

.print Queue Manager 7.0

for .print Engine version 7.0 and higher

Manual

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Issued: August 6, 2009 (v29)

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Safety warning

All ThinPrint products are pure software solutions. Please note the safety warnings in the technical documentation from your hardware vendor and from the manufacturer of each device and component. Before beginning installation, we recommend closing all windows and applications and deactivating any virus scanner.

How to use this manual

The following conventions are used throughout this manual to represent recurring actions and text types.

Conventions

Note!	Important tip, explanation, exception
SMALL CAPS	Menu, command, dialog panel, option
<i>Italic</i> "Name"	Proper name, emphasis, variable
Courier	Keyboard input
→	Consecutive menu or command
■	Enumeration, head note
Example	Example
–	Procedural steps
1. 2.	
Page 5 www.thinprint.com	Links

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Introduction

Why .print Queue Manager?

Since the introduction of version 6.0 of the .print Engine, it is possible to mark undeliverable print jobs with an error flag and thereby keep them in the printer queue. The .print Queue Manager manages these “parked” print jobs and repeatedly tries to resend them. If the print job continues to be undeliverable despite repeated attempts, it is deleted after a preset length of time.

How does .print Queue Manager work?

- A print job first returns as undeliverable and .print Queue Manager takes it into its management structure. After the first preset wait time elapses, the print job is reactivated. It is then given first place in the printer queue.
- If the same print job again returns as undeliverable, it will again be reactivated after the preset wait time elapses.
- This process will continue until the print job is either delivered or the DELETE AFTER TIME span has elapsed, in which case the print job will be deleted.

Requirements

- You need administrator permissions on the server for installing .print Queue Manager. Suitable operating systems: Windows Server 2003, 2003 x64, 2008, 2008 x64
- .print Queue Manager version 7.0 runs in conjunction with a .print Engine in version 7.0 or later. For system requirements, installation, and configuration of .print Engine, please consult its user manual ([Page 18](#)).
- Microsoft Server/Failover Cluster are not supported.

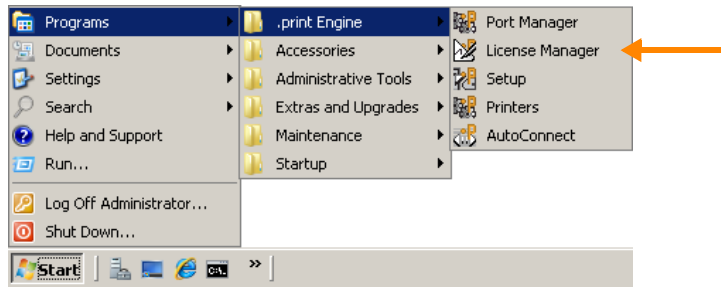
Installing .print Queue Manager

Installation as a Windows service

Uninstall any older version of .print Queue Manager on the computer before beginning installation.

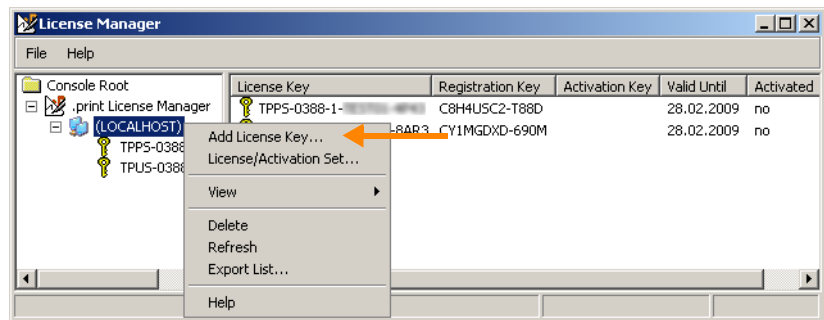
Installation Install the .print Queue Manager on a server running a .print Engine as follows:

1. Start License Manager with START→ PROGRAM FILES→ .PRINT ENGINE→ LICENSE MANAGER (Illus. 3).

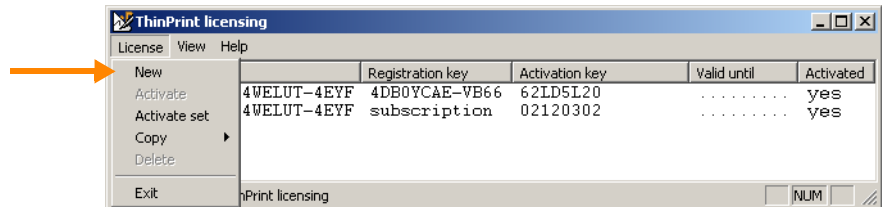


Illus. 1 Start License Manager

2. Select ADD LICENSE KEY (License Manager v7.6, Illus. 2) or LICENSE→ NEW (License Manager v7.0, Illus. 3).



Illus. 2 License Manager: entering a new license key (.print Engine v7.6)



Illus. 3 License Manager: entering a new license key (.print Engine v7.0)

3. The window in Illus. 4 will open. Enter the .print Queue Manager license key – case sensitive!

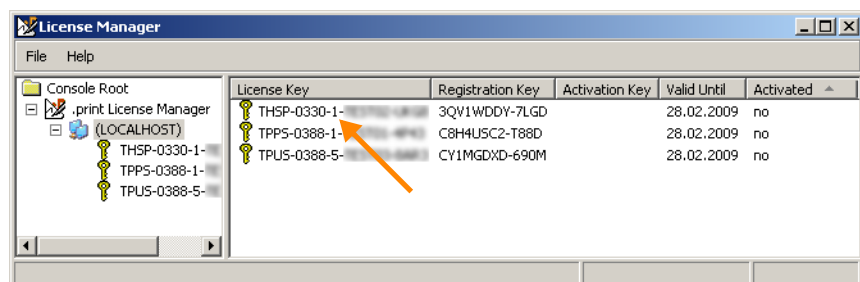


Illus. 4 Enter Queue Manager license key (example of 32 bit print server licensing)

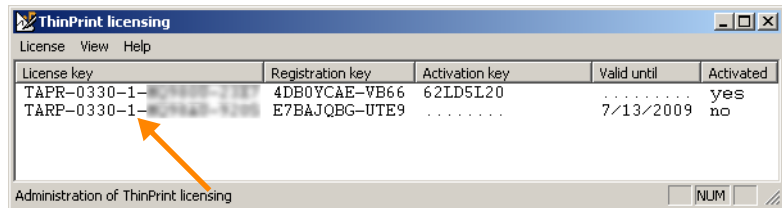
To run .print Queue Manager the following license keys are required: one for the Queue Manager (THRP, TARP, THSP or TASP type) and at least one for the .print Engine installed (THPR, TAPR, TPPR, THPS, TAPS or TPPS type):

.print Engine product licensing	License keys for .print Engine v7.x and .print Queue Manager v7.0
.print Application Server Engine 32 bit (v7.0 or v7.6)	THPR-0330-1-xxxxxx-xxxx or THPR-0388-1-xxxxxx-xxxx and THRP-0330-1-xxxxxx-xxxx
.print Application Server Engine 64 bit (v7.0 or v7.6)	TAPR-0330-1-xxxxxx-xxxx or TAPR-0388-1-xxxxxx-xxxx and TARP-0330-1-xxxxxx-xxxx
.print Application Server Basic Pack 32 + 64 bit (v7.6)	TPPR-0388-1-xxxxxx-xxxx and THRP-0330-1-xxxxxx-xxxx or TARP-0330-1-xxxxxx-xxxx
.print Server Engine 32 bit (v7.0 or v7.6)	THPS-0330-1-xxxxxx-xxxx or THPS-0388-1-xxxxxx-xxxx and THSP-0330-1-xxxxxx-xxxx
.print Server Engine 64 bit (v7.0 or v7.6)	TAPS-0330-1-xxxxxx-xxxx or TAPS-0388-1-xxxxxx-xxxx and TASP-0330-1-xxxxxx-xxxx
.print Printserver Basic Pack 32 + 64 bit (v7.6)	TPPS-0388-1-xxxxxx-xxxx and THSP-0330-1-xxxxxx-xxxx or TASP-0330-1-xxxxxx-xxxx

4. Confirm with OK. The new license key will appear (Illus 5 and 6).



Illus. 5 THSP license key installed on a print server (example for .print Engine v7.6)



License key	Registration key	Activation key	Valid until	Activated
TAPR-0330-1-...	4DB0YCAE-VB66	62LD5L20	yes
TARP-0330-1-...	E7BAJQBG-UTE9	7/13/2009	no

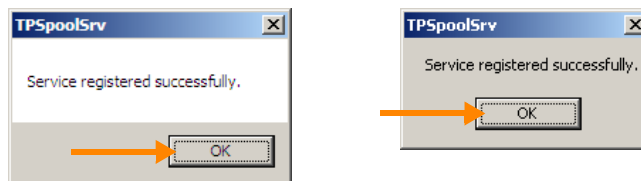
Illus. 6 TARP license key installed on a terminal server
(example for .print Engine v7.0 x64)

You now have 30 days to activate your Queue Manager license key. The expiration date for each license key is displayed under VALID UNTIL (Illus 5 and 6). Demo license keys (containing “TEST” in the fourth block) cannot be activated. Further licensing information can be found in the “Licensing” white paper ([Page 18](#)).

5. Close the License Manager.
6. Copy the file **TPSpoolSrv.exe** into a directory on the central print server.
7. Open the command prompt and change to that directory.
8. Register the .print Queue Manager from the command prompt with:

```
TPSpoolSrv -install
```

If successful, you will receive the message shown in Illus. 7.



Illus. 7 Queue Manager has been registered as a Windows service
(Windows Server 2008 and 2003)

9. Click OK and open the Windows *Services* folder.
10. Start “TP Spool Service”.

Configuring .print Queue Manager

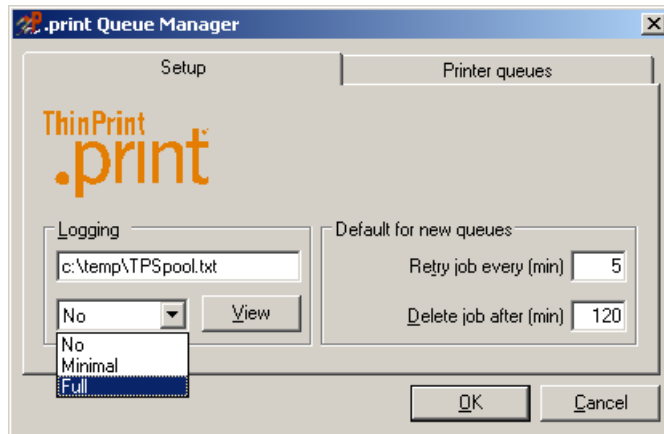
- Start the Queue Manager configuration tool from the command prompt in its directory¹ with:

```
TPSpoolSrv -setup
```

The window in Illus. 8 will open.

¹ e.g. c:\Program Files\ThinPrint .print Queue Manager

Setup



Illus. 8 Queue Manager configuration panel: SETUP tab (example)

Logging

A log file records every task the program performs; e.g., messages like “old marked print job found again” or “Print job deleted” (Illus. 9). Details about errors that influence the print process are also noted here. The log file serves as transcript of performed functions. A new log file is created daily. The log file from the previous day is given the date as an extension of the file name. The administrator is responsible for deleting log files which are no longer needed (e.g. per script).

The log file’s name and scope are specified on the SETUP tab under LOGGING (Illus. 8). In either case enter a log file. If the entered directory already exists the Queue Manager will create the log file automatically.

Select whether all tasks performed by Queue Manager should be recorded in the log file (FULL), or if a single entry for both found and ended should be made for each failed print job (MINIMAL). NO disables the logging.

Clicking VIEW displays the last lines of the log file in Notepad (Illus. 9).

```

}job-id:<5> New marked print job found.
}job-id:<5> Reactivate print job, retry-job-every-timeout expired.
}job-id:<5> Old marked print job found again.
}job-id:<5> Reactivate print job, retry-job-every-timeout expired.
}job-id:<5> Old marked print job found again.
}job-id:<5> Reactivate print job, retry-job-every-timeout expired.
}job-id:<5> Old marked print job found again.
}job-id:<5> Reactivate print job, retry-job-every-timeout expired.
}job-id:<5> Old marked print job found again.
}job-id:<5> Print job deleted, delete-job-after-timeout expired.
    
```

Illus. 9 Excerpt from a log file (example)

Default values for new printer queues

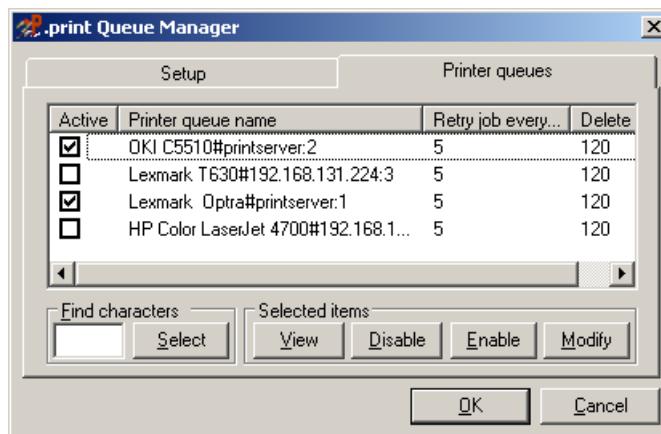
Different values can be set for each printer queue (Illus. 8). Printer queues that are not yet configured have the following default values:

- **RETRY JOB ALL (MIN)**
Specify the minimum number of minutes to be waited before a failed print job is resent (also depends on number of print jobs). Default: 5 minutes.
- **DELETE JOB AFTER (MIN)**
Specify in minutes the maximum lifespan of a failed print job (also depends on number of print jobs). Default: 120 minutes; maximum: 500,000 minutes.

Overview

The **PRINTER QUEUES** tab lists all the printer queues connected to ThinPrint Ports under **PRINTER QUEUE NAME** (Illus. 10). Checking the box next to **ACTIVE** specifies that a printer queue is to be monitored by Queue Manager. In Illus. 10, two printers have been activated – the OKI C5510 and the Lexmark Optra. The last two columns show the configured values for resending and deleting print jobs in each queue.

Printer queues

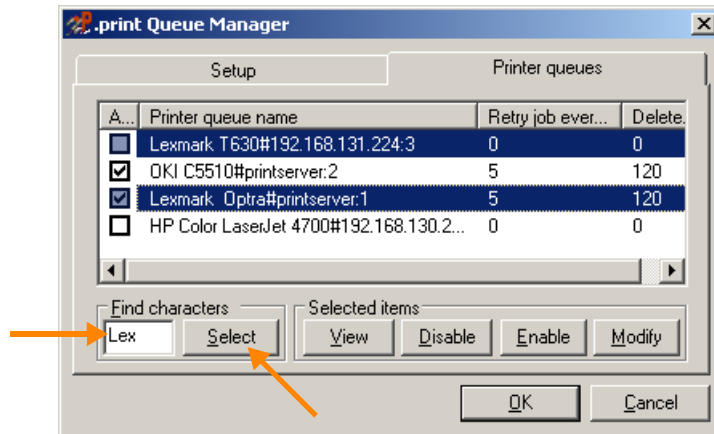


Illus. 10 Queue Manager configuration panel: PRINTER QUEUES tab (example)

Find characters

If you would like to select multiple printer queues for editing, you have the option – besides normal Windows mouse selection – of entering a string that is contained in the printer names. The asterisk * stands for any number of characters, and the question mark (?) represents any one character. Enter the desired selection. Click **SELECT** and the desired printers will be marked (Illus. 11).

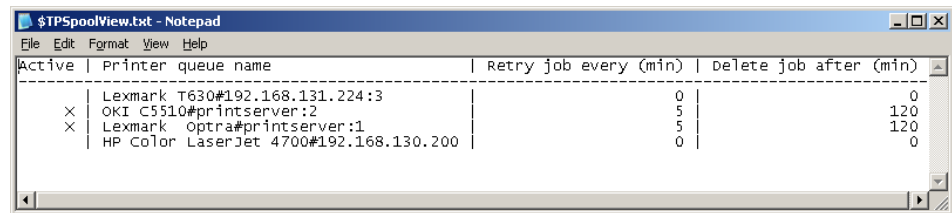
Example: Entering `lex` will mark all printers that contain “lex”. Should the **FIND CHARACTERS** field be empty, you can select all printer queues by clicking the **SELECT** button.



Illus. 11 All Lexmark printers marked with FIND CHARACTERS

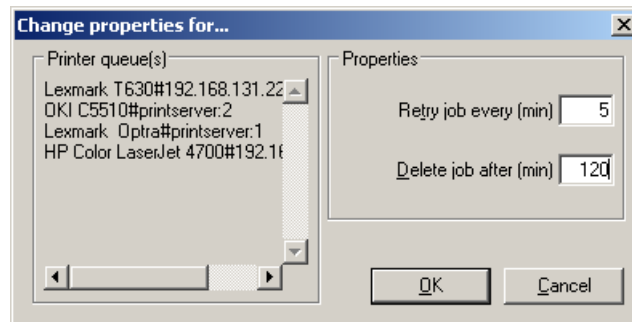
Selection

- The VIEW button (Illus. 11) opens a text file in Notepad, in which all marked printer queues are listed (Illus. 12). This provides an overview in case of many queues and can be used for documenting configuration and for troubleshooting.



Illus. 12 Four printer queues and their properties as listed with VIEW

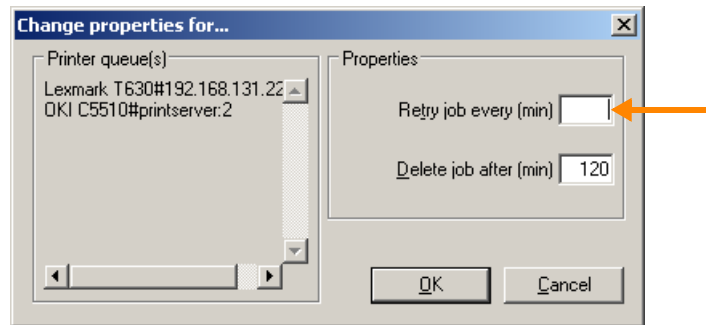
- ENABLE/DISABLE specify that all selected printers change their status. Only active printer queues are monitored by Queue Manager (Illus. 11).
- MODIFY opens a new panel (Illus. 13) for configuring the printer queue(s).



Illus. 13 Modifying the properties of four printer queues (example)

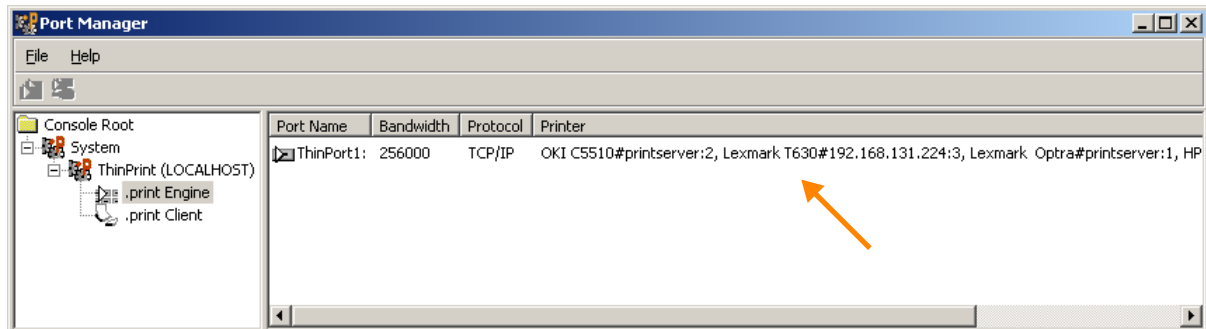
Modifying printer queue properties

The names of all selected printers are listed under PRINTER QUEUE(S) (Illus. 14). The wait time between retries and/or final deletion can be set under PROPERTIES. When the properties of a group of printers are being modified, Queue Manager identifies which properties are the same for all printers and offers these properties for editing. Dissimilar properties cause the box to be empty. In Illus. 14, Queue Manager shows that different values have been previously entered under RETRY JOB EVERY for the selected printer queues. A new value can be assigned; this will be applied to all listed printer queues.



Illus. 14 Empty box caused by dissimilar values

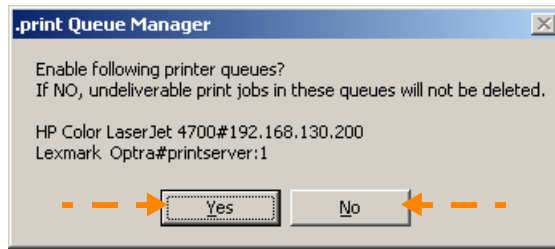
Multiple printers on a single ThinPrint Port



Illus. 15 All printers connected to the same ThinPrint Port in port configuration (MMC)

Queue Manager always monitors printer queues per ThinPrint Port.² If several printers are connected to a single ThinPrint Port (Illus. 15) but only one printer queue per ThinPrint Port has been marked as ACTIVE, a new message box opens when you leave the tab (Illus. 16).

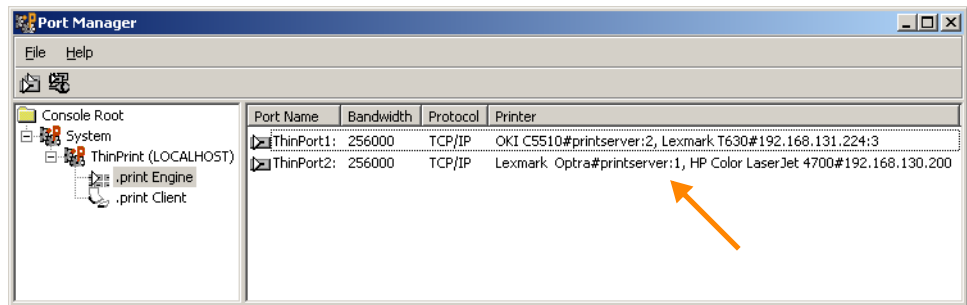
² see THINPRINT→ .PRINT ENGINE in the Microsoft Management Console (MMC)



Illus. 16 Activating missing printers

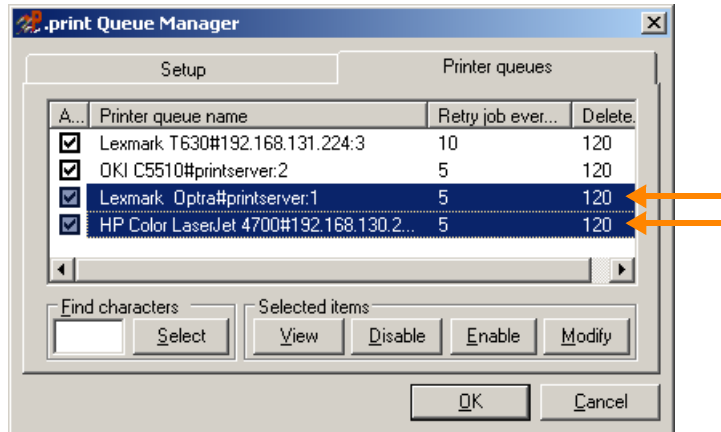
You will be asked whether the remaining printer queue(s) of the printers connected to the same ThinPrint Port should be activated. If you click YES, all printers connected to a ThinPrint Port with at least one active queue will set as ACTIVE. If you do not want Queue Manager to monitor these printers, you have two options:

1. You can activate the printer queues listed in the message, but then set their DELETE times to zero (Illus. 19).
2. You can also choose not to activate the listed printer queues, but you will then have to link them to a different ThinPrint Port (Illus. 17). Otherwise, failed print jobs for these printer queues won't be deleted.



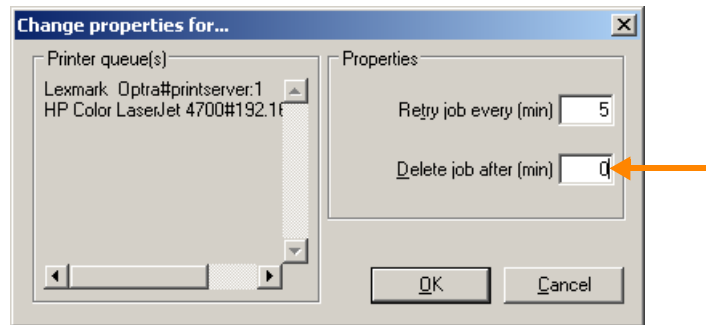
Illus. 17 Two printers connected to another ThinPrint Port (example)

In the example below (Illus. 18), the highlighted printer queues are to be activated, but not monitored by Queue Manager. Their DELETE times must therefore be changed.



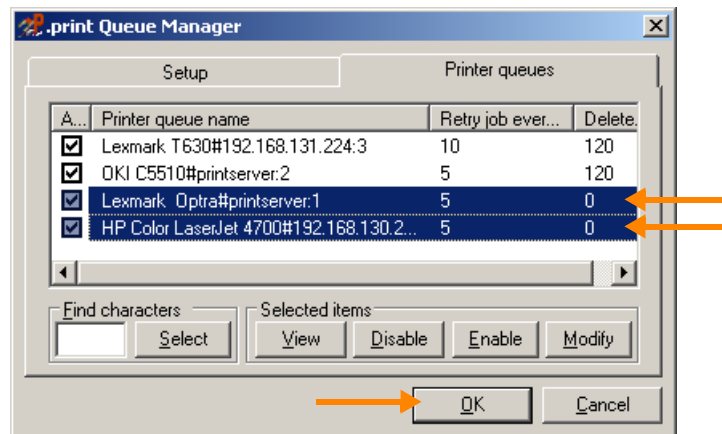
Illus. 18 Modifying two printer queues

The DELETE time of the selected printers is set to 0 (Illus. 19). In this case, the wait time before resending a print job is irrelevant and is therefore not changed.



Illus. 19 DELETE time set to zero for two printer queues

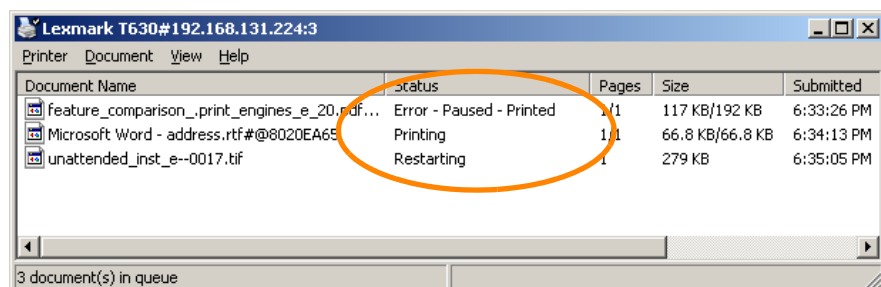
The list of printer queues now displays the modified settings (Illus. 20).



Illus. 20 All printers are connected to the same ThinPrint Port, but two printer queues will not be monitored by Queue Manager

List of printer queues in Printers folder

The status of documents in a printer queue can be seen in the PRINTER (AND FAXES) folder. Double click a printer to view detailed information about it. In the example below (Illus. 21), three documents are queued for printing on the selected printer.



Illus. 21 Three documents in a printer queue monitored by Queue Manager

Connecting a printer to another ThinPrint Port

If you want to “move” a printer that is monitored by Queue Manager from a ThinPrint Port to another port, then **disable** its checkbox (Illus. 10), connect it to a new ThinPrint Port, and then **enable** its checkbox again.

FIFO principle (.print Engine 7.6 only)

With .print Engine version 7.6 and higher you can specify that print jobs should always be printed in the sequence of their arrival (first-in, first-out). This is necessary if, for example, an application creates more than one print job for a single document to be printed.

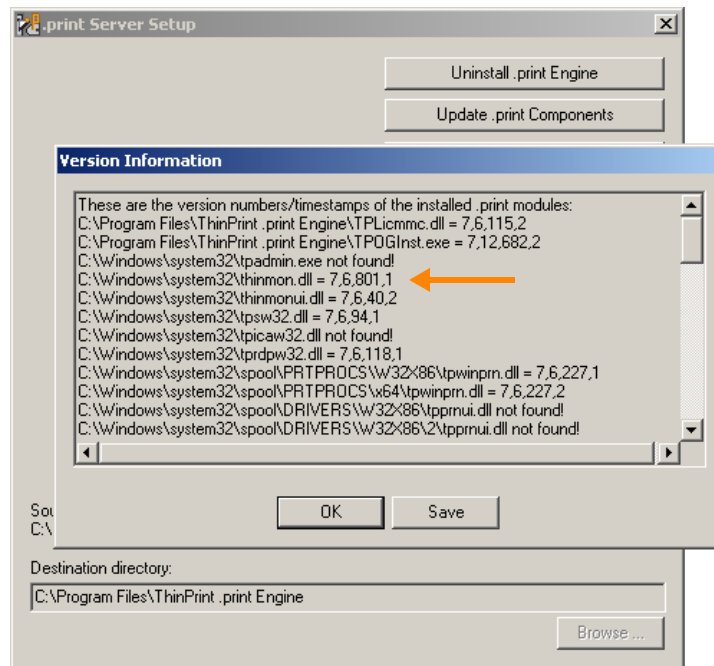
The FIFO principle is configured per ThinPrint Port; thus you can limit FIFO printing to specific printers.

Requirements

The FIFO principle is supported by a particular version of the ThinPrint Port Monitor which must have a **Thinmon.dll** file version 7.6.801.x or higher. That applies to the following Thinmon.dll versions – depending on operating system and language:

7.6.801.1	32 bit, English
7.6.801.2	32 bit, German
7.6.801.4	x64, English
7.6.801.5	x64, German

Check your Thinmon.dll version including the operating system’s and language’s version with START→ PROGRAMS→ .PRINT ENGINE→ SETUP→ ACCEPT→ VIEW VERSION INFORMATION (Illus. 22).



Illus. 22 Thinmon.dll version (example for Windows Server 2003 32 bit English)

Updating the Thinmon.dll

If your .print Engine uses an older Thinmon.dll you can replace it with a current one. Version 801 of the Thinmon.dll is a component of the .print Engine for Windows Server 2008 (release: December 2008); this Thinmon.dll can also be used with Windows Server 2003.

The Thinmon.dll can be changed as follows:

1. Stop the Print Spooler
(e.g. using `net stop spooler` in the Command Prompt).
2. Change the Thinmon.dll in `%windir%\system32`.
3. Start the Print Spooler
(e.g. using `net start spooler` in the Command Prompt).

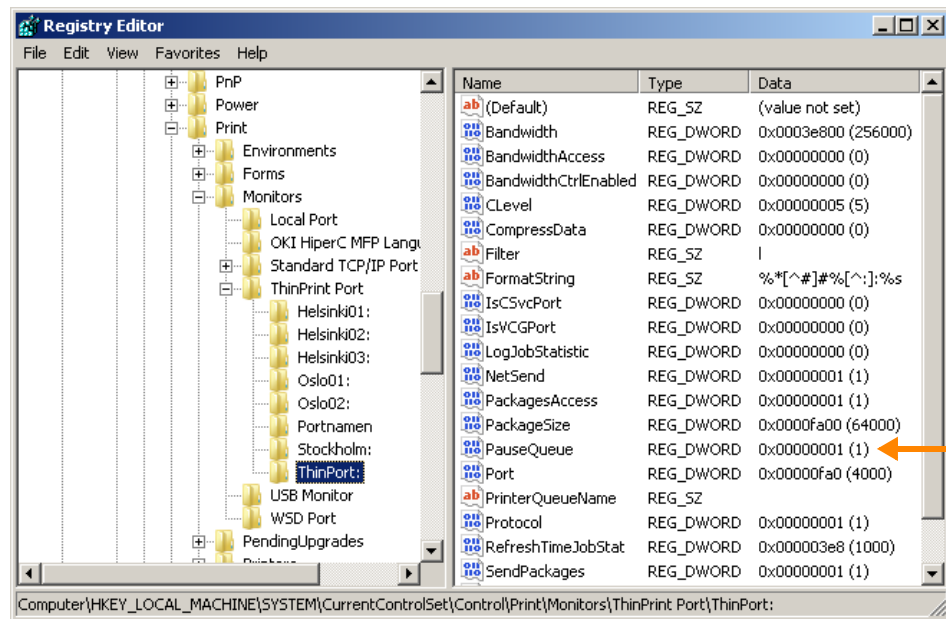
Enabling FIFO

1. Create the following Values (as `reg_dword` in the Windows Registry) for all relevant ThinPrint Ports:


```
hkey_local_machine\system\currentcontrolset\control
\print\monitors\ThinPrint Port\<port_name>\PauseQueueue
```

 - Example (Illus. 23):


```
hkey_local_machine\system\currentcontrolset\control
\print\monitors\ThinPrint Port\ThinPort:\PauseQueueue
```
2. Restart the Print Spooler (e.g. using `net stop spooler` and then `net start spooler` in the Command Prompt).



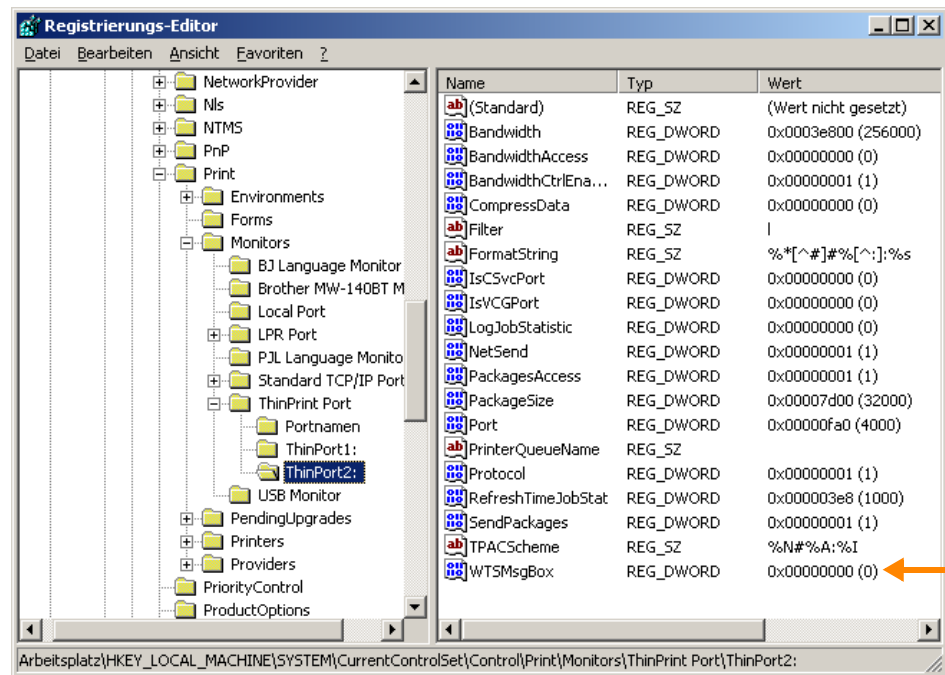
Illus. 23 PauseQueue created for a ThinPrint Port in the Registry

Suppressing messages

By default, a message box with an error message appears (on the server) for every failed attempt at printing. To suppress these messages, set the **WTSMsgBox** registry key to 0 (null); the key is found in the Windows registry of every ThinPrint Port (Illus. 24), under:

```
hkey_local_machine\system\current_control_set
\control\print\monitors\ThinPrint Port
```

- Afterwards, restart the PRINT SPOOLER (Windows SERVICES folder).



Illus. 24 Suppressing messages per ThinPrint Port: WTSMsgBox = 0

Accepting changes

Changes to the Queue Manager configuration tool first take effect once the Queue Manager service has been restarted.

1. Confirm all settings with OK (Illus. 20).
2. Open the Windows SERVICES folder.
3. Restart "TP Spool Service".

Uninstalling .print Queue Manager

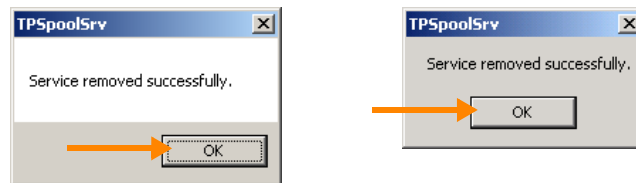
1. Disable all printer queues (see keyword ENABLE/DISABLE, [Page 10](#)).
2. Pause the Queue Manager service; e.g., in its directory from the command prompt with:

```
net stop TPSpoolSrv
```

3. Uninstall Queue Manager with:

```
TPSpoolSrv -uninstall
```

You will receive the message depicted in Illus. 25.



Illus. 25 Queue Manager service has been uninstalled
(Windows Server 2008 and 2003)

The service may be at first only marked for deletion (disabled) in the list of Windows services and not immediately deleted; but once the computer is rebooted, the service will have been removed from the list.

Appendix

Customer service and technical support

Customer Service www.thinprint.com/ → SUPPORT
support@thinprint.com

Additional sources

Further information about ThinPrint .print can be downloaded from our website.

Manuals The following manuals (amongst others) are available at
www.thinprint.com/ → PRODUCTS → OVERVIEW → <product name>.

- .print Application Server Engine
- .print Server Engine
- .print Engine for VMware View
- .print Client user manuals

White papers The following white papers (amongst others) are available at www.thinprint.com/
→ PRODUCTS → OVERVIEW → <product name> or ... → SUPPORT → WHITE PAPER
DOWNLOAD.

- ThinPrint Ports
- Tips for configuring ThinPrint .print
- .print addressing
- Licensing
- Unattended installation and licensing of .print server components