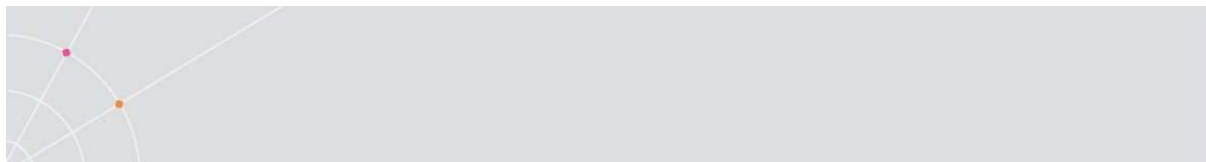
Command	Description
View Queues	Opens the Queues window, which allows you to monitor the PrintView client's queues, create queues, and edit their settings.
View All Jobs	Opens the Jobs window, which allows you to monitor all the print jobs received from the host.
About WebConnect PrintView	Shows the current version of the PrintView client.
Close	Closes the context menu.
Exit	Exits the PrintView client.

1.5 Queues and Jobs Windows: Focusing on the Information You Need

Queues window




Queue ...	Device	Access M...	Enabled	LF to CRLF	Append FF	Hold Printing	Receiving Jobs	Pending Jobs	Printing Jobs	Fai
Printer_1	LPT1:	Direct Only	Yes	Yes	No	No				
Printer_2	<file>	Via Gate...	No	No	No	No				
Printer_3	<default printer>	Unlimited	Yes	No	No	No				



Jobs window

Queu...	ID	Device	Via...	Status	Step	Start Time	End Time	Error Rea...

The PrintView client’s main windows, shown above, allow you to manage queues and monitor print jobs received from the host. The Queues and Jobs windows utilize tables that show information about queues and jobs, respectively.

 The tabular format used in the Queues and Jobs windows, is identical to that used in other PowerTerm WebConnect components. If you are familiar with its usage, you can skip this section.

Each table row represents a queue (in the Queues window) or a print job (in the Jobs menu), while each column represents a property of the queue or job. In the Queues menu, you can create additional queues, that are added to the table as new rows.

In both the Queues and Jobs windows, there are many columns. You may want to customize them to focus on what you need.

1.5.1 ADJUSTING COLUMN WIDTH AND ORDER

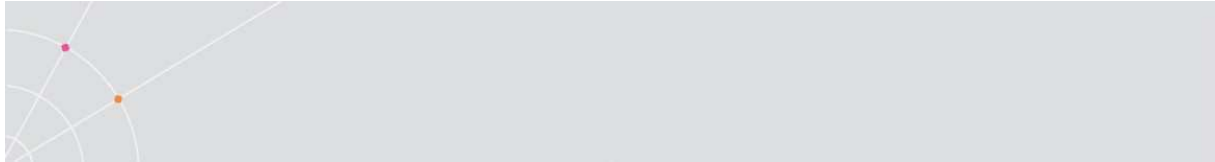
You can manually adjust the width of specific columns, or automatically expand a column to view its title or contents. You can also drag-and-drop column titles to change the order in which columns are shown.

➔ **To change the column width:**

1. Position your cursor on the border of the column heading that you want to adjust. The cursor changes to a two-sided arrow.
2. Drag (thereby adjusting) to the desired column width.

➔ **To automatically expand a column, so you can read its title in full:**

Right-click the column title. The full column title becomes visible.



- ➔ **To automatically expand a column, so you can read its full contents:**


Right-click the text in the column and select **Columns | Set Size by Text Width**.

- ➔ **To change the position of a column:**

Click the heading and drag and drop it onto its new position. A shadow of the heading appears as you reposition it.

1.5.2 ADDING AND REMOVING COLUMNS

You can choose to remove specific columns, or filter columns by type, so that the table only shows properties and settings, or current status information.

-  Columns that are not visible are in fact set to a width of 0. To view all columns not presently shown, follow the instructions below to reset column width.

- ➔ **To remove a column:**

Click and drag to the extreme left or right of the PrintView window until it disappears.

- ➔ **To filter columns so only properties and settings are shown:**

Right-click **Columns | Definition Information**.

- ➔ **To filter columns so only current status information is shown:**

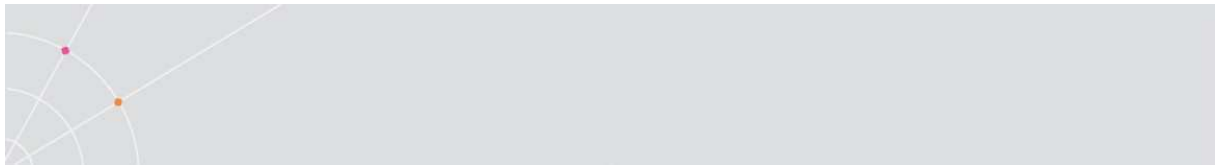
Right-click **Columns | Runtime Information**.

- ➔ **To view all the columns (including those you have removed or filtered out):**

Right-click **Columns | Set Default Order and Size**.

1.5.3 SORTING TABLES

You can sort the table by one or more fields (columns). When you sort by two fields or more, the queues/jobs are initially sorted by the first field, and when several items have the same value for that field, those items are sorted by the second field.



➔ **To sort the table by one column:**

Click the column by which you want to sort. Click it again to reverse the sorting order.

➔ **To sort the table by additional columns:**

Click another column to sort by. This column will now become the primary sorting column. The columns previously selected become the secondary sorting columns, in order of their selection.

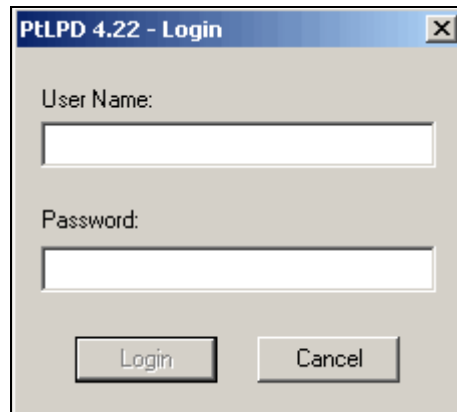
2 Installing, Starting, and Stopping

2.1 Installing the PrintView Client

The system administrator will provide you with a hyperlink from where you can install and execute the PrintView client.

➔ **To install the PrintView client via URL:**

1. Click the hyperlink you received from your administrator. A **Security Warning** dialog appears.
2. Click **Yes**. The **PrintView** client is downloaded to your computer. When the download is complete, the following login dialog appears:



3. Enter your credentials and click **Login**. The **PrintView** client icon appears in your system tray.


2.2 Controlling How the PrintView Client is Launched

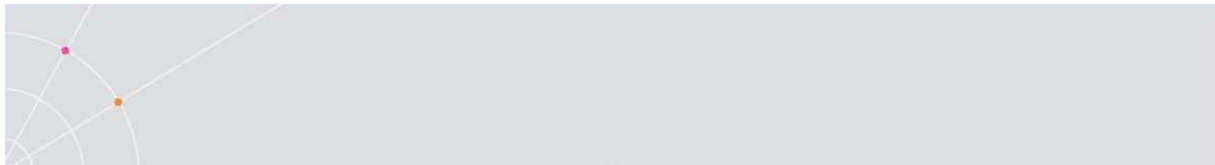
The PrintView client can be launched automatically when you log into Windows or through a special desktop shortcut. It can also be launched from other PowerTerm WebConnect software components such as the Agent and the HostView client.

2.2.1 LAUNCH ON WINDOWS LOGIN

➔ **To set the PrintView client to launch when you log into Windows:**


Open the **Queue** window and select **Tools | Add to the Startup**. The PrintView client is set to be launched each time you log onto your computer.

 If you cannot find the menu item **Add to the Startup**, the item **Remove from the Startup** has probably replaced it. This means that the PrintView client is already set to be launched on startup.



➔ **To set the PrintView client not to launch when you log into Windows:**


Open the **Queue** window and select **Tools | Remove from the Startup**. The PrintView client is removed from the system startup sequence, and will not launch when you log onto your computer.

 If you cannot find the menu item **Remove from the Startup**, the item **Add to the Startup** has probably replaced it. This means that the PrintView client is not currently set to be launched on startup.

2.2.2 DESKTOP SHORTCUT

➔ **To create a shortcut on your desktop:**

Open the **Queue** window and select **Tools | Create a Shortcut to your Desktop**. The shortcut for the PrintView client appears on your desktop.


 If you cannot find the menu item **Create a Shortcut on Desktop**, the item **Remove the Shortcut from the Desktop** has probably replaced it. This indicates that the desktop shortcut already exists. You cannot create an additional one.



It is recommended that you do not change the name of the shortcut after it has been created.

➔ **To remove the shortcut from your desktop:**

Open the **Queue** window and select **Tools | Remove the Shortcut from the Desktop**. The shortcut for the PrintView client is removed from your desktop.

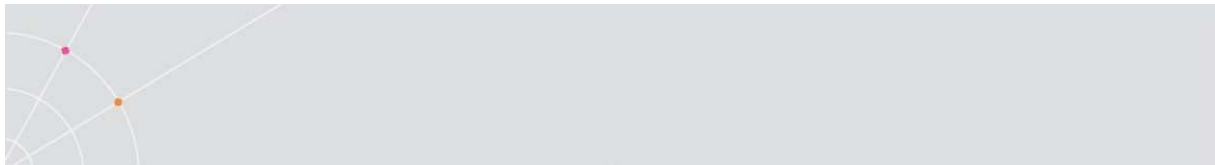
 If you cannot find the menu item **Remove the Shortcut from the desktop**, the item **Create a shortcut on Desktop** has probably replaced it. This indicates that no shortcut currently exists, either because you have removed it, or because you have not created one yet.



It is recommended that you only remove a shortcut using this menu command. Do not delete it from the desktop directly.

2.2.3 LAUNCHING FROM OTHER CLIENTS

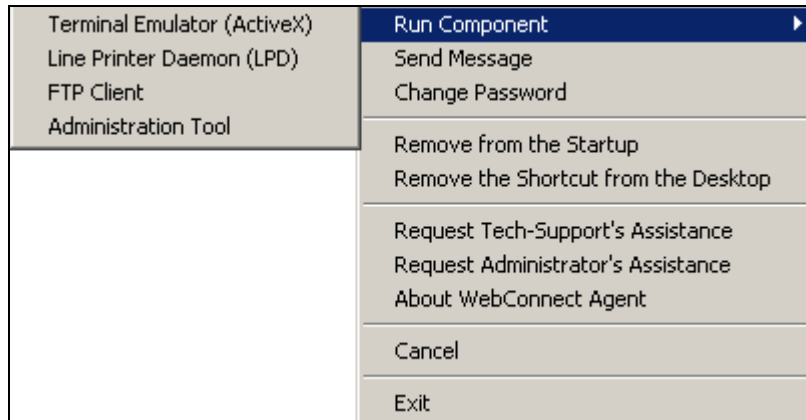
Because the PrintView client performs an auxiliary function, it is often used together with other PowerTerm WebConnect software components. If you have already opened the HostView client or the Administration Tool, you can launch the PrintView client from within their respective programs.



You can also launch the PrintView client, and any of the other PowerTerm WebConnect component you have installed, using the PowerTerm WebConnect Agent.

➔ **To run the PrintView client from the PowerTerm WebConnect Agent:**

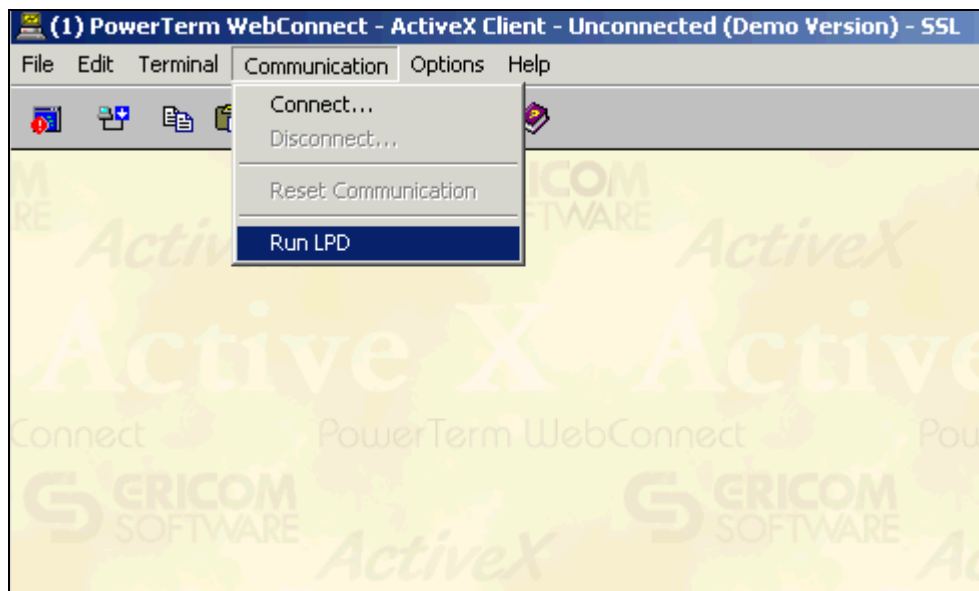
1. Right-click the **Agent** tray icon . The **Agent** menu appears:



2. Select **Run Component | PrintView client**. The **PrintView** tray icon appears.

➔ **To run the PrintView client from the PowerTerm WebConnect HostView client:**

1. Open your **HostView** client.



2. Select **Communication | Run PrintView**. A progress bar appears, followed by the PrintView tray icon.

2.3 Hiding and closing the PrintView client

➔ **To hide the PrintView client in the tray:**

Select **File | Hide in Tray**.

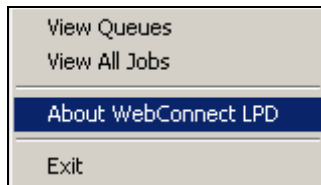
The PowerTerm WebConnect PrintView client window closes and the PrintView client tray icon appears.

➔ **To exit the PrintView client:**

1. Open the **Queue** window and select **File | Exit**. A confirmation message appears.
2. Click **Yes**. The **PrintView** client closes.

OR


1. Right-click the **PrintView** tray icon . The **PrintView** client menu appears.



2. Select **Exit**.

3 Managing Queues

To allow the host server to communicate with the PrintView client, you must define print queues that mirror queues on the host – specifically, those queues whose jobs should be sent to this PrintView client. This is done using the Queues window, accessed from the PrintView client tray icon's context menu.

 In addition to defining queues in the PrintView client's Queues window, you should configure the host to send print jobs from those queues to either the IP address of the PowerTerm WebConnect Server (indirect connection) or the IP address of the computer running the PrintView client (direct connection). To learn more about direct and gateway connections between the host and PrintView, and how they are used, see chapters 1.2 and 1.3.


The Queues window allows you to add and edit queues, and view the properties and current status of queues in the main table.

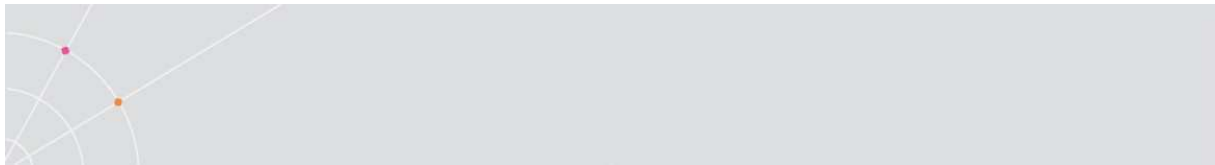
3.1 Creating, Copying, and Deleting Queues

When creating a new queue, you can either fill out its settings from scratch, or duplicate an existing queue and modify its settings.

 Deleting a queue will also delete all pending jobs for that queue.

➔ **To create a print queue:**

1. Open the **Queue** window and select **Queue | Add** or click . The **Add Queue** dialog appears.



Add Queue

Queue Name: Lawrence

Output Device

Print Manager <default printer>

LPT LPT1:

File

Pre-Print Modifiers

Replace LF with CR+LF

Append FF at the Job's End

Printer Escapes

Prefix:

Suffix:

Access

Mode: Unlimited

From:

Enabled

Hold Printing

Write Log File

OK

Cancel

2. Enter the **Queue Name**.



This name must be identical to the name of the queue as it is defined in the host. Otherwise, printing will not work.

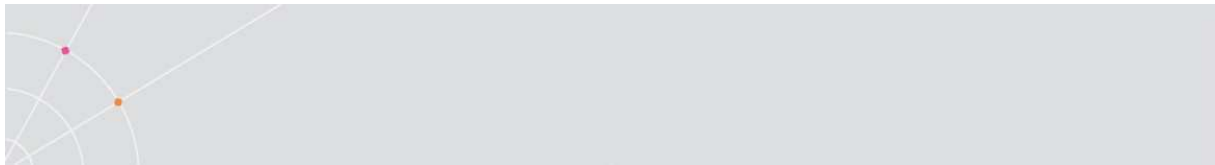
3. In the **Output Device** area, select one of the options:

Print Manager: Print jobs sent to this queue should be printed to a printer defined in this computer's Windows Print Manager (either a local or a network printer). Select the printer from the adjacent drop-down menu.

LPT: Print jobs sent to this queue should be printed to a local printer, connected to one of this computer's parallel ports. Select the LPT port from the adjacent drop-down menu.

File: Print jobs sent to this queue should be printed to a file stored in the PrintView client's temp directory.

4. In the **Pre-Print Modifiers** area, determine how the print job should be altered prior to being printed:



Replace LF with CR+LF: Check this box to add a carriage return (a command that returns the cursor to the beginning of the line) after all line feeds (a command that takes the cursor to the next line). This is necessary for hosts that do not return the cursor to the beginning of the line after a line break. In modern printers, this results in strangely-indented text.



Before checking this box, verify whether your host server automatically inserts a carriage return after a line feed. If it does, do not check this box, to avoid erratic spacing in printouts.

Append FF at the Job's End: Adds a form feed (a command that feeds the last page to the printer's tray) at the end of the print job. This is necessary for hosts that do not automatically add a form feed command at the end of the job. Many printers will not eject the last page unless the job ends with a form feed.

Prefix: Adds printer escapes (commands given as one or more ASCII characters) that should be executed before the document is printed. Depending on the printer, you can use this field to change the font or size, insert characters at the beginning of the printout, etc.

Suffix: Adds printer escapes that should be executed after the document is printed.



In both the **Prefix** and **Suffix** fields, you may use C/C++ commands, provided that the printer supports them.



It is strongly recommended that you use the **Suffix** field to return the printer to its default state. Otherwise, the printer may print subsequent jobs using all the settings you specified in the **Prefix** field.

5. In the **Access** area, use the **Mode** drop-down menu to indicate how the host server communicates with the PrintView client.

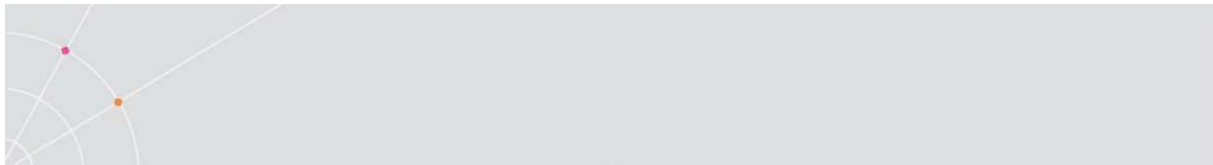
Via Gateway: The host server sends print jobs to the PowerTerm WebConnect server, which then routes them to the PrintView client that has registered the appropriate queue.

Direct Only: The host server sends print jobs directly to the PrintView client.

Unlimited: The host server may communicate with the PrintView client either directly or via gateway.



The last two options will only work if the PrintView client is on the same network as the host server, and has a fixed IP address.



If you select **Via Gateway**, you must configure the corresponding queue on the host server to send print jobs to the IP address of the PowerTerm WebConnect Server. If you select **Direct Only** you must configure the host to send jobs to the IP address of the PrintView client. If the host does not send jobs to one of these IP addresses, or if the host configuration does not match the option selected here, **printing will not work.**

6. In the **Access** area, you can use the **From** field to limit the computers and users that may send print jobs to this queue. The syntax is `ComputerName/User` (machine name as defined in the network, followed by a slash, followed by a PowerTerm WebConnect username).

You can substitute either the machine name or the user name for the wildcard `*`. For example:

`*/John` specifies that the user John can send print jobs from any machine.

`Fileserver/*` specifies that any user can send print jobs from the machine called Fileserver.


You may also add additional entries, separated by semi-colons.




If you do not enter anything in the **From** field, anyone (desirable and undesirable alike) will be able to send print jobs to this queue on this PrintView client.

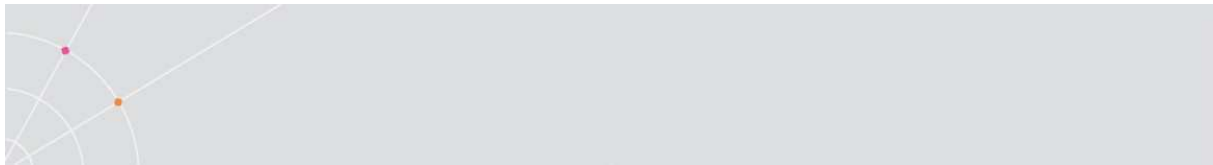
7. The **Enabled** checkbox allows you to disable and enable this queue. It is checked by default. Clear it to temporarily disable the queue, so no one can send print jobs to it.
8. Use the **Hold Printing** checkbox to specify whether print jobs sent to this queue should be printed immediately or not. This box is checked by default, and this specifies that print jobs should not be executed until an operator prints pending jobs. Clear it if you want print jobs to print automatically, as soon as they arrive.
9. Click **OK**. A new queue is created.

➔ **To copy an existing queue:**

1. Open the **Queue** window and select the queue that you want to copy.
2. Select **Queue | Copy** or click  or right-click **Copy**. The **Copy Queue** dialog appears.
3. Follow steps 2 through 9 in "To create a print queue" above. Ignore fields that are already set to the value you require.

➔ **To delete a queue:**

1. Open the **Queue** window and select the queue that you want to delete.
2. Select **Queue | Delete** or click . A confirmation message appears.



3. Click **Yes**. The selected queue disappears.

3.2 Changing Queue Settings

You can use the **Queue Properties** dialog to change queue settings, including the printer assigned to the queue, printer commands that should be added to the job, and the communication method (direct or gateway). The dialog contains the following fields:

- **Output Device:** Selects to where you want to print.
- **Pre-Print Modifiers:** Selects how the print job should be altered prior to being printed.
- **Access:** Selects how the host server communicates with the PrintView client.
- **Enabled:** Allows you to disable and enable this queue.
- **Hold Printing:** Specifies whether print jobs sent to this queue should be printed immediately or not.
- **Write Log File:** Allows you to keep track and see the history of the LPD/LPR communication.

➔ **To change the Queue settings:**

1. Open the **Queue** window and select the queue that you want to copy.
2. Select **Queue | Properties** or double-click the queue. The **Queue Properties** dialog appears.
3. Enter your modifications and click **OK**.

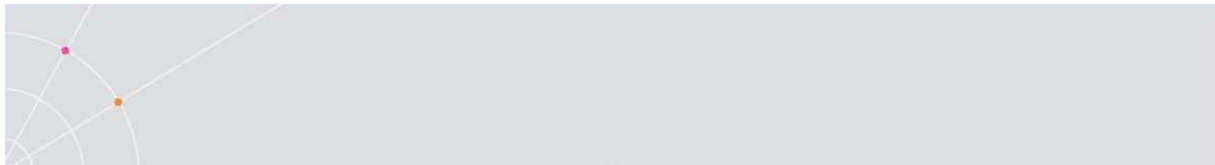
3.3 Viewing Settings and Status for all Queues

The table dominating the Queues window allows you to view properties and the status for all Queues defined in this PrintView client. To learn how to sort this table and customize its columns, see chapter 1.5.

The fields shown in the queues table can be divided into two main types: settings and status. The settings fields allow you to view the settings you've selected for each queue, while the current status fields allow you to monitor the queue's operations.

3.3.1 SETTINGS FIELDS

Field	Description
Queue name	Specifies the name of the queue. Dynamic names are supported.



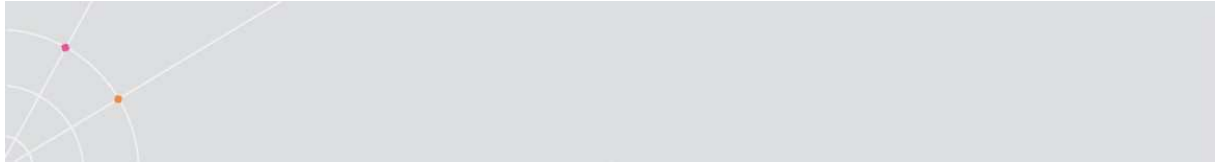
Field	Description
	External names %1 to %9
Device	Specifies the name of the device.
Access Mode	Specifies the access mode.
Enabled	Specifies if the queue is enabled for print jobs.
LF to CRLF	In slave printing mode: Issues a line feed after each single carriage return (one that has no line feed following it).
Append FF	Adds a form feed (page eject) after each printing job.
Hold Printing	Holds all transmissions in memory until action is taken.

3.3.2 CURRENT STATUS FIELDS


Field	Description
Receiving Jobs	The number of print jobs that is currently being received.
Pending Jobs	The number of unfinished print jobs.
Printing Jobs	The number of print jobs that are presently executing.
Failed Jobs	The number of print jobs that have failed.
Saved Jobs	The number of print jobs that are saved.
Jobs Done	The number of print jobs that have successfully been completed.
Input Bytes	The sum of bytes that were received from the host for the print jobs.


3.4 Managing Temporary Files

A program (a 'spooler') queues files up and controls the output of these jobs to a printer.



➔ **To explore a queue's folder:**

1. Open the **Queue** window and select a queue that has pending jobs.
2. Select **Queue | Explore** or click . The queue's temporary file folder opens according to the path (**Temporary Files Root Folder**) defined in the **Settings** dialog.

 The file will remain in the queue's temporary file folder after printing, only if you selected **Keep Temporary File after Printing** in the **Settings** dialog.

➔ **To copy a queue's folder name to the clipboard:**

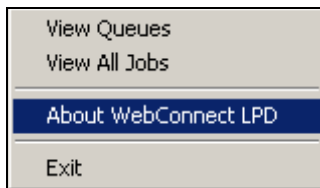
1. Open the **Queue** window and select a queue.
2. Right-click **Copy Folder Name to Clipboard** or select **Queue | Copy Folder Name to Clipboard**. The queue's folder is now saved in the clipboard and can be pasted elsewhere.

4 Managing jobs

You can display jobs and their status, specify jobs settings, and print pending jobs.

➔ To view all jobs:

1. Right-click the **PrintView** tray icon . The **PrintView** main menu opens.




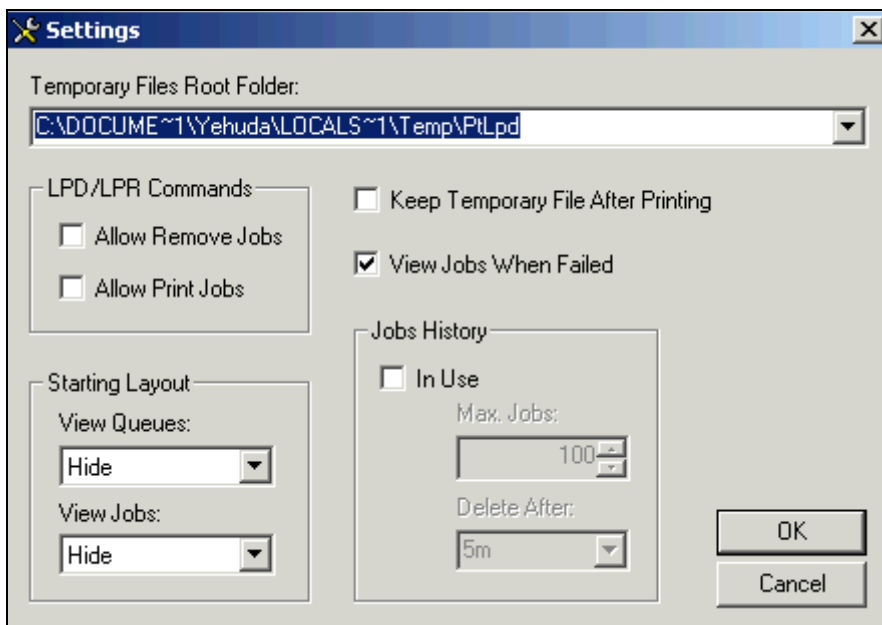
2. Select **View All Jobs**.

OR

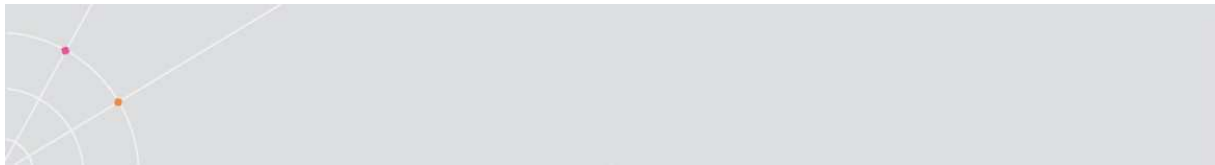
In the **Queue** window, select **File | View All Jobs** or click .

➔ To edit job settings:

1. In the **Queue** window, click  or select **File | Settings**. The **Settings** dialog appears:




2. Select the **Temporary Files Root Folder** where the jobs are stored while on the printer spool.
3. Fill out all the necessary parameters.
4. Click **OK**.



The **Settings** parameters are:

- **Temporary Files Root Folder** specifies where the jobs are stored while on the printer spool.
- **LPD/LPR Commands**
 - Allow Remove Jobs** specifies whether to allow removal of jobs.
 - Allow Print Jobs** specifies whether to allow printing of jobs.
- **Initial Display**
 - View Queues** specifies whether the **Queues view** should open when the PrintView client is launched.
 - View Jobs** specifies whether Jobs View should be shown when the PrintView client is launched.
- **Keep Temporary File After Printing** determines whether temporary files should be deleted after printing.
- **View Jobs Upon Failure** specifies whether Job View should be shown when a job fails.
- **Jobs History**
 - In Use** specifies whether a history of jobs should be stored.
 - Max. Jobs** specifies the maximum number of jobs to maintain.
 - Delete After** specifies the amount of time after which the job will be deleted.

 **Max. Jobs** and **Delete After** are enabled only if **In Use** is selected.

➔ **To print pending jobs:**

1. In the **Queue** window, select a queue with pending jobs.
2. Right-click **Print Pending Jobs** or select **Queue | Print Pending Jobs**. The jobs that were pending change state and begin printing.

5 Getting Help

The PrintView client has an online help for your convenience. You can also send out a 'request for assistance', which indicates to support staff that you need help.

5.1 Accessing Online Help


In the PrintView client online help you can find the different topics in the contents list or in an alphabetical listing.

➔ **To access the online help:**

Open the **Queue** window and click  or select **Help | Help Topics**.

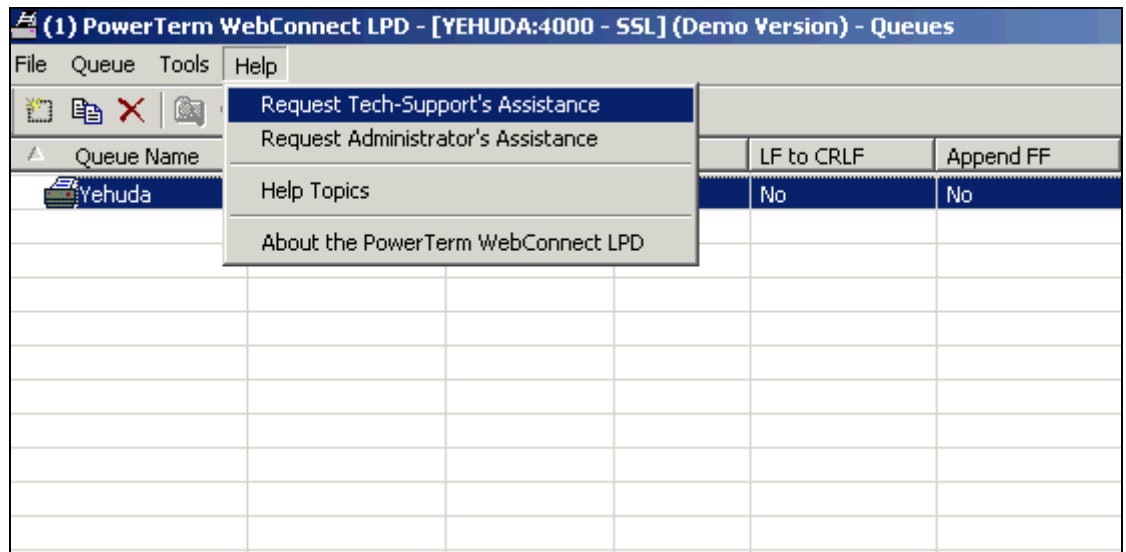
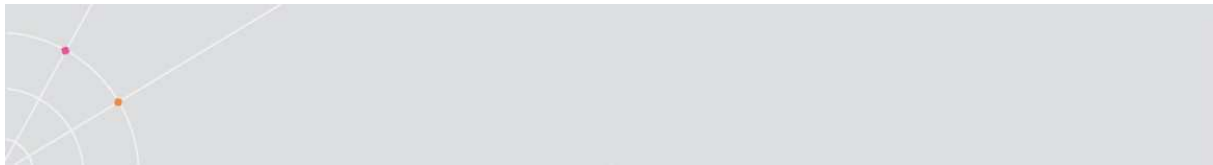
5.2 Requesting Online Assistance

The PrintView client allows you to send a general 'request for assistance' to a specific administrator or help-desk technician. Once your 'request for assistance' is received, the PrintView client allows support staff to communicate with you via instant messages, and if necessary, to remotely control your desktop in order to solve the problem.

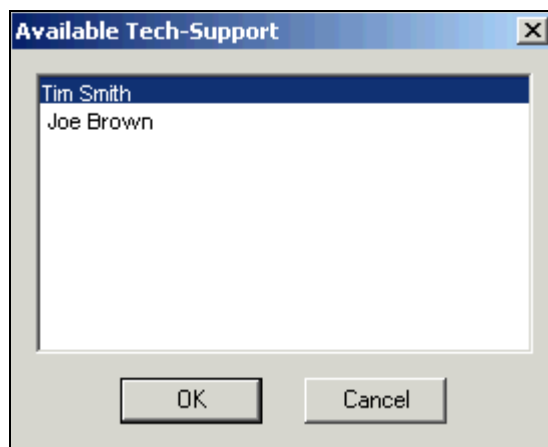
 To save time, check your organization's technical support policy to see which type of questions should be addressed to administrators, and which to tech support.

➔ **To request assistance from a tech support person:**


1. Open the **Queue** window and select **Help | Request Tech Support's Assistance**.



The **Available Tech-Support** dialog appears with all the help-desk technicians currently logged on.



2. Select a technician's name and click **OK**.

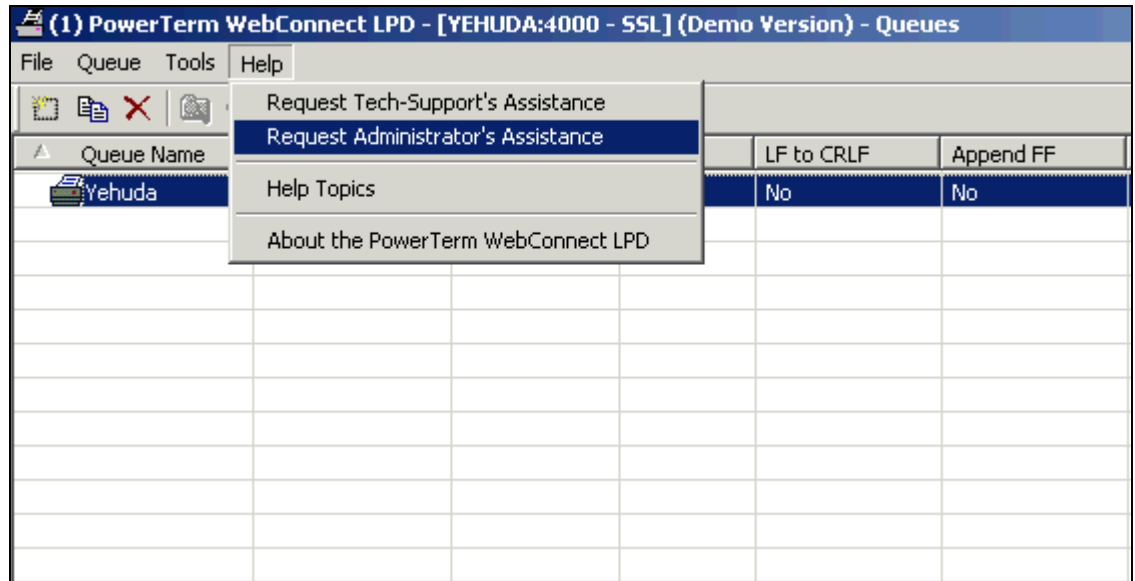
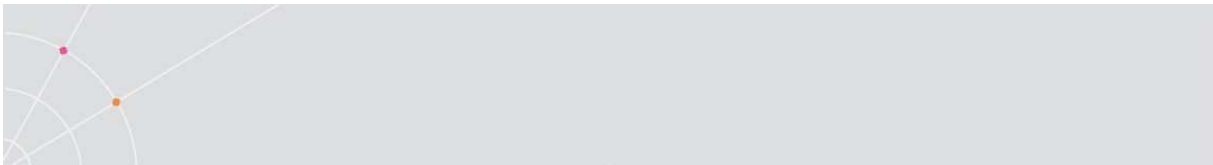
 Technicians nearer the top of the list are more available to attend to your request at this time. Try them first.

Your request is sent to the technician you have selected. The technician, upon accepting the request, takes over your desktop to deal with the issue.

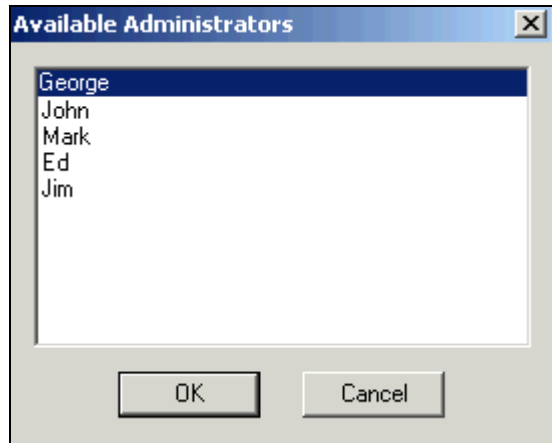
If the technician does not respond within 30 seconds, you will receive the following message: `Support request rejected due to timeout.`

➔ **To request assistance from an administrator:**


1. Open the Queue window and select **Help | Request Administrator's Assistance**. The **Available Administrators** dialog appears.



The dialog lists all the administrators currently logged on.

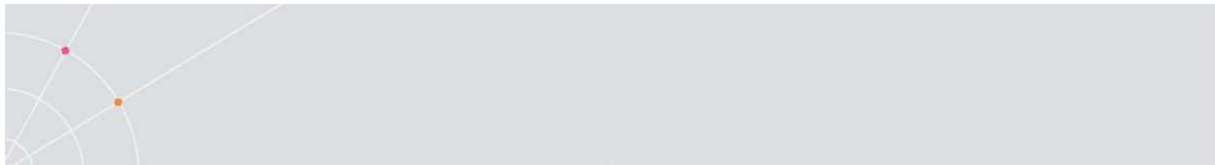


2. Select an administrator's name and click **OK**.

 Administrators nearer the top of the list are more available to attend to your request at this time. Try them first.

Your request is sent to the administrator you selected. The administrator, upon accepting the request, takes over your desktop to deal with the issue.

If the administrator does not respond within 30 seconds, you will receive the following message: Support request rejected due to timeout.



6 Troubleshooting

Occasionally, you may encounter certain issues while working with the PrintView client. Here are some situations that may arise and how to solve them before calling your administrator or tech support person.

6.1 Starting and Stopping the PrintView Client

- ➔ **I cannot see the PrintView client tray icon.**

Try restarting the PrintView client by clicking the desktop shortcut (assuming you have created a desktop shortcut) or the link provided by your system administrator, or log onto your computer (assuming you have set the PrintView client to launch on startup).

- ➔ **I have exited the PrintView client, but the tray icon keeps appearing when I reboot my computer.**

The PrintView client is probably set to launch on startup. In the Queue window, select **Tools | Remove from the Startup** to remove it from your computer's startup sequence.

- ➔ **I see the PrintView client icon, but nothing happens when I click on it.**

Try right-clicking or double-clicking the icon.

6.2 Messaging

- ➔ **I cannot send a message to a particular Administrator/Tech Support person.**

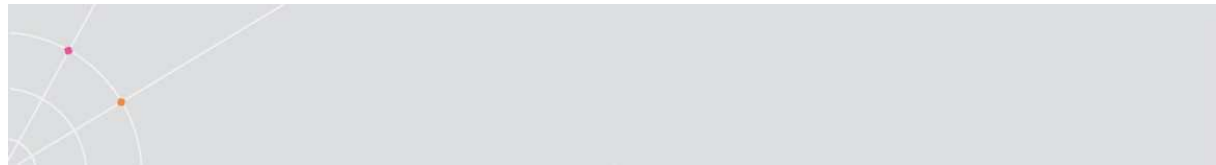
In the event that the particular person you want to send a message to, is not logged in, their name will not appear on the list of available persons.

- ➔ **I cannot reply to a message.**

The sender might have sent you the message indicating an explicit 'No Reply' mode. If you need to reply, create and send a new message.

- ➔ **I received a message and cannot close the message dialog.**

The sender might have sent you the message indicating an explicit 'Reply Mode'. Enter a return message and click **Send**.



About Ericom

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North America

Ericom Software Inc.
231 Herbert Avenue, Bldg. #4
Closter, NJ 07624 USA
Tel +1 (201) 767 2210
Fax +1 (201) 767 2205
Toll-free 1 (888) 769 7876
Email info@ericom.com

Western Europe

Ericom Software (UK) Ltd.
11a Victoria Square
Droitwich, Worcestershire
WR9 8DE United Kingdom
Tel +44 (0) 845 644 3597
Fax +44 (0) 845 644 3598
Email info@ericom.co.uk

International

Ericom Software Ltd.
8 Hamarpeh Street
Har Hotzvim Technology Park
Jerusalem 91450 Israel
Tel +972 (2) 591 1700
Fax +972 (2) 571 4737
Email info@ericom.com