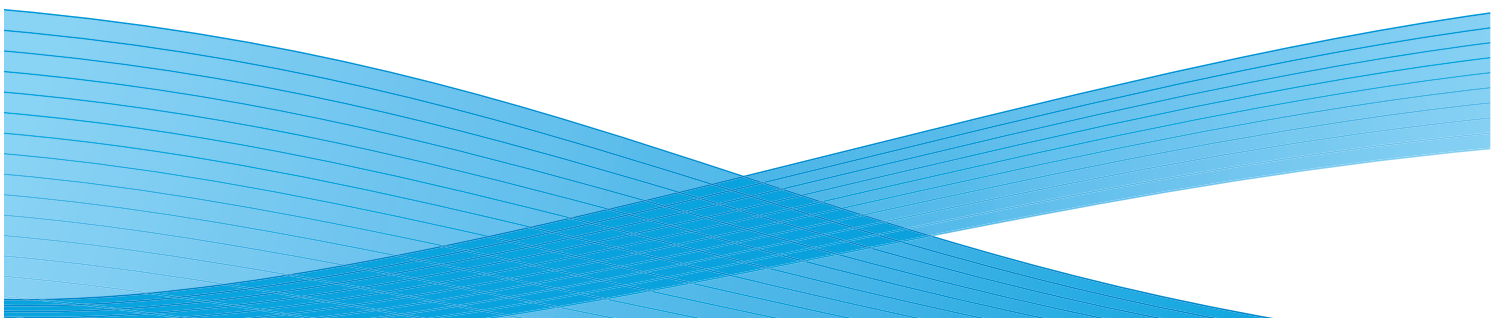


Xerox Print Environment Assessor: FAQs

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Xerox Print Environment Assessor: FAQs

General

Xerox Print Environment Assessor tracks print information that adds value in managing an organization's print environment. XPEA measures what is sent to the various print devices and alerts the user to discrepancies when they occur.

Why is the Print Environment Assessor a hosted offering?

To reduce the complexity of implementation. We are not asking the customer to install any hardware for this project.

Will the Print Environment Assessor capture local devices?

Yes – the Print Environment Assessor can capture local devices if deployed to the desktop.

Which print jobs are analyzed?

All print jobs that are spooled to the Windows print system on a computer running XPEA are analyzed. If you print to a local printer and XPEA is installed on the workstation, then that job is analyzed. If you print to a print server and XPEA is installed on the print server, then that job is captured and analyzed.

Which print jobs are not analyzed?

If the print job spools to a computer that does not have XPEA installed, then the job is not tracked or analyzed. For example, if you do not have XPEA installed on a workstation and print to a local or "direct IP" printer, the job is not tracked or analyzed by XPEA. If you print to a print server that does not run XPEA, then that job is not tracked or analyzed even if you have XPEA installed on the workstation. The location where the job actually spools must be running XPEA for the print job to be tracked and analyzed.

How can I ensure all print jobs are analyzed?

Ensure XPEA is installed on all workstations and print servers you are attempting to capture print data from.

What data is tracked in XPEA?

XPEA tracks print information that adds value in managing an organization's print environment. We track print job attributes such as who printed, when and which printer was used. We track properties of the print job such as the use of color, duplex, number of pages, number of copies. XPEA does not examine, capture or store the contents of a print job.

What effort is made to protect the confidentiality of data?

Xerox takes data confidentiality seriously:

- We only track print information that adds value in managing an organization's print environment.
- We encrypt any data stored locally by XPEA on a workstation or print server.
- When data travels from an organization to the hosted server, we transmit it in encrypted format and further protect it using 128 bit Secure Sockets layer (SSL), the same as banks use.
- Xerox uses a world-class data center with multiple levels of physical security.
- Our backups are stored in encrypted format.
- The number of employees with access to the data center is severely limited and constantly monitored.

Why do page-volume counts differ between XPEA and device-data collection tools?

XPEA measures what the User sent to the various print devices whereas device-centric tools measure the turn of the drum (what came out of the printer). If there is a paper jam or if the User cancels the job while it is sitting in the print queue, the output numbers in the two systems will not match.

Xerox Print Environment Assessor: FAQs

Platforms Supported

Which Windows platforms are supported by XPEA?

XPEA supports:

- Microsoft Windows 2000
- Microsoft Windows 2003
- Microsoft Windows XP (all editions)
- Microsoft Vista (all editions)
- Microsoft 2008 Server

Will XPEA support 64 bit Windows environments?

XPEA supports all 64 bit versions in the list of supported platforms.

Can I install XPEA on a Mac or UNIX computer?

No. XPEA is a Microsoft Windows-only print management solution. It will, however, track print from Macs and UNIX computers if they print to a print server running XPEA.

Can I install XPEA on older desktops running Windows 95, 98 or NT?

No. XPEA is not compatible with older versions of Windows such as Windows 95, 98 or Windows NT. It will, however, track print from older Windows operating systems if they print to a print server running XPEA.

Can I install XPEA on a Citrix server?

Yes. XPEA is designed to install and run in a Citrix environment.

Can I install XPEA on a print cluster?

XPEA is designed to install and run in an “Active/Passive” Windows print cluster environment.

Currently XPEA does not run in “Active/Active” cluster environments.

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Installation

Do I need to install any server software?

No. XPEA is a hosted offering with the administrative and database servers located in a world-class data center. You only need to install the client software on print servers and/or desktops and tracking of print starts immediately.

Do I need to install any hardware?

No. XPEA requires no additional hardware deployed in the organization. It is a software-only print assessment solution.

Do I need to install any special print drivers or port monitors?

No. XPEA is designed to use existing print drivers and other print components. There is no need to install proprietary print drivers or port monitors.

Do I need to change my existing print driver setup?

No. XPEA is designed to use your existing print drivers and other print components exactly as they were deployed in the organization.

How much memory does the Xerox Print Environment Assessor require?

The memory footprint has been highly optimized to use as little as possible and to return any memory that is not currently needed. Memory requirements are based on the number of printers installed on the computer where the tool is running. This can be under 20MB on a computer with dozens of printers installed.

Why should I install XPEA on desktops?

In order to track print that is sent to local USB printers or to network printers that are installed as “direct IP” connections.

Does the Xerox Print Environment Assessor need to be installed on every desktop?

No. You can start by installing on print servers then roll it out to desktops based on the organization’s desire to capture local printing data. All print to print servers will be captured. Print to local devices attached to workstations will not be captured until it is installed on the desktop.

What effort is required to install the Xerox Print Environment Assessor on a desktop?

Minimal. The same installer is used for workstations as for print servers. IT will typically install the tool to the desktop using SMS or similar “push” technology. The install is done without any involvement of the user. As soon as the tool is installed on the workstation it begins tracking print to local and “direct IP” printers. XPEA could be deployed to a 5000+ person organization over a 24 hour period.

Xerox Print Environment Assessor: FAQs

Installation

Why should I install XPEA on print servers?

In order to track print that is sent to a print server. Print servers can constitute the bulk of print in an organization; if you want to understand the print activity in your organization you need to be tracking print where it occurs most. Other reasons are:

- You can quickly deploy XPEA to gain an understanding of the bulk of the organization's print activity without going to the time and effort of installing on all the desktops.
- You can use XPEA to highlight your busiest print servers and thus help with load balancing and upgrades.
- You can track network print from Macs, UNIX machines and other platforms when they print to network print resources managed by the Windows print server.

What effort is required to install the Xerox Print Environment Assessor on a print server?

Minimal. You run a normal Windows installer similar to Microsoft Word, answer a few questions to complete the registration and XPEA starts tracking print to the print server immediately.

What if the organization is a “locked down” environment?

XPEA is designed to work in locked down computing environments where users have very little ability to alter their computers. Once installed the tool will track print without requiring elevated privileges or special access to directories or other resources.

What if the organization uses proxy servers and firewalls?

XPEA is designed from the ground up to work in organizations that employ proxy servers and firewall gateways to protect their computing assets. You supply details of the proxy/firewall environment during install and from that point on the tool will work seamlessly with these gateways.

Xerox Print Environment Assessor: FAQs

Network

How much bandwidth does XPEA use?

XPEA is very efficient with bandwidth. The total bandwidth used by XPEA to track print in an organization is under 1% of the total print traffic. To put this in perspective the overhead in tracking a print job is about 1/10th the bandwidth used to load a standard web page.

Will XPEA work in secure networks?

XPEA is designed from the ground up to work in organizations that use security gateways such as proxy servers and firewalls to protect their computing assets.

Will a network outage prevent employees from printing?

If XPEA is unable to communicate with the hosted server it will cache data locally until the network is available. Employees will continue to print as normal until the network comes up again.

What if an employee disconnects from the network and prints to a local printer?

XPEA will continue to track print and will cache it locally until the workstation is connected to the network again. At this time XPEA will upload the tracked print activity.

Does XPEA work with wireless networks?

XPEA will work the same regardless if the network is wired or wireless.

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Tracking Print

How does XPEA interact with the Windows print system?

XPEA works by monitoring activity in the print queues. Unlike most competitors it does not interact with, replace or modify print drivers, port monitors or any part of the existing Windows print system.

How do competing products interact with the Windows print system?

Most competitors replace or modify the print drivers and/or port monitors. Some competitors replace the whole Windows print system with their own version. Replacing print components can present significant maintenance and support issues for an organization's IT group. It can also create a single point of failure in the organization's print infrastructure.

What information about a print job is tracked?

XPEA tracks the following information about a print job:

- How much ink is being used on a page by page basis.
- Date/time the job was submitted, was accepted by the printer, and when it finished printing.
- Who sent the print job and from which workstation (print behavior is reported without specifying user).
- Which printer was the print job sent to.
- How many pages (color, mono, blank) were in the job.
- The number of copies requested.
- Was duplex (two sided printing) requested.
- Was a separator page included with the job.
- From which application was the job printed (file name is not tracked).

Q. How accurate is the information tracked by XPEA?

XPEA, unlike most competitors, does not solely rely on the values returned for a print job by the Windows print system. XPEA also internally analyzes the print job before it reaches the printer. For example, certain applications are known to place errant values in the Windows print system including the wrong page count and number of copies. XPEA ensures these accurate values are recorded with the job; this is not the case with many competitors.

Q. What color information does XPEA track?

XPEA can calculate how much color ink/toner is used on each page of a printout. This allows us to determine which pages actually contained color and which were blank or had only mono ink/toner on the page. XPEA also tracks jobs that were spooled in color but printed in mono.

Q. Does XPEA know which application sent a print job?

Yes, when XPEA is installed on the desktop it can detect the actual printing application. This is in contrast to using the document's extension to report the application. Document extensions can easily be changed by users.

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Windows Print Terminology

What is the Windows print system?

Every Windows computer has a print system. The print system is a collection of print queues, print drivers and port monitors responsible in getting the contents of an application such as Microsoft Word to a printer of your choosing.

What is a print queue?

Every printer has a print queue. When you select a printer to print to you are also selecting the “print queue” to use. The job enters the print queue and waits for the printer to be ready. The printer then picks up the job and prints it. When the printer has completed printing, the job leaves the queue.

What is a print driver?

A print driver is a piece of software usually supplied by a printer manufacturer to make their printer work in a Windows environment. The print driver is called by an application such as Microsoft Word to format the print job for the printer and place it in the print queue.

What is a port monitor?

A port monitor is a piece of software responsible for getting the print job from the print queue on to the physical printer.

What is a print server?

A print server is a Windows server specifically set up to handle high volumes of print for an organization. A print server can offer hundreds of printers to employees across wide geographic areas. Print servers are centrally managed so changes to the print environment can instantly be realized across the organization.

What is a print cluster?

A print cluster is two or more print servers set up to accommodate redundancy in a print environment. In a print cluster if one print server fails the jobs are automatically routed to a backup server. Print continues virtually uninterrupted. Print clusters can operate in two modes; “active/passive” or “active/active.”

What is an active/passive print cluster?

An active/passive print cluster has one server actively processing print jobs and one or more print servers passively waiting for the active server to fail. If the active server fails one of the passive servers becomes the active server and starts processing print jobs.

What is an active/active print cluster?

A. An active/active print cluster shares the print workload between two or more servers. There is no one server considered the active server – all are actively processing print jobs. While more difficult to set up and maintain active/active clusters have the advantage in load balancing extremely high volumes of print in an organization across a set of print servers.

