

# **PrinterLogic and Plus Technologies Integrated Solution**



**PrinterLogic**

## Eliminate Windows Print Servers

Managing Enterprise printing in a large organization is a complex process. It involves multiple systems, servers, operating systems, complex network configurations, and IT workers of varied skill levels. This challenge requires solutions that will seamlessly manage back-end, high-volume printing as well as your frontend workstation printing needs. This solution must be effective in reducing infrastructure, reducing costs, lowering the volume of help desk calls, and simplifying IT management.

PrinterLogic and Plus Technologies' integrated solution provides a single centralized interface for managing printers across the enterprise while providing powerful output management and still delivering on the promise to eliminate Windows® print servers. The solution reduces infrastructure and costs while providing a stable printing environment which simplifies the complexity of end-to-end printing.

The combined solution provides:

- Automated printer driver management and deployment
- Self-service installation portal for end users
- The ability to leverage any network printer regardless of the origin of the print job
- Document output management features including:
  - Intelligent rules-based routing
  - To-the-tray print confirmation
  - Document archiving and tracking
  - Tamper-resistant security (checks, prescriptions, etc.) on plain paper
- Pull printing for both front- and back-end printing

## Today's Printing Challenges

IT professionals are looking for ways to reduce complexity, eliminate infrastructure, and simplify print management. Many software vendors provide solutions that build on top of outdated Windows® print server technology, only adding complexity to an already archaic system.

Here are some challenges that IT faces on a daily basis:

- **Limited budget, do more with less:** IT professionals feel the pressure to optimize their IT budget. The ultimate goal is to reduce infrastructure and make it easier for the management and deployment of printers. A simple solution would be to eliminate the need for Windows® print servers.
- **Simplified printer management:** Optimizing the environment involves leveraging printers for both front- and back-end printing activities. Separate administration consoles for back-office business systems and front-end workstation printing complicate management and lead to collisions at the printer. IT needs a single printer management environment for both front- and back-end printing needs.
- **Deployment of printer drivers:** Getting the right printer driver to the right workstation can be a tricky process. Having a solution with easy deployment options and a self-service installation portal reduces help desk calls and keeps end users satisfied.
- **Document flow management:** What happens to the document when it leaves the back-end system or workstation before it hits the printer? Making sure there is secure communication, advanced print job routing rules, print confirmation to the tray, load-balancing, and auto failover is critical to an organization.
- **Duplication of documents causes data loss:** When the document can be reprinted or is simply lost because the print job stopped in the middle causes disruption in critical business processes. Organizations need to protect mission-critical documents with to-the-tray verification, tamper-resistant printing on plain paper, document rerouting when printers are unavailable, and features that pick up where the document left off so nothing is missed.

All of these challenges are addressed and solved with a combined PrinterLogic and Plus Technologies solution. IT professionals in healthcare, education, finance, manufacturing or any industry that requires advanced print management will get a solution that solves printing challenges for their entire print environment.

## Combined Solution Features

The combined PrinterLogic and Plus Technologies solution provide a comprehensive set of features that delivers print management and document flow management for any business system—all without Windows® print servers.

- **End-to-end Enterprise Printer and Driver Management:** Use a single interface to create, configure and manage printers for both front-and back-end business applications. Go a step further and provide either direct IP printing for end-user workstations or route them through the OM Plus Delivery Manager for advanced document output features. Include a self-service portal for end users to install printers without IT intervention.
- **Output Management for All Business Systems:** Advanced document output management is available for many business systems including EMR, ERP, and WMS as well as Windows systems. Get intelligent rules-based, to-the-tray confirmation, archiving and tracking, and tamper-resistant printing with the combined PrinterLogic and Plus Technologies solution to ensure critical business process is not interrupted. And it all fits within current business tools and processes.
- **High Availability for Mission-Critical Applications:** Verify that all print jobs are not just sent to the printer, but physically make it to the tray. Eliminate duplicate printing and, if printing stops, pick up documents where printing left off. Auto failover and load balancing for the OM Plus server keeps the environment highly available and ready to print. If there should be any interruption in printing, easily troubleshoot regardless of which business application or hardware is involved.
- **Advanced Document Output Management:** Create intelligent rules that reroute documents to available printers to keep processes flowing. Intelligent rules-based routing is based on document types, users, and more to give you complete flexibility that fits within your existing workflow. All documents are assessed in-stream to optimally direct the print job to the right printer.
- **Tamper-Resistant Printing:** Print tamper-resistant documents (prescriptions, checks, etc) on plain paper with existing equipment. No need for special inks and paper. This added security keeps documents secure and prevents copying or duplication of secure documents.

The PrinterLogic and Plus Technologies combined solution supports the following business systems:

- Windows end-user workstations
- ERP (SAP)
- EMR (Epic, Cerner, Meditech, McKesson)
- WMS

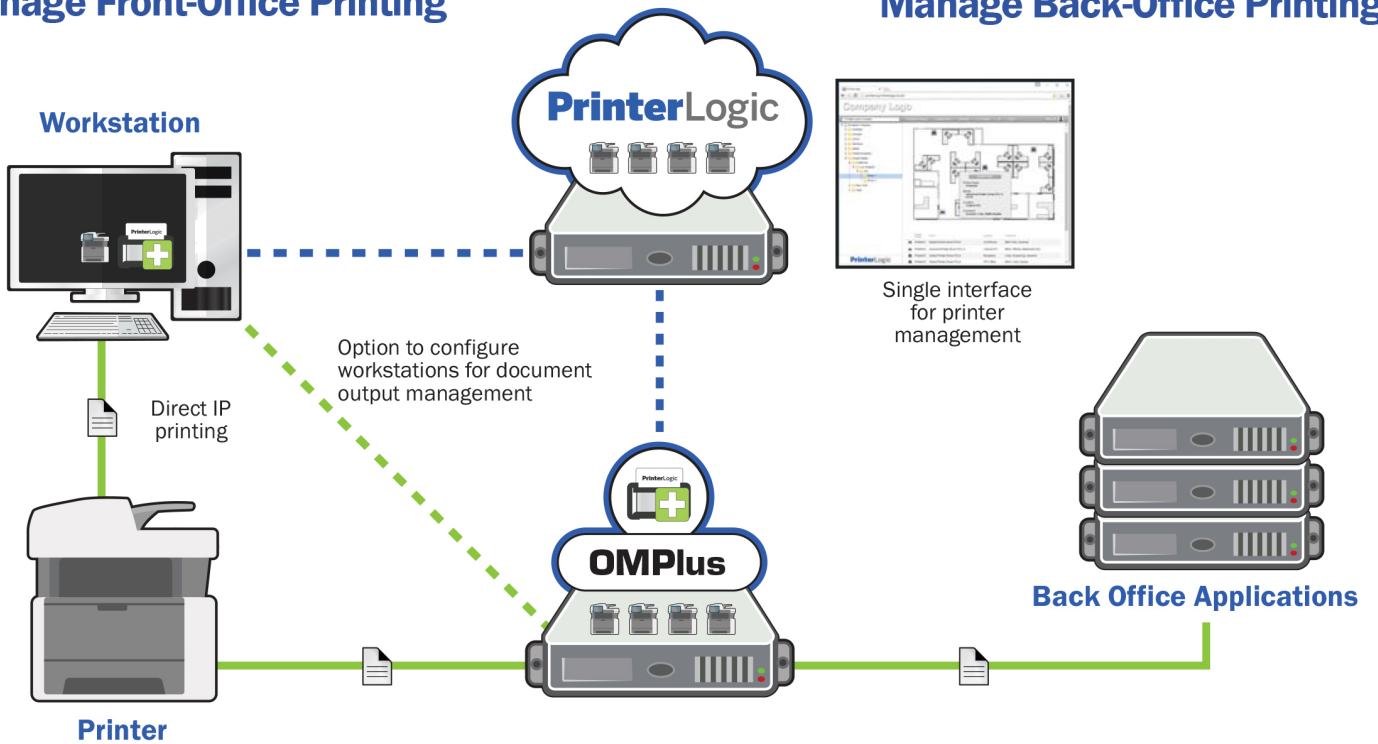
# Configuration and Installation

## 1) Install and Configure Core Components

To install and configure the combined solution of PrinterLogic Web Stack (formerly Printer Installer) and OM Plus Delivery Manager, install each on separate servers in the data center. OM Plus Delivery Manager is configured to interact with backend systems such as those listed in the previous section. The PrinterLogic Web Stack client is installed on all the front-end workstations that will be managed. The installation of both systems is outside of the scope of this document.

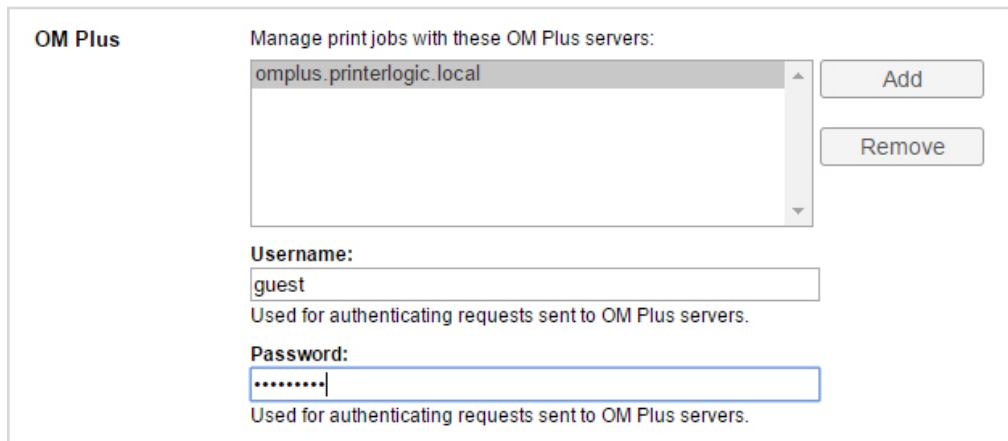
### Manage Front-Office Printing

### Manage Back-Office Printing



## 2) Enable OM Plus Printer Management

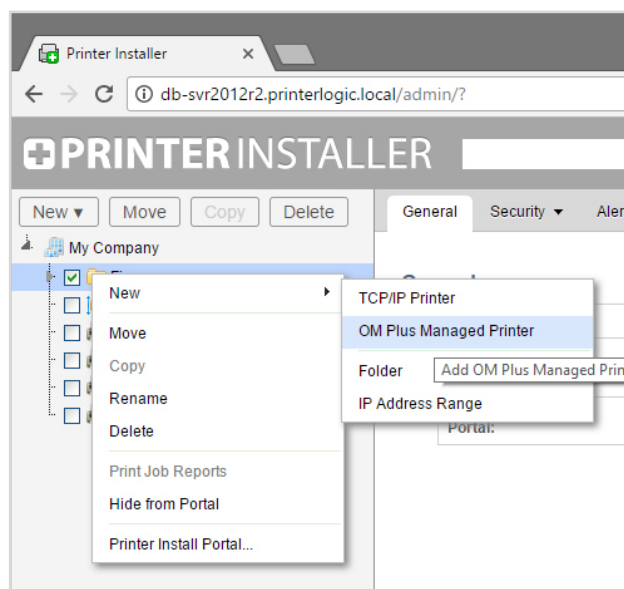
The critical connection between the two print management systems is made by specifying the OM Plus Delivery Manager location and username in the Tools menu. Select “Tools -> General” and scroll down to the “OM Plus” section. Here, select “Manage OM Plus Delivery Manager” checkbox and enter the fully qualified domain name or IP address of the OM Plus Delivery Manager server. Next, fill in the admin credentials of the server. Now you are ready to manage printers on OM Plus with PrinterLogic Web Stack.



The screenshot shows the 'OM Plus' configuration section. At the top, it says 'Manage print jobs with these OM Plus servers:'. Below this is a list box containing 'omplus.printerlogic.local'. To the right of the list box are 'Add' and 'Remove' buttons. Below the list box are three input fields: 'Username:' with the value 'guest', 'Password:' with masked characters, and a note below each field stating 'Used for authenticating requests sent to OM Plus servers.'

## 3) Create OM Plus Printer Queues

Now that the critical connections have been made, create OM Plus managed printer queues within the PrinterLogic Web Stack Admin Console. Click “New -> OM Plus Managed Printer” to create printer queues and assign them an IP address and printer drivers in the interface. This is done with the “General,” “Port,” and “Drivers” tabs.



Once this is complete, these printer queues will now be available to OM Plus Delivery Manager and any back-office application. When changes, additions, or deletions are made to OM Plus-managed printer objects in PrinterLogic Web Stack, all are replicated on the OM Plus Delivery Manager.

Now the system is installed, connected and complete. Here is how printing works in the environment:

### Front-End Printing (End-user Workstations)

OM Plus-managed printer objects created in PrinterLogic Web Stack can be used on end-user Windows workstations. Using this printer object to deploy the printer or make it available in the Self-service Portal routes all the print jobs from the workstation through OM Plus Delivery Manager to get all the benefits of document output management. These include high availability, intelligent rules-based routing, to-the-tray print confirmation, document archiving and tracking, tamper-resistant security and more.

You can either use the default OM Plus Delivery Manager settings or customize them to a specific OM Plus server using the OM Plus settings under the “Port” tab. Either select the “Use default servers” that you specified under the “Tools->General” menu or set a new server by selecting “Use printer specific servers.” Then you give the fully qualified domain name or IP address of the OM Plus Delivery Manager you intend to use.

The screenshot shows a configuration window titled "OM Plus:". It contains the following elements:

- A checked checkbox labeled "Route all print jobs to OM Plus Delivery Manager".
- A text field labeled "Queue Name:" containing the text "OM+".
- Two radio buttons: "Use default servers" (which is selected) and "Use printer specific servers".
- A list box containing the text "omplus.printerlogic.local".
- Two buttons: "Add" and "Remove".

OM Plus Delivery Manager is configured for document routing and output management for print jobs coming from end-user workstations. For more information about how this is done, contact PrinterLogic to discuss your processes and how OM Plus helps with your document output management needs.

### Back-End Printing (ERP, EMR)

For back-end printing, including many popular applications for ERP, EMR, WMS or watch folders, OM Plus captures print jobs coming from these systems and applies rules-based printing to route print jobs to appropriate printers. OM Plus Delivery Manager applies document-flow capabilities to garner efficiencies in managing large and/or secure print jobs through the organization.

There are many options for OM Plus Delivery Manager and it can be customized to fit your specific needs and business process. Configuring OM Plus Delivery Manager is done through a series of configuration files that identify print jobs based on business application, computer, or user, and then applies routing rules based on business process and customization. Configuring OM Plus Delivery Manager is beyond the scope of this white paper, but can be discussed with your organization by contacting PrinterLogic.

## Conclusion

The integration of PrinterLogic Web Stack and Plus Technologies' OM Plus Delivery Manager enables organizations to implement an Enterprise-class print management solution, encompassing both Windows front-end printing and business application-driven back-end printing. No longer will you have to configure and consult multiple print management tools to manage printing for every business system. Now you have complete end-to-end print management that significantly increases the operational efficiency of the Enterprise print environment.