

Output Management Confirmed Delivery FAQ

Overview

Experience the confidence of knowing your print jobs are successfully delivered with Output Management's Confirmed Delivery feature. By establishing bidirectional communication with the printer through PJI USTATUS, you receive real-time updates on the current status of your print jobs.

Unlike traditional trace logs that offer limited insights, Confirmed Delivery provides granular status updates directly from the printer. Track each step of your print job's journey, from reception to conversion and parsing, ensuring transparency and accountability at every stage. Pinpoint exactly where printing stopped and identify potential issues, eliminating confusion and guesswork based on limited information from the printer.

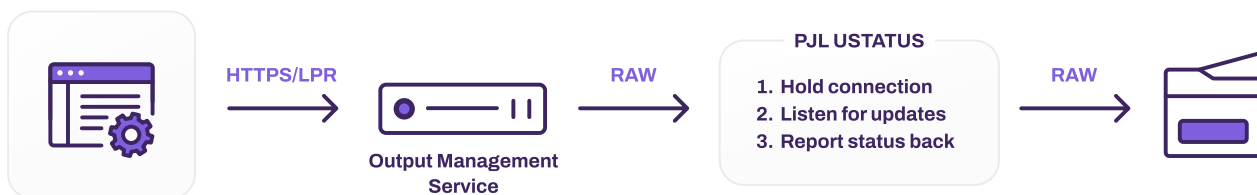
Gain an extra level of assurance and accountability that your printing operations are running smoothly with detailed information to guide decision-making and troubleshooting.

How does Confirmed Delivery work?

Your source application, whether an EMR, EHR, ERP, or another line-of-business application, always sends print job files over any printing protocol, like HTTPS or LPR, to the Output Management Service.

In addition to the standard trace logs you receive telling you when a print job was received, dispatched, converted into a print-ready format, and parsed, PJI USTATUS holds the connection and listens for confirmation updates from the printer itself. The printer tells you if the print job was successfully printed or not.

If a print job fails to print completely, for example, the printer cassette runs out of paper mid-printing, an error message appears in the trace logs to notify you of the issue, plus any additional notifications, like informing user intervention to address the issue within a few minutes before it drops the job.



Will my printers support Confirmed Delivery?

Confirmed Delivery is compatible with printers that support PJI USTATUS commands. These commands, pioneered by Hewlett-Packard, ¹ allow you to switch between print job languages at a granular level, ensuring flexibility and compatibility across various printer models.

Confirmed Delivery uses RAW printing only, as PJI USTATUS is incompatible with LPR, HTTPS, and IPP protocols. However, LPR natively supports a variant of confirming the status of a print job, as the printer must acknowledge that it received the job. This is a benefit of LPR that attracts many customers to use the protocol.

What applications can I send print jobs from to get status updates?

The Output Management Service ingests jobs from your SAP, Epic, and Oracle Health EHR applications, and any web-based, line-of-business applications you're printing from. The Service also communicates with any print protocol (HTTPS, LPR, IPP, etc.) to receive the print job.

How are failed print jobs handled?

This is where [Output Management Rules & Routing](#) comes in. With rules-based automation, you can route print jobs across your environment, eliminating any manual user intervention and increasing the efficiency and reliability of your document processes. Automated print rules, customizable by an administrator, kick in to commence additional document processes when a print job is completed or fails.

For example, if a print job fails on a specific page of the document, Rules & Routing can automatically redirect the remainder of the job to an available backup printer with very little manual intervention involved. Rules-based automation also keeps your processes moving efficiently, preventing unnecessary downtime due to maintenance.

How can I monitor the status logs for my print jobs live?

Open trace logs from your Service Client's Output Management tab in the Admin Console. As your print jobs are processed, you can track status updates from the printer in real time. In a future release, you will have a centralized dashboard tracking these statuses to proactively monitor and assess any failures or issues as they arise.

How can I convert the file formats of my print jobs after the Output Management Service receives it?

The Output Management Service automatically converts documents to a print-ready file format before sending them to the printer. As you know, some printers work better with certain file formats, so you can configure which file formats your print jobs convert to via a dropdown menu within the printer object in the Admin Console. Visit our [documentation](#) to learn more.

¹ <https://developers.hp.com/hp-printer-command-languages-pcl/doc/print-job-language-pjl>

How do I enable Confirmed Delivery?

Enabling Confirmed Delivery is simple. Admins can select a checkbox within a printer object's settings in the Admin Console to start receiving status updates directly from the printer. Visit our [documentation](#) for additional information.

How can I better manage back-end printing and document processes?

Output Management ensures all your documents are where they need to be, in the format they need to be in, and when they need to be there. [Let's have a conversation](#) about your environment and how best to streamline and optimize your output.