

FREQUENTLY ASKED QUESTIONS

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GENERAL

What does it do?

RoutXpress helps you to control printing costs at your organization. It monitors print jobs, checks user budgets to determine if there is enough money to print a job and, if necessary, re-routes jobs to another printer if it is more cost effective to do so.

You have a total visibility to all printing costs. The reports we provide allow you to see printing costs per user, department or account number.

How does it save me money?

One of the most obvious ways RoutXpress saves you money is by re-routing print jobs to more cost effective printers. For example, to print 10 page job on your desktop color printer it may cost you 45 cents per page. You may set up a rule where all jobs over 2 pages are routed to one of your larger color laser printers where it may cost 10 cents to print a color page. RoutXpress by re-routing this job alone would save you \$3.50.

Another way RoutXpress saves you money is by making sure the users don't exceed printing budgets and by giving you the necessary information about where the printing costs are concentrated. Often just by alerting certain users that they use printing resources excessively goes a long way in reducing costs.

Where does it fit into Managed Print Services?

RoutXpress is user-centric print management software and it belongs to MPS Stage 4. It goes beyond Stage 3 of MPS by being oriented towards IT and the users who do the printing. It is closely integrated with Active Directory and facilitates easy transfer of data between RoutXpress and other IT systems.

How can I monitor my printing costs?

RoutXpress provides reports which allow you to see printing costs per printer, user, department or account.

The fact that you have a total print job visibility may discourage certain users from using your printers for unauthorized purposes, such as printing their personal items.

What are the printer rules and who sets them?

Printer rules tell RoutXpress under what conditions it needs to re-route a job. They are set by RoutXpress Administrator. The conditions may indicate, for example, if a job has over 2 pages or waits on the primary printer for over 30 minutes or costs over \$1.50 to route it to alternate printer.



SYSTEM REQUIREMENTS

On what platforms does RoutXpress operate?

RoutXpress runs on Windows computers. RoutXpress server runs on Windows Server 2003 or higher. RoutXpress clients run PC workstations with Windows XP or higher.

What are the minimum hardware requirements?

RoutXpress server needs a machine with at least 2GB of memory and at least 1GB of available disk space. If you are running Windows Server comfortably on this machine with good response times RoutXpress server will also run well on it. RoutXpress server is not a heavy machine user.

As for RoutXpress clients, if you are running Microsoft Office on these machines you should have no problem running our clients.

What are the software prerequisites?

There are two things to watch out for; .Net 2.0 and SQL Server. All RoutXpress components require .Net 2.0, which should not be problem as Microsoft now distributes all .Net versions by default. RoutXpress server needs Microsoft SQL Server to manage its database. If it is not already installed our installation package will install it for you.



INSTALLATION

Where can I obtain installation package?

The best way to obtain RoutXpress installation package is contact our Support group at support@apwi.com or call us at (949) 488-2222. We will provide you with download instructions so you can so you can start your free trial.

How does the installation process work?

After unzipping the download package click on the "RoutXpress Installer.exe" file and our installer will take over from there. The installer follows standard Windows software install practices and it will lead you through various screens. RoutXpress installation is a two phase process. In the first phase we unpack major components from the installation package into the deployment directory. In the second phase we deploy RoutXpress components to various machines.

For more information please refer to our RoutXpress Installation Guide which you can include with the installation package.

How do I distribute RoutXpress components to end users?

The most frequently distributed component is IM Client. It should be installed on all computers in your organization from which users print their jobs or have printers installed on them. Copy RoutXpressIMClient.msi from RoutXpress deployment folder to the folder from which you usually perform software distributions and change Group Policy to enable the installation of IM Client on the designated computers. IM Client installs in a silent mode. You may adopt a similar approach to distribute other components such as Admin Client or Management Dashboard.

What to watch out for during the installation?

One area is the installation of Microsoft SQL Server. RoutXpress uses the SQL Server to manage its database and our installation process can install it by invoking Microsoft SQL Server installer if you choose to do so. Often people are unaware that SQL Server is already installed and try it again. When Microsoft SQL Server installer attempts to install it again it detects problems and it generates error messages. This is harmless and you should ignore these errors. The main point is that SQL Server is already installed on the machine you want. After SQL Server is installed our installer will create SQL instance needed by RoutXpress. The database is created when RoutXpress server starts up for the first time.



OPERATIONAL ISSUES

What customization do I need to do when I first start RoutXpress?

One of the first things you will need to set up as RoutXpress administrator is the Systems Information panel which indicates how RoutXpress interacts with Active Directory and your email server. RoutXpress relies extensively on the Active Directory for information about users and user groups. Make sure that you provide valid user id and password which RoutXpress can use for read only access to your Active Directory. We do not make any updates or modifications there. Since emails are used for notifying your support personnel about printer alerts please make sure that the email user id and server information is entered correctly.

How do I set up printing rules?

You set up printing rules in Printer Rules or User Rules panels in the Admin Client. You can specify the conditions under which routing will take place. These conditions can be based on the number pages, color pages, number of copies requested, cost or wait times in printer queues. The rules also specify the alternate printers to which RoutXpress will route your job if any of the conditions are met. If RoutXpress detects that more than one rule might be applicable then it chooses the rule with the highest priority.

How do I set up user printing budgets?

User printing budgets are set in Users and Groups properties panels in the Admin Client. You can set budgets per number of pages printed or per cost used. RoutXpress monitors printing resource usage by a user and prevents users from exceeding their budgets. The budgets can indicate limits per day, month or total cost.

You would normally set printing budgets for a user group. All users belonging to that group will face the same budget constraints. To set different budgets for certain users use the Users properties panel. RoutXpress checks first individual user's properties and if it can not find it then uses the properties of the group to which the user belongs. User groups are defined in Active Directory.

What happens when a printer is out of paper or has other problem?

RoutXpress monitors the health of all the printers under its control. If the printer is out of paper, or experiences other problem, RoutXpress sends alert notifications to support personnel. You set up notifications list in the Email Notification panel in the Admin Client. The notifications can be set up for individual printers or a group of printers.

You may create different levels of support by adjusting the notification delay value. For example, Level 1 support would get notifications after the printer was down for 10 minutes. Level 2 support would be notified if the printer was down for an hour, etc.

Does RoutXpress run as a Windows service?

Yes, it does. RoutXpress installer creates the necessary services to run RoutXpress. This minimizes your involvement in the daily operation of RoutXpress. If your server machine goes down and gets restarted (for example, power outage) RoutXpress will be



restarted with all other Windows services. There is no reason why RoutXpress should not be up 24/7.

When RoutXpress re-routes a job to another printer how is the user notified?

RoutXpress notifies each user when his/her job finished printing indicating the printer. If the job was re-routed it optionally informs the user on which printer the job will be printed.

When I submit print jobs I always see them paused. Why?

RoutXpress, through its spooler component, intercepts all print jobs which have been submitted. This is to allow RoutXpress to do its own scheduling and routing. When RoutXpress decides to print a job it releases it.

How do I cancel submitted job?

You can use the standard Windows printer queue panels to cancel any of the jobs you submitted. RoutXpress recognizes that you cancelled a job and removes it from its queue.

Can I pause and release job manually?

Yes, you can. RoutXpress recognizes that you have taken over the control of the job manually and it will not attempt to schedule it itself. However, RoutXpress will never allow the user to print a job if it would violate printing budget for that user.



LICENSING

What are the license types used by RoutXpress?

When you download RoutXpress and install it the initial trial period is 7 days. This time is used to make sure that RoutXpress is installed successfully. No special license is needed yet at this point. After the trial period you can obtain assessment, evaluation or production license. Assessment license is used when you want to assess print activity in your organization and the more advanced features of RoutXpress, such as routing, are disabled. Evaluation license is a precursor to the production license.

How long is the assessment period?

The assessment period is usually 45 days but we may extend it if you needed it. There is a charge for the assessment license. During this time RoutXpress records all print activity in your organization and produces comprehensive reports. Certain, more advanced functions of the product, such as routing, are disabled during this period.

How long is the evaluation period?

The evaluation period is 30 days. During this time RoutXpress is fully functional for you to try its various features. It is especially important that you call us during this period so we may assist you with any issues you may have or answer your questions.

What happens at the end of evaluation period?

At the end of RoutXpress trial period you have to decide whether you would like to keep using RoutXpress and upgrade to a full production license. We hope that you liked your experience and you decide to keep our product.

How RoutXpress is licensed?

RoutXpress is licensed for a specific machine on which our server is running and for a maximum number of users. We have various price levels based on the number of users. We are able to offer discounts to certain organizations, especially schools, which have very large number of potential users but relatively light printing volume.

How do I buy or renew license?

In RoutXpress Admin Client go to the Manage Your License panel and fill in the form as accurately as you can and click the Buy License button. When we receive your license request we will contact you. Once we agree on the terms we will email you new license which you can install using the Admin Client.

What happens when I change the machine on which RoutXpress server is running?

RoutXpress is licensed for a specific machine. If you replace the machine, or migrate to another one, RoutXpress will keep operating for about a month. During this period you will be getting warning messages alerting you to the fact that RoutXpress is running on unlicensed machine. Contact us as soon as possible so we may reissue your RoutXpress license for the new machine. The new license is free of charge.

