

> Pcounter embedded

for sharp OSA

Version 3.2.9 [EN]

Rev. Jun-13

Pcounter embedded (**PCembedded.OSA**) Installation Manual

This manual refers to PCembedded.OSA software Version 3.2.9 [EN]
Great care was taken when creating the manual and its contents. However,
minor discrepancies between the program sequences or
screenshots and the documentation might occur as the product advances

We appreciate suggestions for improvement or error reports.

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1. Introduction

Pcounter is a flexible and scalable, server-based network-accounting and management solution covering the cost control and cost accounting of printers on a network. Its modular structure allows an easy adaptation to the requirements of a modern printing management system.

Pcounter embedded for Sharp OSA (PCembedded.OSA) provides the integration of Sharp multifunctional devices in the Pcounter Accounting solution, using the "Open System Architecture".

PCembedded.OSA allows the tracking of all features available on an MFP (printing, copying, scanning, faxing) and assigns the cost to users, and client codes.

The solution provides an embedded software terminal with a graphic user interface (GUI) on the MFP's touch panel. No external terminal is required other than a card reader which is available as an option.

2. System requirements

Before installing **PCembedded.OSA** the Pcounter software must be installed and ready for use.



For further and more detailed information on Pcounter installation and administration please refer to the Pcounter Manuals, **Pcounter for Windows** and **Pcounter Configuration Guide**.

Pcounter software is available for download on

www.pcounter-germany.com

www.pcounter.de

PCembedded.OSA setup package contains:

- Pcounter embedded Server Application (includes a Web server)
- Pcounter PRO DLL
- GhostPDL
- Serial Device Server Management Installer

2.1 Supported Operating Systems

- Microsoft Windows Server 2003
- Microsoft Windows Server 2008 (R2 recommended)
- Microsoft Windows 7

Active-passive (fail-over) cluster is supported.



It is recommended to install PCounter and **PCembedded.OSA** on a server operating system.

2.2 Supported Sharp MFPs

All OSA capable printers and MFPs providing a graphical display are supported by PCembedded.OSA. Sharp's AMX-3 (EAM) option is required on the MFP in order to register an external accounting solution (EAM).

In case **PCembedded.OSA/Scan2Me** shall be installed to on a MFP the additional AMX-2 option is required for that MFP.



A state-of-the-art web browser is required by management application. We recommend using Mozilla Firefox, Google Chrome, Opera or Microsoft Internet Explorer version 8 or higher.



Also refer to chapter "General System Requirements"

3. Installation of *PCembedded.OSA*


PCembedded.OSA should be installed on the same server on which the Pcounter Data service is running.

To install *PCembedded.OSA* run the installer program **osa_im_3_y_z.exe** and follow the instructions.




Do not install *PCembedded.OSA* if the maintenance date of your registration key or maintenance date of Pcounter is earlier than the date shown at the first mask.

Click **[Next >]**

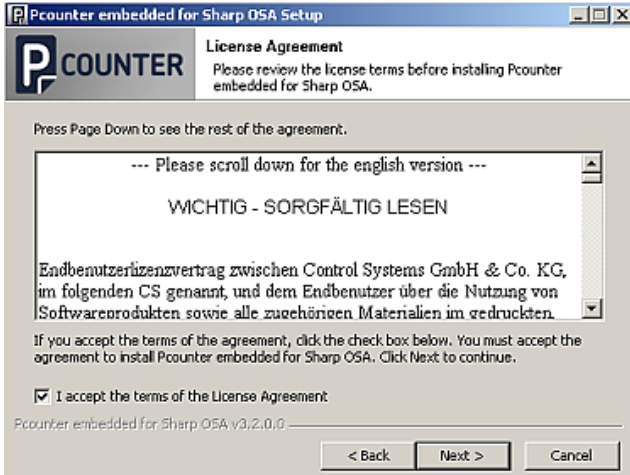


select ports for HTTP / HTTPS and click **[Next >]**

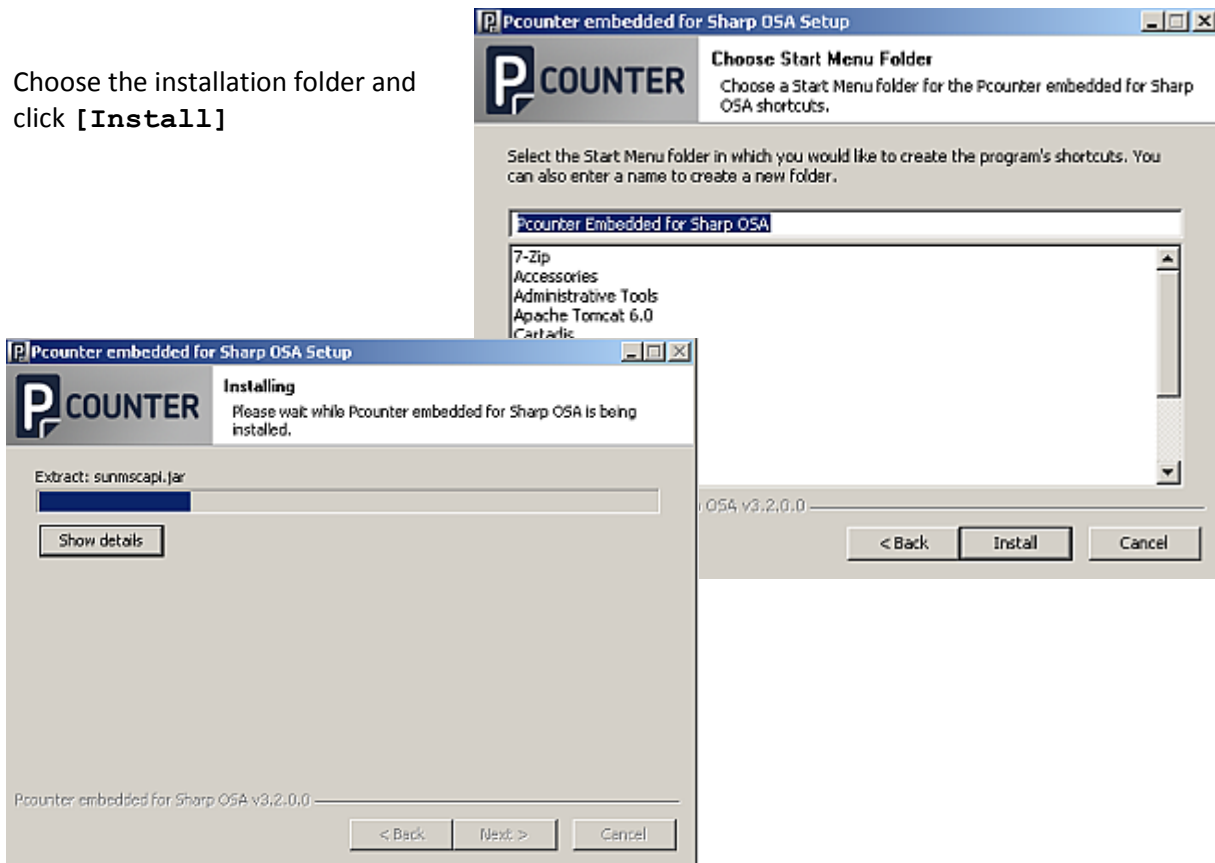



Please make sure that entered ports aren't blocked by any application.

Read and accept the EULA and click **[Next >]**



Choose the installation folder and
click [**Install**]



Click [**Finish**] to finalize the
installation.



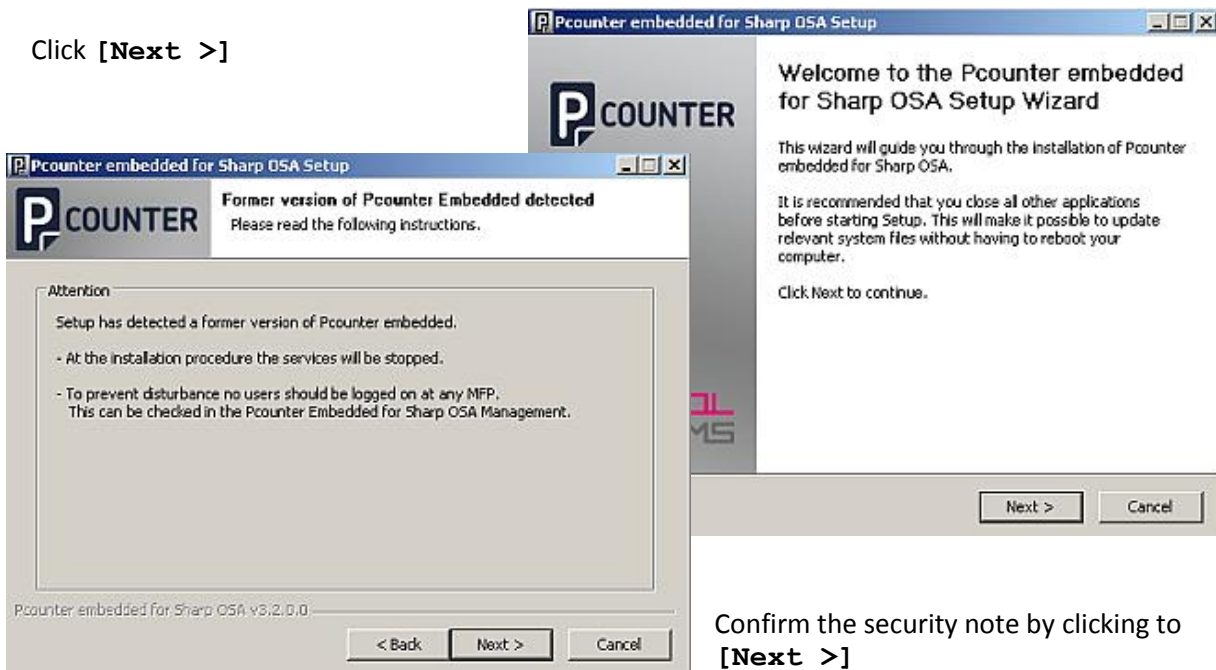
4. Updating older versions of *PCembedded.OSA*

It is recommended to stop the “PCembedded.OSA” service before updating. To avoid a loss of data make sure no users are logged on to any MFP.



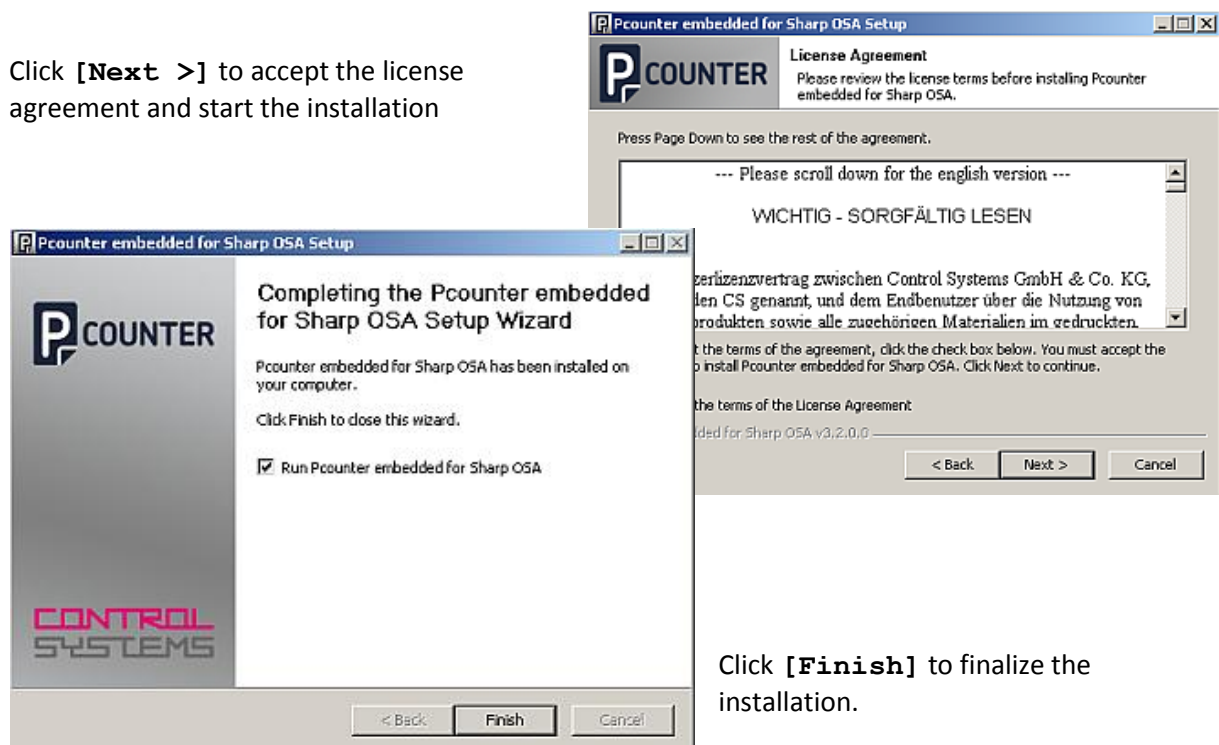
Do not install *PCembedded.OSA* if the maintenance date of your registration key or maintenance date of Pcounter is earlier than the date shown at the first mask.

Click [**Next >**]



Confirm the security note by clicking to [**Next >**]

Click [**Next >**] to accept the license agreement and start the installation



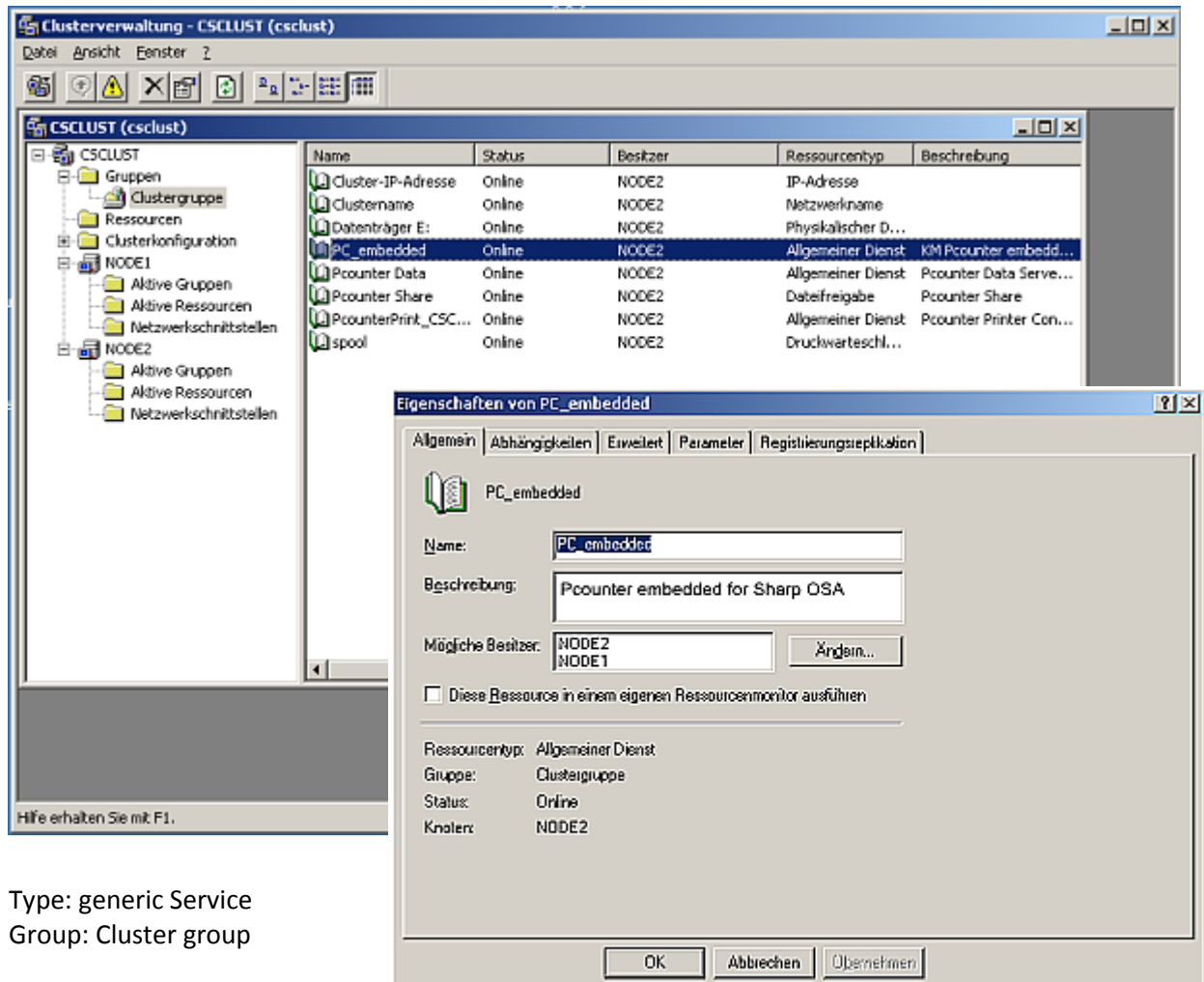
Click [**Finish**] to finalize the installation.

5. Cluster installation

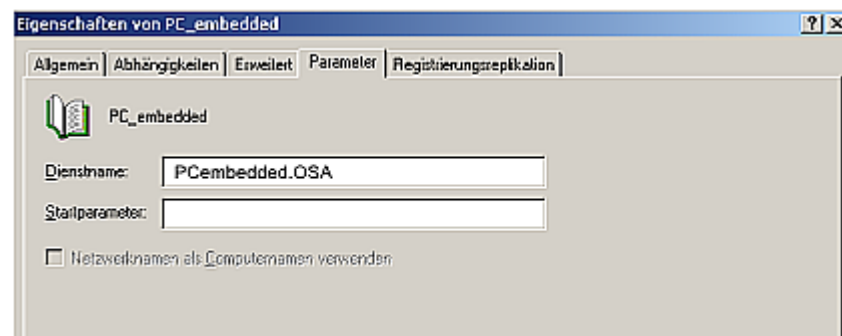
PCembedded.OSA can be installed on an active-passive (fail-over) Cluster to perform a high availability system. Therefore install Pcounter embedded individually on **each node** as described above.

5.1 Cluster settings

Run "Cluster Management" and add a new Cluster Resource to the Cluster group.



Type: generic Service
 Group: Cluster group



Enter the Service Name:
PCembedded.OSA



Make sure to enable the registry replication for the new resource.

Add **SOFTWARE\DAccS Pcounter Gateway** as key to be replicated.

5.2 Configuration files setting

Pcounter embedded Version support a central data storage to share configuration file entries. Therefore

- On each Cluster node create the file `C:\daccs_paths.cfg`.
- This file contains path settings required by DAccS Management. For the Cluster the following settings are required:

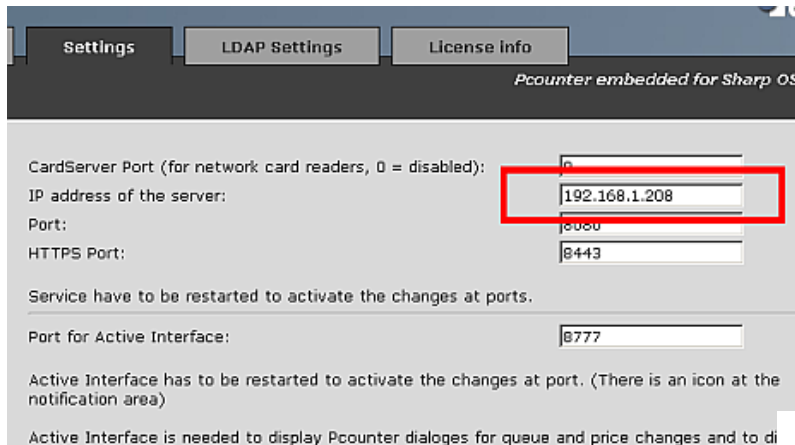
```
WORKING_FILE_NAME_WIN=Q:/daccs/osa_
CONFIG_FILE_NAME_WIN=Q:/daccs/daccs_osa.cfg
USER_DATABASE_WIN=Q:/daccs/users.dat
CARD_READER=Q:/daccs/card_reader.cfg
CSV_DATABASE_FILE_WIN=Q:/daccs/daccs_osa.csv
```

where Q: stands for the central Quorum disc drive

- Copy the file `c:\daccs\daccs_osa.cfg` to the Quorum disc (e.g. `Q:\daccs\`)
- Run DAccS-Tools Management on the ACTIVE Node.
- Perform the OSA configuration as usual.
Settings – Server IP Address: Make sure to enter the **CLUSTER-IP** (Not the IP of the individual Node)!

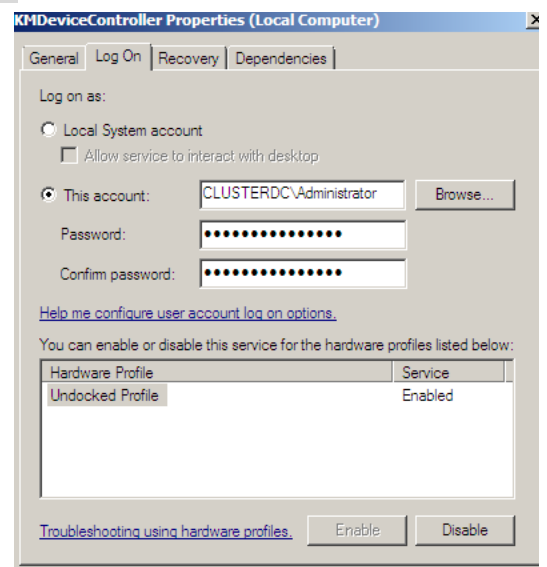


5.3 Important *PCembedded.OSA* settings on cluster



Start PCE management and change the Server IP address on **each node** to the cluster IP address.

The “**PCembedded.OSA**” service needs cluster administrator credentials. Please change this by using “**compmgmt.msc**” console on **each node**.

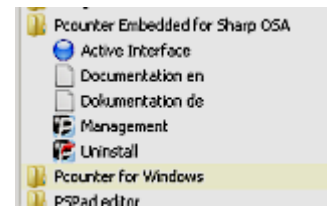


The assigning of Pcounter Queues to an MFP is only possible on a cluster node.

6. Uninstalling *PCembedded.OSA*

To remove *PCembedded.OSA* from your computer, start the uninstaller by choosing “Uninstall”

“Start → All Programs → Pcounter embedded for Sharp OSA
→ Uninstall” or start “<INSTALL_DIR>\bin\Uninstall.exe”.



Delete remaining program folders manually

7. General System requirements

The below System requirements are based on the knowledge 01/2012. They may differ depending the operating system, it's versions or patches in use,

System

- Windows 2003 Server SP2 (32 or 64 Bit)
- Windows 2008 Server (32 or 64 Bit) & SP2
- Minimum 1 GB Ram (4-6 GB Ram recommended for high printing volume / number of MFPs)
- Minimum 10 GB free Disk space to spool print files
- No Anti-Virus program may have access to Spool-,Pcounter- and Pcounter embedded-folders
- Up to date server hardware:
 - Processor, Memory = state of the art
 - 2 power supplies
 - Raid 1 etc.

Requirements to the system environment

- Pcounter is supporting Windows 2000/2003/2008 and Active Directory Networks.
- Internally usernames are handled in AD Syntax - **DOMAIN/Username** . In Multi-Domain-environments some functions may be limited or unavailable.
- **samAccountNames** must - in Multidomain-environment - exist only once
- all clients printing via LPR or Windows print sharing (SMB) are supported.

Windows permissions

- System account must have unlimited permission for local file and system access. (default)
- System account must have unlimited read-permission for A.D./eDirectory service
- Windows Server must be a domain member
- Installation needs to be performed under the permission of an Admin-account

Generally, a fully functioning Windows Print Server is required. Meaning:

- %WIN_SPOOL%, sourced out - e.g. to a RAID
- No Virus scanning on
 - *.SPL - *.SHD files
 - C:\Pcounter (Pcounter Installation path)
 - C:\daccs (Installation path of embedded application)
 - %WIN_SPOOL% directory
- RPC must be accessible.
- Name convention for printers
- file and printer sharing must be enabled
- SMB service must be active
- make sure to only use Windows signed drivers
- make sure not to use any third party print processors (only WinPrint)

Requirements for Scan2Me

- Scan2Mail
 - MS Exchange 2007 SP1 - MS Exchange 2010 / SP1
 - SMTP Server
 - 'global' SMTP Account permitted to send mail
- Scan2Folder
 - write access to destination folder(s) - possibly by a 'global' user account
- OCR option
 - for activating the OCR license key a temporary internet connection is required

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