

Plus Technologies is a developer and marketer of Advanced Print Spooling Software Solutions since 1995. They have thousands of customers in over 35 countries around the world.

Replacing HP OpenSpool with OM Plus

PLUS TECHNOLOGIES WHITE PAPER SERIES

This series of white papers will discuss the advantages of modern document delivery/administration methods over the old traditional print job methods.

Utilizing modern document delivery methods, print jobs or applicable parts of the jobs can be delivered to the correct locations, people, web sites, faxes, emails or printers. Modern document delivery methods provide user-friendly interfaces that assist getting jobs where they need to be, when they need to be there.

This technology saves time, network resources, consumables and training. If there is problem along the way, it can be tracked down to a place, time, printer and page so it can be resolved quickly. This technology provides confirmation of job delivery and more importantly job completion.

Where appropriate jobs can also be encrypted which ensures security of the information.

The customer associated with this white paper is a leading specialized publisher and services provider located in the state of Wisconsin in the United States. They offer a wide spectrum of ready-made and custom safety and regulatory compliance products to customers throughout North America in industries such as transportation, manufacturing, utility, construction, food processing, and food service. They help their customers comply with DOT, OSHA, EPA, FDA, and USDA requirements. The company's diverse product line includes technical publications; computer software; video-based, online, and CD-ROM training programs; specialized forms; and supplies. Additionally, they provide safety consulting, on-site training and a variety of transportation services, including licensing, permitting, fuel tax reporting and driver log auditing.

Business Problem – The customer had implemented a print management system based on OpenSpool from HP. HP has discontinued OpenSpool and has announced plans to discontinue support very soon. This situation created the problem of needing to replace a discontinued product. Additionally, the customer had a desire to move more functions related to print administration from the IT department to the end users to reduce the workload on the IT staff. Doing so would streamline operations and administration within the organization with respect to their print operations, improving efficiency and increasing productivity. HP presented Dazel as an alternative to OpenSpool for the customer to consider. Dazel was not a fit at this customer due to its high price and the extensive effort to implement it within their environment. Their testing also indicated that Dazel would be difficult for their end users to use due to its complexity and therefore defeat main objective, moving print administration from the IT department out to the end users in their company.

Key Technical Challenge – The solution that the customer would choose needed to provide the same functionality as their OpenSpool implementation and more. The new solution needed to support the proprietary “-o”* commands that HP had built into OpenSpool. The new solution also needed to be easy to install to reduce the risk during the conversion and finally, it needed to be intuitive and easy for the end users to utilize with little or no training.

*Non-standard, customizable command line options used to perform a definable task at print time.

PLUS TECHNOLOGIES WHITE
PAPER SERIES

This series of white papers addresses common customer problems associated with print spooling, printer management and advanced document delivery.

If you have a topic that you would like Plus Technologies to consider for a white paper, please e-mail us at

contactus@plustechnologies.com

PREVIOUS WHITE PAPERS

View previous white papers on our web site at

www.plustechnologies.com in the Solutions Section

Previous Topics

Streamlining Multi-Host Printing

Job Splitting and Load Balancing

Unplanned Downtime

OM Plus is Plus Technologies' highly reliable, easy to use, Advanced Print Spooling, Printer Management and Document Delivery software solution.

OM Plus provides advanced print spooling, and delivery and control of documents across complex network environments to multiple destination types including printers, fax, email, and web/intranet sites.

Technical Environment

- Four HP-UX 11i servers
- SAP and several in house developed applications
- Interoperating with Jetform-electronic forms from Adobe
- 100 print queues, multiple printer manufacturers and models around the campus
- 120 + end users
- See diagram

Technical Solution

After the customer evaluated several leading advanced spooling solutions, they selected Plus Technologies and OM Plus. At the conclusion of their evaluation, the customer provided the following information about how they found OM Plus to be the best solution for replacing OpenSpool vs. the other solutions evaluated:

- It was easier to install and use
- It had better forms management
- It had better text and PCL viewing capability
- It had superior tech support
- It was easier to set up a printer in OM Plus
- It had better security and user privilege management
- It had OpenSpool “-o” command line compatibility
- It offered a robust print job Archive solution
- Plus Technologies provided the best value and was the most responsive vendor

Implementation

Installing, configuring, testing and training were completed in a matter of just two days. A Plus Technologies engineer was on-site to assist the customer with installation of the OM Plus software and to provide configuration assistance. Since OM Plus supports all of the unique HP OpenSpool “-o” command line parameters the customer could implement OM Plus seamlessly across their enterprise without having to make any changes to the printing environment.

Results

- Customer now has a Print Management solution, OM Plus, that has ongoing development and 24/7 tech support vs. discontinued OpenSpool
- The end users can now manage their print environments via an easy to use GUI, reducing the workload on the IT staff
- No disruption or reconfiguration of the current print environment because OM Plus is OpenSpool “-o” command line compatible

- OM Plus receives jobs from the HP-UX based applications after they have been run through the Windows based Jetforms software (without requiring changes to the application), then delivers the jobs to the printers. These jobs can automatically be re-directed to another printer, without having to make changes to the electronic form.
- OM Plus opens a bi-directional communications session with the printer and “listens” for the job complete status (indicating the job successfully printed and was sent to the tray). If print is successful, OM Plus marks it as such on the GUI so the end user can get a positive confirmation that their job has actually landed in the output tray on a printer anywhere in the enterprise.
- They now have a script to streamline and simplify printer installation and configuration - customized for their environment by Plus Technologies
- They can now email reports instead of printing them, saving on paper
- They now have a more feature rich user print management system vs. old OpenSpool “green screens”
- More robust security in OM Plus permits users to only see jobs that they are authorized to see
- More robust Archiving of print jobs with OM Plus Archive option
- Flexibility of OM Plus permits printer naming convention changes across the enterprise not possible with OpenSpool

Customer Quote

“Wow, that was quick, makes me think we did choose the right company!”

-Senior System Administrator’s reaction to a Tech Support Request

Plus Technologies White Papers

The Plus Technologies white paper series includes real examples of how companies use Advanced Spooling Solutions to streamline operations, reduce cost and/or add functionality to existing business processes. For more information on these white papers, contact Plus Technologies.

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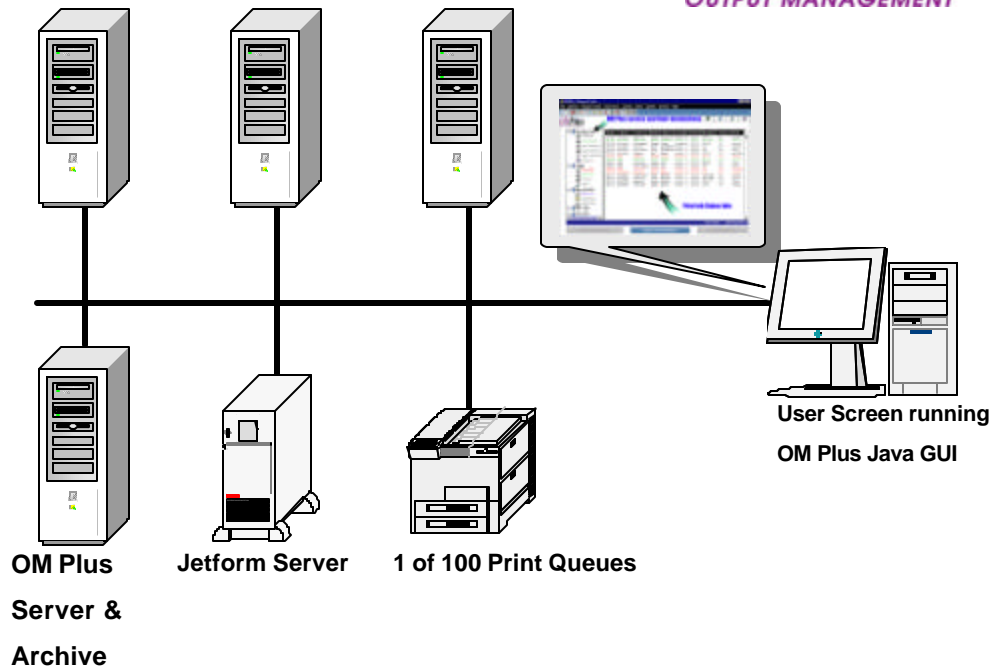
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HP-UX Servers running OM Plus Agent



Configuration Description

1. Each HP-UX Server is configured with the OM Plus Agent
2. The OM Plus Server receives all print jobs from the HP-UX Servers and manages print spooling, document delivery and printer management
3. Print Jobs sent to any one of 100 print queues around the company facility
4. Print Jobs are Archived on the OM Plus Server via the installation of the OM Plus Archive option