

The End User Inquiry Tool is not functioning properly on my Workstations

Issue

A variety of network and firewall issues can create problems for the End User Inquiry Tool resulting in users not being able to view their balance or not receiving warning messages as to why a print job was deleted or paused.

Solution

There are several solutions depending on what issues you are encountering. Please see the appropriate section.

Users are unable to see their balance:

1. Ensure the user logged in has a balance within Print Manager Plus. If the user is receiving their balance from a Group Default setting, the user needs to print before their account will become active. Once the user has printed, their balance should display.
2. Firewalls including the XP Firewall will block communication to our End User Inquiry tool. You need to allow ports 445, 48100 and 48101 on both the Print Server and the workstations running the End User Inquiry Tool. You can do this within Control Panel > Windows Firewall.
3. The EUIT may need to be configured to look at a specific server instead of broadcasting by the following registry entry. This is common for networks running multiple subnets.

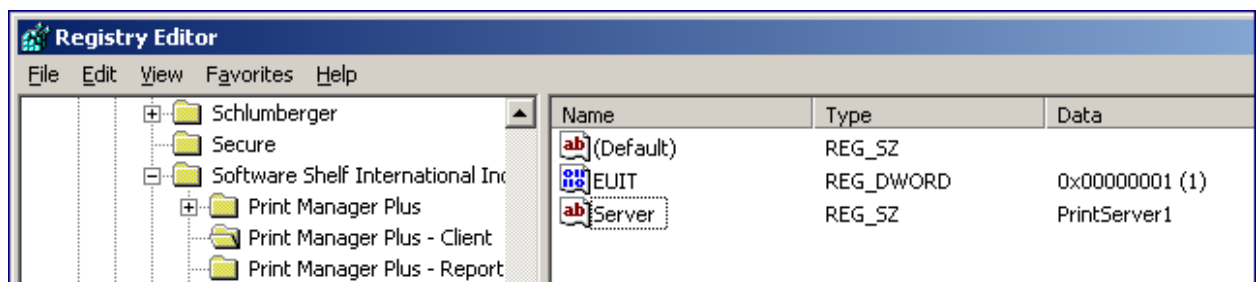
On 32bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Software Shelf International Inc\Print Manager Plus – Client

On 64bit OS:

HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Software Shelf International Inc\Print Manager Plus - Client

Create a new String value here, named Server. The value of it will be the machine name of the Print Manager Plus server on your network. (i.e. PrintServer01)



4. If using Citrix/Terminal Services you will need to enable Named Pipes for the EUIT. This is done within the Print Manager Plus Administrator by going to Settings > Advanced Settings. On the Citrix/Terminal Services tab check the box enabling named Pips.
5. Ensure you are running the latest version of both the Print Manager Plus server and workstations.

Version Checking For Workstations:

Open your C:\Program Files\Print Manager Plus Client Folder. Right click on the CheckPages.exe and go to the properties, on the version tab a version will be listed, ensure this is version 6.0.0.107 or later.

Checking the Version on your Print Server:

To ensure you have the latest version of the Print Manager Plus server software, run your eUpdate located within File -> eUpdate.

Users are not receiving their warning messages notifying them that their print job has been restriction:

1. Check to see that the print job is in fact being restricted. If the job is still printing, ensure your restrictions are set properly for that user or printer.
2. Ensure that Print Manager Plus is configured to send a popup messages to the End User when a job has been restricted. These settings are located at Settings -> Configure Print Manager Actions within the Print Manager Plus Administrator.
3. Firewalls including the XP Firewall will block communication to our End User Inquiry tool. You need to allow ports 445, 48100 and 48101 on both the Print Server and the workstations running the End User Inquiry Tool. You can do this within Control Panel > Windows Firewall.
4. If using Citrix/Terminal Services you will need to enable Named Pipes for the EUIT. This is done within the Print Manager Plus Administrator by going to Settings > Advanced Settings. On the Citrix/Terminal Services tab check the box enabling named Pips.
5. Ensure you are running the latest version of both the Print Manager Plus server and workstations.

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Checking the Version on your Print Server:

To ensure you have the latest version of the Print Manager Plus server

Workstations are not receiving pop-ups from Print Manager Plus

Issue

Print Manager Plus can use two methods to send out this popup. It can either use the Messenger service, or the End User Inquiry Tool

Solution

Using the End User Inquiry Tool with Print Manager Plus:

The recommended method of sending notifications to end users with Print Manager Plus, is to use the End User Inquiry Tool and is a free add-on for the product

This tool can be installed on Windows NT/2000/XP/2003/MacOSX and will popup a window when a user's job has been restricted, paused or their balance is low. The Window version also allows them to click on the tool in the task tray to see their current balance.

[Print Manager Plus 8.0/2010 - End User Inquiry Tool](#)

[Print Manager Plus 6.0/2008 - End User Inquiry Tool - Mac Version \(Popups Only\)](#)

Using the Windows Messenger Service with Print Manager Plus:

If you are unable to install the End User Inquiry, Popups can still be sent to workstation using the Net Send Messenger service.

This service needs to be enabled and started on the Workstation and the Print Server. In addition to this,

NetBIOS over TCP/IP needs to be enabled for this Windows service to function correctly.

To Enable this Service: Open Services within Administrative Tools and Locate the service named Messenger. Go to the properties of the service, and set it to 'Automatic' startup and then start the Service.

This service can also be set to startup automatically by Domain or OU using Domain Policies, please refer to Microsoft Documentation on globally enabling services.

Currently Macintosh, Linux and Unix do not support receiving Net Send messages.