



## TIPS FOR SUCCESS – Best Practices

### Pre-Installation – Suggestions

- Develop and promote an internal marketing plan introducing staff members and end-users of the upcoming print management solution. *(Ex. Do you wish to charge, if so how much? How? Do you want to offer a free print allowance? How do you want to manage guest users? etc.)*
- Create a nickname for your payment system so users can easily identify with the new print management system. Use the name when creating your Purses so it is displayed at a Print Release Station and/or Client Popup. *(A purse is payment method(s) used by your site)*

### Server – Database

- Allocate a Server you wish to install the GoPrint Software.
- Determine which database server you will use. Will this be an existing one or will the GoPrint System be the database server?

### Network

- Ensure the required ports 7767-7773 are accessible through a firewall or switch. *(NOTE: Other ports may be used based on your installation needs – database, payment systems, OneCard Solutions etc.)*
- Inform Lab monitors and IT staff that all client machines must be remapped to the newly configured print queues on the GoPrint Server. Printing directly to the printers will no longer be available.
- Install all print queues on the designated GoPrint server prior to installing the GoPrint software. Select printer share names less than 12 characters in length and easily identifiable by the end-user.
- Create an A record for your GoPrint server and ensure that DNS is running properly on the network – this includes reverse lookup.

### User Interface – Pop-up/Print Release Station

#### Print Release Stations

- When designing a naming convention for the GoPrint Print Release Station, select a name which relates to the building location.
- Prior to the installation, decide on a specific location for all Print Release Stations, printers, and vending hardware. *Note: if you wish to mount vending hardware, this would be managed by your site – GoPrint will not mount, drill or anchor any equipment.*



- It is recommended to place the Print Release Station(s) adjacent to their corresponding printers. Ensure the required networking ports, networking cables, electrical outlets and surge protectors are available.

### Web Client Pop-up

- Determine how you wish to push out the Web Client Pop-up file – if you wish to use the resident pop-up. (*ex. Group Policy, Windows Startup*)
- If you wish to use the non-resident pop-up – common for personal computer users – determine how you wish to publish the URL to your users.
- Determine if you have a trusted signed SSL certificate for the GoPrint server, to avoid security message warnings.

### **Post-Installation Suggestions**

- If using payment systems, routinely clean vending hardware using cleaning cards and other specialized materials as recommended in the vending device manual. Contact your sales director for information on purchasing these materials.
- Develop a process for crediting end-users after paying for a print job that does not print due to physical printing errors. (*Ex: Create staff print card/account and have users reprint their job, and use the staff card/account to pay for the job. Instruct staff with correct permissions to log into the GoPrint Control Center – Admin Interface – and find the re-queued job and reprint for the end user at no cost.*)
- It is recommended to leave all Print Release Stations and vending hardware devices powered on and running.  
**Warning:** Do not shut-down devices simply by during off the surge protector. Improperly powering down a monitor, CPU, or vending device could cause permanent electrical damage.
- Write down all logins and passwords.
- Decide a process of collecting money from vending devices to include responsible parties and proper accounting methods.
- If a card reader becomes damaged, until a replacement reader becomes available, it is possible to logon at the local Print Release Station where the card reader is attached, and temporary change the payment mode to free. This will allow users to continue to release print jobs until the replacement reader is in place. Refer to your GoPrint Users guide for the required steps.
- Create Host A and PTR records in DNS for the GoPrint server and Print Release Stations.



- Create an entry at the physical printers console to accept print jobs ONLY from the IP address of the GoPrint server. This will prevent end-users from adding a printer and printing directly to the printer