iTeam Resources, inc.

One Company. One Source. Total Solution.

PRINT QUEST

Users Manual

Version 1.70

Table of Contents

Introduction

    iTeam Resources premier software, PrintQuest, is the easiest and most flexible print management solution on the market today. Due to the high cost of paper and printing supplies, libraries and network managers are in need of solutions to recover the costs incurred with network printing.

    The PrintQuest software is designed to allow patrons to uniquely identify print jobs for payment through a variety of devices such as closed system card readers, online card readers, and coin/bill units. It also allows administrators to track network printing. The software is designed with both the patron and system administrator in mind to make it easy to understand and configure.

    This manual is a guide to installing PrintQuest and to understand the different configurations possible with the software. Please contact the iTeam Resources help desk at: **678-261-4002 Ext. 236 if any additional assistance is required.**

Theory Of Operation

    Print Quest operates through the use of virtual printers that are monitored by the software. Initially two printers are created on a print server. The first printer is a "hold" printer and the second is a "release" printer. The hold printer is a locally shared printer that is paused and pointing to LPT1. This printer will hold the print jobs until the patron pays for them. The second printer is a normal network printer that will print as soon as a job is sent.

    A local hold printer is also created on the user workstation that is paused and points to LPT1. The PopQuest software monitors this printer and, when the patron prints, displays a box showing job cost, username and password information, and a job description. When the patron prints a document the job is transferred from the local workstation hold queue to the print server hold queue. At this point the patron proceeds to the dedicated print release station to select their job. The PrintQuest software deducts the necessary charges then releases the job to the printer.

    Other configurations are based on the above theory. In a peer to peer network the print release station can act as the print server. The network hold and release printers would reside on the print release station and are managed from the release station. In this configuration it is strongly recommended that the release station operating system be WinNT or Win2000 server. Operating systems WinNT 4.0, Win2000 Pro and XP all have a maximum of 10 user connections for shared resources. Since the hold printer is a shared resource it can only accommodate 10 connections if WinNT 4.0, 2000 Pro or XP are used

    The following diagrams are examples of some network configurations for PrintQuest.

Configurations

Each college and university have unique environments within the campus i.e., computer labs, libraries, residence halls etc., requiring print management solutions that are both flexible and scalable. In many cases a combination of configurations ranging from a stand-alone to a central campus server need to be utilized. Quest Suite software is such a solution. It can be configured to meet the specific needs of each institution utilizing a variety of options.

TYPES OF CONFIGURATIONS

- Stand-alone
- Peer-to-peer network
- Local building server network
- Central campus server

Stand-alone Environment
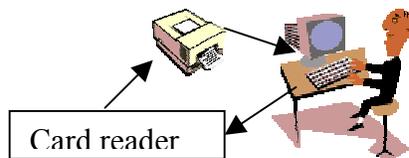
Card reader

This is the most basic system. It is a configuration of one PC to one printer. The Pop Quest software is installed on each workstation providing the user with page count, job cost, and print job identification. The card reader is serially attached to the PC and the printer is attached to the PC via a parallel port. Each individual print job is released upon payment via the card reader.

Peer-to-peer Network Environment

The environment consists of a public access workstation area that shares a local printer. The PC's and printer are not part of a central network. How the printer access is set up will depend on the release station configuration. The print release station acts as the print server th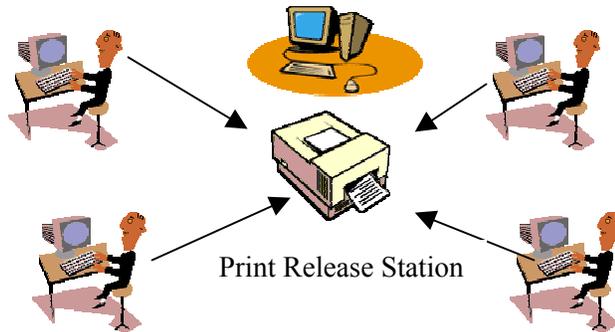at will hold and release print jobs directly. Print Quest software is installed on the release station and Pop Quest is installed on each PC. The print management operation is as listed above in the overview.

Print Release Station

Network Server – By Building

The environment consists of multiple public access workstation areas or labs printing to multiple printers i.e., color and laser, located within a building, and the building containing a separate server.

This configuration does not require that the server module be installed. The print service including page counting and job costing are performed at the workstation and print release station. The "hold queue" is installed on the server. Print Release stations can be configured to release print jobs from any station within the building.

Pop Quest is installed on each workstation and Print Quest is installed at each print release station.

The process for releasing print jobs is the same as is listed above in the overview.

Hold queue on server

Network Server - Building

Release Station

Release Station

Release Station
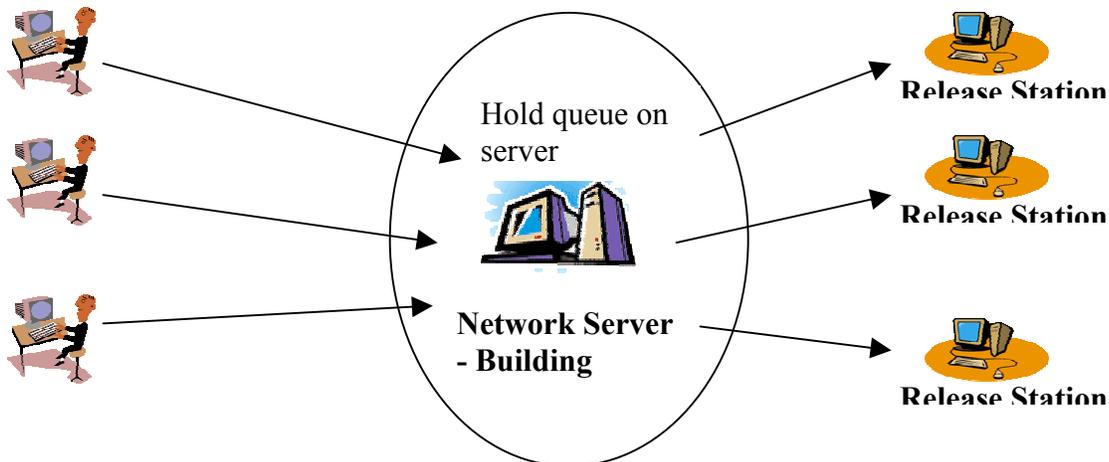
Central Campus Server Environment

The environment consists of multiple public access workstation areas or labs, residence halls, libraries, copy center, etc with all campus printers on a central campus print server(s).

This configuration allows all campus printers to be networked to a central print server in order to be accessed campus wide. A virtual "hold queue" printer is installed on this central print server(s). It is an option to have all service processed through the central print server including page counting, job costing, and monitoring of print jobs.

Pop Quest is installed on each client workstation and Print Quest is installed on each print release station campus wide.

The Quest Suite software is compatible and able to be linked to all databases for library circulation and/or on-line campus card systems.

Central Campus Server Environment

Print Release Station

Computer Lab 1

Hold Queue on server

Print Release Station

Residence Hall Lab

Print Server analyzes jobs and sends list of jobs to release station

Print Release Station

Library – several stations

Print Release Station

Print Release Station

Copy Center

Computer Lab 2
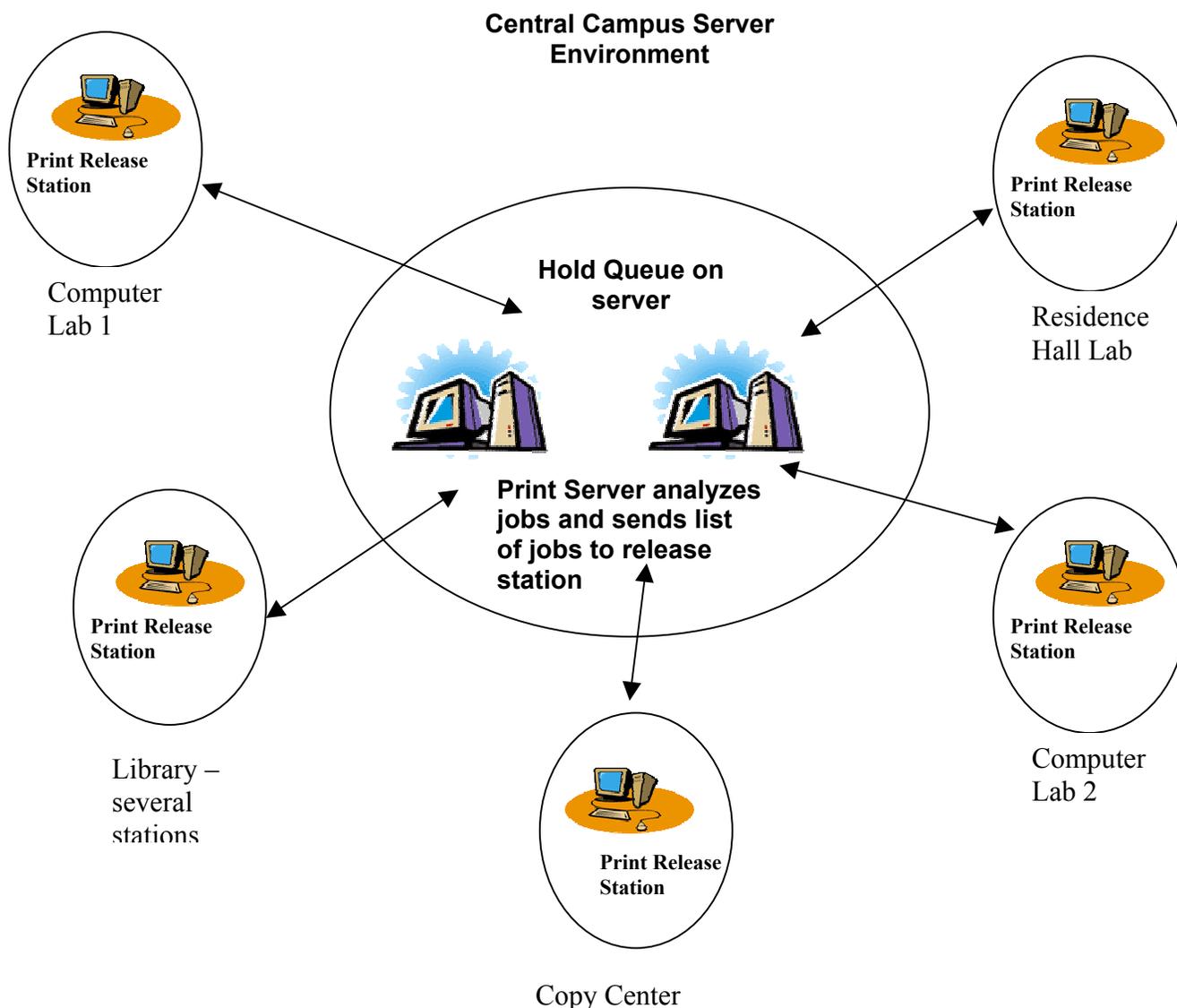
PrintQuest System Requirements:

Release Station –
- PrintQuest Software
- Windows 9x, ME, WinNT, Win2000, XP
- Pentium II 300 MHz or better, 32 MB Ram, 1GB Hard drive space available
- MDAC Version 2.5 or higher
- Cash card or serial coinop attached to serial COM port

Release Station – Acting as print server**
- PrintQuest Software
- Windows 9X, ME, NT Server, Win2000 server (NT or 2000 server recommended)
- Pentium II 800 MHz or better, 128 MB Ram, 5GB Hard drive space available
- MDAC Version 2.5 or higher
- Cash card or serial coinop attached to serial COM port
- Network printer with built in network card and a local shared printer

** Print server requirements will vary depending on usage

PopQuest System Requirements:

Client Workstation
- PopQuest Software
- Windows 9x, ME, WinNT, Win2000, XP
- Pentium 250 MHz or better, 32 MB Ram, 15 MB Hard drive space available
- MDAC Version 2.5 or higher
- Local virtual printer and drivers

PrintQuest Installation

The following installation guide outlines a typical network print solution utilizing the Quest Suite of software. It outlines installation of one (1) network printer in a lab environment.

NT Printer Setup

Printer Definitions

Local Workstation Hold Printer:
This is the logical printer created on each local client workstation. It must be paused, pointing to LPT1, and configured to print in RAW format. Security must be set so that client login has *full control* over this printer.

Network Hold Printer:
This is the network hold printer that resides on the print server, and holds the print job until the patron pays for the job. It is configured similar to the client hold printer except that it is shared to the network. It is configured to point to LPT1, print in RAW format, and is paused. The security must be set so that the client login permissions **and** the print release station logins both have *full control* over this printer. This is to enable the PopQuest and PrintQuest software to control the printers and print jobs.

Network Release Printer:
This is a normal network printer that is configured to print. However, it must also be set to print in RAW format, with metafile spooling disabled. Normal patrons must not have access to this printer otherwise they will bypass the system. However staff members can still use this printer, if desired, for their printing needs. The print release station login must have *full control* over this printer.

Setup
For each printer in the lab it will be necessary to create two hold printers - one local printer on the client workstation and one locally shared printer on the print server. Use the normal Microsoft *Add Printer* wizard to create the printers.

Start with the print server and add the local shared printer. The printer must be paused, pointing to LPT1, and configured to print in RAW format. Printing in EMF format will cause page count errors. If the print driver has the capability of metafile spooling then it must also be disabled. The print release station login must have *full control* permissions to the spool file folder on the print server. It may also need to be shared in order for the print release station to access it.

** Win2000 users**   ensure *Enable Enhanced Printing* is not checked. It can be located in the printer properties – advanced tab.

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[1] If WinNT or 2000 is used as the operating system ensure that "log spooler warning events" is off

Install the release printer (if not already installed). Configure the printer to point to LPT1 and to print in RAW format. The release printer will print directly to the printer and is not paused. Do not share this printer.

PrintQuest Installation

Insert the PrintQuest CD in the PC. The CD is an autorun CD that will display the following installation screen. (Fig 7) Select PrintQuest from the list of programs to install and follow to default prompts to install the software. (Fig *)
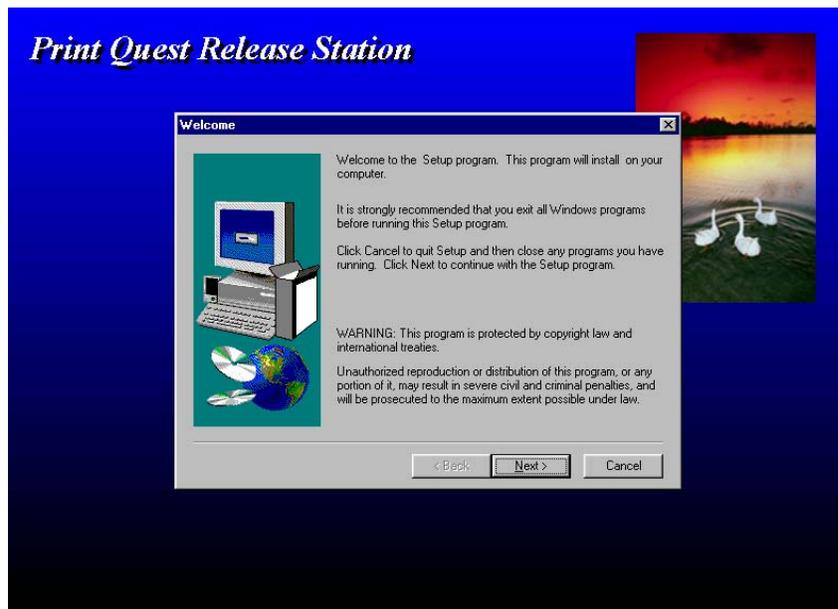

Fig 7

Fig 8

Select "Finish" to complete the program installation. To start the application press **Start >Programs->PrintQuest Release Station->Pquest**
This will launch the PrintQuest application as seen in Fig 9.

Fig 9

There are five buttons on the Pquest application screen:

 This button activates the print monitor. PrintQuest can be configured to automatically start the print monitor once the computer is turned on.

 This button enters the configuration portion of PrintQuest. This option can also be launched by pressing **Start->Programs->PrintQuest Release Station   ->PQustcfg**

 This button displays registration information for PrintQuest. PrintQuest can run without registration for a 45 day trial period. At the end of this trial period PrintQuest will have to be registered with iTeam Resources to operate.
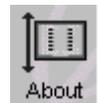
 This button displays information about PrintQuest including the version of Pquest and the page count. There is also information about iTeam Resources and ordering information.

 This is the main exit button for PrintQuest.

PrintQuest Configuration

The PrintQuest release station software is very flexible and can be configured in a variety of ways. PrintQuest is ultimately configured as decided by the individual policies of the installation site.

To enter the configuration portion of PrintQuest press the Setup button, or select PQustcfg from Start->Programs->PrintQuestReleaseStation. This displays the configuration options screen. (Fig10) Within the configuration options screen there are eight button selections:

<div align="center">

General Options
Monitored Printers
Print Monitor List
Payment Methods
Application Administrators
Background Images
Security Form Definitions
Select Audit Information

</div>

There are also two additional menu options, Database and System Messages.
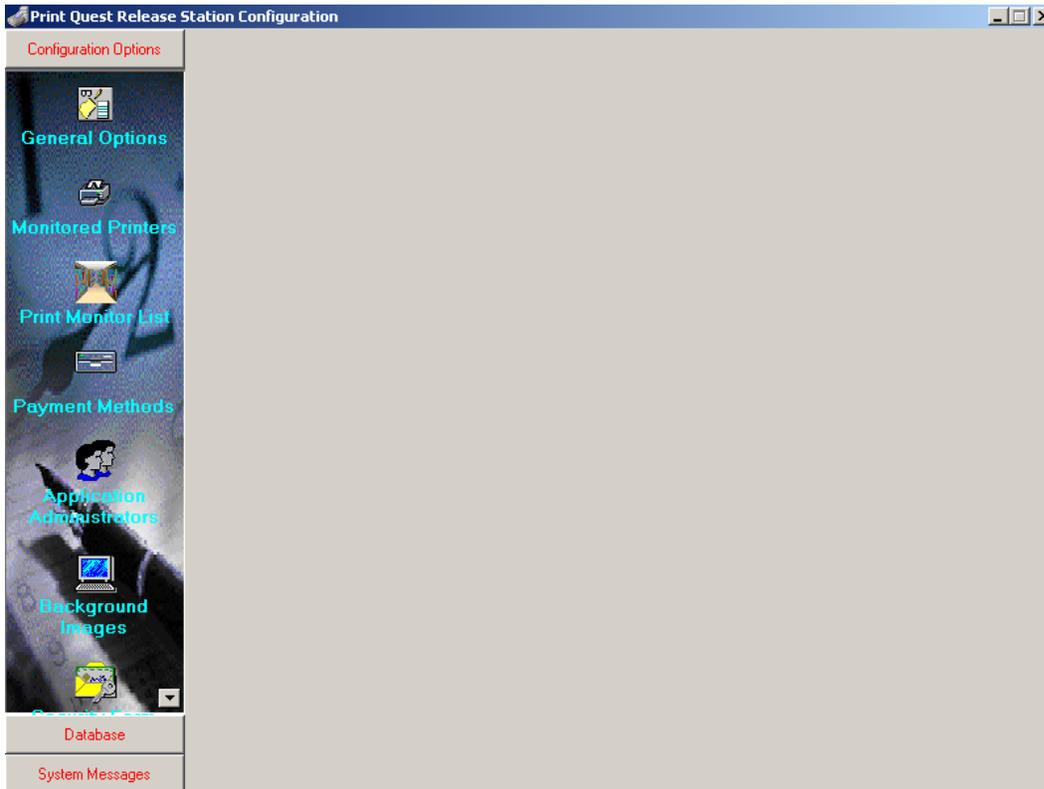

Fig 10

iTeam Resources, inc.

General Options

The general options for PrintQuest are displayed in Figure 11. Each box or setting will be described on the following pages.
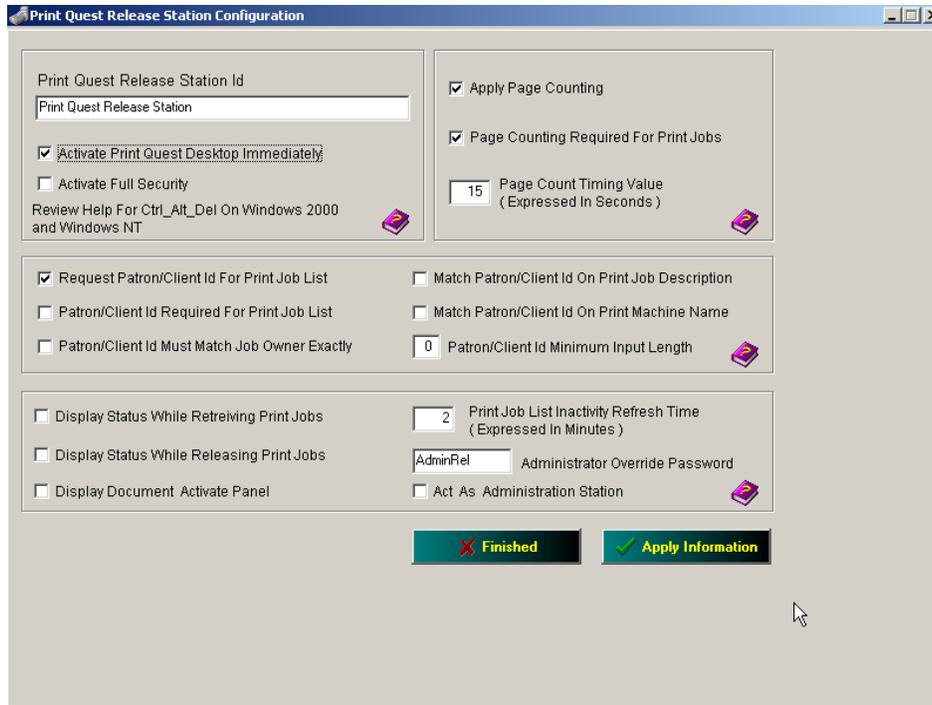

Fig 11

Print Quest Release Station ID – This is the name of this specific release station. It could be changed to reflect the lab or library where it is located. (ex. Lab 123 Release Station A)

Activate Print Quest Desktop Immediately – If checked, Print Quest will launch the monitor immediately. (The Pquest software needs to be in the startup file in order to start upon machine bootup)

Activate Full Security – This suppresses the CTRL-ALT-DEL keys in Win9x, and ME. This does not work in WinNT, Win2k or XP. It also suppresses Windows navigation keys such as ALT-ESC and ALT-TAB.

Request Patron/Client Id For Print Job List – When money or a cash card is inserted PrintQuest can display a box to allow the patron to enter their specific user information so only jobs they submit will be displayed.

Patron/Client Id Required For Print Job List – This forces the patron to enter information into the Request User Id box.

Patron/Client Id Must Match Job Owner Exactly – The information entered by the patron must match the job owner description exactly in order to be displayed. However, it is not case sensitive.

Display Status While Retrieving Print Jobs – This shows a status box indicating PrintQuest is retrieving print jobs when the patron enters user information.

Display Status While Releasing Print Jobs – This displays a status box indicating PrintQuest is releasing print jobs after the patron chooses "Print Selected".

Display Document Activate Panel – This displays the large "Click Here For Print Job List" button on the monitor screen.

Apply Page Counting – This button activates page counting on the release station. If jobs are already being counted via PopQuest software, then it is not necessary to activate page counting at the release station.

Page Count Required For Print Jobs – The print job must have been counted to be displayed on the print job list.

Page Count Timing Value – The time delay for PrintQuest to check the hold printers for new jobs to count.

Match Patron/Client Id On Print Job Description – Checking this allows patrons to match their job by using the job description, not owner name.

Match Patron/Client Id On Print Machine Name – Checking this allows patrons to match their job by using a computer machine name.

Patron/Client Id Minimum Input Length – This is the minimum input length to check for a match when forcing patrons to enter information into the User Id box.

Print Job List Inactivity Refresh Time – This is the length of time PrintQuest will wait before timing out back to the Monitor screen.

Administrator Override Password – If passwords are being used, and the patron forgets their password, the override password can be used by the staff personnel to release the print job.

Act As Administration Station – If the ability to minimize the release station is required then check this option. This will allow the PrintQuest monitor program to be minimized. If a billing device is not being used then a cash price will be displayed in the job list as well.

Clicking on the small help book will also display information about each of the above options.

After changes have been made the "Apply Information" box must be pressed to save the information.

Monitored Printers

This area is where PrintQuest is configured to monitor the network hold printers, and send them to the appropriate release printers upon payment. Fig 12
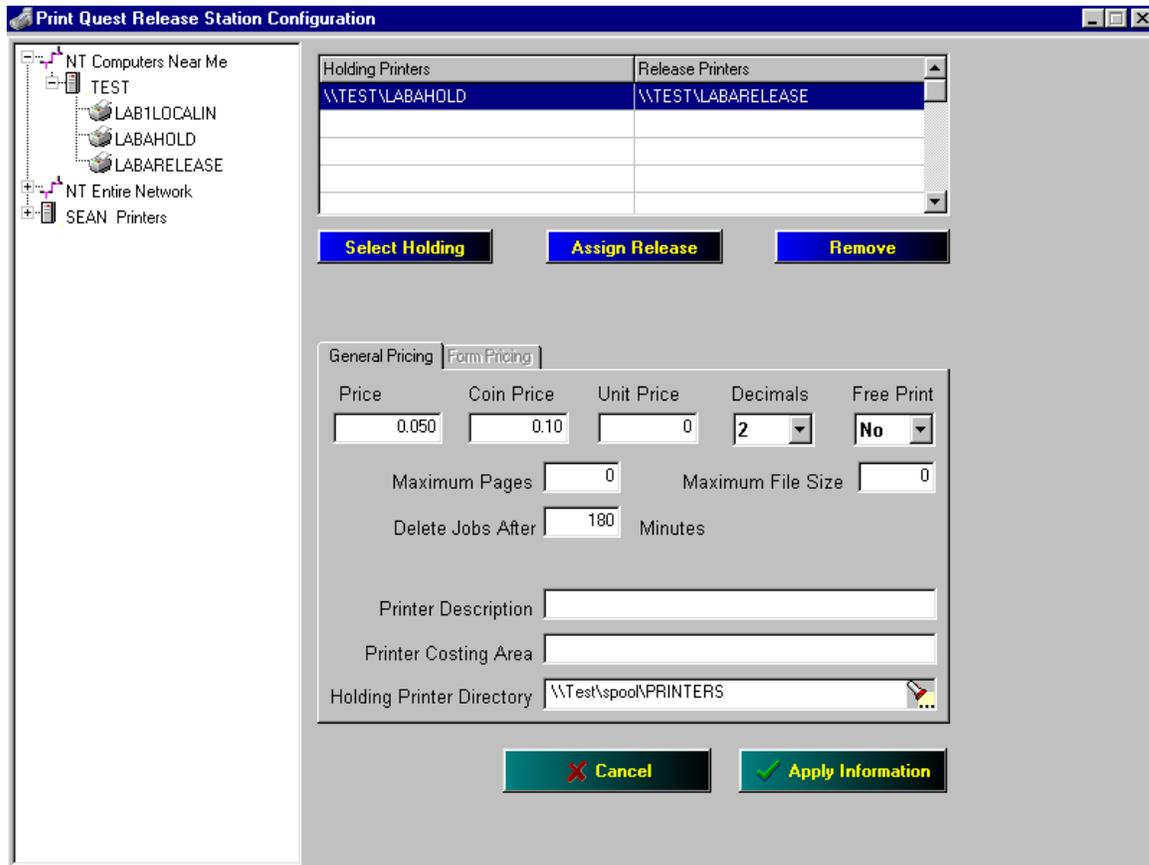

Fig 12

PrintQuest operates through the use of hold and release printers for NT and hold and release queues for Novell.   Each hold printer releases the print job to an associated release printer. Multiple hold and release printers can be configured and setup on the same release station, i.e., one release station can release jobs to multiple printers.

On the left side of the screen a standard windows network browse screen showing all local and network shared printers is displayed. The right side of the screen displays information about printer pairing, and allows the staff to configure the printers for job pricing, deletion time, free printing and the location of the spool folder directory.

Fig 12 shows that the network hold and release printers are located on a print server called TEST. LabAHold is the network hold printer and LabARelease is the release printer. Also note that the Holding Printer Spool directory is \\Test\spool\PRINTERS. This is the Windows spool file directory location on the print server. The release station must be able to see this spool file

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location in order to manage the print jobs. It must also have *full control* permissions over this directory.

Printer Selection

To select the hold and release printers simply choose them with the mouse and press Select Holding or Assign Release. If the incorrect printer was chosen select the incorrect printer and press Remove.

Pricing

The printers can be configured once they have been paired. Enter the price per page, coin per page if a coinop is being used, and unit per page if unit cards are being used. There is also an option to select two or three decimal places in case tenth of a cent cards are being used. If the printer needs to print for free then change the free print option from No to Yes. Money or a card will still be necessary to activate the print monitor list, but no money will be deducted.

Page Number and Size Limits

If a maximum number of pages is to be implemented the number can be entered here. Also there can be a cap on the maximum file size to print if desired. The size is described in bytes so the correct value must be entered. Ex a value of 10000000 would be 10MB.

Auto-deletion Time

This function sets the time to purge old prints jobs from the printer queues. Enter the time in minutes. Ex: a value of 120 = 2 hours.

Printer Description

This is a simple text box that allows staff to enter a description of the printer to help organize the printer queues. For example if the printer is a color printer it could be described as LabAColor.

Printer Costing Area

This is a description that is added to the audit log file to assist staff in organizing the print system. If staff need to track printing on individual printers then individual names can be associated to each printer pairing.

Holding Printer Directory

This is the spool file location for the network hold printer. It is very important to set this correctly. PrintQuest must be able to find the spool file folder location, so the correct path to the spool file folder must be applied here. PrintQuest must also have *full control* over this spool folder location. It may be necessary to share the spool file folder (as shown above) if located on a print server. Use the flashlight browse button to locate the spool folder.

Press "Apply Information" to save changes

Print Monitor List

The print monitor browse list display can be configured in several ways. Colors, fonts, grid lines, columns and more can all be changed to best suit the institution's needs. All changes can be made through a GUI interface. (Fig 13)
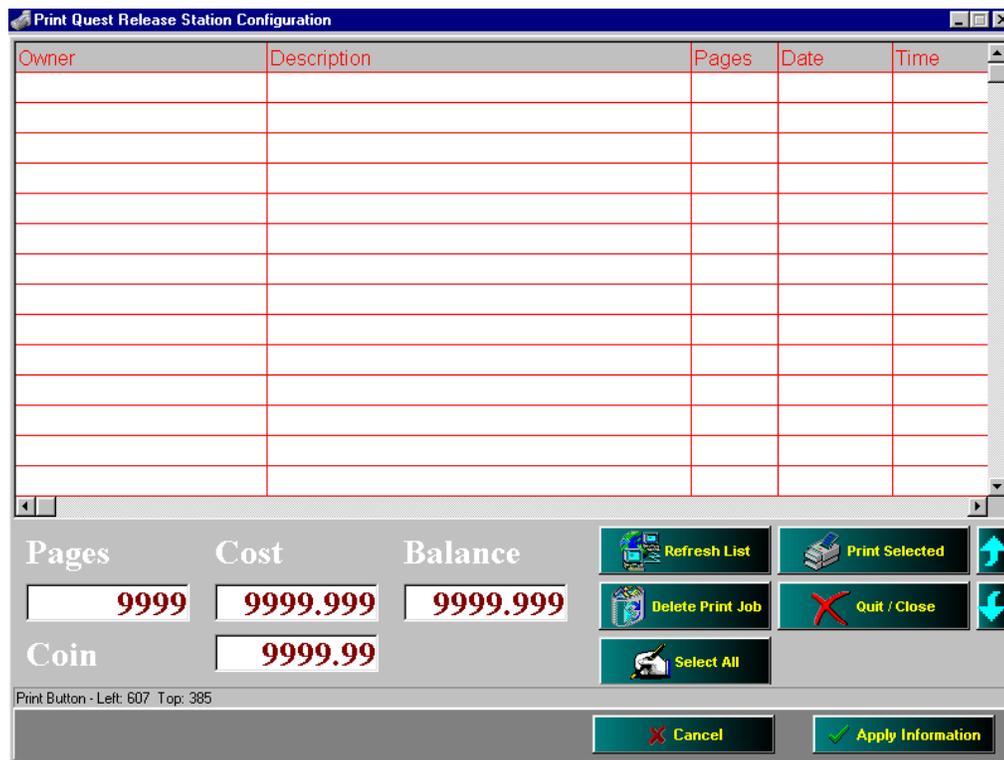
Fig 13

To change the browse list attributes right click on the main screen to display the menu options. (Fig 14)
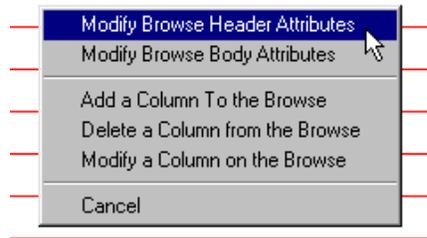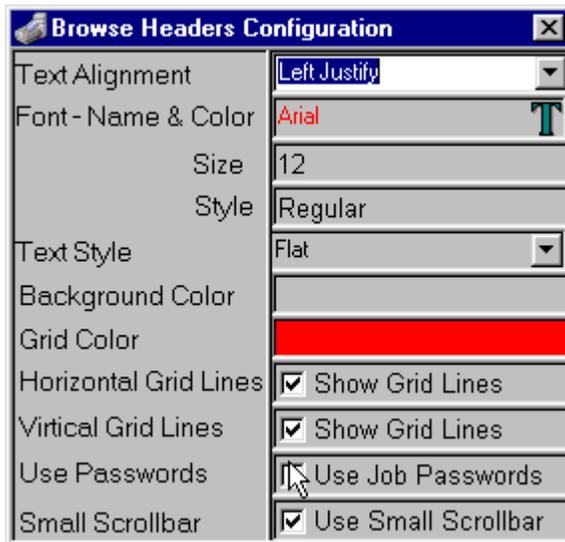

| Modify Browse Header Attributes |
| Modify Browse Body Attributes |
| Add a Column To the Browse |
| Delete a Column from the Browse |
| Modify a Column on the Browse |
| Cancel |

Fig 14

Modify Browse Header Attributes

To change the browse list header attributes simply click on the desired box and change as desired.

Fig 15

- The text alignment can be modified to left, right or center justification
-The text font, color, size and style can be changed
-Background color is changed by clicking on the box
- Grid color can be changed by clicking on the box
- To remove the horizontal or vertical grid lines remove the checkmark
- To remove password column, uncheck
- To use a small scrollbar on the browse list place a check here

Modify Browse Body Attributes

To change the browse list body attributes simply click on the desired box and change as desired.
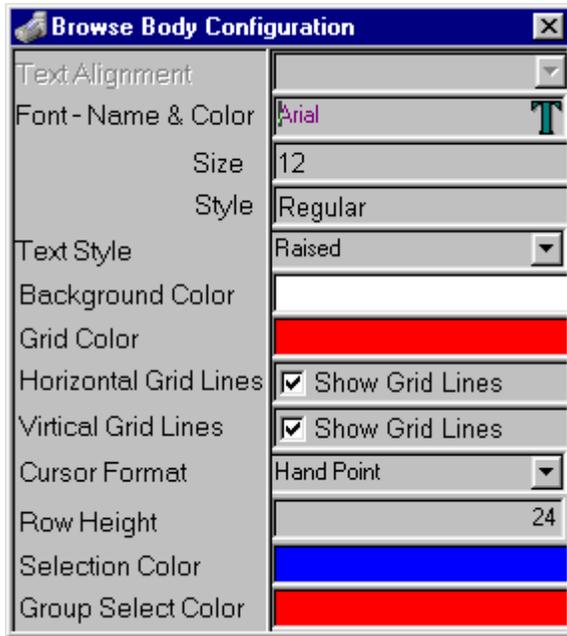
- The text font, color, size and style can be changed
- The background color can be changed by clicking on the box and changing the color form the color palette
- The grid color can be changed by clicking on the box and selecting desired color
- To remove horizontal or vertical grid lines from browse body uncheck the appropriate box
- To change the cursor format click on the arrow and choose from hand point or arrow
- The row height can be modified larger or smaller
- The selection or group select color can be changed as desired

Fig 16

Adding/Deleting/Modifying Browse List Columns

To add a column to the browse list select "Add a Column To the Browse". This will display an add column screen. (Fig 17)
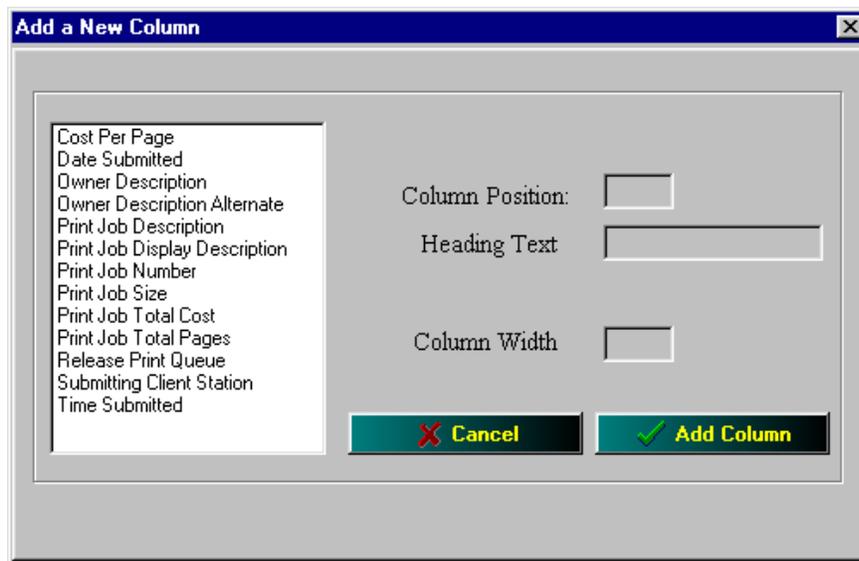

Fig 17

Select the column to add, choose the column position, the column width and press "Add Column". Column widths may have to be adjusted for all columns to fit in the screen. The Column header test can also be modified to suit specific needs.

To delete a column from the browse list select "Delete a Column from the Browse". This will display a delete column screen. (Fig 18)
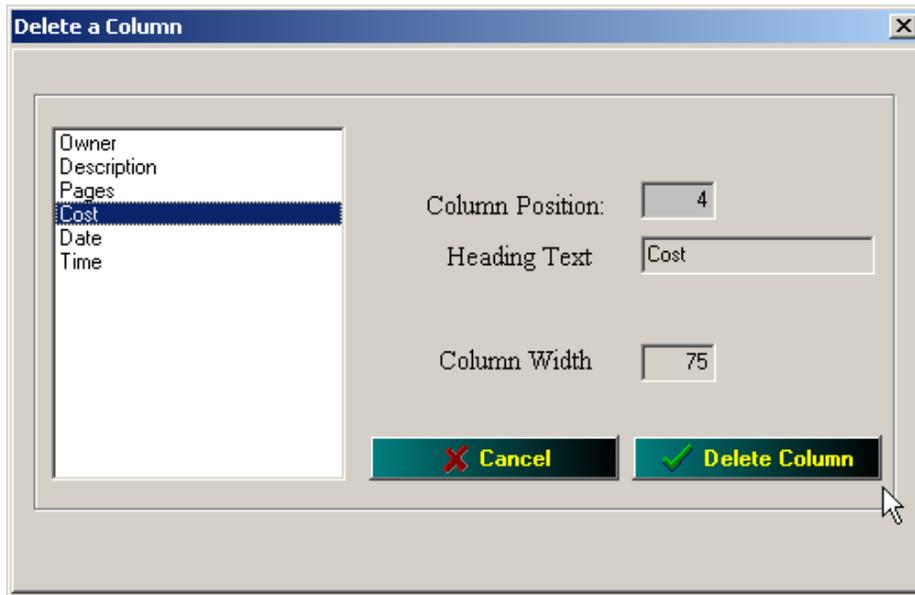

Fig 18

To modify a column from the browse list select "Modify a Column on the Browse". This will display a modify column screen. (Fig 19) The heading text or width can be modified. Columns can also be dragged and dropped to different positions on the screen.

Each button or field on the print monitor browse can be modified by right-clicking on it. The modifications can include not displaying the item, changing the font, and the description.
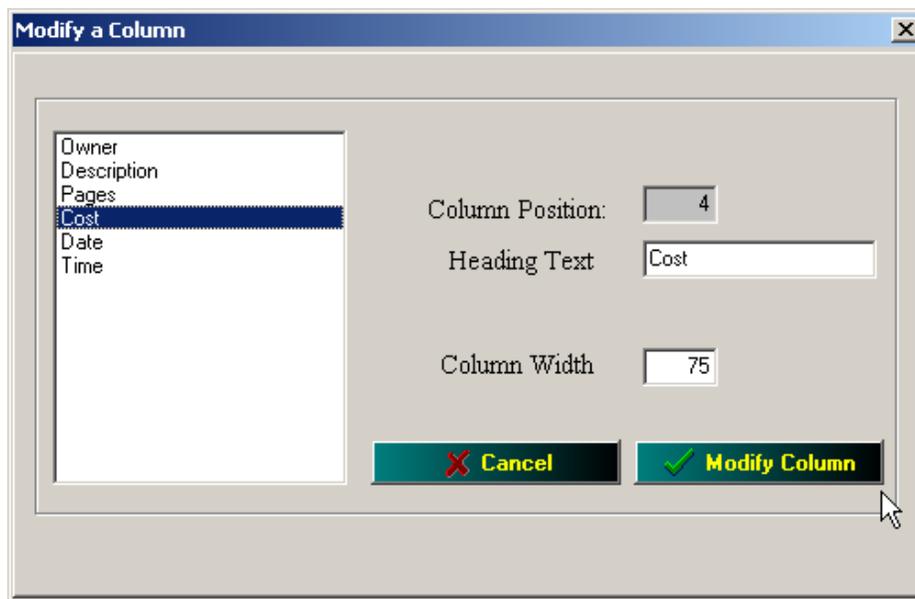

Fig 19

Another feature is the ability to reposition or reshape the field or button. To reshape the item hold down the CTRL key on the keyboard and then left-click on the item. This will create a visible box around the item and allow it to be reshaped. (Fig 20). To reposition a button or field hold down the SHIFT key and left-click on the item. This will allow the item to be dragged and dropped to another position. (Fig 21)

Fig 20

Fig 21

While moving objects, the pixel position is shown at the bottom of the screen. It shows the pixel position from the left and from the top.

Payment Methods

PrintQuest supports a variety of payment methods that include card readers and coin/bill devices from various manufacturers. To display the supported devices select payment methods from the Setup screen. (Fig 22) Select a device by checking the appropriate circle.
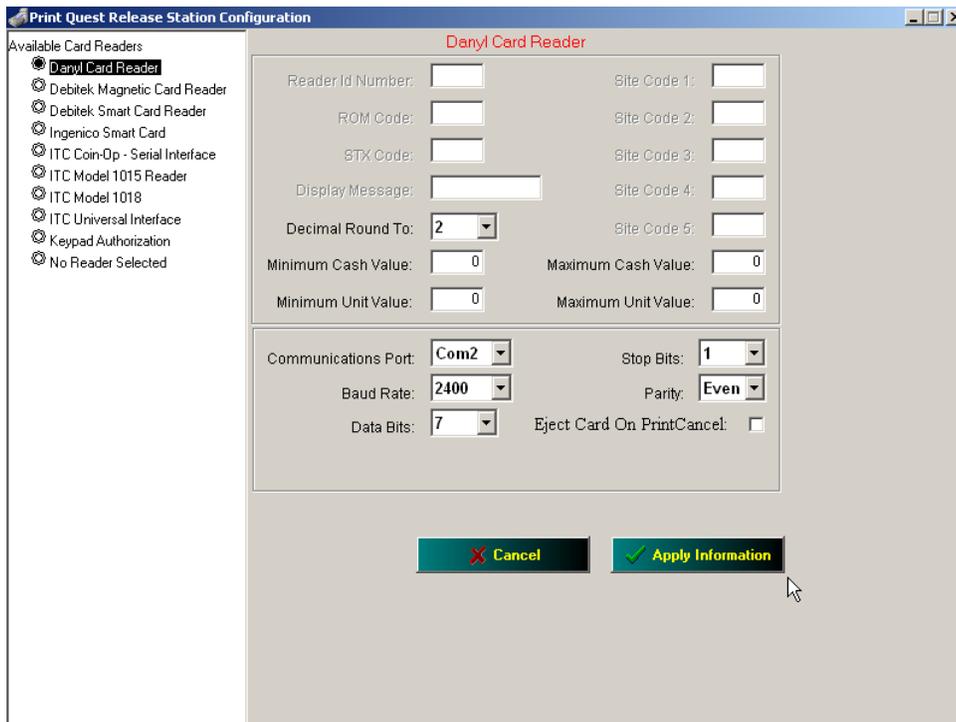

Fig 22

All these devices are serial RS-232 devices that connect to the release stations COM port. In most cases the default values for each device are correct, but if trouble is encountered while using a payment device verify all settings are correct. Typically the only setting that might

change is the COM port being used. In most cases COM 1 or 2 is used. (Default value for PrintQuest is COM 2)

As each device is selected the available options for that device will be listed. Some devices require a site code to be indicated while others require specific information. For more information on the device being used consult the individual owners manual for that product.

For a listing of all device settings see appendix A.

PrintQuest does have the ability to use a payment device AND online balances simultaneously. For more information on online balance accounts see the Database Selections section of this manual.

Application Administrators

Application Administrators are administrator accounts that can be used to exit the PrintQuest monitor, print jobs for free when necessary, and to configure PrintQuest including which printers are being monitored, the price to be deducted, and which payment device is to be used. To add, modify or delete and application administrator select the Application Administrator button from the setup menu. (Fig 23)

Fig 23

To add an administrator select "Add A New Administrator". An Administrator Id, First Name, Last Name, Department, Security Level, and Password can be entered. Listed below is a summary of the security levels.

5 – Full Administrator. Can exit print monitor, add new administrators and select jobs for free printing (See Administrator Override)

3, 4 – Partial Administrator. Cannot exit print monitor but can select print jobs for free printing (See Administrator Override)

0, 1, 2 - Non-Administrator. Cannot exit print monitor or select jobs for free printing

To delete, search or refresh the Administrator list press one of the option buttons just below the Administrator list. (Fig 24)

Fig 24

Background Images

The background images that PrintQuest uses can be edited to display an image specific to the institution. Select the Background Images option from the Setup menu. (Fig 25)
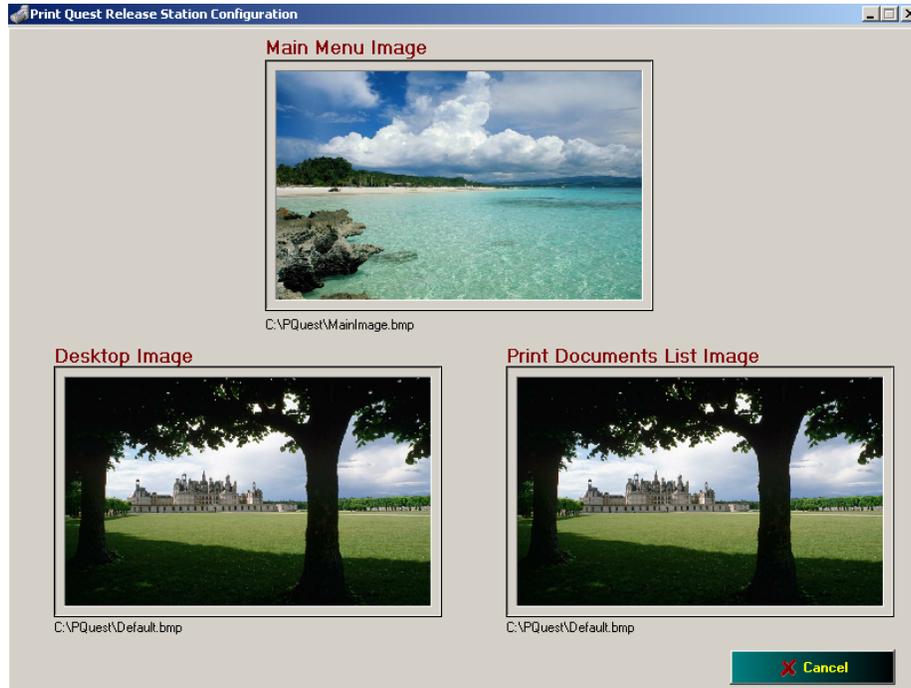

Fig 25

Click on the image to be changed and browse for the image. The new image should then be displayed in the box. Update the changes and then exit.

Security Form Definitions

The text of the User Id screen can be modified to best suit the needs of the institution. Select the Security Form Definitions button from the setup menu. (Fig 26)

Fig 26

To change either the User Id, Password, Cancel, or OK field right-click on the field to display the configuration menu. For example if User Id needs to be changed to Login Id, right-click on the User Id field and change the test caption from User Id to Login Id.

Select Audit Information

PrintQuest has audit information that can assist customers in estimating cost recovery. This audit information must be enabled and the list of items to be logged must be specified. Choose the Select Audit Information button from the Setup menu. (Fig 27)
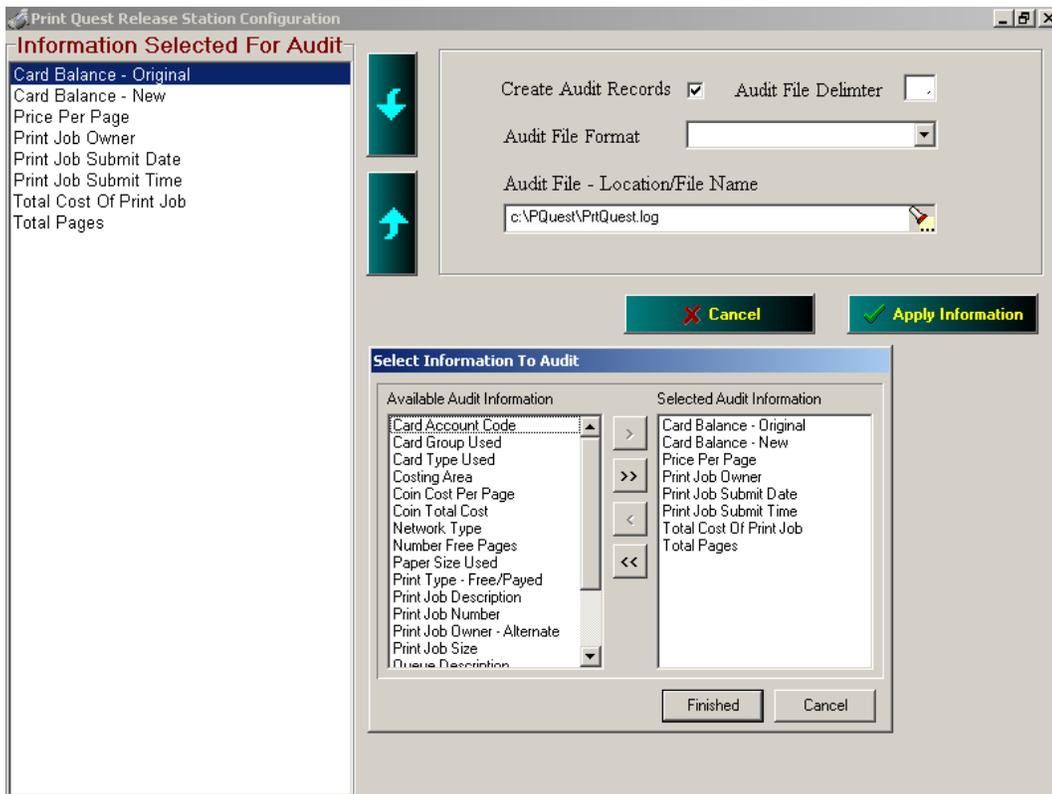

Fig 27

An example of an audit log being generated is shown in Fig 27. Right click on the open area under "Information Selected for Audit" to select the logged information. This displays the box in the middle of the screen shown above. From the box on the left- "Available Audit Information" - select the information that needs to be logged. Selecting the >> button will log all the fields. Highlighting the individual information lines and pressing the > button will select that individual line.

To remove a single piece of information from the Selected Audit Information list highlight the line and press the < button. Pressing the << button will remove all items from the list. To move items up or down on the list, select the item and then press the up or down button to move it.

Once all items have been selected press the Finished button and the list will be displayed as shown above.

Check the "Create Audit Records" button to turn on the audit log. The format of the log defaults to comma delimited and can be imported into any spreadsheet or database program that accepts comma delimited files. The audit file name and location is listed below the file format. This file can be saved to any location that the PrintQuest station has access to. i.e., a network server. For a description of the individual audit fields see appendix B.

Database Selections

PrintQuest has the ability to deduct funds from an online patron account. This can be accomplished using a variety of patron databases including PrintQuest, CybraryN, Pcounter and the Novell account database. To select a patron database choose the database option from the Setup menu. (Fig 28)
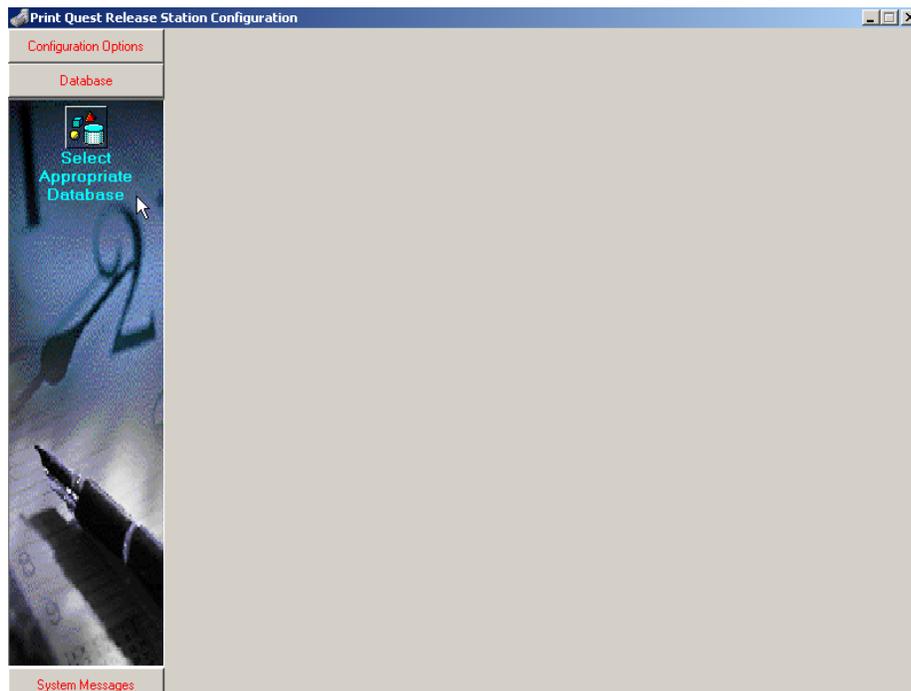

Fig 28

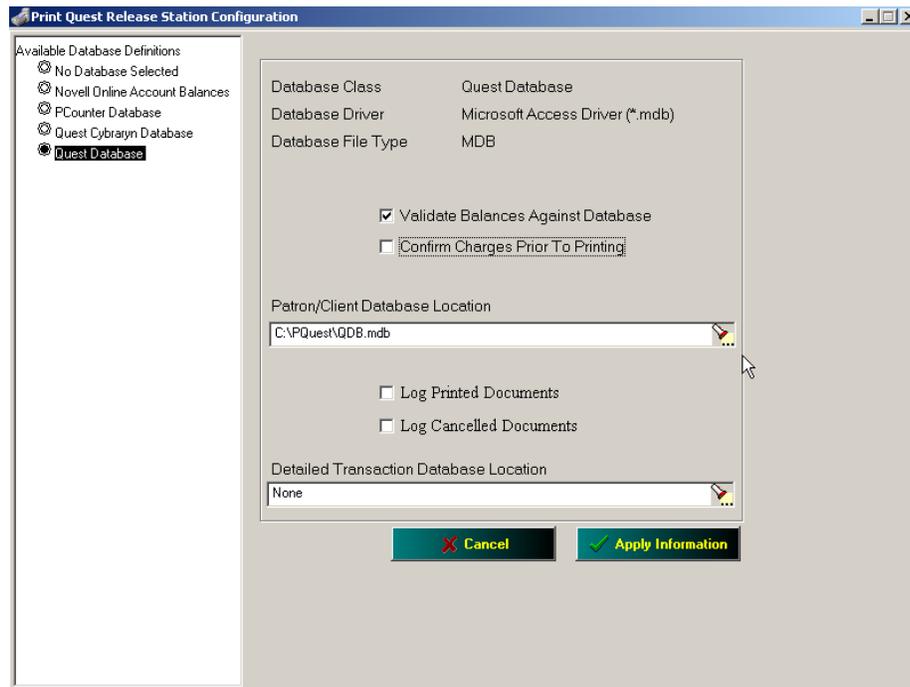Press "Select Appropriate Database" to display the database selection screen. (Fig 29)

Fig 29

The available databases are listed on the left side of the screen. A database is selected by checking the small circle. The database description is shown to the right of the selections including the database class, driver, and file type.

Check the "Validate Balances Against Database" to verify the transaction against the database. Check "Confirm Changes Prior To Printing" if confirmation of the transaction is to be displayed. This prompts the user to verify the transaction about to take place.

The location of the patron database must be indicated in the "Patron/Client Database Location". If the database is located on a central server then PrintQuest must be able to access it. Select the small flashlight to bring up the browse network screen.

Check the "Log Printed Documents" box if the database transactions are to be audited. Check the "Log Cancelled Documents" box if the database transactions are to be audited.

The next line is the location of the detailed transaction database location. This is a MS Access file that logs all the detailed transactions.

The client database can be managed through iTeam Resources client management software, Account Quest.

System Messages

To best suit the needs of the institution the various system messages that are displayed can be modified. To access the system messages menu select System Messages from the Setup menu. (Fig 30)
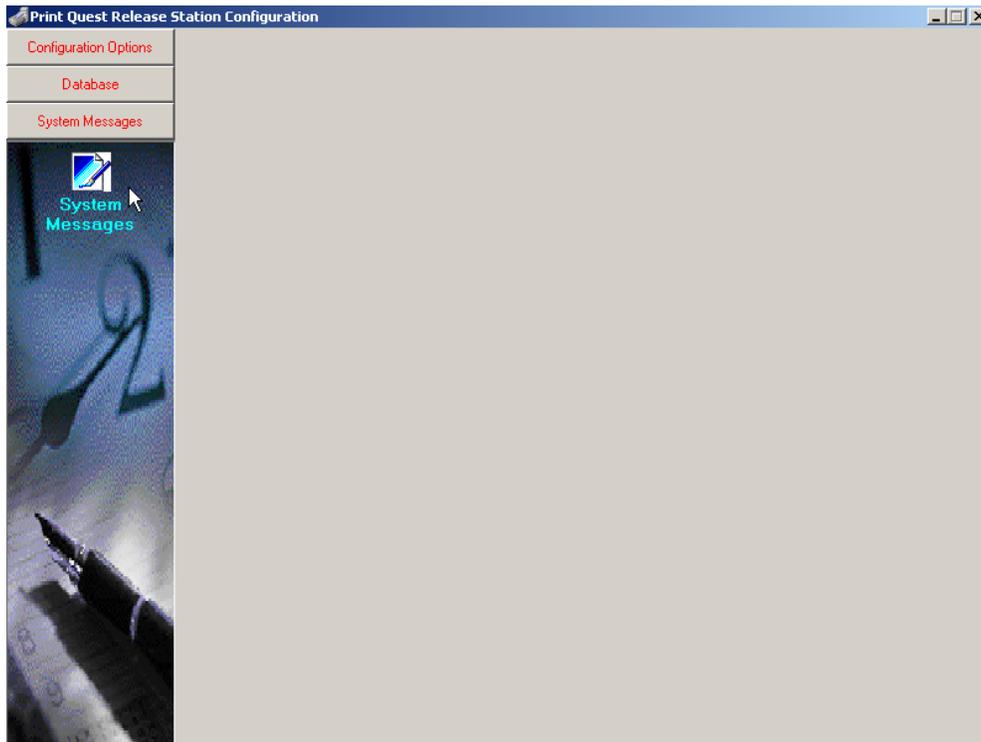

Fig 30

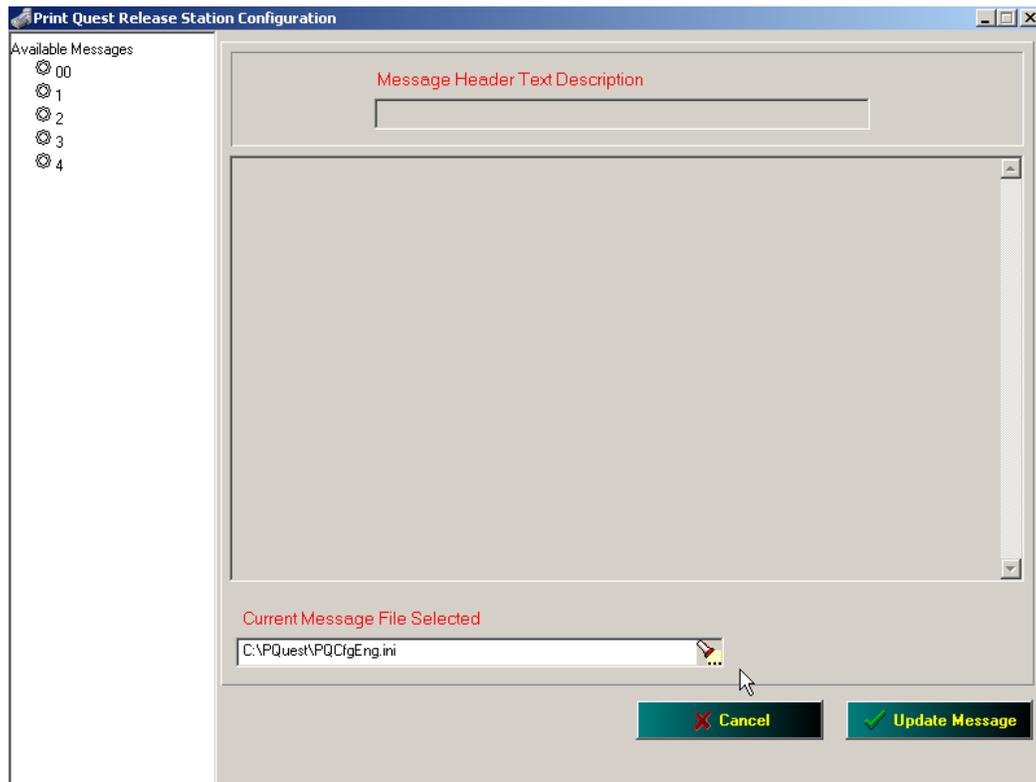This will display the System Messages configuration screen. (Fig 31)

Fig 31

The system messages to edit are located on the left side of the screen. Check the system message that needs to be modified. The message description will appear in the large box in the middle, and the system message header text description will appear at the top.

If the system message that needs to be changed cannot be located it may reside in a different file. To select a different file location click on the flashlight at the bottom of the page under "Current Message File Selected" to browse for the file. The other two system message files are sysmsg and sysmsgfr.

PrintQuest Registration

PrintQuest will operate for 45 days as a trial period. Once the trial period is concluded the software must be registered to continue operation. From the main configuration screen (Fig 9) select the Register button to enter the registration area of the program. (Fig 32)
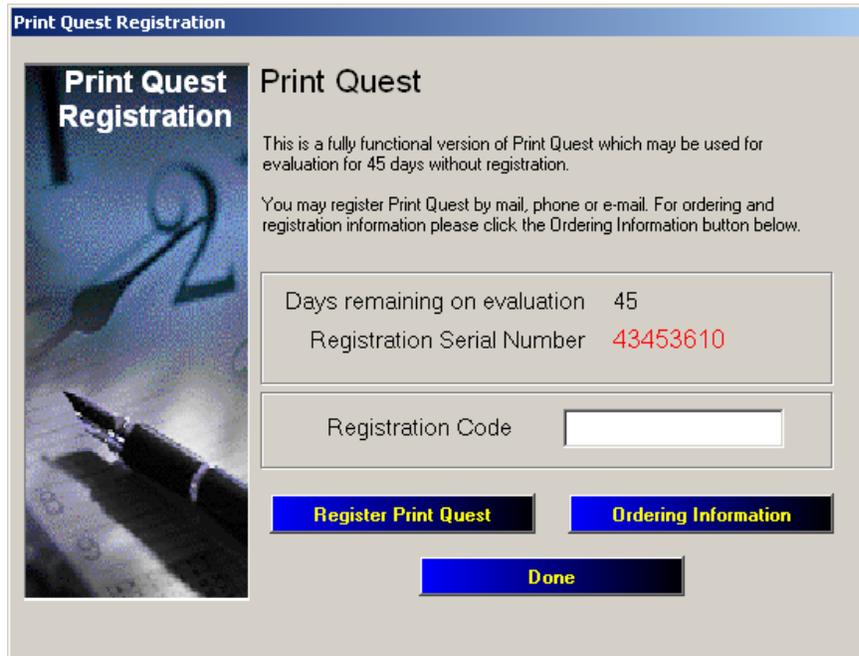

Fig 32

To obtain the registration code contact iTeam Resources with your purchase order number, and the serial number that is displayed on your release station(s). Each serial number for each release station will be different so each serial number must be given to iTeam to register.

Once the software has been registered the Days remaining on evaluation will read "Licensed". If the trial does not register please reconfirm the serial number and call iTeam Resources.

Also note that if desktop security software is installed on the release station it may be necessary to temporarily disable the security while registering the release station. The restrictions on the computer may not let the software be registered properly.

Exiting The Print Monitor

To exit the print monitor software press the following key combination;

Ctrl-Alt-E

This will display a username/password screen where the following default entries can be made to exit the print monitor;

Username: iteam
Password: iteam

To modify the username/password or to add additional administrators refer to page 22 of this manual. An administrator must have a security level of 5 to be able to exit the print monitor.

Administration Override

The software provides a command to allow the administrator to release a print job for free in the event a patron loses their print job and/or a printer malfunction. The patron will need to re-print the print job. Once that has been done the administrator can enter the following command at the release station.

Ctrl-Alt-.
(Ctrl-Alt-period)

A username/password screen is displayed. An administrator with a security level of four or five can enter their username/password to bring up the following screen. (Fig 33)

Administrator Print Document List
Printer Options
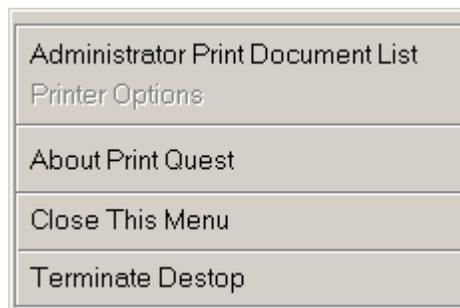About Print Quest
Close This Menu
Terminate Destop

Fig 33

This menu screen presents four options; Administrator Print Document List, About Print Quest, Close This Menu, and Terminate Desktop. Listed below is a description for each option.

Administrator Print Document List This allows an administrator to bring up the print job list to print patrons jobs at no charge. Once this option is selected a User ID screen will be displayed that will allow the administrator to limit the search. After completing the search limit the print job list will be displayed and the administrator can select the job(s) then press print. The job will be released at no charge.

About Print Quest This displays the current version of PrintQuest, the page count version, information about the release station operating system, and iTeam Resources contact information.

Close This Menu This will close the administration override menu and return to the normal print monitor.

Terminate Desktop The print monitor can be exited from this menu if the administrator has a security level of five. If the administrator only has a level four security level then this option will be grayed out.

Appendix A
Card Reader Settings

Danyl Card Reader Options
* denotes default value

Decimal Round To:	*2, 3		
Minimum Cash Value:	0	Maximum Cash Value:	0
Minimum Unit Value:	0	Maximum Unit Value:	0

Com Port:	1, *2, 3, 4	Baud Rate:	*2400
Data Bits:	*2 , 3	Stop Bits:	*1, 2
Parity:	*Even, Odd, None	Eject Card On PrintCancel	Y/*N

Debitek Magnetic/Smart Card Reader & Jamex Serial Coinbox

Display Message	Hello	Decimal Round To:	*2, 3
Minimum Cash Value	0	Maximum Cash Value	0

Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*None, Odd, Even	Eject Card On PrintCancel	Y/*N

Ingenico Smart Card

Decimal Round To:	*2, 3		
Minimum Cash Value:	0	Maximum Cash Value:	0

Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*None, Odd, Even	Eject Card On PrintCancel	Y/*N
Ingenico Card Trap Port:	*None, 1, 2, 3, 4		

ITC CoinOp Serial Interface

Reader Id Number:	1	Auto Job List:	1
Decimal Round To:	*2, 3	Maximum Cash Value:	0
Minimum Unit Value:	99999	Maximum Unit Value:	0

Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*Odd, None, Even	Eject Card On PrintCancel:	Y/*N

ITC Model 1015/ACT Model 350 Serial Card Reader

Reader Id Number:	1		
Decimal Round To:	*2, 3		
Minimum Cash Value:	0	Maximum Cash Value:	0
Minimum Unit Value:	0	Maximum Unit Value:	0
Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*Odd, None, Even	Eject Card On PrintCancel:	Y/*N

ITC Model 1018/ACT Model 355 Serial Card Reader

Reader Id Number:	1	Site Code 1:	(blank)
ROM Code:	(blank)	Site Code 2:	(blank)
STX Code:	(blank)	Site Code 3:	(blank)
Display Message:	(blank)	Site Code 4:	(blank)
Decimal Round To:	*2, 3	Site Code 5:	(blank)
Minimum Cash Value:	0	Maximum Cash Value:	0
Minimum Unit Value:	0	Maximum Unit Value:	0
Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*None, Even, Odd		

The site and ROM codes are programmable on the 1018/355 card reader. This reader can have up to 5 site codes programmed into it, including Danyl site codes for those sites using Danyl cards. (The ROM & STX would remain blank for those.)

ITC Universal Interface

Reader Id Number:	1	Base Price:	.05
Pulse Time:	150(in ms)	Blind Time:	50 (in ms)
Decimal Round To:	*2, 3		
Com Port:	1, *2, 3, 4	Baud Rate:	9600
Data Bits:	7, *8	Stop Bits:	*1, 2
Parity:	*Odd, None, Even	Eject Card On PrintCancel:	Y/*N

Appendix B
Audit Information Definitions

- Card Account Code
  The card Account number if being used

- Card Balance – Original
  The original value of the Card received

- Card Balance – New
  The new Card Balance after deducting the cost of the Print Job

- Card Group Used
  The Group designation as identified on the card. This may be blank depending upon the type of card being used

- Card Type Used
  The description of the Card being used. Either Units or Dollars

- Costing Area
  The costing area description as described on the PQuest station

- Coin Cost per Page
  The cost per page for the print job. This is dependent upon the PrintQuest setting

- Coin Total Cost
  The coin cost total for the print job. This is dependent upon the PrintQuest setting

- Network Type
  NT or Novell

- Number of Free Pages
  The Total number of free pages defined for the Print Job

- Paper Size Used
  Paper size used to print the print job

- Print Type – Free/Paid
  Free or Paid printing

- Price Per Page
  Cost per Page

- Print Job Description
  Description of print job

- Print Job Number
  Number of print job as assigned by the network server

- Print Job Owner
  Owner of print job

- Print Job Owner – Alternate
  Blah blah

- Print Job Size
  The total size of the print job, in Kb

- Print Job Submit Date
  The calendar date of the job log entry

- Print Job Submit Time
  The time of the job log entry

- Queue Description
  Description of the printer queue

- Queue – Holding
  The original printer queue to where the print job was submitted

- Queue – Release
  The printer queue the print was release for physical printing

- Station Submitting Print Job
  The ID of the client station submitting the print job

- Today's Date and Time
  Current time and date

- Total Cost Of Print Job
  The total calculated cost of the print job

- Total Pages
  The total number of pages contained within the print job

QUEST SUITE Pre-Installation Information Request
Re: Your Order Number

Please complete this form and fax to iTeam Resources at 678-261-4002. If you have any questions please contact Sean Novosad at 678-261-4002, x341.

Customer Information:

1. Customer Name_____

2. Contact Name_____

3. Phone _____ Fax _____Email _____

4. Address _____

5. Location/Department of Install _____

Network Environment Information:

Novell_____   NT_____   Citrix _____ Other _____

Are printers networked?_____

Are you using network profiles?_____

Technical Information:

1.   Server   LPT port available _____ Yes _____ No

____Novell   Ver: _____ Qty: _____ NT Server Qty: _____

____NT/W2000 Terminal Server Qty _____

2   Print Release Stations: LPT & Com Port available _____Yes _____No

____W 95/98   Qty _____   NT_____ Qty _____

____W 2000   Qty _____   W 2000 Pro _____ Qty ____

Note: Minimum Pentium 200 / 32 Mb RAM

3.   User Workstations

____W 95/98   Qty_____   NT_____   Qty _____

____W2000   Qty_____   Mac_____   Qty_____

4.   Printer Information

Printer Type   1. _____ Qty _____ 2. _____ Qty_____

    1.   _____ Qty _____ 4. _____ Qty_____

Printer Settings

____Local on Server _____ Local on Workstation _____Network Print Server

5.   Equipment Information

Card System in Use _____ACT/ITC_____Danyl_____ Debitek _____Other

Installation:

1.   Preferable installation dates: 1._____   2. _____ 3. _____

Other requirements/Comments: _____

_____

Name: _____ Signature _____

Date: _____