

Basic instructions to download, install and use Print Tracker™

1. Download and install the setup program by clicking on the download link at the bottom of the web page at <http://PrintTracker.net> or directly from <http://www.PrintTracker.net/PrintTrackerSetup.exe>.
2. Start Print Tracker™. On the registration screen, if you have a Dealer ID and password, enter them.
3. Enter the email address (or addresses, separated by a semicolon) where you would like meter read reports sent.
4. Click the "Get License Key" button to retrieve a license key.
5. After you select "Save and Close" Print Tracker™ will automatically begin searching for locally installed printers. Then it will ask if you want to search for network printers. You can select the defaults.

Usually you will want to install Print Tracker™ on a Windows 2000 or XP workstation other than the server. It just needs to be connected to the Internet and turned on most of the time.

When you are searching the network for devices, the Network Segments dialog should display one or more network segments. The customer's local area network (LAN) is made up of one or more network segments connected by routers. Computers communicate with each other and connect to the Internet by sending data to the nearest router and the router passes the data on to the next router in the network until it reaches its final destination.

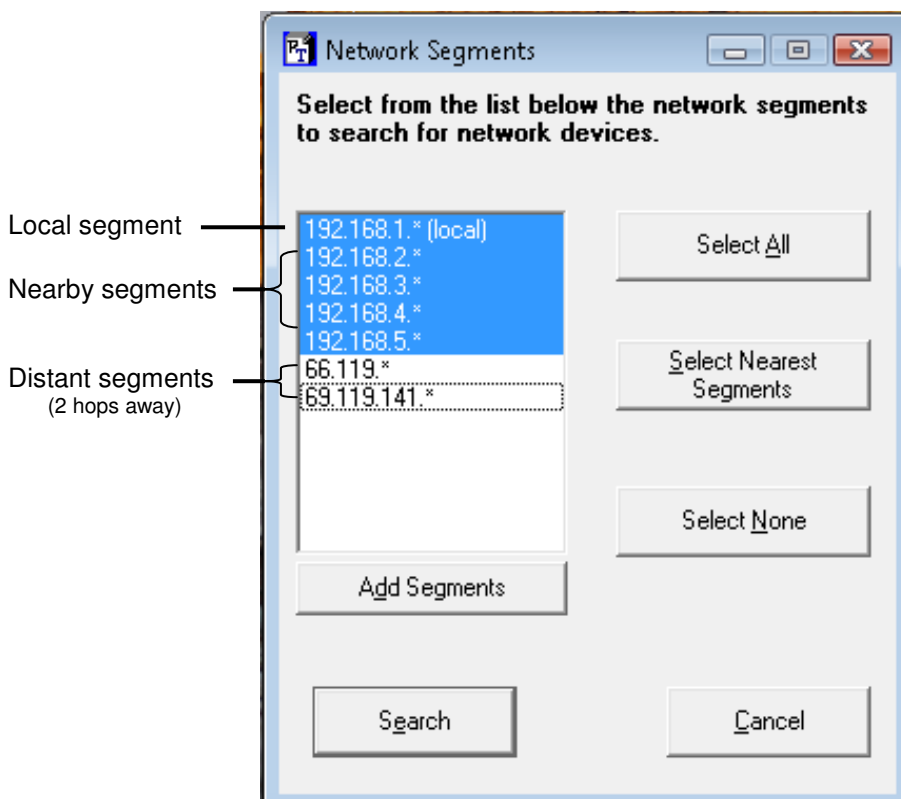


Figure 1. The Network Segments dialog.

The Network Segments dialog will show the network segments that are within two hops (routers) away from the workstation where Print Tracker™ is installed. THIS MAY INCLUDE EXTERNAL NETWORK SEGMENTS. The local segment and all network segments within one hop will automatically be selected. You will want to make sure that all of the appropriate segments are selected. An on-site IT person will be very valuable in determining which segments should be searched and if all segments are listed. Segments may not be listed if they are more than two hops away or if the network configuration does not allow Print Tracker™ to gather a complete list of network segments.

If the customer's LAN is small, the nearby segments may actually belong to the network provider or Internet company. Devices on those segments will probably not be discovered.

If a network device is not automatically discovered, add it manually by clicking on the "Add Network Device" button. If several devices on the same network segment do not show up in the list, you can search an entire network segment from the "Add Network Device" dialog by entering the first three numbers in the IP address with an asterisk. For example, enter 10.10.10.* in the IP address field to search for all devices whose IP address begins with 10.10.10.

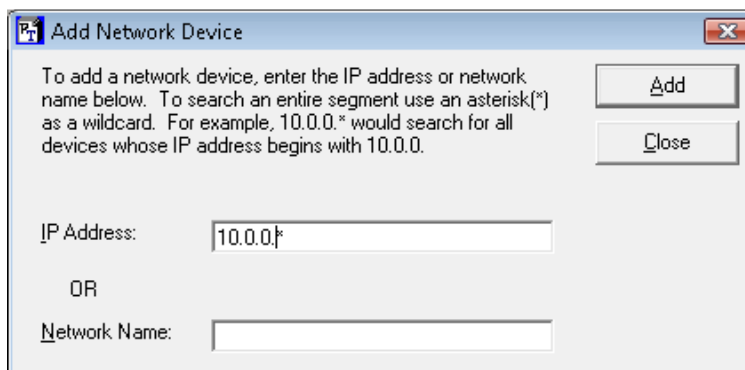


Figure 2. The Add Network Device dialog.

You can click on the Email button to run a test report. Meter data will be gathered and sent to the web server encrypted via HTTPS, using the web browser if needed. Within a few minutes the data will be pulled from the web server, placed in an Excel spreadsheet, and emailed to the addresses entered.

If a device's serial number was not discovered, you may be able to right-click on the device in the list and select "Start Browser" to open the device's management console. Then you could copy and paste the serial number into Print Tracker™.

If Print Tracker™ is not functioning as expected or if a meter reading or serial number is incorrect, right click on the device and select "Submit Trouble Report" or select the menu Help > Submit Trouble Report. Be sure to provide all possible information, such as the expected page counts or serial number.

If an error occurs a "Submit Error Report" dialog will be displayed. Please submit the error report and then hit the "Ignore error" button several times to proceed. Most errors are not critical and can safely be ignored.

You will want to update an installed version of Print Tracker™ when you are on-site later.

To perform the update, do the following:

1. Start **Print Tracker**.
2. Select the menu Help > About Print Tracker™.
3. Click on the "Check for Newer Version" button.
4. Click "Download"

If you are planning on installing Print Tracker™ at a site where there are a large number of printers or are planning a large deployment, please let us know so we can be available for any questions or concerns that may arise. Call us at 208-629-3342 / 866-629-3342 or send email to support@PrintTracker.net.