



Pcounter for Xerox

Technician Guide & Recommended Practices

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0.0 - Introduction

This document is intended as a reference guide for:

- Print Server Setup
- Installing Pcounter
- Xerox Driver Installation
- Xerox Driver Recommendations
- Enabling Authentication and Accounting on Xerox MFPs
- Disabling Authentication and Accounting on Xerox MFPs

1.0 - Print Server Setup, Pcounter Setup, Xerox Driver Installation

The Pcounter for Windows - Prepare, Install, Configure Video & Document provides a detailed walkthrough of preparing a print server, as well as creating printers, driver installation, Pcounter installation, and more.

The video can be found [here](#).

The companion document can be found [here](#).

The video and document covers the following topics:

<u>Topic:</u>	<u>Video Timeline:</u>
1) Add print server role, Print Management	- starting at 0:00
2) Confirm printer connectivity	- starting at 1:19
3) Install Xerox Drivers	- starting at 2:01
4) Install Printers	- starting at 6:38
5) Download Pcounter for Windows	- starting at 9:01
6) Install Pcounter for Windows	- starting at 9:42
7) Pcontrol. Install Services/Port & Create Data Share	- starting at 10:12
8) Migrate printers to Pcounter, enable and test logging	- starting at 12:29

2.0 - Print Object Types and Xerox Driver Recommendations

In a Pcounter Pull Printing scenario, where users submit jobs to a special hold queue then release at the Xerox MFP after authentication, there are two distinct types of printer objects.

2.1 - Master Queue/Pull Queue/Hold Queue. This special print queue does not point to a single, physical printer, but rather is a repository for user print jobs that can be released at the MFP.

2.1.1 - Driver Recommendation. The driver used for the Hold Queue must be highly compatible.

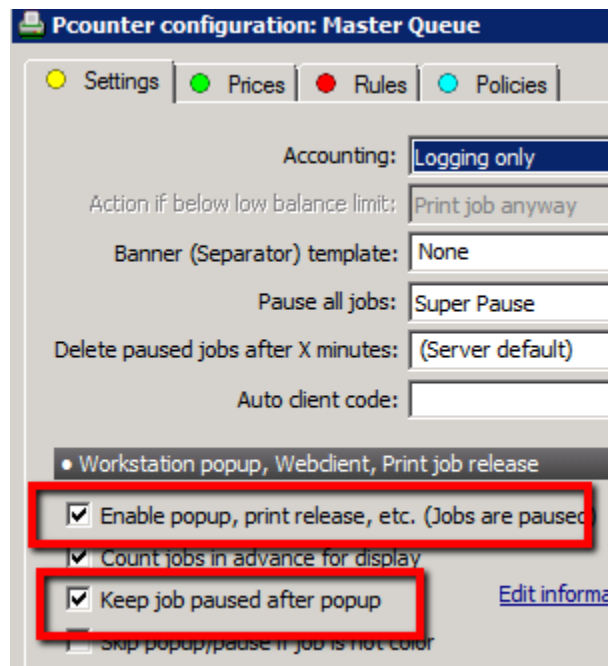
AND Technologies recommends Xerox's new Pull Printing driver for Pull Queues.

Xerox's Pull Printing Driver can be found [here](#).

2.1.2 - Port Settings. The port used for creation is a standard TCP/IP port pointed to the IP 1.1.1.1

2.1.3 - Pcounter Enablement. The printer is then migrated to Pcounter and a Pcounter port is created.

2.1.4 - Pcounter Configuration. Once migrated to Pcounter, "Ppopup" and "keep job paused after Ppopup" must be enabled in the Hold Queue's Pcounter configuration.



2.2 - Exit Queue/Print Queue/Device Queue/Standard Print Queue. These print queues are normal, Windows printer queues that point to a physical printer on the network. These print queues are used to deliver jobs to their corresponding printer.

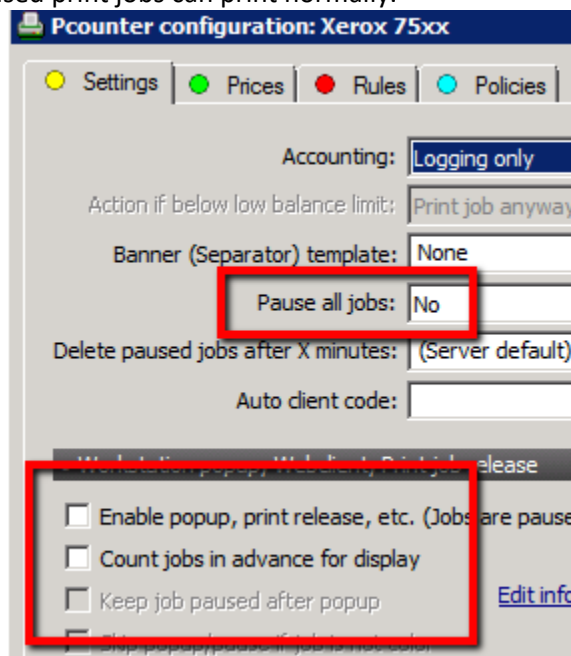
2.2.1 - Driver Recommendation. The driver used for the device’s queue should be the actual, device specific print queue for that model of printer. If the printer itself is a WorkCentre 5755, then the driver used should also be a WorkCentre 5755 driver. Use the same architecture as the Pull Print queue, IE PCL6 or PostScript (PS).

Sometimes, the model specific driver is not feasible for use due to driver age or other issues. In these circumstances, AND Technologies recommends the Xerox Global Driver for the device print queue.

2.2.2 - Port Settings. The port used for creation is a standard TCP/IP port pointed to the MFP’s actual IP address on the network.

2.2.3 - Pcounter Migration. The printer is then migrated to Pcounter and a Pcounter port is created.

2.2.4 - Pcounter Configuration. Once migrated to Pcounter, ensure that no pausing is enabled on the print queue, to ensure released print jobs can print normally.



3.0 - Technicians Guide for Pcounter Embedded for Xerox (XAuditron)

Pcounter Embedded for Xerox (XAuditron) is Pcounter server software that controls walkup authentication via touchscreen or card swipe at the Xerox MFP.

The software two main purposes are:

- Walkup user access control or **Authentication**
- The logging of walkup user MFP usage or **Accounting**

3.1 - Enabling Authentication and Accounting (Newer Models)

If the MFP has it's firmware/machine software updated, downgraded, reinstalled, or changed in any way, the MFP will be to be reconfigured to re-enable both **accounting** and **authentication**.

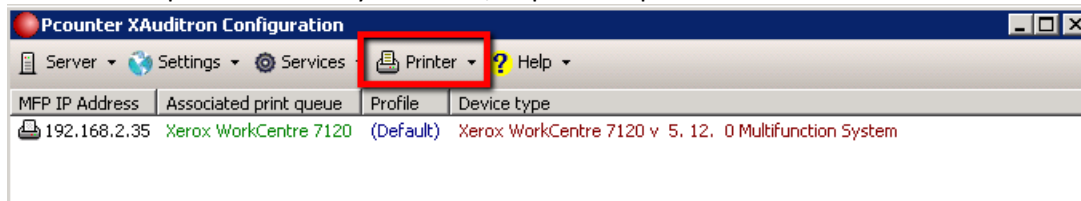
This section assumes that Pcounter XAudit has been previously installed and tested in the environment. If not, please consult the full Pcounter for Xerox Embedded documentation at: www.pcounter.com/supportfiles/pcxaguides.zip

On newer Xerox models (EIP 1.5+ specifically)a new MFP can be enabled and configured for authentication and accounting very quickly by performing the following steps on the XAudit server:

3.1.1 - Add printer to list in PCXAConfig. If already in the list, skip this step.

Note. Create and test the MFP's print queue before adding to XAudit.

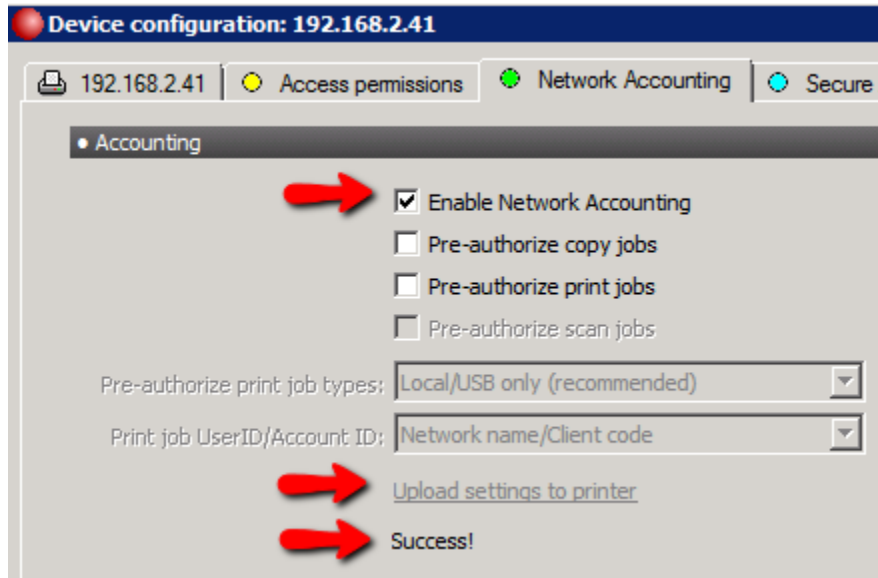
Note. If the printer is already in the list, skip this step.



3.1.2 - Network Accounting records walkup usage (copy, scan, etc.).

To enable:

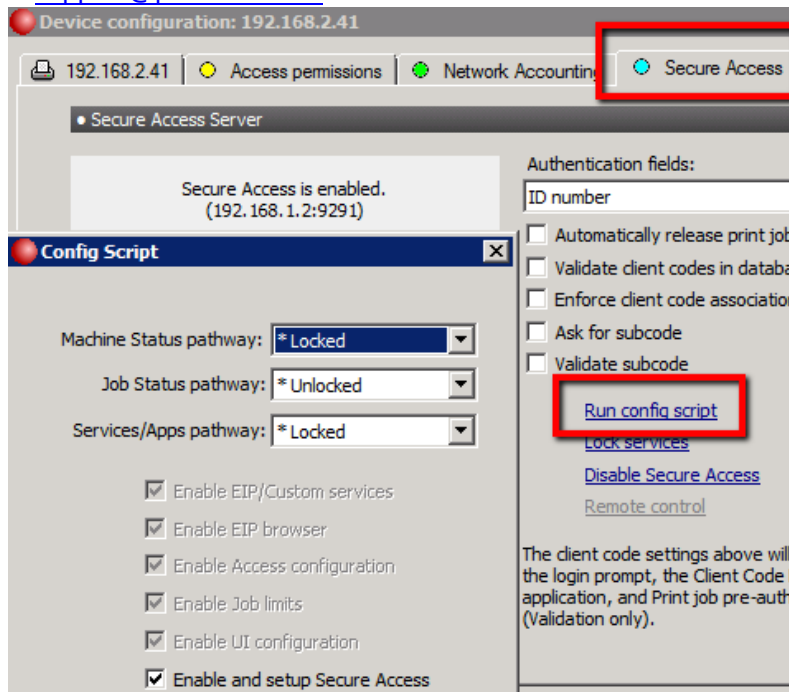
- 1) Double click the MFP to open its configuration.
- 2) Select the Network Accounting tab.
- 3) Check the box for “Enable Network Accounting” and click upload settings button.
- 4) A message should appear that says “Success” directly below to confirm.



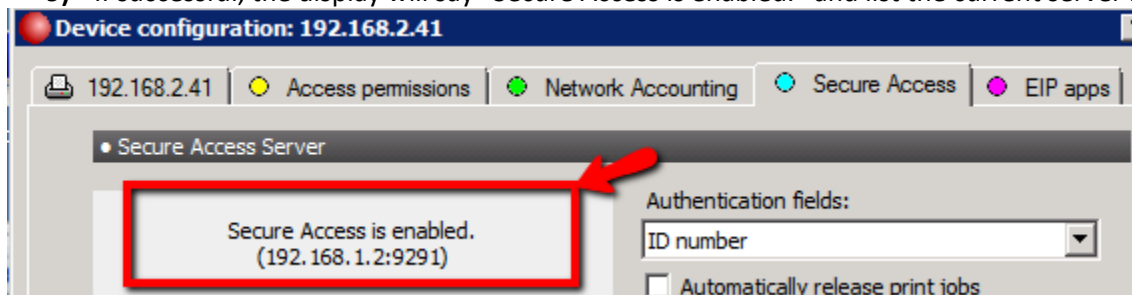
3.1.3 - Secure Access Authentication locks the MFP down, enables wakeup authentication, and customizes login prompts.

To enable:

- 1) Double click the MFP to open its configuration.
- 2) Select the Secure Access tab.
- 3) Set the “Authentication Fields” dropdown as needed (**Note**, this controls the touchscreen keyboard prompt at the MFP).
- 4) In the Secure Access tab, click “run config script” and a small window will open.
- 5) In the small window set the options as shown in the picture below, and as follows:
 - “machine status pathway” to locked
 - “job status pathway” to unlocked
 - “services pathway” to locked
- 6) Ensure the box is checked for “enable and setup secure access” and click “continue”.
- 7) A small command window should open and the MFP will be configured.
- 8) If errors are present in the command window that performs the script, it could be SNMP is not set correct only the MFP or in PCXAConfig>Global Settings. Send a screenshot of any errors to support@pcounter.com to confirm if needed.



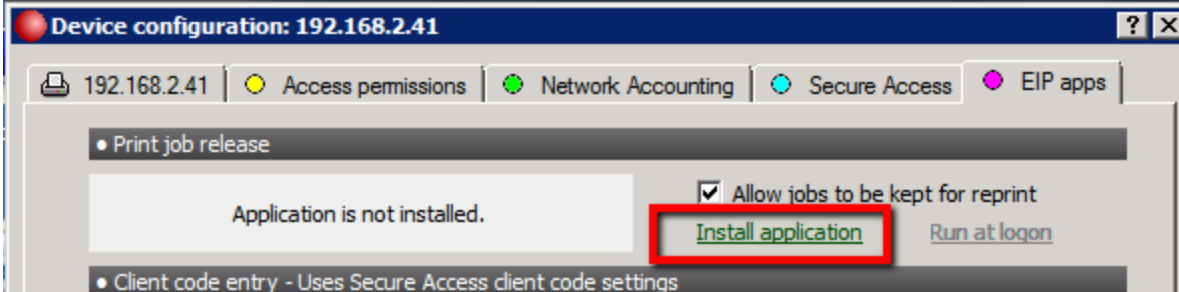
- 9) If successful, the display will say “Secure Access is enabled.” and list the current server IP.



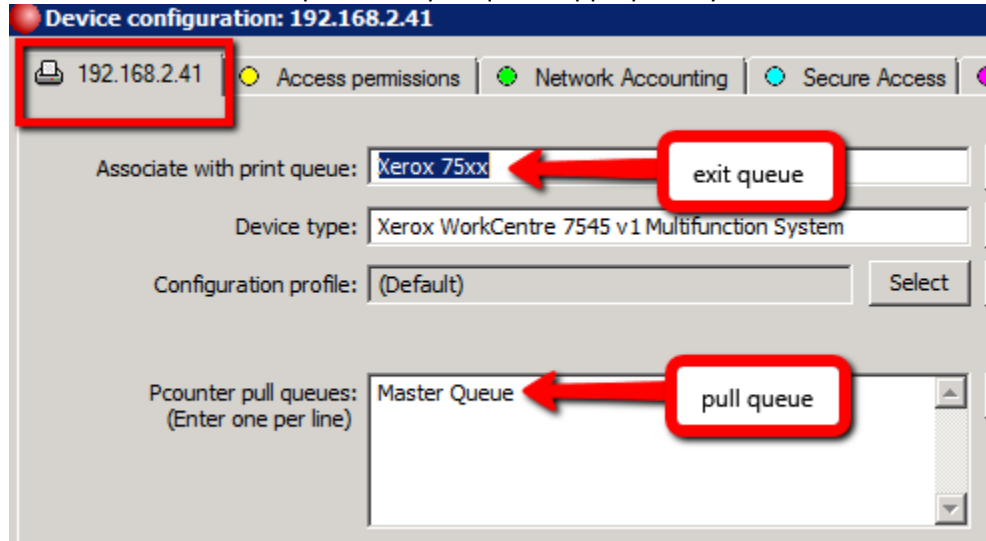
3.1.4 - Print Release. Optional.

If print release is needed, go to the EIP apps tab and click “install application” at the top next to “Print job release”.

This installs the “Print job release” application on the MFP, which will now be present as a button in the MFP’s services pathway.



Once the application is installed on the MFP, go to the first tab that lists the device IP or hostname and set the exit queue and pull queue appropriately.

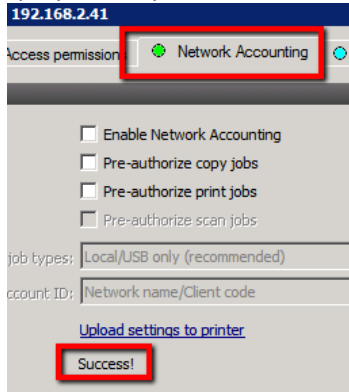


The MFP is now fully configured for walkup authentication, accounting, and print release.

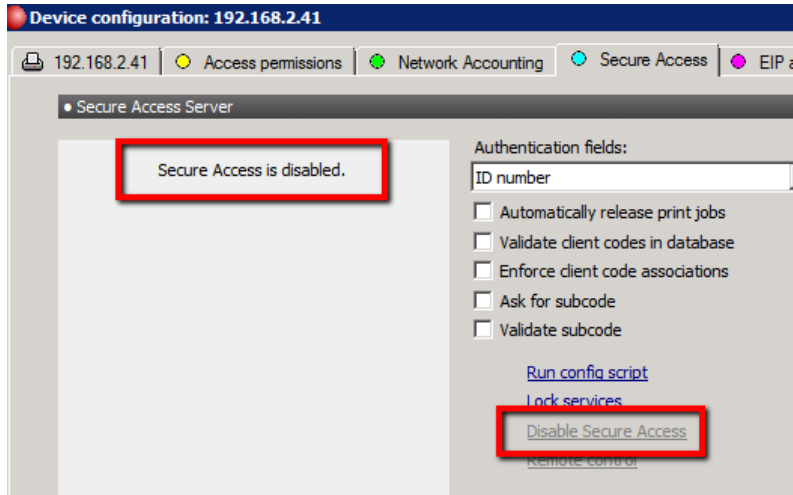
3.2 - Disabling Authentication and Accounting (Newer Models)

Occasionally, for a number of reasons, authentication and accounting needs to be disabled, allowing open access to the MFP. To do so, use the following step by step procedure:

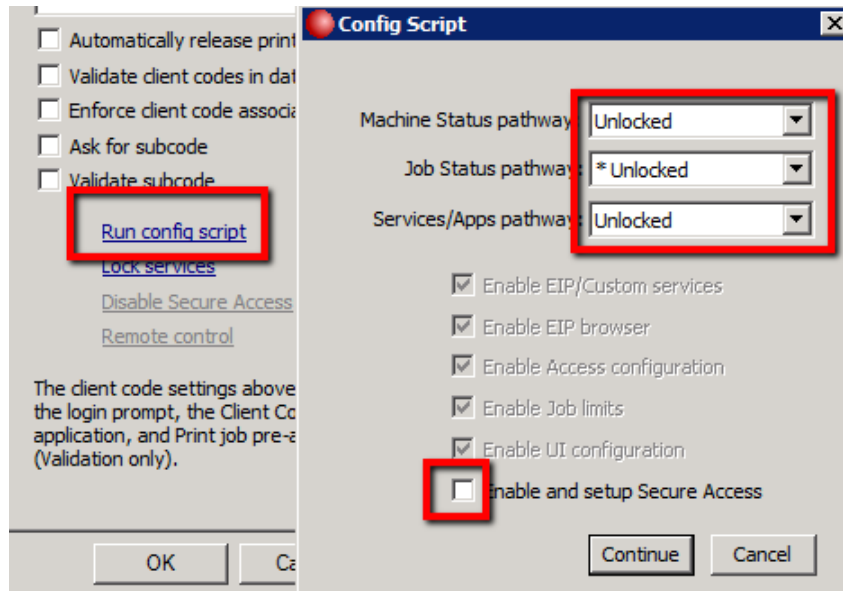
- 1) **Accounting.** Open PCXAConfig on the server, double click the device in the list that needs to be disabled. In the device configuration window that opens, go to the “Network Accounting” tab and uncheck the box that says “enable network accounting”, then click “upload settings to printer”. A message should display directly below that reads “success”.



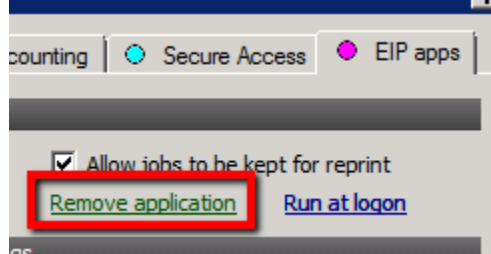
- 2) **Authentication.** Go to the Secure Access tab and click “Disable Secure Access”. The server display should then read “Secure Access is disabled”



Now, click “run config script”, and in the small window that opens change all three pathways to “unlocked”, and uncheck the box that says “enable and setup secure access”, then click “continue”.



- 3) **Print Release.** Finally, go to the EIP apps tab, and click “remove application” next to the “Print job release” application listing.



The MFP is now completely unlocked and open for free use to all walkup users.

4.0 - Documentation and Video Links

This concludes the guide. If there are any questions, please email support@pcounter.com.

Links to recommended Pcounter documents and videos:

All Pcounter Videos:

<https://www.youtube.com/user/andtechsf>

Pcounter for Windows - Primary Documentation :

www.pcounter.com/supportfiles/pcounterwin.pdf

Pcounter for Windows - Prepare, Install, Configure:

<https://www.youtube.com/watch?v=hyOaYOnVp3k>

Pcounter Client and Printer Distribution Guide :

www.pcounter.com/supportfiles/Pcounter_Distribution_Guide.pdf

Pcounter WebPrint Installation and Customization Guide:

www.pcounter.com/supportfiles/Pcounter_webprint_Guide.pdf

Pcounter Administrator Training Video Part 1:

<https://www.youtube.com/watch?v=FxwmXCE6ebU>

Pcounter Administrator Training Video Part 2:

<https://www.youtube.com/watch?v=5jLsOj4tKJw>

Pcounter Popup Training Video:

<https://www.youtube.com/watch?v=chSbuDZJlhQ>

Pcounter Station - Installation and Troubleshooting Guide:

www.pcounter.com/supportfiles/pstation_guide.pdf

Pcounter for Windows - Balance.exe as a Web App:

https://www.youtube.com/watch?v=J_IVgsgopnI