INTELLI*scribe*® User Manual

Version 4.0
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The Power to Print
Brooks Internet Software, Inc.
www.brooksnet.com

More Intelligent Printing with INTELLI*scribe*

- Simplify document distribution
- Improve printer management
- Create a more reliable print environment
- Save time with unique printing options
- Increase efficiency with smart printing features

Ideal for…

- **Newsrooms** that want to print multiple copies of scripts
- **Business offices** that want to print documents to remote locations
- **Universities** that want to balance printer usage

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Introduction

INTELLI*scribe* brings you new options for printing documents and gives you the power to intelligently manage printers. Powerful, flexible, and easy to use, INTELLI*scribe* is the perfect tool to get more from your printing.

Once set up on a Windows®-based workstation or server, printing with INTELLI*scribe* is just like routine Windows printing: select the INTELLI*scribe* printer you would like to print through, and click *Print*.

More Options for Printing Documents

Printing your documents in powerful ways just got a whole lot easier: Click *Print* once and have your news script sent simultaneously to eight network printers; reprint a copy of your sales forecast without opening the original application; print packaging information from your business office in Portland to your warehouse in Spokane.

With INTELLI*scribe*, you can print your documents how you want and where you want, quickly and efficiently. The following options will improve document printing:

Broadcast Printing	Print a document once and have it sent simultaneously to multiple network printers.
Easy Reprint	Reprint documents without launching the original application
Destination Selection	Reprint a document to a specified printer
Drag and Drop	Send printer-ready files without launching an application
Command Line Interface	Submit one or more files from any folder with ISendFile.
Advanced User Interface	View port, job, and destination details; query a destination for status, track activities, and manage print jobs.
Seamless Integration	Print efficiently from Windows applications because INTELLI*scribe* is fully integrated with the Windows Print Manager.

Print job

A print job is a printer-ready document that is visible in the Print Jobs tab of INTELLI*scribe*.

More Intelligent Print Environments

In addition to giving you more document printing options, INTELLI*scribe* helps you achieve better printer utilization and establish more reliable print environments: distribute documents automatically between your office laser printers; print to any IP-addressable printer; dynamically discover printers on your network. The following options will help you get more from your printers and print environment:

Fail-over	Reroute print jobs automatically to another printer if the specified printer fails.
Round Robin	Print documents in turn to a sequence of printers.
Destination Balancing	INTELLI*scribe* maintains statistics on the amount of data sent to each printer, and automatically sends new documents to the least used printer.
Service Location Protocol (SLP)	Allows for dynamic discovery of destinations on a network
Protocols Supported	INTELLI*scribe* supports the LPR/LPD and HP JetDirect protocols.
Platform-independent Targets	Print to any TCP/IP addressable printer including midrange, mainframe, NT, UNIX, and Macintosh systems as well as hardware print servers.
Ease of Use	Easy-to-use Wizard provides step-by-step instructions to easily configure virtual printer ports.

How Others Are Using INTELLI*scribe*

- **Newsrooms** are using INTELLI*scribe*'s broadcast printing function alongside their newsroom systems (iNEWS™, ENPS®, and others) to easily print scripts simultaneously to multiple network printers. In many cases, these printers are loaded with specific colored stock for different people. The SPA module allows network users in the newsroom access to INTELLI*scribe*'s broadcast printing.
- **Business Offices** with multiple locations across the country are using broadcast printing to distribute reports to users at each location.
- **Universities** are using round-robin printing with multiple, inexpensive network printers to more evenly distribute print loads among printers and to minimize downtime.
- **Warehouses** are using fail-over printing to ensure that important reports are printed.
- **Offices** are using destination-balancing to even out printer usage among multiple printers so a single printer is not overused and so ink and toner replacements will happen at closer to the same time.
- **Data Warehouses** are using INTELLI*scribe*'s reprint abilities to reprint one-time reports and queries that have been previously generated.

How Does INTELLI*scribe* Work?

Using the standard LPR/LPD protocol (see side note), INTELLI*scribe* prints documents to common network printers as well as to other printers or print servers supporting the LPR/LPD protocol including most UNIX, midrange, and mainframe systems.

This means you are no longer limited to printing documents on printers connected directly to your computer or even to a local network: INTELLI*scribe* allows you to send documents to printers and print servers anywhere in the world using TCP/IP (Internet) technology. For systems that do not support the LPR/LPD protocol, the Jetdirect™ protocol may be used.

INTELLI*scribe*'s basic flow is as follows, assuming you have already configured a virtual print port and associated a Windows printer with it (discussed later):

1   As usual, the application you are printing from (e.g. Word, Excel, Notepad, iNEWS, ENPS, etc.) uses the printer you have selected in the Print dialog to produce a document in the appropriate printer language (e.g. PCL, PostScript, and so on).

2   Windows then notifies INTELLI*scribe* a document (also known as a *print job*) is ready to print. The document is placed in the virtual printer port you have associated with the Windows printer.

3   The virtual printer port sends the print job to a destination (see note below) based on the port's configuration. For example, if the port is set up for broadcast printing, the print job will be sent simultaneously to each destination (network printer) associated with the port.

Note The term *destination* is used interchangeably as *print server* and *network printer*. Network printers don't receive print jobs; that is done by a print server either integrated into the printer or connection externally to it. You can also have a software print server.

INTELLI*scribe* simply sends a document to a print server, and the print server decides what is actually done with it. Most print servers print documents to a physical printer. Others may provide additional functionality such as saving documents to a specified folder on a computer or network storage device.

What is LPR/LPD?

LPR/LPD is the printing protocol most commonly used in TCP/IP networks. It is a computer-to-computer printing method, rather than PC-to-PC. LPR stands for Line Printer Requester—the part submitting the requests. LPD stands for Line Printer Daemon—the part that receives and processes the request.

LPR/LPD is used extensively on university and business campuses where UNIX systems are common; the new generations of mainframe and business operating systems now support LPR/LPD.

The LPR/LPD protocol is documented in RFC 1179.

Daemon

A daemon is similar to a "service" in Windows operating systems. It is a program that runs, usually in the background, waits for certain events, and performs a function accordingly.

LPR client

INTELLI*scribe* is an LPR client. This term refers to a software product that uses the LPR/LPD protocol to send print jobs to an LPD Server.

LPD server

An LPD server is a software application that receives data using the LPR/LPD protocol from an LPR client. There are many varieties. RPM Remote Print Manager® is an LPD server. Many hardware print servers contain LPD servers in the firmware.

Installing INTELLI*scribe*

INTELLI*scribe* is distributed with a Windows setup program, which guides you through the installation process on your computer. The setup program installs and initially configures all files needed to operate the software.

Here is the step-by-step installation process:

1   Run the setup program downloaded from our website or the single file executable (intelliscribe.exe) located on the installation CD.

2   **Welcome** At the Welcome screen, click *Next*.

3   **License Agreement** After reading and agreeing to the terms of the software license, click *Yes* to proceed. If you choose *No*, setup will not continue.

4   **Select Destination Location** Choose the destination folder for INTELLI*scribe*. The default folder is `C:\Program Files\Brooks Internet Software\INTELLIscribe`. Click *Next*.

5   **Select additional tasks** Decide whether to add a shortcut icons in your Startup group, the desktop, or the Quick Launch toolbar. INTELLI*scribe* runs as a service; these shortcuts are not necessary for program operation.

6   **Ready to Install** Setup displays information about your selections. Review the information in this dialog. If you want to make any changes, click *Back*. When you click *Install*, all files necessary will be copied to your computer.

7   **Completing** Setup does not typically require you to restart your computer, but will prompt you to do so in some circumstances. If so, choose *Yes*. Setup will then restart Windows. Note that setup configures INTELLI*scribe* to start automatically when the computer is restarted.

Uninstalling INTELLIscribe

You can uninstall INTELLI*scribe* by running the *Add or Remove Programs* utility in *Control Panel*. Highlight INTELLI*scribe* and press the *Add/Remove* button (or equivalent).

System Requirements

Windows 2000/XP/Server 2003/Vista

- Internet Explorer 5.01 SP2 or later
- TCP/IP network

Reporting Problems

Our goal at Brooks Internet Software, Inc. is for you to receive the maximum benefit from our software products. Sometimes you may require assistance even after reviewing the documentation. If this is the case, please contact us via email at support@brooksnet.com.

- If you are researching a feature and the documentation is unclear, we ask that you explain what you are looking for and how the documentation does not seem to help. If you have a suggestion on how it can be improved, please pass that along as well.
- If INTELLI*scribe* does not seem to do what you expect, please tell us what you think it should do and why. Many features included in our products come from user feedback and needs.

If you experience a software failure, we ask that you do the following:

1   Get a screen shot, or exact text of the failure.
2   Retry the print job. We want to know if it happens every time, if it is intermittent, or simply a one-time problem.
3   Open the Log Window and view the events for any error or warning messages.
4   Open the "About" dialog and determine the exact version of INTELLI*scribe*.
5   Email a copy of all relevant information to support@brooksnet.com.
6   Please be ready to provide further information, as it may be required to research and resolve the problem.

Quick Start Guide

Getting started with INTELLI*scribe* involves two main steps: a) creating a virtual printer port and b) creating a Windows printer and assigning the virtual printer port to it.

a. Set up a virtual printer port or ports

In INTELLI*scribe*, selecting *Add* from the *Port* menu opens the *Virtual Printer Port Wizard*, which guides you through the following steps to create a virtual printer port:

1 **Configure Port** Enter a name for the port. If multiple printing destinations will be used, choose a port policy (see side note).

2 **Add Destinations** Enter the hostname or IP address, then select a protocol and port for each new destination and click the Add Destination button.

3 **Configure Protocol Options** Customize each destination by entering protocol-specific configuration.

Note These steps are outlined in more detail in the <u>Setting up INTELLIscribe</u> section.

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b. Create a Windows printer and assign the virtual printer port

The Windows *Add Printer Wizard* guides you through this process. This wizard accomplishes the following tasks.

- Choose how this printer is connected to your computer: local or network. Windows considers a printer utilizing INTELLI*scribe* as a *local printer*. Do not allow Windows to automatically detect your "plug and play" printer.

- Select the port to which this printer will print. Here you choose the virtual printer port created in the *Virtual Printer Port Wizard*.

- Select the type of printer from a list of manufacturers and models. If your printer is not listed, install the driver using the manufacturer supplied CD-ROM.

- Choose from various other options such as whether to set the printer as the default and whether or not you wish to print a test page.

- The Wizard allows you to select whether or not this printer will be shared. See the note below for more information.

- Provide a unique name for the printer.

Virtual printer port

A named port that associates a Windows printer with one or more network printing destinations

Port Policies

Port policies determine how a port selects a printing destination when a document is printed, and how the port handles a printer failure. Choosing the right policy is important when more than one printing destination is associated with a port. If only one destination is available, the policy selection is ignored. The following policies are available:

- **Broadcast/multicast**: print a document once and have it sent simultaneously to multiple network printers
- **Round-robin**: documents are printed in turn to a sequence of printers
- **Fail-over**: when a printer fails, backup printers are available to print the document
- **Destination balancing**: statistics are maintained on the amount of data sent to each printer; new documents are printed to the least used printer
- **SLP**: query SLP servers for available printers, and the user selects the printer if more than one is found

Setting up INTELLI*scribe*

The preceding Quick Start Guide section gave you a brief overview of the two general steps you will follow in setting up and configuring INTELLI*scribe.* This section will provide more detailed setup instructions.

Creating or Updating a Virtual Printer Port

The *Virtual Printer Port Wizard* guides you through the steps of adding or updating a virtual printer port.

1   To add a new port, select *Add* from the *Port* menu. To update an existing virtual printer port, choose *Update* from the same menu. A welcome screen explains the Wizard's purpose. Click Next to begin configuring the port.

2   **Configure Port** The Configure Port step allows you to enter the name of the virtual printer port and select a port policy.

Step 2: Configure Port

a. **Name** This field should contain the name of the virtual printer port. Each port must have a unique name. A name is required when creating a new virtual printer port; the name cannot be changed when updating a port. The port name has no size limit and can contain most characters including spaces (see side note).
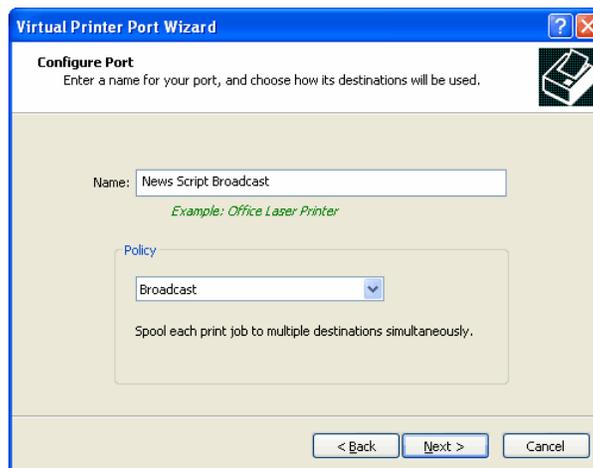
b. **Port Policy** Select the policy you want this port to use (see side note). Port policies determine how a port selects a printing destination when a document is printed; the policy also determines how the port handles a printer failure. If only one printing destination is available, the policy selection is ignored. The available policies are outlined in the following table. When you have selected a policy, click *Next*.

Name Field: We recommend the port name be 32 characters or less. You should also use a descriptive name such as "Printer in room 3" or "Office Printer." This will be the name known by the Windows Print Manager.

Port Policy: When more than one printer is entered, the printers must either be the same model **or** support a common print driver. For instance, two HP LaserJet 4 printers can be used.

Port Policy	Description	Use/Benefit
Broadcast-Multicast	Print a document once and have it sent simultaneously to multiple network printers.	• Simplify document distribution • Save time • Increase Efficiency
Round Robin	Documents are printed in turn to a sequence of printers.	• Automatic printer selection • Better utilization of resources
Fail-over	When a printer fails, backup printers are available to print the document.	• More reliable printing
Destination Balancing	Statistics are maintained on the amount of data sent to each printer; new documents are printed to the least used printer.	• Better resource utilization
SLP (Service Location Protocol)	Queries the network for a list of available printers. A user selects the printer if more than one is found. In the Destinations window, users can select a printer as the default, which is then printed to regardless of how many printers are available.	• Reduces the amount of technical knowledge and training required for end users • A SLP server must be present on your network

3 **Add Destination(s)** The Add Destinations step allows you to create a printer (destination) or printers that the virtual printer port will send documents to. You will need to create more than one destination if you want to use the port policies (as discussed in Step 2b) effectively by sharing print duties between printers.

a. **Address** Enter the IP address or hostname of the printer or print server.

b. **Protocol** From the list, select the protocol you want this printer to use. You should verify that the protocol is supported by your print server. Most hardware print servers support the LPR/LPD protocol.
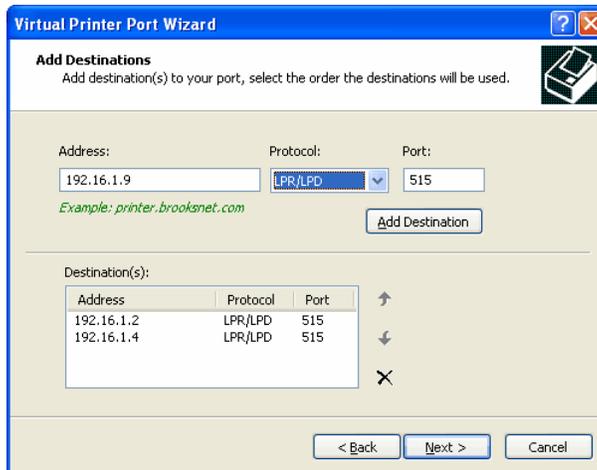
Step 3: Add Destinations

Hostname

A host name is the name assigned to a host computer on a TCP/IP network. It must be unique on the network. Often, you can substitute the IP address for a host name. Ask your network staff for assistance.

IP Address

An IP Address is a 4-octet number that is used by TCP/IP to identify a device (or node) on the network. An LPR client needs the IP Address of the LPD server in order to send data to it.

INTELLI *scribe*

c. **Port** Enter the TCP/IP port number you want to send data on. The default port number for LPR/LPD is 515 and is entered automatically. Most single-port JetdDirect print servers receive data on port 9100; this port number is entered automatically when selecting the JetDirect protocol.

d. **Destination(s)** This box contains a list of destinations (printers) that have been created for the port. If updating an existing port, the list should be populated automatically.

   i. **Buttons** The Up ⬆ and Down ⬇ buttons increase or decrease the priority of the selected destination. If only one destination is available or if the destination is already the highest (or lowest) priority, the buttons do not perform any operation. The Delete ✖ button deletes the selected destination, but there must be at least one destination to continue.

4 **Configure Destination Options** This final step allows you to customize the configuration of each destination (see side note). This step has protocol-specific attributes, as well as destination-specific settings. You must specify a *Queue Name* for each destination using the LPR/LPD protocol (see side note).

   a. **Destination(s)** This lists all destinations that have been entered in the previous step. Highlighting a different destination populates the *Settings* list with the destination's current configuration.

   b. **Settings** The Settings list displays either an LPD or JetDirect options list

Step 4: Configure Destination Options

depending on the highlighted destination. Each protocol has a different set of options that can be configured.
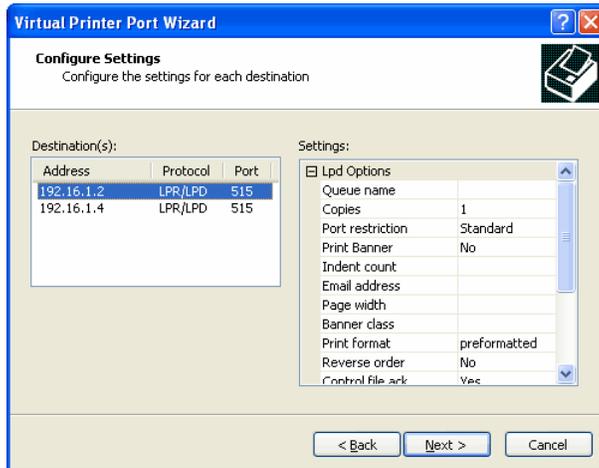
   i. **LPD Options List** The following table describes the LPD settings:

Parameter	Description
Queue Name	This is a required parameter: Name of the queue on the LPD server (see side notes).
Copies	Notify the print server to print a specified number of copies. In most cases, hardware LPD servers cannot print multiple copies with this setting, but software LPD servers can.

Configure Options: Always attempt to print using the default settings first; then modify these settings as needed. Normally, the default attributes are sufficient.

LPD Queue Names: A list of LPD queue names for common network printers and servers is available on Brooks' website.

LPD Queue Name

Within most LPD servers, you can configure a queue with specific characteristics. LPD queues are uniquely identified by their name. Each queue may have different characteristics. When LPR clients send data to an LPD server, they must specify a queue name.

LPD server

An LPD server is a software application that receives data using the LPR/LPD protocol, which is part of the TCP/IP suite of protocols, from an LPR client. There are many varieties. RPM Remote Print Manager® is an LPD server. Many hardware print servers contain LPD servers in the firmware.

Parameter	Description
Port Restriction	Configures the LPR/LPD client port restriction. This is the source port, not the destination port which is typically 515. Available settings are: • Relaxed: no restrictions on available client ports • Standard: any port less than 1024 can be used • Strict: only ports in the range of 721-731 are used
Print Banner	Request that a banner page be printed with the document or not
Indent Count	Tell the printer what the left margin is, depends on the Print Format setting.
E-mail Address	Request that the print server send email to the recipient specified here. Most LPD servers do not support this option.
Page Width	Specifies the width of the document in number of characters. This option may not be supported by most LPD print servers.
Banner Class	Sets the class name to be printed on the banner page.
Print Format	Informs the LPD what type of file is being sent. Most LPD servers ignore this setting.
Reverse Order	Forces the application to send the control file last.
Control File Ack	Wait for an acknowledgment after sending the control file before proceeding.
Data File Ack	Wait for an acknowledgment that the data file was received before proceeding.
Ignore Final Ack	Regardless of information received from the printer, INTELLIscribe will consider a document printed if all the data in the document has been sent.
Timeout	Sets the number of seconds of inactivity before closing a connection.
LPD Status	Select whether you wish to receive a long or short queue status when testing.
Log Detail	Allows you to set log detail for the destination. If you select the default, use global, INTELLI*scribe* will use the setting configured in the Global Options Dialog.

ii. **JetDirect Options List** The following table describes the JetDirect settings:

Parameter	Description
Print Banner	Forces INTELLIscribe to insert a PCL banner page prior to spooling.
Copies	Request that the print server print a specified number of copies
Solicit Device Status	Request status about the JetDirect device while printing
Solicit Job Status	Request status about the print job while printing
Solicit Page Status	Request status about the current page while printing
Timeout	Sets the number of seconds of inactivity before closing a connection.
Query Status	These settings specify information requested when querying the destination: • **ID** The model number of the printer (e.g. LaserJet 4) • **Status** Obtain the current status of the printer • **Config** Obtain configuration information, such as paper sizes • **Filesystem** Obtain PJL file system information • **Memory** Determine the amount of memory the printer has installed • **Page** Obtain the number of pages printed by the current print engine • **Variable** Obtains environmental and printer variables, possible values, and current settings • **USTATUS** Obtains the unsolicited status variables, possible values, and their current settings
Log Detail	Allows you to set log detail for the destination. If you select the default, use global, INTELLI*scribe* will use the setting configured in the Global Options Dialog.

5   After you finish configuring the destinations, click *Next*. Then click *Finish* on the completion page to complete the process of adding (or updating) your virtual printer port.

Note After creating the virtual printer port, follow the instruction on page 5 to create a Windows printer and assign the virtual printer port to it.

Using INTELLI*scribe*

After you have set up the virtual printer port or ports in INTELLI*scribe* and created a Windows printer and assigned the virtual printer port to it, you are ready to begin printing through the port and using INTELLI*scribe*'s other features.

Printing with INTELLI*scribe*

Printing through INTELLI*scribe* from other applications is just like normal Windows printing:

1   In the application you are using (e.g. Word, iNEWS, Excel, ENPS, and so on), access the Print dialog as usual and select the Windows printer you created and linked to the INTELLI*scribe* virtual printer port.

2   Click Print. The document is printed through INTELLI*scribe* using the port's policies and settings. For example, if you have set up a virtual printer port that uses the broadcast policy, the news script you print once from iNEWS (or other application) is printed automatically to each network printer associated with the port.

Working with Print Jobs

After you have printed a document through INTELLI*scribe*, it is displayed in the Print Jobs tab of the virtual printer port through which it was printed. The displayed print job represents the printer-ready document stored in INTELLI*scribe*'s Spool directory. You can work with these print jobs in a number of ways: drag jobs from one port to another; reprint, cancel, or delete a job; reprint a copy of a job to a destination of your choice; or view a job's properties.

Drag-and-Drop Printing

In INTELLI*scribe*, you can drag printer-ready files to any virtual printer port. In addition, you can drag a job from one virtual printer port to another (see side note). The following steps describe how to use drag-and-drop printing:

1   Select a printer-ready file (for example, using Windows Explorer) or a print job in the Print Jobs tab of INTELLI*scribe*.

2   Drag the file or print job directly over the virtual printer port you want to print through.

3   Drop the file or print job onto the virtual printer port. Your file or print job is printed through the selected virtual printer port. INTELLI*scribe* sends the document to the desired printer(s) without launching an application or involving the Windows print driver.
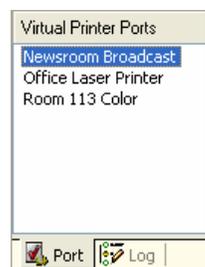
Step 2: Virtual Printer Ports List

Drag and Drop Example: After printing a news script through a port configured for broadcast printing, you could drag the script print job from the Print Jobs tab to another virtual printer port that may be set to broadcast the script to another set of printers.

New Drag and Drop Use: Print jobs can also be dragged from INTELLI*scribe* and viewed in editors that support drag and drop (e.g. Notepad, Outlook, and so on). You might use this feature for troubleshooting purposes.

Reprinting Documents

Using INTELLI*scribe,* you can easily reprint documents. Complete the following steps to reprint a job:

1 In INTELLI*scribe*, select the document or documents you want to reprint.

2 Right-click and select *Reprint* from the *Job* menu. Or, press the reprint button on the toolbar. The document is reprinted.

You can also reprint a job to a destination of your choice. At the bottom of the Print Jobs tab, the Print Selected Jobs To list allows you to print the selected print job(s) to the destination of your choice. This destination is displayed in the form of `host:port_number:queue`. Complete the following steps to print a job to a selected destination:

1 In the Print Jobs tab, select the job or jobs you want to reprint (see side note).

2 From the Print Selected Jobs To list, select the destination you want to print the job to.

3 Click Print. The print job or jobs are immediately scheduled to print to the destination selected in the list.

Canceling Print Jobs

After a print job has been scheduled to print, you can cancel it. Complete the following steps to cancel a print job:

1 In the Print Jobs tab, select the print job you want to cancel.

2 Right-click the print job and select *Cancel*. The job is canceled.

Deleting Print Jobs

You can delete print jobs from the Print Jobs tab and permanently remove them from the INTELLI*scribe*'s Spool directory. Complete the following steps to delete a print job:

1 In the Print Jobs tab, select the print job you want to delete.

2 Right-click the print job and select *Delete*. The job is permanently deleted.

Viewing Print Job Properties

You can view detailed information about each print job. To view a print job's properties, complete the following steps:

1 In the Print Jobs tab, select the print job whose properties you want to view.

2 Complete one of the following steps to open the Job Properties box:

a. Double-click the print job.

b. Right-click and select *Properties.*

c. Select *Properties* from the *Job* menu.

Reprint Note: Reprinting in this way does not require that you launch the application that was originally used to print the document.
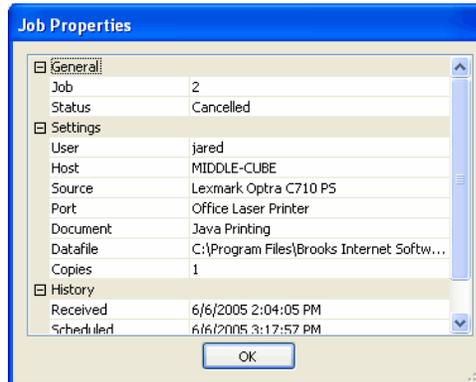
Select Multiple Jobs: To select multiple jobs to reprint, cancel, or delete, hold the *Ctrl* or *Shift* keys while selecting another job.

3 In the Job Properties box, you can view the following information about the print job:

a. **General** The General section displays the job identification number and the job status.

b. **Settings** The Settings section displays information about the job's settings:

   i. **User** The name of the user who submitted the job.

   ii. **Host** Hostname of the computer.

Step 3: Job Properties Dialog Box

   iii. **Source** Information about where the print job originated.

   iv. **Port** The virtual printer port that the job was submitted to.

   v. **Document** The name of the print job or the name of the file if the document name is not available.

   vi. **Datafile** The path to locate the file on your computer.

   vii. **Copies** The number of copies that were requested.

c. **History** Displays the date and time when the print job was received, scheduled, and completed (i.e. when the print job finished printing).

Working with Destinations

Once you have set up Although most destinations are network printers, it is possible to set up destinations in INTELLI*scribe* that are not network printers.
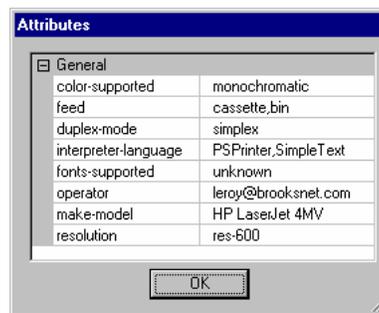
Viewing SLP Printer Attributes

You can view detailed information about an SLP destination. Only destinations found through the Service Location Protocol (SLP) can display attributes. Read more about [Service Location Protocol](#).

Attributes must be configured at the *service* or *directory agent*. Information in the Attributes dialog is not static, nor can it be configured using INTELLI*scribe*. The information is obtained from other SLP agents through TCP/IP.

To view a destination's attributes, complete the following steps:

1   In the Destinations tab, select the SLP destination whose attributes you want to view.

2   Either right-click the destination and select *Attributes*, or select *Attributes* from the *Destinations* menu. The destination's attributes are displayed in the Attributes box.

Step 2: Attributes Dialog Box

Attributes	
⊟ General	
color-supported	monochromatic
feed	cassette,bin
duplex-mode	simplex
interpreter-language	PSPrinter,SimpleText
fonts-supported	unknown
operator	leroy@brooksnet.com
make-model	HP LaserJet 4MV
resolution	res-600

service agent

An SLP software application used to broadcast the existence of network services.

directory agent

A SLP term that describes a centralized repository for service location information.

Note: The information in the Attributes box can be copied to the clipboard, but it cannot be edited.

Querying a Destination's Status

You can query a destination for status information, including address, protocol, port, print jobs, and so on. Complete the following steps to query a destination for status information:

1   From the Virtual Printer Ports list, select the virtual printer port associated with the destination you want to query.

2   In the Destinations tab, select the destination.

3   Right-click the destination and select *Query Status…* The status information is displayed in the information box near the bottom of the Destinations tab.

Deleting a Port

Deleting a port removes the port, all the jobs in the port, and the virtual printer port configuration. More than one virtual printer port can be deleted at a time. Complete the following steps to delete a port or ports:

1   Complete one of the following steps to open the Delete Port dialog box:

   a.   Select *Delete* from the *Port* menu

   b.   Highlight the virtual printer port in the Virtual Printer Ports list, right-click, and select *Delete*.

Select Multiple Ports: To select multiple ports for deletion, hold the *Ctrl* or *Shift* keys while selecting another port.

    c. Highlight the virtual printer port in the Virtual Printer Ports list and click Delete on the keyboard.

2 In the Delete Port dialog box, select the virtual printer port you want to delete and click *Delete Port* (see side note). The port is deleted. If any print jobs associated with the port are active (i.e. are printing or being transferred), those print jobs will be cancelled prior to the port being deleted. All destinations, print jobs, and configurations of the port are removed.
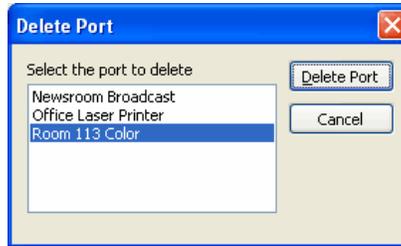
Step 2: Delete Ports Dialog Box

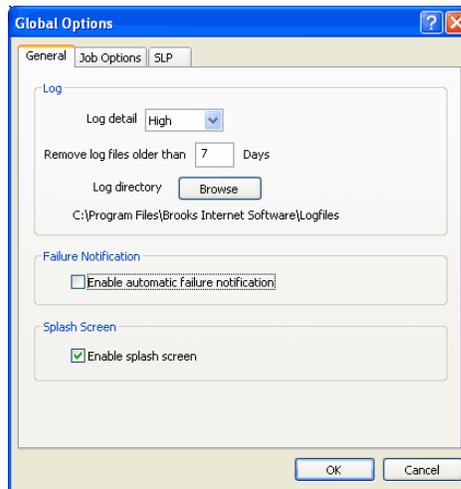Note You cannot undo a port deletion operation. Once the port is deleted, it cannot be retrieved.

Setting INTELLI*scribe*'s Options

You can set options related to INTELLI*scribe* in general (log, failure notification, and splash screen), print jobs (deletion, spool directory, and retry), and Service Location Protocol (SLP). Complete the following steps to change INTELLI*scribe*'s options:

1 Select *Options...* from the *View* menu. The Global Options dialog box is displayed with its three tabs (General, Job Options, and SLP).

2 **General Tab** Click the General tab to set global options for INTELLI*scribe*. The following options can be set:

   a. **Log** These options relate to the log files INTELLI*scribe* maintains.

      i. **Log Detail** Sets how logging is done. You can choose None, Low, or High. When High is selected, the maximum amount of logging is done for each destination (see side note).

Step 2: General Options Tab

      ii. **Remove Log Files Older Than _ Days** Determines how often the log files are deleted. You can enter the number of days you want to pass before the log files are deleted.

      iii. **Log Directory** Allows you to browse for the location where you want the log files will be stored. Click the Browse button to change the location where the log files are stored. The current path where the files are stored is shown below the Browse button.

   b. **Failure Notification** When automatic failure notification is checked, a message box is displayed for each job that fails printing. Deselect the Failure Notification option if you do not want to view the message notification. The errors and warnings will still be logged and can be viewed in the Log tab.

   c. **Splash Screen** When Enable Splash Screen is checked, the INTELLI*scribe* splash screen is displayed when INTELLI*scribe* starts. Uncheck the option to disable the splash screen.

3 **Job Options Tab** Click the Job Options tab to set options related to print jobs.

   a. **Job Deletion** The Job Deletion option allows you to decide how and when you want to delete print jobs archived in the INTELLI*scribe* spool directory.

Destination Logging: The log detail can be customized for each destination. If you want a different log level for a destination, update the Log Detail setting in the Settings section of the Configure Settings step in the Virtual Printer Port Wizard.

i. **Delete Jobs After They Are Printed** Select this option if you want the print jobs to be automatically deleted as soon as they have printed.

ii. **Delete Printed Jobs After _ Days** Select this option if you want to specify the number of days that archived print jobs are kept. For example, enter 2 if you want print jobs to be removed after they are 2 days old.

iii. **Delete Printed Jobs When Quantity Exceeds** Select this option to preserve only a certain number of print jobs. When the specified number of print jobs in the spool folder is exceeded, the oldest jobs are deleted automatically.

Step 3: Job Options Tab

iv. **Include Failed Print Jobs in Job Deletion Options** Select this option in conjunction with one of the job deletion options discussed above if you want print jobs that fail or have been cancelled to also be removed when the job deletion criteria are met.

b. **Spool Directory** You can specify the folder where you want spool files (archived print jobs) to be stored. Click the Browse button to change the location where the spool files are stored. The current path where the files are stored is shown below the Browse button.

c. **Job Retry** You can specify the number of times a destination is tried before the destination is considered in error. The print job is automatically tried once, and then the number of retries begins. From the list, select the number of times you want to retry.

4 **SLP Options Tab** Click the SLP Options tab to configure the protocol settings that are applied to any new destinations that are added during the course of operation. This tab shows all protocol options for LPR/LPD destinations
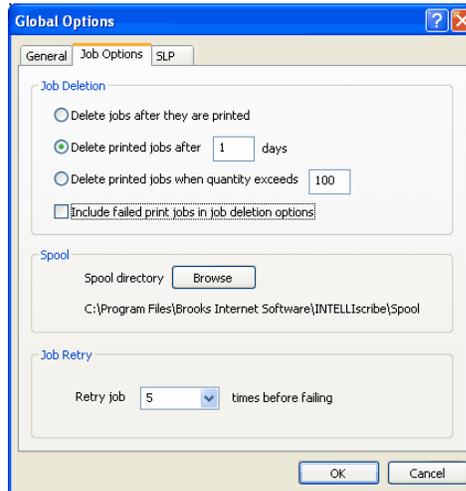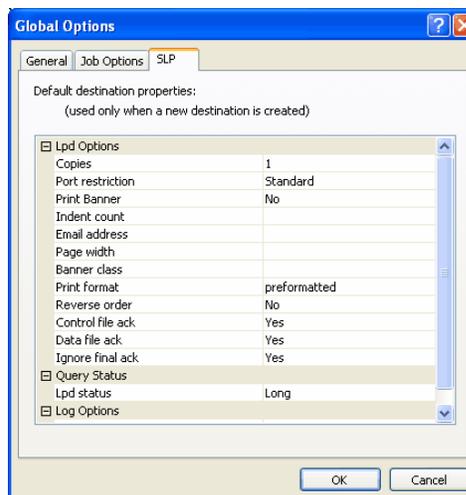
Step 4: SLP Options Tab

currently (see side note). More protocols may be added here when other protocols support the service location protocol.

Working with Configuration Files

Exporting Configuration Files

You can export a configuration file that contains your virtual printer port configurations. These configuration files can be used for backup purposes or to replicate a configuration on any number of other computers running INTELLI*scribe* (see side note). Complete the following steps to export a configuration file

1 From the *File* menu, select *Export...*
2 Enter a name for the configuration file in the *File name* field.
3 Browse for the folder in which you want to save the file.
4 Click the *Save* button. The .xml configuration file is saved in the specified location.
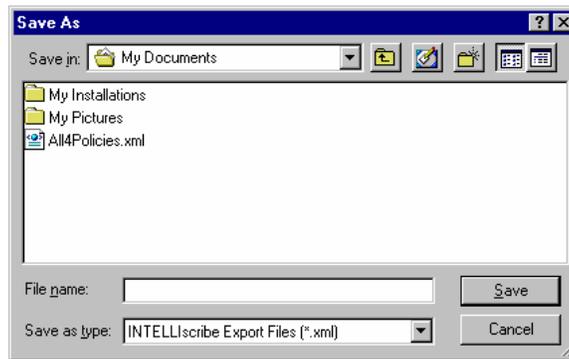
Importing Configuration Files

You can import a configuration file that contains virtual printer port configurations from another instance of INTELLI*scribe*. This option locates files with a .reg or .xml extension only. You cannot browse for other file extensions. Complete the following steps to import a configuration file:

1 From the *File* menu, select *Import...*
2 Navigate to the folder where the configuration file (in *.xml or *.reg format) is stored.
3 Select the configuration file and click *Open*. The virtual printer port configuration is imported into INTELLI*scribe*. The imported ports are displayed in the Virtual Printer Ports list.
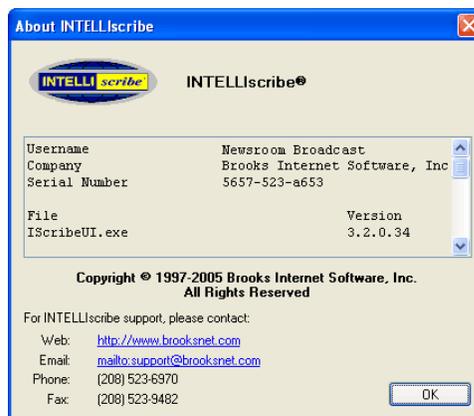
Viewing Information about INTELLI*scribe*

To view information related to INTELLI*scribe*, including serial number, version number, and so on, complete the following steps (see side note):

1 Select *About INTELLIscribe…* from the *Help* menu. The About INTELLI*scribe* dialog box is displayed. The box contains the following information:
   a. **License Information** Displays the license information including username, company, and serial number (see side note).
   b. **File Versions** The version number of each file in the INTELLI*scribe* installation folder is displayed.
   c. **Support Contact Information** Provides information that will help you obtain technical support on Brooks' website, over the phone, by email, or by fax (see side note).

Step 1: INTELLIscribe About Box

About Dialog: This dialog is used to display information about the application and will be requested when obtaining technical support.

License Information: If the software has not yet been unlocked, the username and company shown are obtained from Windows.

Technical Support: Before you submit a problem report, please see the Reporting Problems section   Also, if you have Internet access, you can search the online support section of our website (FAQ Index); here you can search for common problems or situations encountered with this application or other products.

ISendfile Command Line Interface

ISendfile is a utility program provided by INTELLI*scribe*. Its purpose is to provide a DOS command line interface for printing one or more files to a virtual printer port. ISendfile can be called from a DOS command prompt, or a DOS batch file. It does not open a window or prompt for user input (see side note).

Applications of this feature include:
- Sending large files to a directory and automatically printing them during low impact hours by an automatic call (e.g. batch file) to ISendfile.
- Sending files to another host on the network by a call to ISendfile after running another local program.

The ISendfile Interface

To obtain help with ISendfile, type the following text: `ISendfile --help`. If you do, the text below will be displayed:

```
Usage: isendfile [ options ] port file
Options include:
 --help           Display this help text
 -v | --verbose   Print messages about ISendfile actions
 -s               Silent, opposite of verbose
 -h               No banner for this job
 -F=format        Format is one of the following:
     f - formatted, l - leave control characters, o - Postscript
     p - use 'pr' format, r - FORTRAN, c - CIF, d - dvi, g - plot
     n - ditroff, t - troff, v - raster
 -C=class         Class is used on banner page; up to 31 characters
 -T=title         Job title
 -J=jobname       Job name
 -K=copies or -#=copies   Number of copies of each file to be printed
 -P=port          Equivalent to the 'port' argument
 -U=username      Specify a username; otherwise use the logged-in username
  -i=columns      Indent input by columns (LPD only)
  -w=width        Specify the page width (LPD only)
  -H=host         Hostname that jobs comes from, defaults to local computer name
  -Z=options      Pass the specified options
```

Command line ISendfile help

ISendfile Options, Variables, and Messages

The following tables explain in greater detail the ISendfile command line options, environment variables, and error messages:

Error Handling: If ISendfile does not understand the command line, or if it cannot connect to INTELLI*scribe*, it prints an error message and exits.

ISendfile Requirements

- The user must have one or more virtual printer ports, created with the *Virtual Printer Port Wizard*.
- The virtual printer port named must exist. Port names can contain spaces (see the ISendfile Examples section).
- The file or files named must exist and must be readable (i.e. user must have permission to read them).

Option	Explanation
--help	Display this help text
-v --verbose	Print messages about ISendfile actions (this is the default)
-s	Silent, opposite of verbose. ISendfile will not print a message about each file it sends, but errors are still printed.
-h	If INTELLIscribe prints the file to an LPD destination, then it suppresses the banner page

-F=format	Format is one of the following:
	    f - formatted, l - leave control characters, o - Postscript
	    p - use 'pr' format, r - FORTRAN, c - CIF, d - dvi, g - plot
	    n - ditroff, t - troff, v – raster

-C=class	The job class is typically used by LPD servers on the banner page; some servers ignore it
-T=title	Job title, which may be used on a banner page or with 'pr' format
-J=jobname	Job name; may be used on a banner page
-K=copies -#=copies	Number of copies of each file to be printed Note that not all print servers support the copies option
-P=port	Equivalent to the 'port' argument
-U=username	Specify a username; otherwise use the logged-in username; LPD print servers typically expect a username
-i=columns	Indent input by columns (LPD only)
-w=width	Specify the page width (LPD only)
-H=host	Hostname that jobs comes from, defaults to local computer name LPD print servers typically expect an originating hostname, though if one is not provided then it will use other means to determine a valid hostname.
-Z=options	Pass the specified options. This is used by some print servers for custom processing.

ISendfile Table 1: Options

Variable	Usage
PRINTER	ISendfile will use this as the port to send files to, if you do not specify the port with the –P option or as a command line argument
USERNAME	ISendfile will use this as the user requesting the print job if you don't specify the –U option

ISendfile Table 2: Environment Variables

Message	Resolution
** Filter format is one character only:	If you use the –F switch, the value you specify must be exactly one character
** Indent must be digits 0-9 only:	If you use the –i switch, the argument must contain digits only.
** Width must be digits 0-9 only:	If you use the –w switch, the argument must contain digits only
** Unexpected options	You have specified options that ISendfile did not expect.. One reason might be reversing upper or lower case; ISendfile options are case sensitive.
** Missing port or filename	You must always specify a filename or file spec (using * or ?) The port must be specified as an argument, an option or environment variable.
Failed to create print job in INTELLIscribe	Run the INTELLIscribe user interface and check the log
Job was created in INTELLIscribe but has no properties	Run the INTELLIscribe user interface and check the log
Job is waiting in INTELLIscribe, not submitted	The most likely reason is that the INTELLIscribe trial period has ended. Run the INTELLIscribe user interface and check the log.
To get program options type 'isendfile –help'	This is the "brief" message which is not an error by itself; it accompanies other error messages.
** Error checking file 'file' :	ISendfile tried to get information on a file, but failed.
** 'file' is a directory	ISendfile can't send directories
** 'file' is not a file	ISendfile can only send regular files
** 'file' is empty	ISendfile won't send empty files
** Port 'name' is not defined	The port you send to must be defined in INTELLIscribe. Other Windows ports are not supported.
** Error checking port definition	IServ, the INTELLIscribe service, is not providing port information. It might not be running. Please run the INTELLIscribe user interface and check the log.

ISendfile Table 3: Error Messages

ISendfile Examples

The following examples assume that you have already created a virtual printer port named "Office". Help with creating a printer port can be found in the Setting Up a Virtual Port section. Note that the virtual printer port names are case sensitive.

Example	Command Line
To print all text files in a directory:	`ISendfile.exe Office c:\path\to\*.txt`
To specify an alternate print format:	`ISendfile.exe -F=o Office c:\path\to\file.txt`
To specify 3 copies to print:	`ISendfile.exe -K=3 Office c:\path\to\file.txt`

ISendfile Table 4: Examples

Spaces: If either the virtual printer port or file path contains spaces, enclose it in quotation marks. An example is:

```
ISendfile "Office
Printer" "c:\file with
spaces.txt"
```
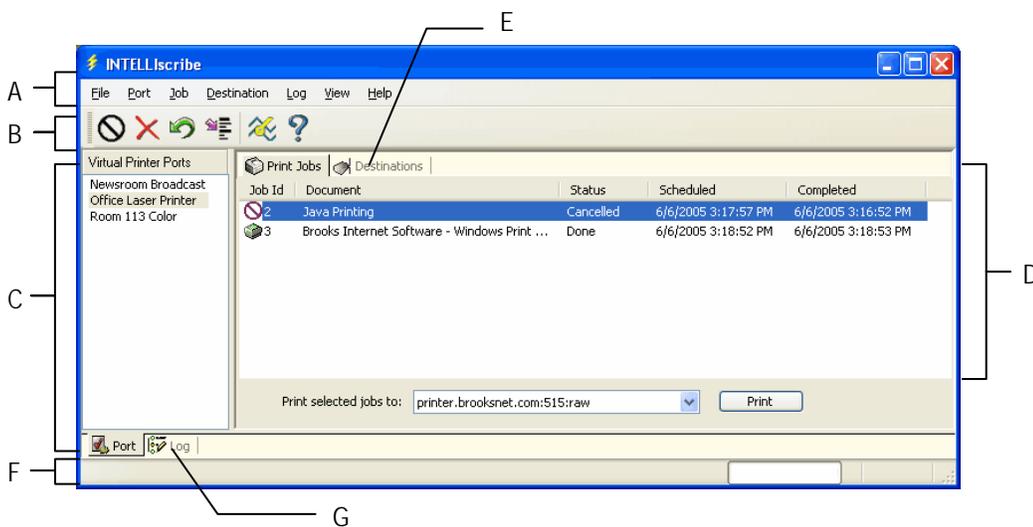
User Interface Guide

This section explains the windows, tabs, and menus found in the main INTELLI*scribe* window.

INTELLIscribe Window

The main INTELLI*scribe* window resembles a typical Windows application. Starting from the top, it contains a title bar, menu bar, and toolbar. Directly beneath the toolbar, the tabs are shown along with the status bar.

A. *Menus* *B.* *Toolbar* *C.* *Virtual Printer Port Tab* *D.* *Print Jobs Tab* *E.* *Destinations Tab* *F.* *Status Bar* *G.* *Log Tab*

Click the links to the left to learn more about the corresponding section of the INTELLI*scribe* window.

A. INTELLI*scribe* Menus

The following table describes each menu item and the function it performs. In addition to the standard menu in INTELLI*scribe*, an INTELLI*scribe* icon ⚡ is also displayed in the task tray:

Menu	Command	Description
File	Import…	Imports virtual printer ports if you have previously exported a configuration file. When a configuration file is imported, the virtual printer port setup is merged with the current configuration (see side note).
	Export…	Once virtual printer ports are configured, the virtual printer ports may be exported to a file (see side note).
	Exit	Close the INTELLI*scribe* user interface. This does not stop the application from printing. To place the user interface in the task tray, use the minimize button.
Port	Add…	Add a new Virtual Printer Port.
	Update…	Update the selected virtual printer port.
	Delete…	Delete a virtual printer port.
Job	Cancel	Cancels a print job, unless it has been printed or is in error. If it has not yet completed printing, this action will prevent it from being printed in most cases, depending on the print server (see side note).
	Delete	Deletes the selected print job(s). Documents that are being printed cannot be deleted until they have finished successfully, failed, or have been manually cancelled by the user.
	Reprint	Reprint the selected print job(s). The currently selected print jobs are rescheduled for printing. INTELLI*scribe* will then spool the print job to the printer again, even if it failed or did not print the first time through.
	Properties…	Displays the job properties for the selected document by displaying the Properties dialog.
Destination	Query Status…	Queries a printer for information. Queries a destination for availability and other useful information. The query used is specific to the protocol configured for the destination. Information is returned by the printer or print server and can be copied to the clipboard.

Import…: System administrators may use this to simplify the setup of INTELLI*scribe* for multiple computers.

Export…: Use the Export command to:
- Quickly configure several computers with the same virtual printer port configuration.
- Backup the configuration for use in a catastrophic event such as a computer crash.

Job Menu: You must have a document selected in the Print Jobs tab for the Job menu commands to be available. You can also access this menu by right-clicking any of the print jobs in the Print Job tab.

Menu	Command	Description
	Update	Allows modification of destinations. Opens the Virtual Printer Port Wizard and allows you to modify, remove, or add destinations.
	Set as Default	Sets the selected destination as the default destination. This option is only available for ports with the port policy *Service Location Protocol (SLP)*. Subsequent print jobs immediately print to the default destination without user intervention. This option can be turned on or off with this command.
	Attributes	Some SLP destinations may have further information about the destination and can be viewed with this command. The Attributes dialog is opened if information is available; otherwise a warning message is displayed.
Log	Open Log…	Allows you to select the log file you want to view in the Log tab. The log files are named by date.
	Today's Log	Allows you to quickly view today's log in the Log tab.
	Refresh	Refreshes the log being displayed in the Log tab.
View	Toolbar	Hides or displays the Toolbar.
	Status Bar	Hides or displays the Status bar.
	Options…	Displays the Global Options dialog. In this dialog you can change the general log and program options, job options, and SLP options.
Help	Help Topics	Displays the INTELLI*scribe* Help file. You can access instructions and other types of reference information in the Help file.
	License Manager	Opens the Brooks License Manager.
	About INTELLI*scribe*	Displays the About INTELLI*scribe* box, which shows the user name, company, serial number, version of INTELLI*scribe*, and other information.
Task Tray ⚡	Open Exit INTELLI*scribe*	Place the mouse cursor over the task tray icon to see the name of the product or the status of print jobs if they are being printed. You can restore INTELLI*scribe* by double clicking the task tray icon. Right-click the icon and select Open to open the INTELLI*scribe* window, or select Exit INTELLI*scribe* to close the user interface completely.

File Menu Commands Table

License Manager: The license manager allows you to check your trial status, register INTELLIscribe, contact Brooks Internet Software, Inc., and print your license if it has been unlocked.

B. Toolbar

The toolbar is displayed by default or by selecting *Toolbar* from the *View* menu. To hide the toolbar, uncheck *Toolbar* from the *View* menu. The following table describes the function of each button:

Button	Function
⊘	Cancels printing the selected job if not already printed.
✗	Deletes the print job from the list.
↺	Reprints the currently selected print job(s).
≡	Displays the job properties for the selected job.
🛠	Accesses the Brooks License Manager.
?	Displays the application About dialog.

Toolbar Buttons Table

C. Virtual Printer Port Tab

The Virtual Printer Ports tab contains a list of the printer ports that have been configured. Selecting a virtual printer port displays the print jobs that have recently printed or are waiting in the Print Jobs tab.

- If you right-click a virtual printer port, the Port menu will be displayed allowing you to update the port or create a new port. This menu also provides the ability to delete the selected port.

- Click the Destinations tab to see the destinations associated with the selected port. You can quickly view information about a destination using this view.
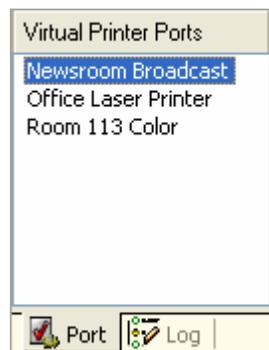

Virtual Printer Ports Tab

D. Print Jobs Tab

The Print Jobs tab contains a list of print jobs that INTELLI*scribe* has printed, is currently printing, has failed to print, and so on for the currently selected virtual printer port.

The Print Jobs tab also displays the job identification number, job name, user who printed the job, status, time scheduled, and time completed for each print job. You can sort the list by any column.
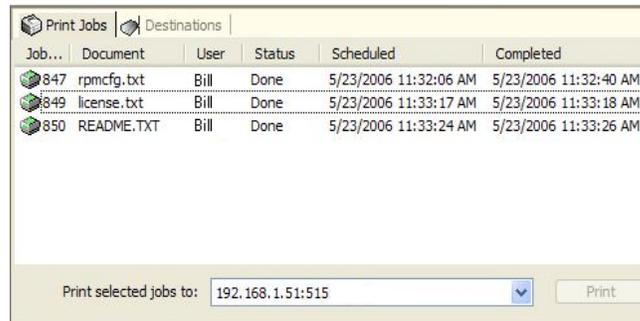
Print Jobs Tab

At the bottom of the tab, the Print Selected Jobs To list allows you to print the selected print job(s) to the destination of your choice. When you click the Print button, the jobs are immediately scheduled to print to the destination selected in the list. This destination is displayed in the form of `host:port_number:queue`. The *:queue* is not always displayed, depending on the setup.

A small icon next to each print job represents the current status of the job. The following list explains what each icon represents:

Icon	Meaning
	The status has not been decided.
	The job is waiting but has not been scheduled.
	The job is waiting to print and has been scheduled.
	The job is currently printing.
	The job has an error and was not printed.
	The user has cancelled printing this job.
	The print operation completed successfully.

Print Jobs Tab: Icon Meanings

E. Destinations Tab

The Destinations
tab displays the
destinations
associated with
the selected port.

From this tab,
you can query the
status of the
selected
destination. The
information
returned from the
destination

Destinations Tab

depends on which protocol is used, LPR/LPD or HP JetDirect.
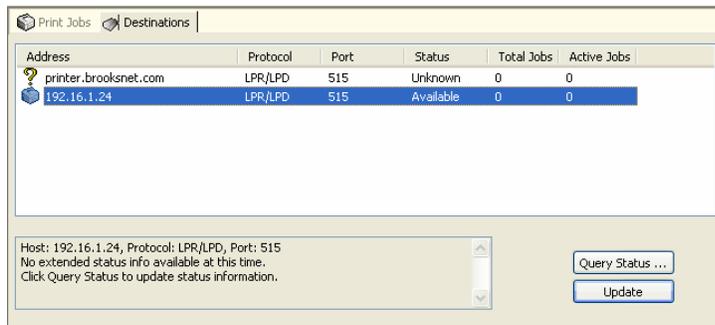
Clicking the Update button opens the Virtual Printer Port Wizard of the associated port
to the Add Destinations step of the Wizard, allowing you to add, remove, or modify the
destinations of the virtual printer port.

A small icon next to each destination represents the current status. The icons and the
status are as follows:

Icon	Meaning
	The current state of the destination is unknown
	The destination is currently available
	The destination is busy or is not responding
	The destination is currently being tested
	An error has been detected in the destination

Destinations Tab: Icon Meanings

F. Status Bar

The status bar is displayed at the bottom of the INTELLI*scribe* window. To display or hide the status bar, Select *Status bar* from the *View* menu.

The status bar displays relevant messages when importing or exporting configuration files or when dealing with SLP printers.

Resize Window: The INTELLI*scribe* window can be resized by dragging the lower right-hand corner of the status bar.

G. Log Tab

The Log tab displays events logged during the course of operation. INTELLI*scribe* logs a number of messages during startup and a number of messages for each job that is captured or received. Different

Log Tab

processes in INTELLI*scribe* also log events, such as the process that monitors the Windows Print Manager for incoming print jobs and the ISendFile command line interface.

When INTELLI*scribe* stops printing, or has attempted to print something and failed, you should review the warning or error messages in the Log tab, as they may assist in resolving the issue. When contacting technical support, you may be asked to submit your log file for review. The log file is stored on disk in the Logfiles folder.

Each message contains a timestamp, severity, type, name, message ID, and message. An icon next to each message shows the severity of the message:

Icon	Meaning
❓	The message is just providing information.
⚠️	A warning message that may require attention.
❌	An error has occurred.

Log Tab: Icon Meanings

Appendix I: Brooks License Manager

Software Licensing Instructions

After INTELLI*scribe* is installed, you will have 21 days to trial the software. At any time during the trial, you can purchase and license INTELLI*scribe* using the instructions below. You do not need to re-download and install INTELLI*scribe* to license it. You can use the order number and authentication code you receive after purchasing an INTELLI*scribe* license to unlock the software that is already installed.

Note You must be logged on as an administrator to install and license Brooks' Software on Windows 2000 or later platforms.

Brooks' products are unlocked through the Brooks License Manager application which is installed during product setup. If the computer where the software is installed has Internet access, the *Web Unlock Process* should be used to unlock the software. If the computer does not have Internet access, use the *Manual Unlock Process*.

Web Unlock Process

The *Web Unlock Process* uses the order number (invoice or sales receipt number) and an authentication code (listed as "Auth Code" on the invoice or sales receipt) to permanently unlock the software.

1   Open the Brooks License Manager from the application's *Programs* folder. Or, choose *License Manager* from the software *Help* menu.
2   Click the *License* button to start the Application Unlock Wizard. Click *Next*.
3   Enter the *username* and *company* for this license. The username must be unique if unlocking more than one license.
4   Select the default option *Unlock using an order number and authentication code*. Click *Next*.
5   Now enter the order number (invoice or sales receipt number) and the authentication code (listed as "Auth Code" on the invoice or sales receipt) in the fields provided. Click *Next*.
6   Verify the proxy server settings are correct. Note that the Brooks License Manager does not support proxy servers which require authentication. Click *Finish*.
7   If the unlock is successful, the completion page of the Application Unlock Wizard will display the following message: "Operation Complete."
8   If the unlock was unsuccessful, a message appears describing the reason why the attempt was unsuccessful. You may contact Brooks for further information on error messages.

Note Please Print the License for Your Records

Manual Unlock Process

If the computer does not have Internet access, the *Manual Unlock Process* should be used to unlock the software. You may contact your reseller or Brooks to obtain the required information or you may use one of the methods below.

1   Open the Brooks License Manager from the application's *Programs* folder. Or, choose *License* from the software *Help* menu.
2   Click the *License* button to start the Application Unlock Wizard. Click *Next*.
3   Enter the *username* and *company* for this license. The username must be unique if unlocking more than one license.
4   Select the option *Unlock using an unlock key*. Click *Next*.
5   Edit the *Support Expiration Date* field to reflect the Software Upgrade Maintenance (SUM) expiration date. This date is listed on your invoice or sales receipt. Click *Next*.
6   Enter the *unlock key* obtained using one of the methods below and click *Finish*.
7   If the unlock is successful, the completion page of the Application Unlock Wizard will be displayed stating: "Operation Complete."
8   If the unlock was unsuccessful, a message appears describing the reason why the attempt was unsuccessful. You may contact Brooks for further information on error messages.

Note Please Print the License for Your Records

Options to Obtain Manual Unlock Information

The following methods allow you to obtain the information required to unlock the software using the *Manual Unlock Process*. Be aware these methods do <u>not</u> unlock the software, but provide a convenient means to obtain the information required during the *Manual Unlock Process*. You may also contact us directly to obtain this information.

Before proceeding, you will need to know the serial number. This number is generated during program installation.

1   Open the Brooks License Manager from the application's *Programs* folder. Or, choose *License* from the software *Help* menu.
2   In the *License Status* tab, take note of the serial number.

Option #1 - Online Key Generation Method

1   Connect to the Internet and access http://www.brooksnet.com/cgi-bin/order/unlock.html.
2   Enter the required information:
    • **Serial number** This number is generated during installation and can be found by opening the Brooks License Manager.
    • **Product Name** From the drop down list select the name of the product purchased.

- **Quantity** Keep the default of "1". This information is only required for module licensing.
- **User Name** Enter a UNIQUE identifier for the individual using the software or the machine containing the software (i.e. Jane Smith, West Coast Sales Office, Server A).
- **Company Name** Name of the company licensing the software.
- **Order Number** Invoice or Sales Receipt number provided when the order was processed.
- **Authentication (Auth) Code** Unique code (listed as "Auth Code" on the invoice or sales receipt) auto-generated and provided when the order was processed.

3   Click the *Submit* button. If successful, a page will be displayed with the *unlock key* and *support expiration date*.

4   Follow the *manual unlock process* listed above.

Software Reinstallations

Brooks License Manager allows you to unlock the software using the same method provided you are installing it on the same computer. The same serial number is generated each time the software is installed.

Note If your Software Upgrade Maintenance (SUM) has not expired at the time a new version is released, Brooks License Manager will also allow you to upgrade to that version using the same method.

- **Web Unlock Process** – Use the original *order number* and *authentication code* found on the sales receipt or invoice.
- **Manual Unlock Process** – Use the same *unlock key* and *support expiration date*. Don't forget to enter the correct *support expiration date*!

If the software is installed on a different PC, it will be necessary to contact your reseller or Brooks to obtain new manual unlock information.

After Hours Licensing

For customers who have current Software Upgrade Maintenance (SUM), an After Hours Licensing solution is available in emergency or disaster recovery situations when the regular trial version is not sufficient to meet the customer's needs. This solution is available for RPM Elite and Select only and provides a five day trial version allowing the same number of printers as if the license was unlocked.

Before proceeding, you will need to know the Order Number (invoice or sales receipt number) and the Authentication Code (listed as "Auth Code" on the invoice or sales receipt).

1   Connect to the Internet and access the following web page: http://www.brooksnet.com/faq/dl-5day.html.

2 Enter the appropriate information in the form displayed and click the *Submit* button. All fields on this form are required.

3 If your order number and authentication code are correct, and you have current SUM, a page will be displayed which will allow you to download the 5-day trial. Links to the manual are provided as a courtesy.

4 If there is a problem, the form will be displayed again, and any error messages will be shown in red describing the reasons for the problem. If so, correct the problem and try again.

If you have already installed and configured RPM, follow the steps on the following FAQ to reinstall RPM using the five day trial version: http://www.brooksnet.com/faq/416-09.html.

Appendix II: Common Messages and Errors

Printer Busy Notification

This message will occur when printing if the host is unavailable or is busy. If received, check the printer to see if it is turned on, and that there are no jobs currently being printed. This notification can be enabled or disabled using the View > Options command.

Note INTELLI*scribe* attempts to determine why the printer or print server is busy and displays this information in the dialog.

License Expired Notification

When INTELLI*scribe* is installed, a 21-day trial period begins, even if you have already purchased the software. INTELLI*scribe* must be unlocked after the 21-day trial; if it is not unlocked, or if the trial period has expired, INTELLI*scribe* displays this notification and the print job will fail.
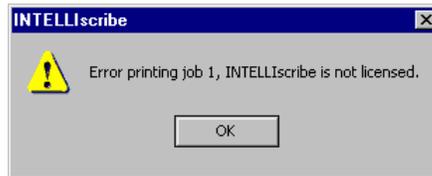
License Expired Error

If you have purchased INTELLI*scribe*, you received instructions with your order to unlock it. If INTELLI*scribe* has not already been purchased, contact sales by email at sales@brooksnet.com.

Note The Brooks License Manager is used for license management and unlock. Further information on licensing can be found in Appendix II: Brooks License Manager.

Appendix III: Service Location Protocol (SLP)

What is SLP?

The Service Location Protocol (SLP) is an IETF standard protocol that allows applications the ability to discover the existence of services, such as printers, on a network. SLP can also be used to find the location and configuration of services, reducing the amount of technical knowledge and training required for end users. Traditionally, each computer on a network requires manual configuration when services are added, removed, or modified.

SLP is described in greater detail in the Request for Comments (RFC) listed below. A minimum implementation requires a client, which is called a *User Agent* in SLP terminology, and a server which is called a *Service Agent*. The *Service Agent* broadcasts the existence, location, and configuration of a particular service. The User Agent requests information from the *Service Agent*, or if implemented, a *Directory Agent*. A *Directory Agent* acts as a centralized repository for service location information.

INTELLI*scribe* is a *User Agent*. Information about printers that support the LPR/LPD protocol is located and a destination is added automatically with the information found. When a printer is removed from a *Service* or *Directory Agent*'s configuration, INTELLI*scribe* automatically removes the destination.

user agent

A software application that listens for information about network services from a *Directory Agent* or *Service Agent*.

service agent

An SLP software application used to broadcast the existence of network services.

directory agent

An SLP term that describes a centralized repository for service location information.

Request for Comments

RFC 2165 - Service Location Protocol, Version 1
RFC 2608 - Service Location Protocol, Version 2
RFC 2609 - Service Templates and Service Schemes
RFC 2610 - DHCP Options for Service Location Protocol
RFC 2614 - An API for Service Location Protocol

Appendix IV: What's New?

Version 4.0

Features	- Windows Vista operating system support - Cluster environment support - Shared Print Activator module is now included as a standard feature - During installation, you can select where shortcut icons are created - Added the ability to upgrade from previous versions (3.2.0.42 and 3.2.0.60)
Resolved Issues	Resolves an issue where print jobs were not properly deleted

Version 3.2

Features	• A new column has also been added to the Print Jobs table to display which user printed the job.
	• Timeout support has been added to close a connection after a specified period of inactivity. This period is configurable in the Virtual Printer Port Wizard.
	• Print jobs can be dragged from one INTELLI*scribe* virtual printer port to another virtual printer port. This allows you easily to send a print job that has already been scheduled for one port to another port for printing.
	• Print jobs can be dragged from INTELLI*scribe* to other applications that support drag and drop (e.g. Notepad, Outlook, and so on). For example, dragging a print job to an editor allows you to view the print job file; dragging to an Outlook email attaches the print job to the email. Useful for troubleshooting.
	• You can specify how many days to store log files before they are removed.
	• You can specify the directory where INTELLI*scribe*'s Spool directory is located. The Spool directory is where INTELLI*scribe* archives print jobs. This will allow you to better utilize disk space.
	• You can specify the directory where INTELLI*scribe*'s log files are stored. This will allow you to better utilize disk space.
	• You have the option to turn off the splash screen on startup.
Resolved Issues	• The INTELLI*scribe* user interface has been updated to be more responsive with large sets of data.
	• The service has been updated to resolve issues with destinations becoming stuck in a busy state, preventing jobs from printing.
	• Some log messages were not being displayed properly in INTELLI*scribe*.
	• Resolved various issues when dealing with network shares.
	• INTELLI*scribe* has better recovery from jobs cancelled at the printer: INTELLI*scribe* will not attempt to reprint jobs.
	• Using JetDirect, INTELLI*scribe* recovers and the printer does not stay in a Busy state when a job times out.

Version 3.1

Features	• Print jobs can be reprinted to a destination chosen by the user. This allows failed print jobs to be reprinted to only the destinations that failed, or printed again to a destination of choice.
	• An option has been added that allows users and administrators the ability to specify a number of times a print job is retried before it fails.
	• Support for the Service Location Protocol (SLP) offers easier setup. SLP printers are automatically recognized and available for printing within seconds. Users no longer need to know the hostnames of network printers.
	• Testing has shown that INTELLIscribe transmits information much faster than before!
Resolved Issues	• If a destination was in an unknown state, jobs sent to it were getting "stuck" in a "submitted" state and did not print. This has now been resolved.
	• Sometimes when printing, a destination would get "stuck" in a busy state before the print job would start printing. The jobs are no longer getting stuck, but print right away.
	• Broadcast printing to LPR/LPD destinations using the standard or strict "Port Restriction" setting would sometimes fail when attempting to bind to a source port.
	• When a user without "Administrator" privileges attempted to print, occasionally an error was displayed. On other occasions, the print job would not be added to INTELLIscribe.

Version 3.0

Core	- Runs as a service on Windows NT/2000/XP platforms. - Export feature now saves configurations in XML. - Import feature now supports XML and configuration files from previous versions. - Configuration is stored globally rather than requiring a separate configuration for each user. - Job Deletion feature can now remove failed jobs. - Added two new policies to improve destination management: Round Robin and Destination Balancing. - Scheduling of print jobs is faster and more efficient. - TCP/IP transport now utilizes new features of WinSock 2 for greater efficiency. - Events are now stored in standard CSV files. Log can easily be viewed and sorted in applications supporting this format. - Windows can print simultaneously to multiple Virtual Printer Ports, improving speed and throughput. - Better integration with the Windows Print Manager.
User Interface	- New style menus and toolbars. - Log viewer provided for troubleshooting print jobs and destinations. - Destination Window added to allows users to update, view and query information about the destinations. - Enhanced the Virtual Printer Port Wizard. Context sensitive help added, allowing users to easily find a desired topic.
Brooks License Manager	- License Wizard enhancements ease administering license. - Supports advanced products and features. - Enhanced support for license reinstallation. - Web-unlock can connect through a proxy server/firewall.
Resolved Issues	- Files larger than 2 GB can now be printed, previously an error was reported. - Can print data from Lotus Notes even when attachments are included. - Eliminated all ISTMan.exe errors. - Jobs no longer get "stuck", they finish printing or fail. - Broadcast feature now works to more destinations, previously more than 40 or 50 destinations result in errors. - Multiple jobs can now be properly selected; previously the entire print job view was refreshed, canceling out the selection.