



PRINT AUDIT
The Print Management Company

Installation Guide

for

Print Audit Embedded

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North America and Worldwide

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Welcome

Welcome to Print Audit Embedded for Sharp. Embedded for Sharp integrates directly with the touch screen on compatible Sharp MFPs and tracks walk-up copying, scanning, faxing, and document server prints to the Print Audit database.

It consists of two main components:

1. Embedded for Sharp Configuration. You configure Embedded for Sharp using the Embedded Systems plug-in for the Administration tool. Support for Embedded for Sharp exists in Print Audit 6.1.0 or newer.
2. Embedded Client. This software runs on the MFP. You interact with the Embedded Client directly on the touch screen of the Sharp MFP when you copy, scan or fax a document, or if you print a document stored in the MFP's Document Server.

In addition to tracking the number of pages in a copy, scan, fax, or print job, the Embedded Client can track additional information about the job. For example, the Embedded Client can ask for a PIN Code from the user to identify which user is photocopying a document. Or, it can ask for a Client Code to identify which customer should be billed for the fax you're sending.

The Embedded Client provides many of the same features that Print Audit provides when users print documents from their workstation. Once Print Audit tracks the information, you can use Print Audit tools like the Job Manager and the Analysis Reporting tool to query the information and produce reports.

Installation Overview

The following instructions provide an overview of installing Print Audit 6 in conjunction with Print Audit Embedded for Sharp. For detailed instructions on installing and configuring Print Audit 6, please refer to our online [installation guides](#).

1. Install the Print Audit Database Communicator, Database and Administration tools to a computer on the network that will be on and available at all times. You should install the Print Audit Client on at least one workstation, to test printing and ensure that print jobs are being tracked correctly before continuing.
2. Configure Print Audit 6 for user quotas, PIN codes and validated fields that can be integrated into Print Audit 6 Embedded.



3. Install the [Print Audit 6 for Sharp Embedded](#) software on a computer that has Internet Information Services (IIS) installed and is acting as a web server.
4. Use this guide to configure Print Audit 6 Embedded on the Sharp devices.

System Requirements

Print Audit 6

- Print Audit 6.1.0 or newer is required.
- We recommend installing the most recent version of Print Audit 6 available at www.printaudit.com.
- The Print Audit 6 Database Communicator, Database, and Administrative tools must be installed on a Windows 2000 or newer computer with Internet Explorer version 4.0 or newer.

Print Audit 6 for Sharp Embedded

- Requires Windows 2000 or newer
- Net 2.0: For more information or to download .Net, go Microsoft's website (www.microsoft.com) and perform a search for '.Net 2.0'. The download file is 'dotnetfx.exe'.
- Internet Information Services (IIS): IIS is included in Windows 2000 or newer and can be installed with Windows or through the Windows Components of Add/Remove Programs application in the Control Panel. IIS 7.0 (Included in Windows 2008 and Windows Vista) requires that the 'IIS 6 Management Compatibility' component is installed as well.

Hardware

- Requires a Sharp OSA2 or OSA3 enabled device with an External Accounting Module (MX-AMX3).



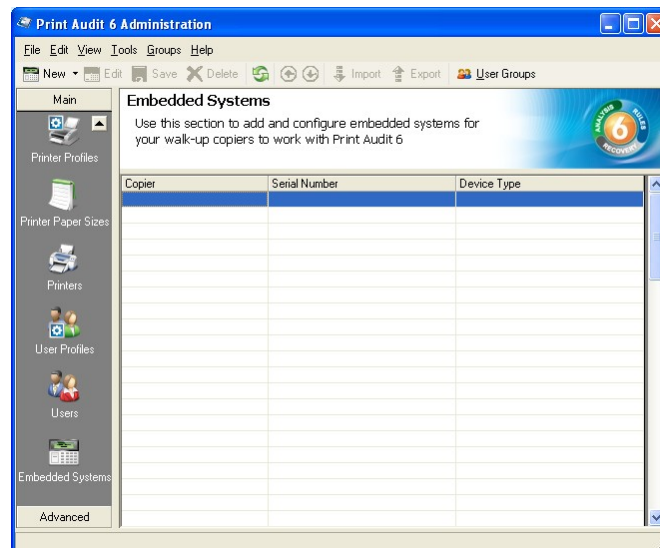
Configuration

Overview

The Print Audit Administration tool provides you with all you need to configure Embedded for Sharp on all the MFDs in your environment using the Embedded Systems plug-in. You have to configure one copier for every physical Sharp MFD on which you want to run the Embedded Client.

For each copier you can configure costs, restrictions, limits, authentication methods and custom fields.

Adding, Editing and Deleting Copiers



You use the Embedded Systems section of the Administration tool to add, edit and delete Embedded for Sharp copiers. A copier in the Administration tool represents a physical copier in your office.

To add a new copier:

1. Run the Print Audit Administration program.
2. Click the Embedded Systems button on the left hand side of the Print Audit Administration window. The list of existing copiers appears on the right side. You



may have to scroll the left hand side down before you see the Embedded Systems button.

3. Click the New button on the toolbar. The Embedded for Sharp Window appears.
4. At minimum, you must enter a copier name and the serial number of the copier. Please refer to the 'Embedded for Sharp Configuration Window' section below for more information filling out the Embedded for Sharp window.
5. Click the Save button. The Embedded for Sharp Window closes and your copier appears in the Copiers list.

To edit a copier:

1. Run the Print Audit Administration program.
2. Click the Embedded Systems button on the left hand side of the Print Audit Administration window. The list of existing copiers appears on the right side. You may have to scroll the left hand side down before you see the Embedded Systems button.
3. Click the on the copier you want to edit in the list of copiers. It appears highlighted.
4. Click the Edit button on the toolbar. The Embedded for Sharp Window appears.
5. Make any needed changes to the copier.
6. Click the Save button. The Embedded for Sharp Window closes and your copier appears in the Copiers list.

To delete a copier:

1. Run the Print Audit Administration program.
2. Click the Embedded Systems button on the left hand side of the Print Audit Administration window. The list of existing copiers appears on the right side. You may have to scroll the left hand side down before you see the Embedded Systems button.
3. Click the on the copier you want to edit in the list of copiers. It appears highlighted.
4. Click the Delete button on the toolbar. A message appears asking if you are sure you want to delete the copier.
5. Click the Yes button to delete the copier. The list of copiers refreshes.

Embedded for Sharp Configuration Window

Function	B/W Cost	Color Cost	Paper Size	Track
Print	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Copy	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Scan	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Fax	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>

This window allows you to configure all aspects of the Embedded for Sharp copier device. The different elements of the window are described below.

General

- *Copier name* - The name you want to give the copier. You should enter a name that is descriptive enough so that you know which copier this refers to. For example "Third Floor Sharp MX-7000N".
- *Serial number* - The serial number of the Sharp MFD.
- *Report as printer* - Use this to select an already existing Print Audit printer to associate the copier with. For example, if you have an MFD in the office that users print to that is already in the Print Audit database, you can choose that MFD here for the copier so that all transactions are reported as the same printer. If you do not select a printer here, then Print Audit records all transactions for this copier as the copier name.
- *Report as user* - Use this to select an existing Print Audit user to associate with all jobs from this copier. You can use this functionality to still have individual user authentication, but for reporting purposes report all jobs to a single user.
- *Authentication type* - Select how you want the user to authenticate to the copier before they can do transactions.



- *Require additional password* - Check this box to require the user to enter an additional password before they can authenticate using the Authentication type they selected above.

Pricing

Function	B/W Cost	Color Cost	Paper Size	Track
Print	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Copy	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Scan	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>
Fax	\$0.100	\$0.100	Letter (8.5 x 11)	<input checked="" type="checkbox"/>

This tab contains the pricing for each function on the copier.

To edit the pricing for a particular function:

- 1) Clear the "Track" column for the function if you do not want to track transactions of that type.
- 2) Select the function you want to change in the list and click the Edit button. The Configure Pricing and Paper Size Window appears.
- 3) Set the pricing as it makes sense for this copier in your organization.
- 4) Click the Done button. The Configure Pricing and Paper Size Window closes.

Restrictions (Rules only)

You can choose to restrict access to the copier based on which user group a user belongs to.

- *Add button* - Click this button to add a new restriction. The Configure Restriction Group window appears.
- *Remove button* - Click this button to remove a restriction.

Custom Fields Tab (Recovery only)



- For each Activity you can require the user to enter values for your Custom Fields. Custom Fields are setup in the Custom Fields section of the Print Audit Administrator. On this tab you can select from any one of the Custom Fields you have setup and define a custom prompt for each one.
- *Use custom fields from the user profile* - Check this box if you want to override the default custom field choices with the custom fields set in a user's User Profile.
- *Allow comments* - Check this box if the user can enter general comments about the job.
- *Custom fields* - The custom fields list contains all custom fields you have defined. To use a custom field for the activity, check the Include checkbox.

Printing Limits (Rules Only)

Function Type	Limit Type	Limit	Message Title	Stop Job
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- *Use limits from the user profile* - Check this to use limits defined in a user's profile instead of the limits you define here.
- *Add* - Click this to add a new printing limit.
- *Edit* - Click this to edit an existing limit.
- *Remove* - Click this to remove an existing limit.

Advanced

- *Log Level* - Use this drop down box to change amount of information the Embedded Client will log. Unless instructed to change this setting by technical support, leave this set to Errors Only.

Authentication Types

The authentication type determines how a user identifies themselves to the copier before they can do a transaction. The following options are available:

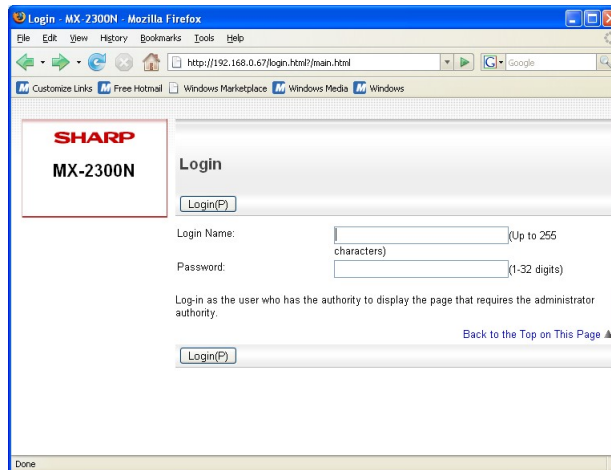
None - Users do not have to authenticate before using the copier. All transactions are recorded to a generic user.

PIN code - Users must enter their Print Audit PIN.

NOTE: Check the 'Require additional password' box on the Embedded for Sharp Window to require an additional password before users can authenticate.



Embedded Client



Installing the Panel Interface

You must configure Embedded for Sharp on your devices to run as an External Authority application. Please follow the steps below to configure a Sharp MFP to use Embedded for Sharp:

1. Go into your web browser.
2. Browse to the IP address of your Sharp MFP. You should see the login page for your Sharp MFP.
3. Enter your login name and password, then click the Login button. If you do not know the login name and password for your MFP, please contact your network administrator.
4. On the main page, navigate to Application Settings->External Application Settings.
5. Set External Account Control to "Enable".
6. Set Application Name to "Print Audit 6 - Embedded - Sharp".
7. Set Address for Application UI to `http://xxx.xxx.xxx.xxx/pa6sharp/pages/Start.aspx`, where xxx.xxx.xxx.xxx corresponds to the IP address of the computer where you installed Embedded for Sharp.
8. Set Address for Web Service to `http://xxx.xxx.xxx.xxx/pa6sharp/pages/Service.aspx` where xxx.xxx.xxx.xxx corresponds to the IP address of the computer where you installed Embedded for Sharp.



9. Set the Timeout to 20 seconds.
10. Click the Submit button.

Repeat the above steps for each Sharp MFP on which you want to run Embedded for Sharp. If you have issues running the panel, please see our Troubleshooting section.

Using the Embedded Client

The Embedded for Sharp Client is very easy to use. First, it prompts you for the required information. What you are prompted for depends on how you configured the Embedded Client. After you enter the information, you can copy, scan, fax, or print a document server print job as normal, using the functionality built in to the MFP. When you are done, you should return to the Embedded Client and indicate that you are finished. At this point, the information is tracked to the database, and the Embedded Client resets to be ready for the next user.

If you forget to return to the Embedded Client after finishing up, the Sharp MFP will timeout to ensure that the information is still tracked and the panel interface is ready for the next user. The standard set of steps to using Embedded for Sharp to track job information is as follows:

1. Start the Transaction

Press the Start button on the screen. The Embedded Client retrieves its configuration and proceeds to prompt for the required information. At any time you can press the Cancel button to return to the Start screen.

2. Authenticate

If configured to ask for a PIN Code, the Embedded Client displays a login screen. To login:

- a) Press the PIN Code button. An input form displays.
- b) Enter your PIN Code using the Sharp keyboard or the touch screen.
- c) Press the OK button to accept the input.

Press the OK button on the Login screen to validate your PIN Code.

3. Enter your Custom Field Information

If configured to ask for Custom Field information, the Embedded Client asks for one or more values from the user. To enter values for a searchable field:

- a) Press the button on the touch screen that corresponds to the Custom Field Name.



- b) Enter a full or partial code on the screen and click OK.
- c) If only one match is found for the field, the Embedded Client asks for the next Custom Field value if any is configured.
- d) If Print Audit finds more than one match a list of values displays. You can use the touch screen to navigate through the values.
- e) Once you find the value you want, press the button corresponding to the value. It appears highlighted.
- f) Press the OK button to accept the value.
- g) Press the OK button again to move to the next screen.

To enter values for a non-searchable field:

- a) Press the button that corresponds to the value you want to use. It appears highlighted. You may need to use the arrows on the touch screen to navigate through your choices.
- b) Press the OK button to accept the value. The Embedded Client asks for the next Custom Field value if any is configured.

4. Enter any Comments

If configured, the Embedded Client now asks for any Comments for the job. You can press OK if you do not want to enter any comments. To enter comments:

- a) Press the Comments button on the touch screen. An input form appears.
- b) Use the input form to enter the comments you want for the job.
- c) Press the OK button to close the input form.
- d) Press the OK button on the Comments screen to accept the comments.

5. Verify Your Selections

Once you enter all of your information, a summary screen appears showing your current balance if any, along with the custom values you selected. Press the OK button to accept your selections and begin your job.

6. Complete the Job

Once you have finished using the Sharp MFP, press the "*" (Logout) button on the Sharp MFP keypad. This will let Print Audit know that you are done the transaction,



and your job information will save to the Print Audit database. If you do not do this step the Sharp MFP will eventually reset back to the Start screen and save your information then.

NOTE: If declining balances are enabled for the current user each copy/fax/scan operation will debit the account balance in real-time. Once the balance of the current user reaches zero all MFP copy/fax/scan functions will be locked for that user until such time that the user logs in again with a positive balance.

Licensing

Similar to the licensing for Print Audit, Embedded for Sharp is licensed on a per-MFP basis. If you wish to install Embedded for Sharp on 15 MFPs, you must purchase licenses for each of the 15 MFPs.

These MFP licenses can be purchased as part of any Print Audit license, and are additional to the Print Audit workstation licenses you must purchase to track print jobs originating from Microsoft Windows and Apple Macintosh workstations.

If there is a licensing problem, Print Audit will stop tracking some or all of the MFPs. In this case, users will still be able to continue using the MFPs as normal, but no information will be tracked.

Troubleshooting the Embedded Client

If you are having issues running the Embedded for Sharp software, please read the following sections. If this does not resolve your problem, please contact our free technical support at 1-877-412-8348 (toll free within North America) or 403-685-4932.

Could not access the accounting server. Contact your Admin

If you get this error when trying to run the panel it could indicate that the ASP.NET runtime in your IIS configuration is set to the wrong version. Embedded for Sharp requires the .NET 2.0 runtime to be configured in IIS. When installed, Embedded for Sharp defaults to the overall .NET setting for the website, which may not be correct.

To change IIS to use a different .NET runtime:

- 1) Open the Windows Internet Information Services interface.
- 2) Expand the website where you installed Embedded for Sharp.
- 3) Go to the Properties page for the pa6sharp virtual directory.



- 4) Click the ASP.NET tab.
- 5) Select 2.0.50727 in the ASP.NET version drop-down.
- 6) Click the Apply button.

NOTE: In IIS 6.0 (Windows 2003) and IIS 7.0 (Windows 2008 and Vista) you may have to create a separate Application Pool for Embedded for Sharp if you have .NET 1.0 or 1.1 apps running in the DefaultAppPool.

This error could also indicate that the web server that Embedded for Sharp is installed turned off or otherwise not available through the network.

Error: The device has not been configured

If you get this error the MFP has not been configured in the Administrator. Please run the Administration tool, go to the "Embedded Systems" plug-in and setup the MFP.

Error: Unable to connect to Database Communicator

This error occurs if the MFP cannot connect to the Database Communicator. Please check the following:

- 1) The Database Communicator is running.
- 2) The correct host name and port are set for the Database Communicator. To change the host and port, you can edit the PrintAuditEmbedded.config file installed with the Sharp Embedded for PA6 package.

Error: Print Audit License is not Valid

If for some reason the Sharp MFP cannot validate the Print Audit license, or if you do not have enough seats for the MFP, this error displays. Please contact Print Audit or your dealer to purchase or update your Print Audit license.