



# Pcounter for Windows

## Pcounter Setup Guide

### Prepare Install Configure

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# 0.0 - Introduction / Disclaimer

**This document is intended as a companion to the step by step video found [HERE](#).**

The goal of this document is to provide step by step instructions for preparing, installing, and configuring Pcounter for Windows on a Windows print server, as well as enabling basic logging of print usage.

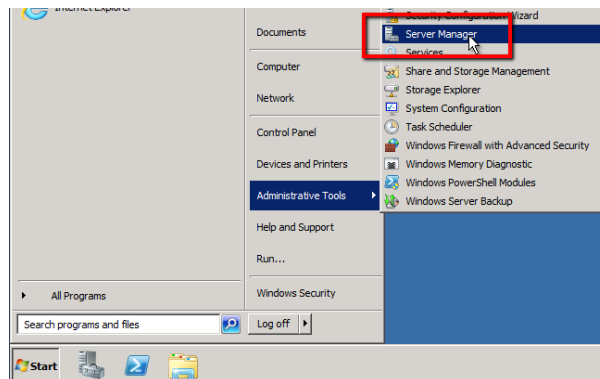
This guide documents processes that AND Technologies does not provide support for. This includes, but is not limited to, creation of printer objects, installation of printer drivers, and manipulation of the Windows Operating System. If you experience issues with these processes please escalate to the responsible parties. AND Technologies only provides support for the Pcounter product family.

AND Technologies recommends Windows Server 2008 R2 and newer for Print Servers. Older versions of Windows are not documented and may not be supported.

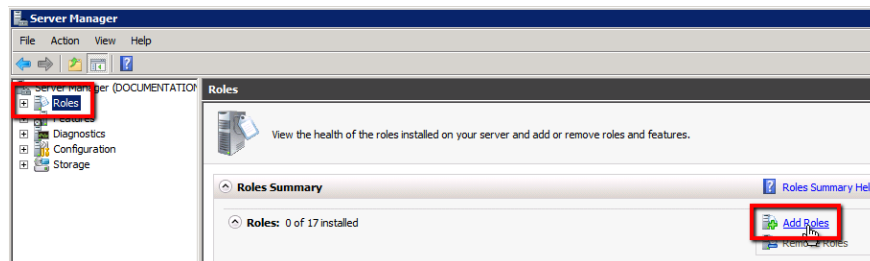
## 1.0 - Prepare For Pcounter

### 1.1 - Install Print Server Role - [00:00](#)

- 1) Open the Server Manager snap in:



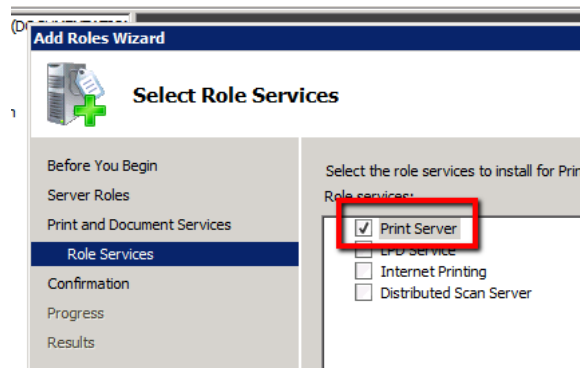
- 2) Go into Roles and click Add Roles:



3) Check the box for Print and Document Services:

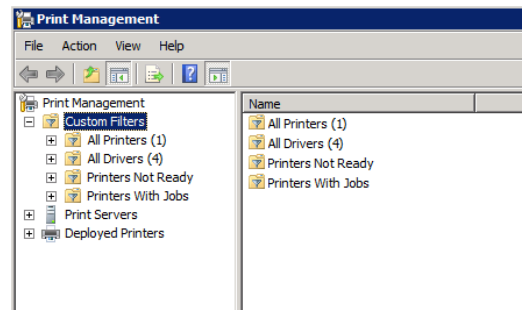


4) Ensure only Print Server is checked:



5) Finally, click install. This will take a few minutes to process, but should not require a reboot to proceed. Once the wizard is complete, close it.

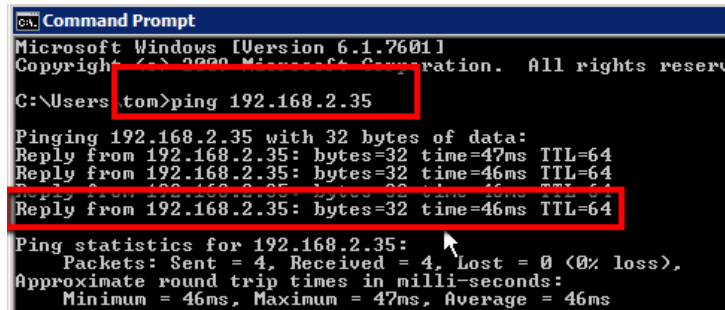
6) Launch Print Management at Start>Administrative Tools>Print Management. This is the primary Windows interface for manipulating print queues, drivers, ports, etc.



## 1.2 - Confirm Printer Connectivity - [01:19](#)

ICMP must be allowed on the network for the ping command to function.

- 1) Open a command prompt and ping at least one printer by its IP address to ensure it is reachable from the server:



```
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Users\tom>ping 192.168.2.35

Pinging 192.168.2.35 with 32 bytes of data:
Reply from 192.168.2.35: bytes=32 time=47ms TTL=64
Reply from 192.168.2.35: bytes=32 time=46ms TTL=64
Reply from 192.168.2.35: bytes=32 time=46ms TTL=64
Reply from 192.168.2.35: bytes=32 time=46ms TTL=64

Ping statistics for 192.168.2.35:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 46ms, Maximum = 47ms, Average = 46ms
```

- 2) The example screenshot above highlights the command itself, and the 4<sup>th</sup> successful reply from the device.

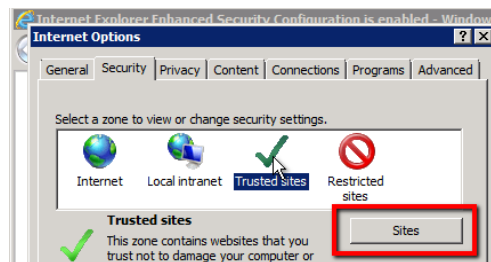
## 1.3 - Download and Install Drivers - [02:01](#)

In our documentation we demonstrate driver installation using three manually downloaded Xerox drivers.

Performing the steps below can very quickly familiarize one with the process of driver installation, even if the Xerox Drivers are not needed.

- 1) Downloading drivers from the server OS itself can be difficult at times when using IE in its default, Enhanced Security mode. If downloading Xerox drivers as demonstrated in our documentation, first add the following to IE's trusted sites list:

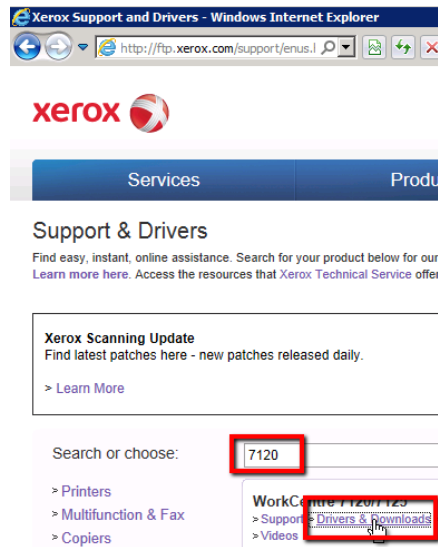
<http://www.xerox.com>, <https://www.xerox.com>, <http://www.office.xerox.com>,  
<http://www.support.xerox.com>, <http://support.xerox.com>,  
<http://www.download.support.xerox.com>, <http://ftp.xerox.com>



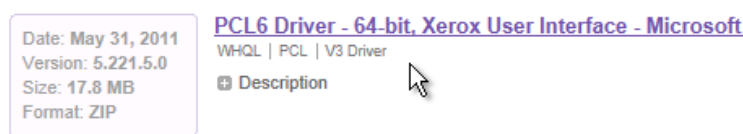
- 2) If downloading Xerox drivers as demonstrated in our documentation, browse to <http://ftp.xerox.com/support>,  
Otherwise, download any needed driver packages from their corresponding websites.

### 1.3.1 - WorkCentre 71xx Driver Installation

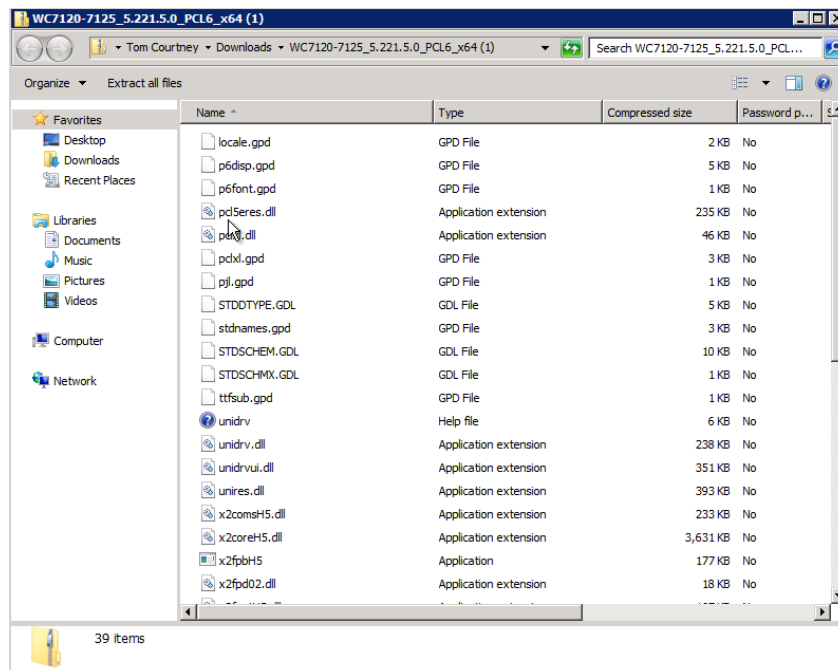
1) Search for 7120, then click Drivers & Downloads:



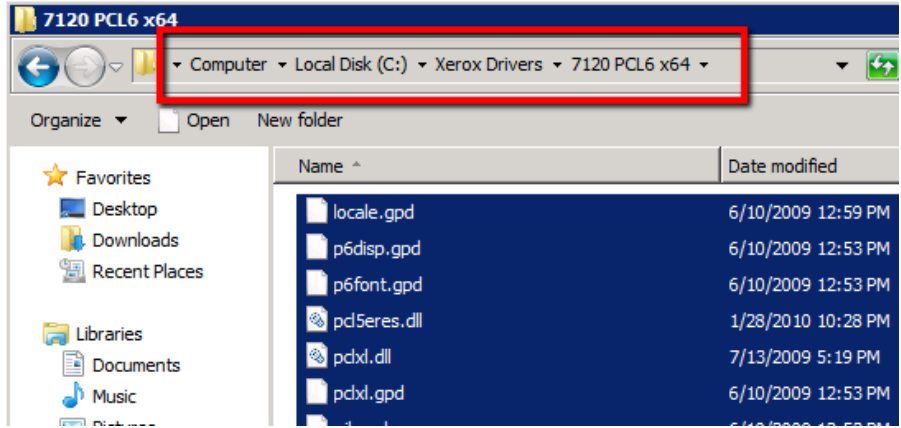
2) Download the PCL6 x64 Windows 7 driver:



3) Open the 7120 driver package, it will display as a folder:

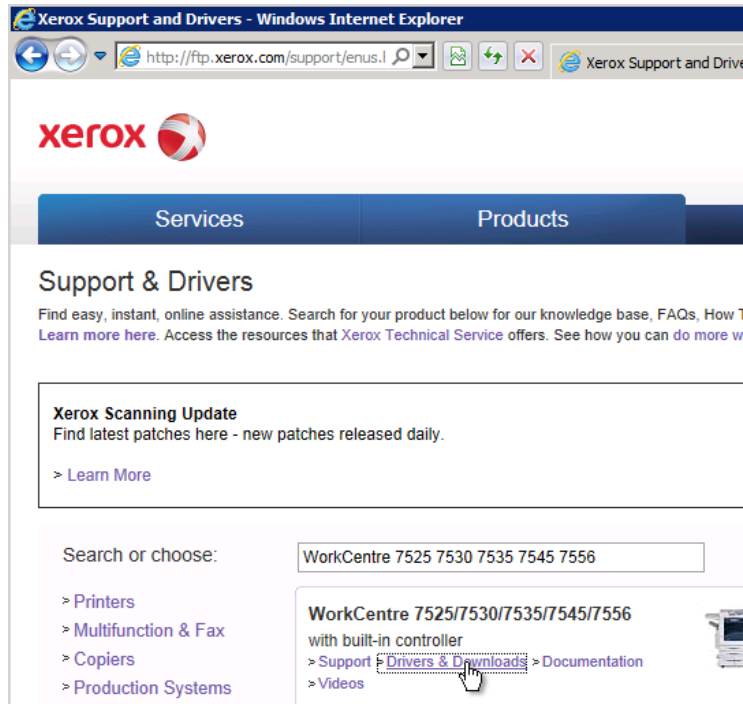


- 4) Create new folders at c:\Xerox Drivers\7120 PCL6 x64. Copy the contents of the driver folder into the 7120 PCL6 x64 folder. The driver is now ready for use.



### 1.3.2 - WorkCentre 75xx Driver Installation

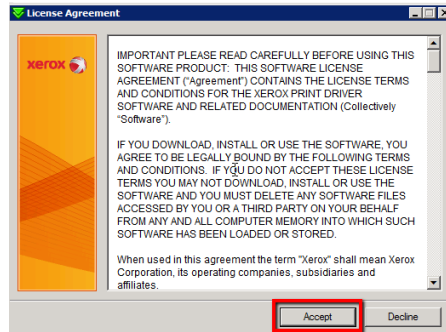
- 1) Return to <http://ftp.xerox.com/support> and search for 7545, click Drivers and Downloads:



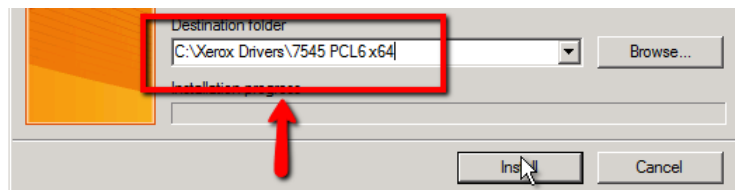
- 2) Download the PCL6 x64 driver:



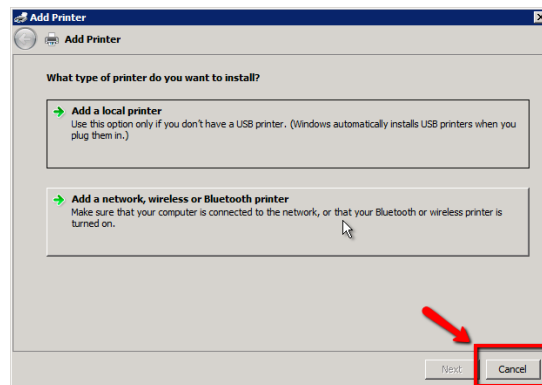
- 3) Launch the driver package once downloaded, this package opens a wizard. Choose Accept to start:



- 4) Before clicking Install, change the Destination Folder to c:\Xerox Drivers\7545 PCL6 x64, then click install, this will place the files we will need for printer creation in the Xerox Drivers\7545 PCL6 x64 directory:



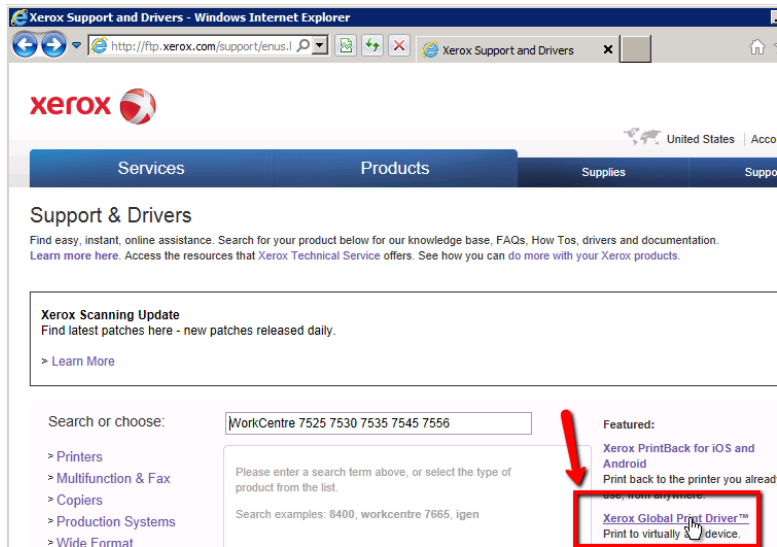
- 5) If the Add Printer wizard launches, close it for now:



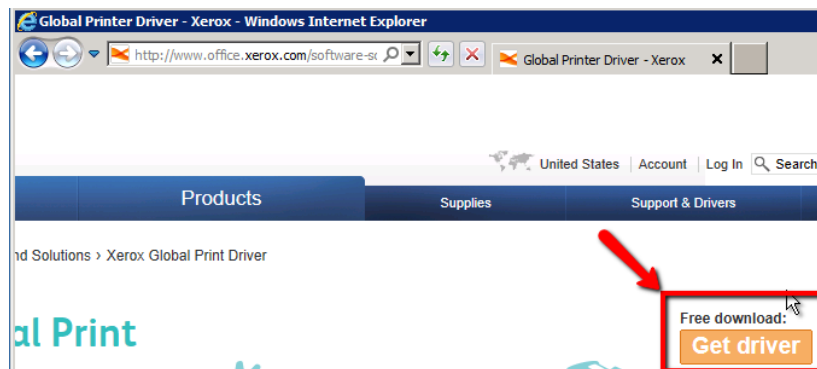


### 1.3.4 - Xerox Global Driver Installation

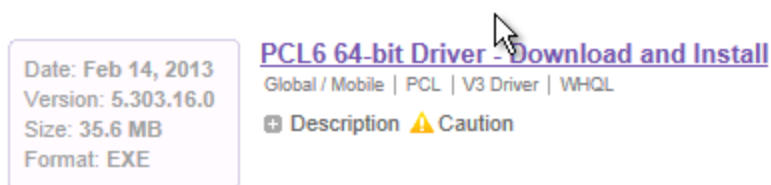
- 1) Return to <http://ftp.xerox.com/support> . Click on the Xerox Global Print Driver link at the right hand of the screen:



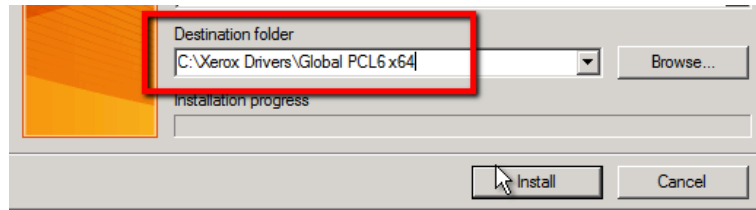
- 2) Click Get Driver at the right of the next page:



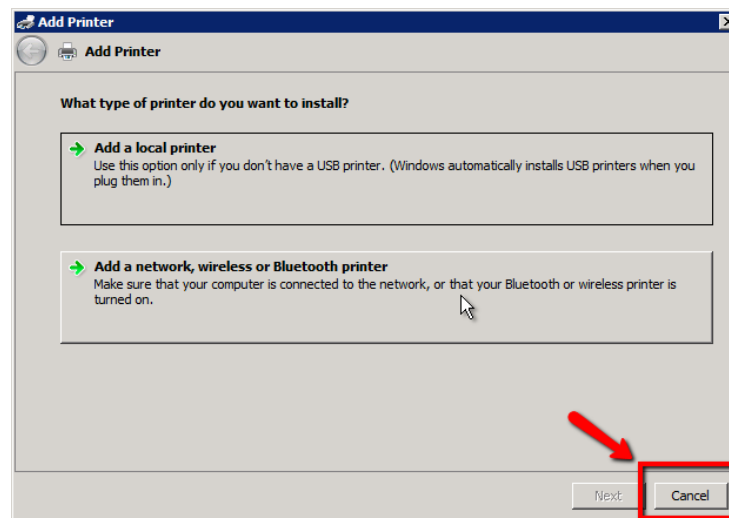
- 3) Download the Windows 7 PCL 6 x64 driver:



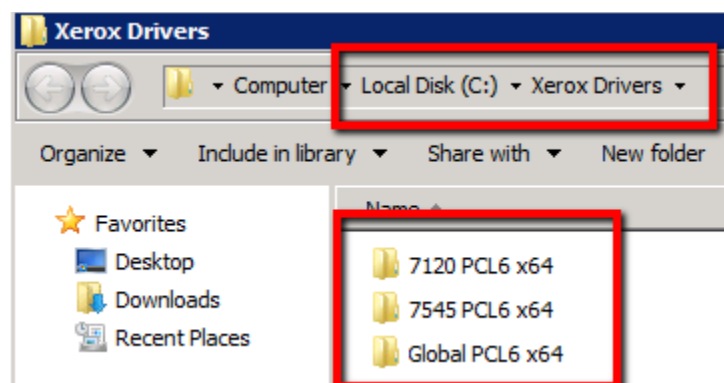
- 4) Launch the driver package once downloaded. Click Accept to move to the second screen. Again, change the Destination Folder to reflect a unique path, IE c:\Xerox Drivers\Global PCL6 x64, and click Install to continue:



- 5) Close the Add Printer wizard if it opens:



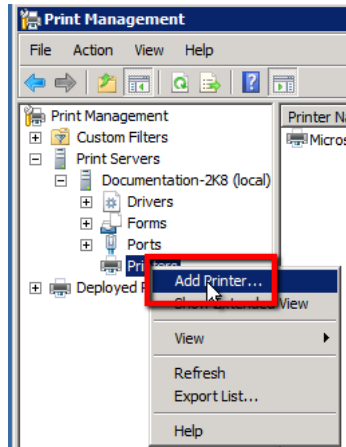
- 6) Once all three driver packages have been run as described above, the end result is a well-organized driver directory at c:\Xerox Drivers that contains three drivers:



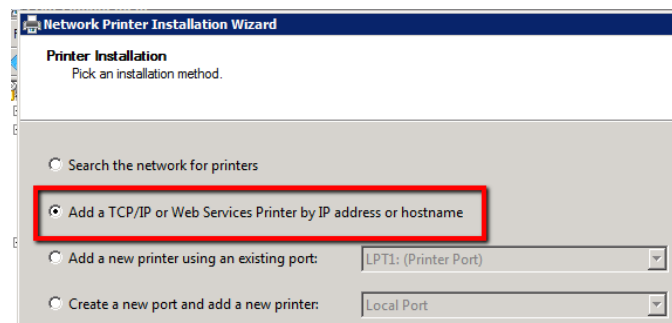
## 1.4 - Create Printer Objects - [06:38](#)

Printer creation is a relatively standard process. Repeat as needed until all needed printer objects have been created.

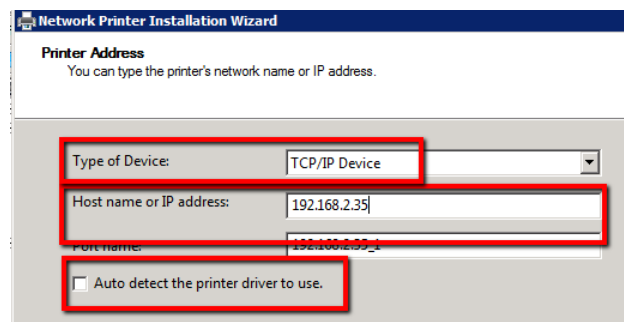
- 1) Open Print Management, expand the Print Servers object, right click Printers, and choose Add Printer:



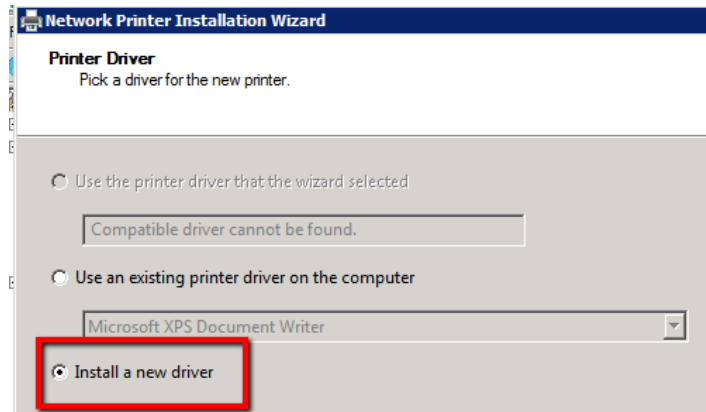
- 2) Choose Add a TCP/IP or Web Service Printer by IP address or hostname:



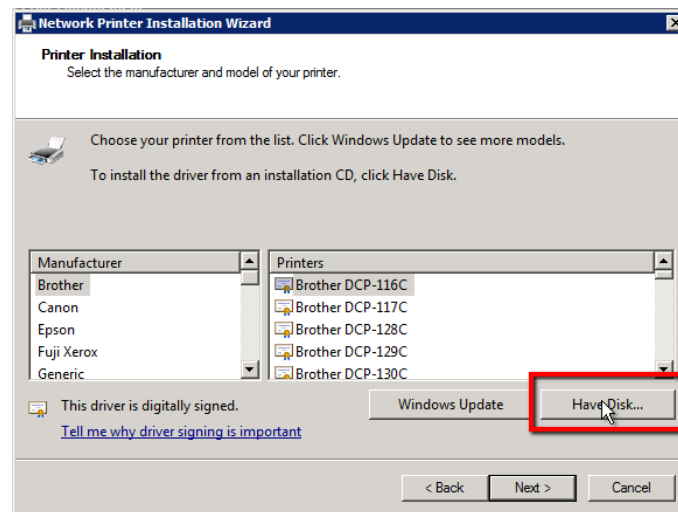
- 3) For Type of Device, choose TCP/IP Device. For Host name or IP Address, enter the IP or host name of the printer. For Port Name, leave default or rename as desired. Uncheck the box for Auto detect the printer driver to use. Choose Next:



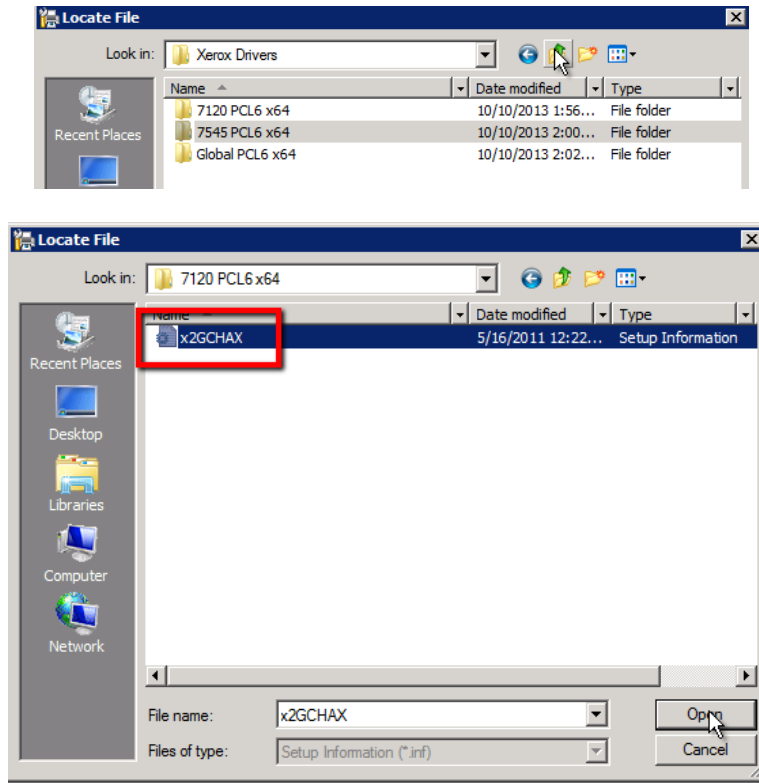
- 4) If the box for Auto detect the printer driver to use was unchecked, you will be presented with the Printer Driver window next. Choose Install a new driver at the bottom and click Next again:



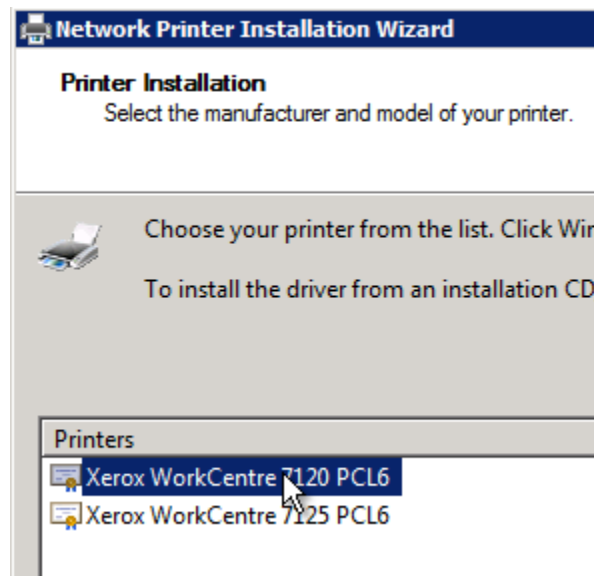
- 5) Choose Have Disk on the driver selection window:



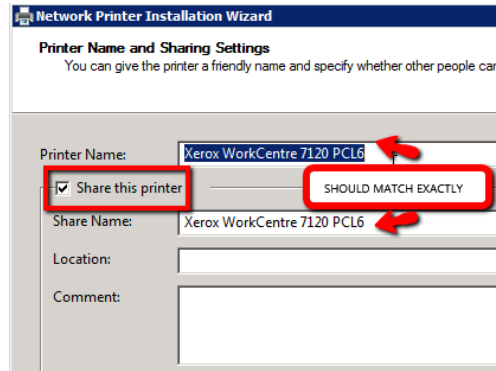
- 6) Based on the model of the printer you are installing, select the necessary driver file in the driver directory in the file browser window that opens and click Open and then OK:



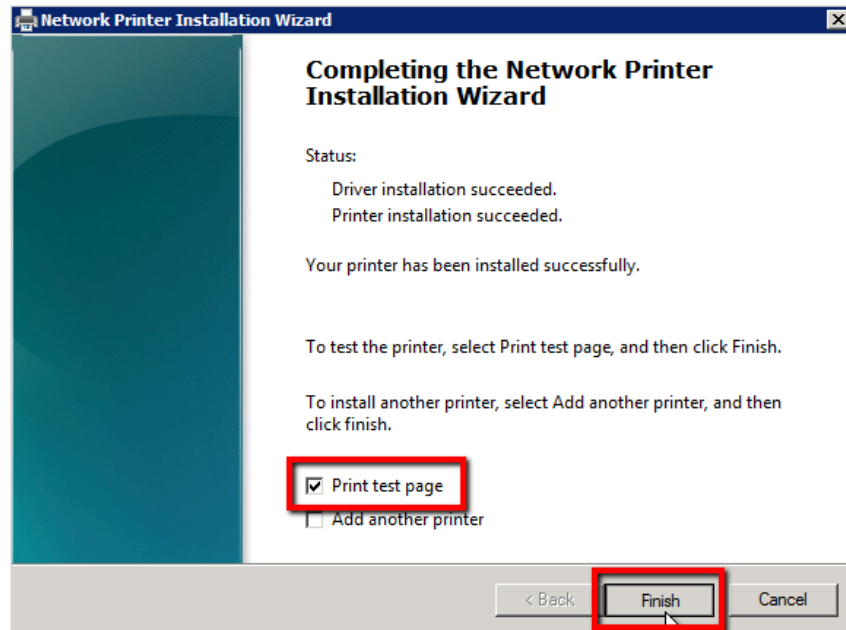
- 7) If prompted, select the exact model you are working with and click Next:



- 8) In the Printer Name screen, ensure the box is checked for Share this printer. Define an identifying name for the printer; this is what users will see for the printer's name. Ensure that the Printer Name and Share Name match exactly before clicking next:



- 9) In the final screen, check the box for Print test page before clicking Finish. Retrieve the test pages from the printer to ensure it is setup correctly and communication is good:

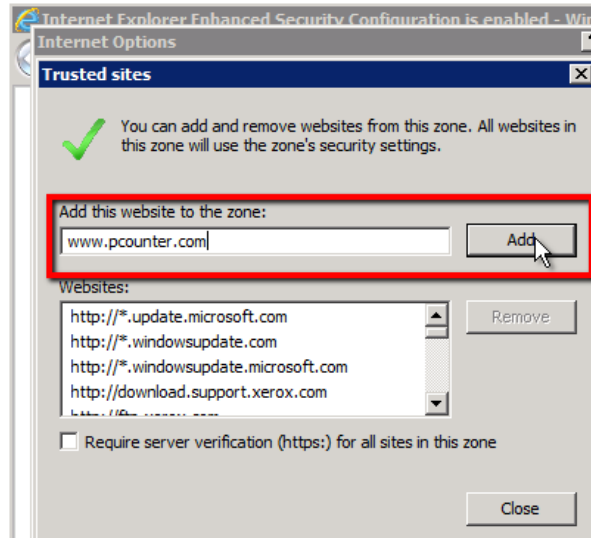


- 10) Repeat this section of the guide as needed until all needed printer objects have been created on the server. The companion video for the guide demonstrates printer creation twice before moving to the next section.

## 2.0 - Install Pcounter

### 2.1 - Download and Install Pcounter - [09:01](#)

- 1) Add [www.pcounter.com](http://www.pcounter.com) to IE's trusted sites list on the server.



- 2) In IE, navigate to [www.pcounter.com/downloads](http://www.pcounter.com/downloads), download the latest version of Pcounter for Windows:

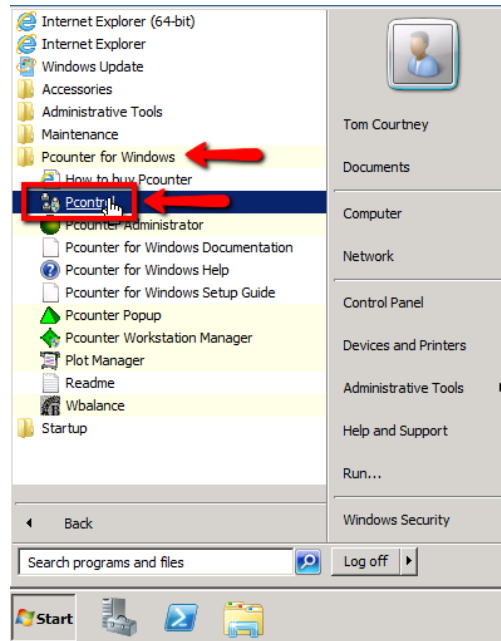


- 3) Run the setup package once the download is complete. Click next on the installer, taking all defaults, until the installation begins. Once complete, click Finish to close the wizard.

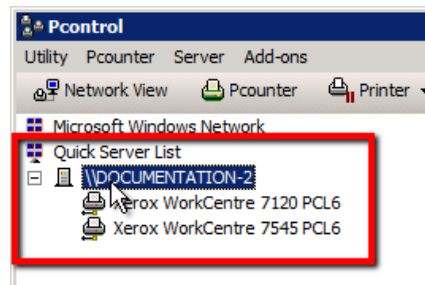
## 2.2 - Install Services/Port, Create Data Share - [10:12](#)

- 1) From the server's desktop, click Start, then browse to Programs, Pcounter for Windows. Click on the Pcontrol shortcut to launch the Pcontrol interface.

(In the companion video, we recommend Pcontrol is pinned to Taskbar for ease of access):

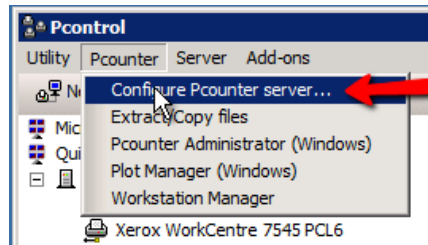


- 2) Once open, expand the Quick Server list. (See the companion video for additional info)  
The server you are on should be pre-populated in the Quick Server list.  
Double click the server name to expand it as well.  
Once expanded, all installed printers will be displayed below the server name:

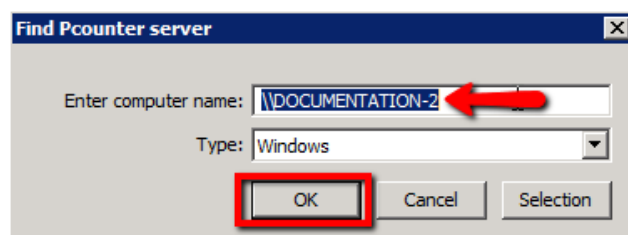




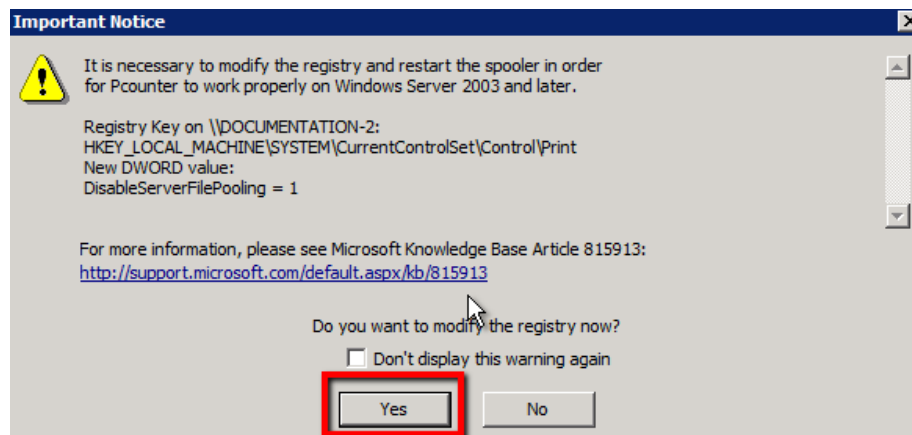
- 3) At the top of the Pcontrol window, click the Pcounter dropdown menu, and select Configure Pcounter Server:



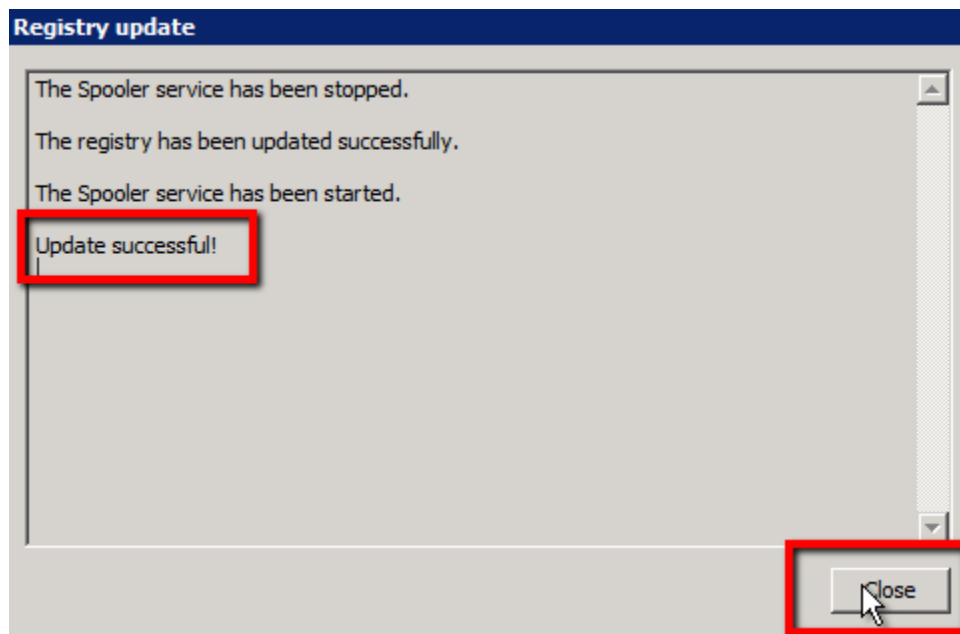
- 4) The small window that opens should have your server name prepopulated, click OK:



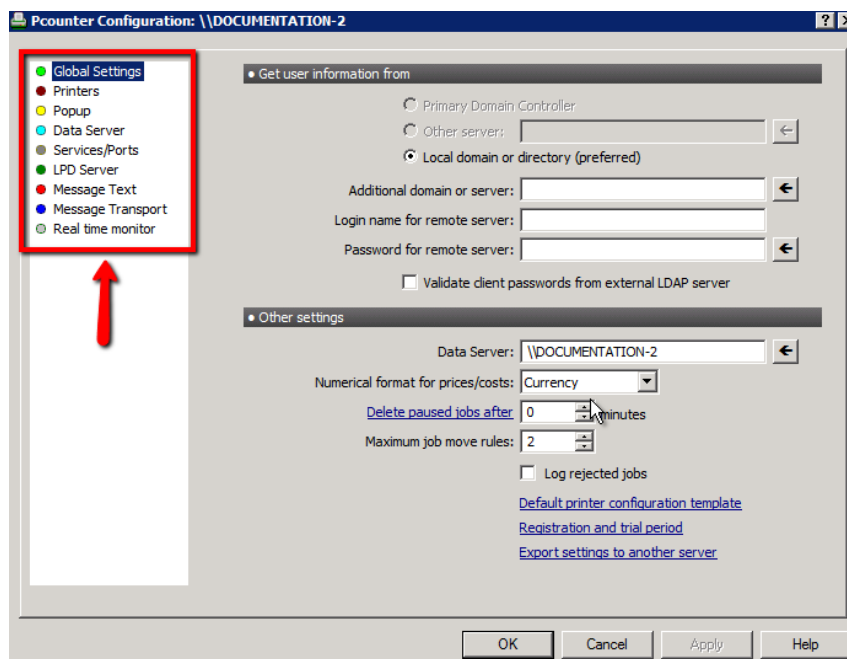
- 5) The very first time this is done, it is likely an Important Notice will display informing you that Server File Pooling must be disabled, click Yes then OK to have Pcounter disable Server File Pooling automatically:



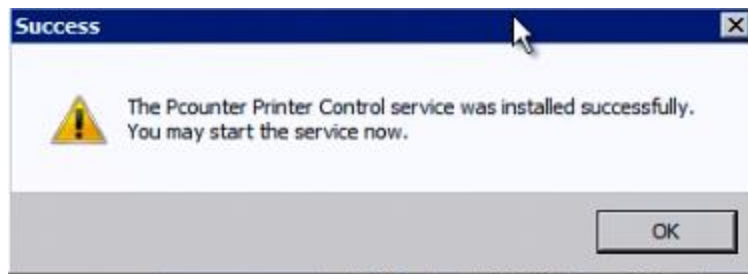
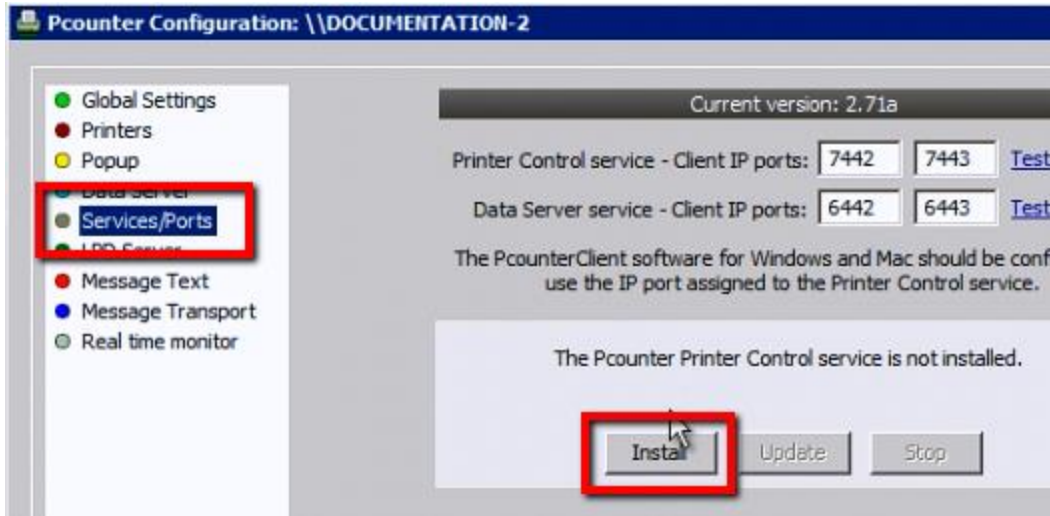
- 6) The next window should say Update successful in the center, click Close to accept (Pcontrol may close after clicking close in this window, if so, relaunch Pcontrol):



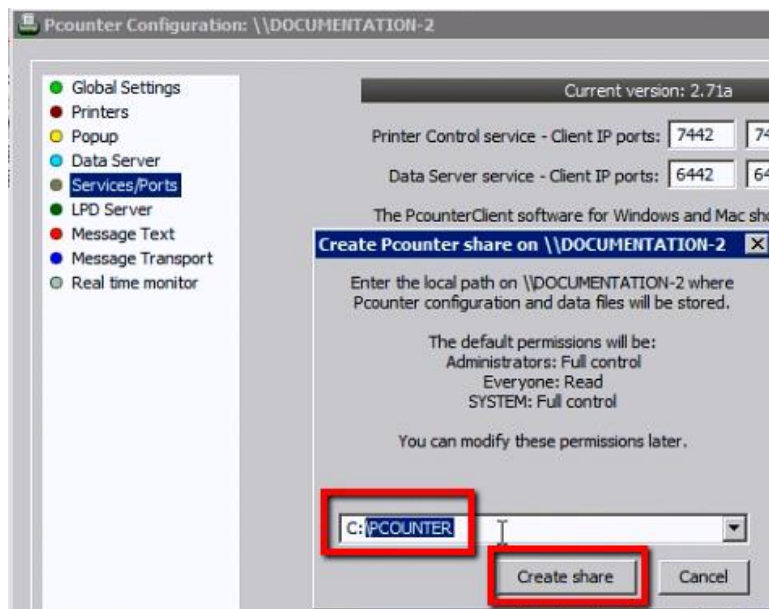
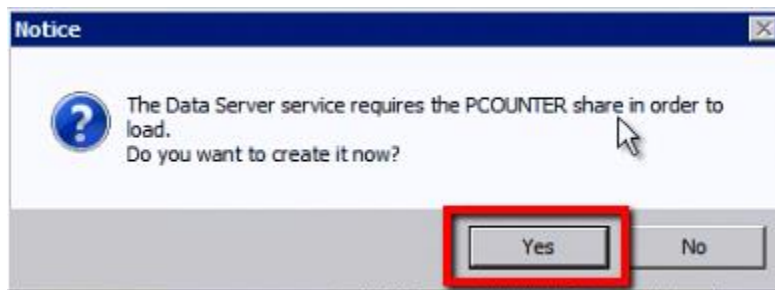
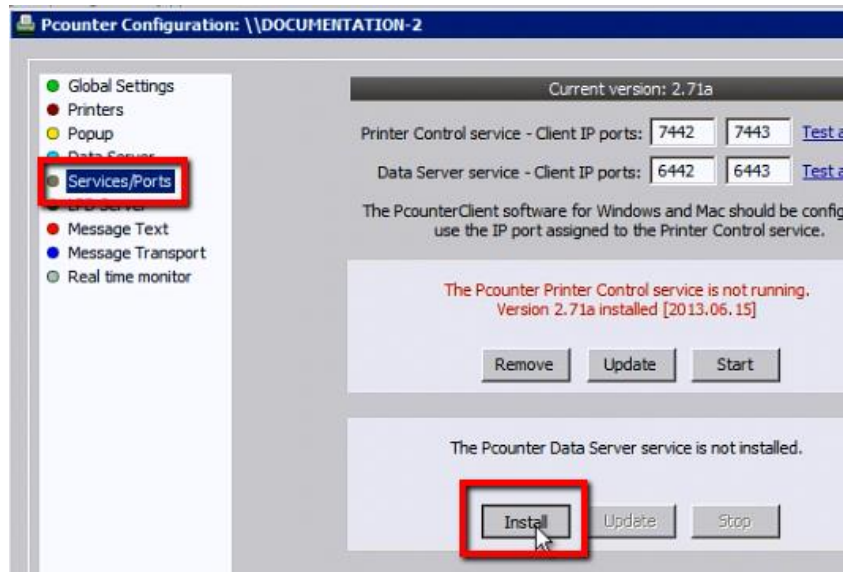
- 7) The main Pcounter Configuration window should be displayed: (If not, open Pcontrol again, and go back to Pcounter>Configure Pcounter Server to access the main Pcounter Configuration window.)



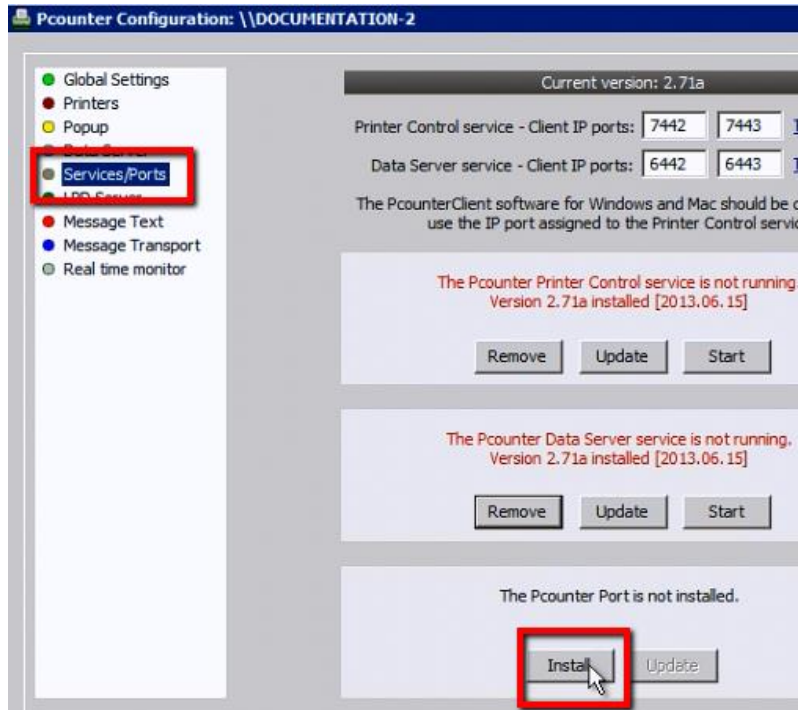
- 8) **Install Pcounter Printer Control service.** Navigate to the Services/Ports bullet and click Install for the Pcounter Printer Control service, this should result in a success window:



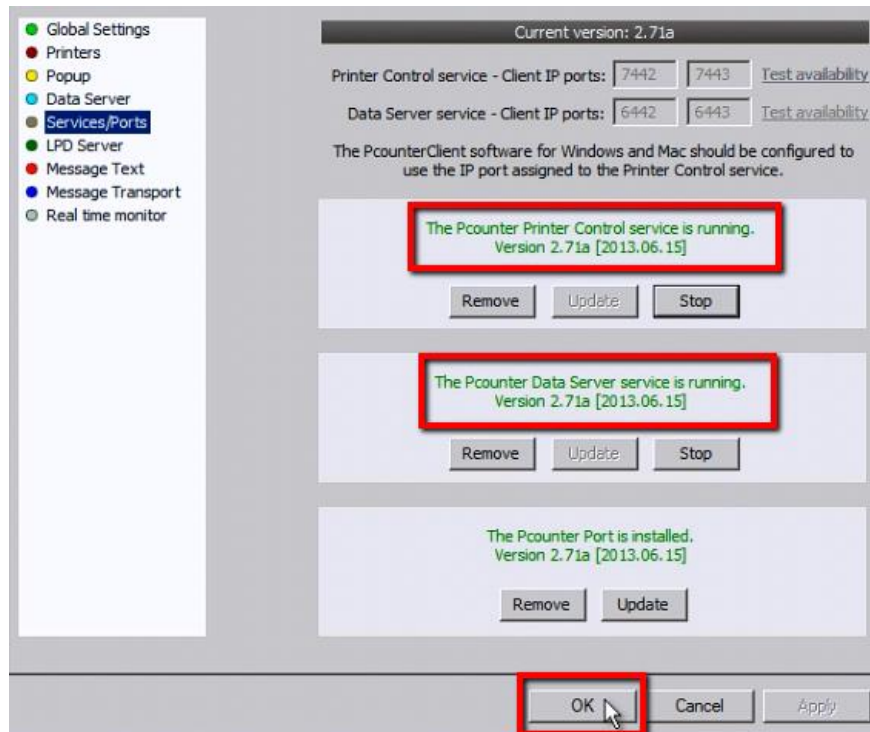
- 9) **Install Pcounter Data Server service.** Now click Install for the Pcounter Data Server service, and choose Yes when the Notice window pops up. This will open a dialogue to create the data server share, specify a custom path, or use the default path of C:\Pcounter:



10) Install Pcounter Port. Click Install for the Pcounter Port.



11) Start both the Pcounter Printer Control service and Pcounter Data Server service, and click OK to close the Window:

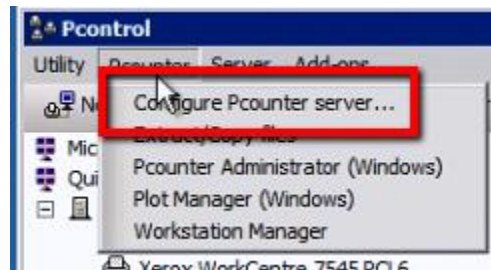


## 3.0 - Configure Pcounter

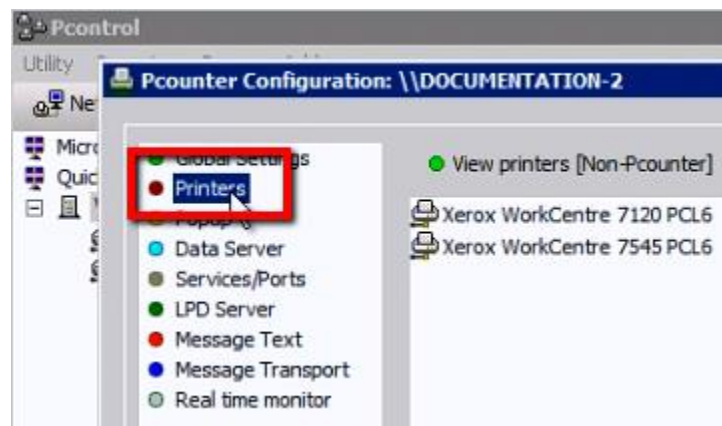
### 3.1 - Enable Passive Logging - [12:28](#)

At this point, Pcounter is installed and ready to start tracking printing. However, Pcounter does not track print usage until the printer is migrated into Pcounter and thus given a Pcounter port. Once a print queue is using a Pcounter port, its usage going forward will be tracked automatically.

- 1) Go back into the main server configuration area of Pcontrol by clicking on Pcounter up at the top of the main window and choosing Configure Pcounter Server, then in the second window, confirm your server name is correct and click OK.

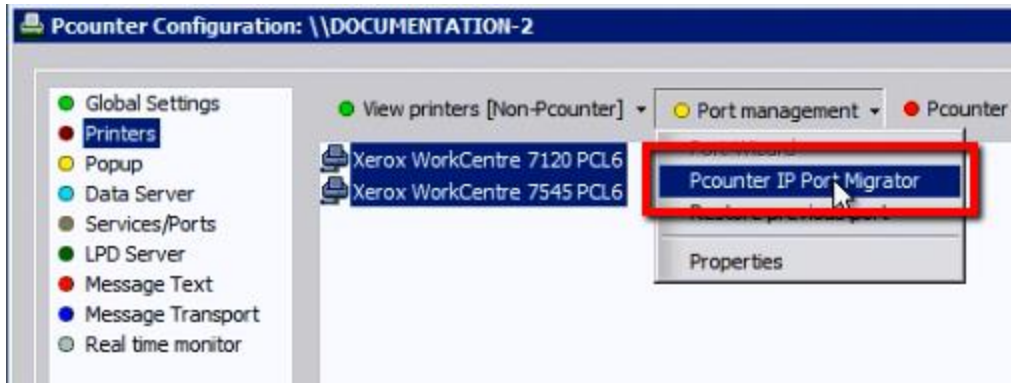


- 2) Navigate to the Printer bullet on the left side:

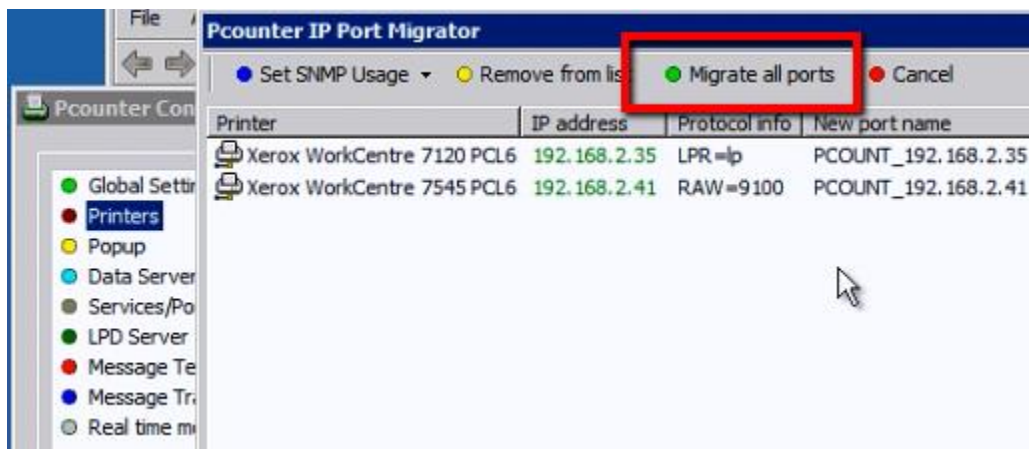




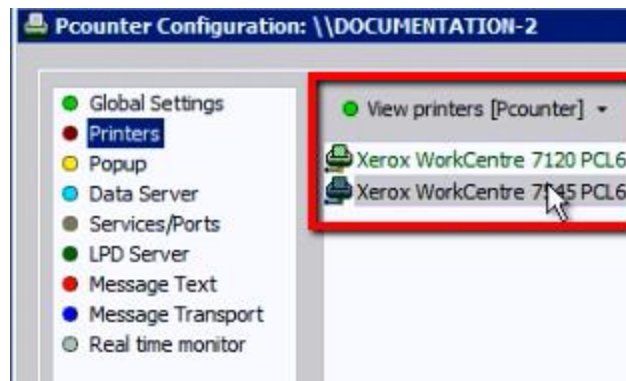
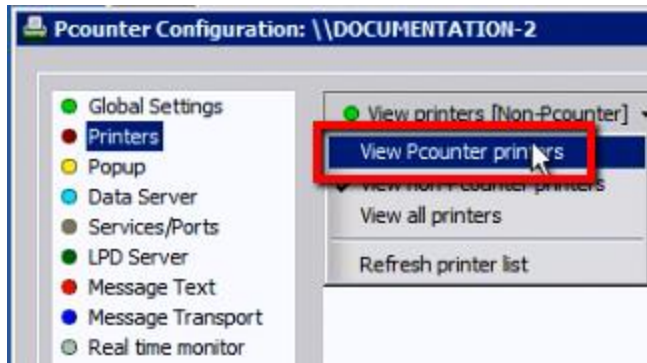
- Highlight all printers to be migrated into Pcounter, then click Port Management>Pcounter IP Port Migrator:



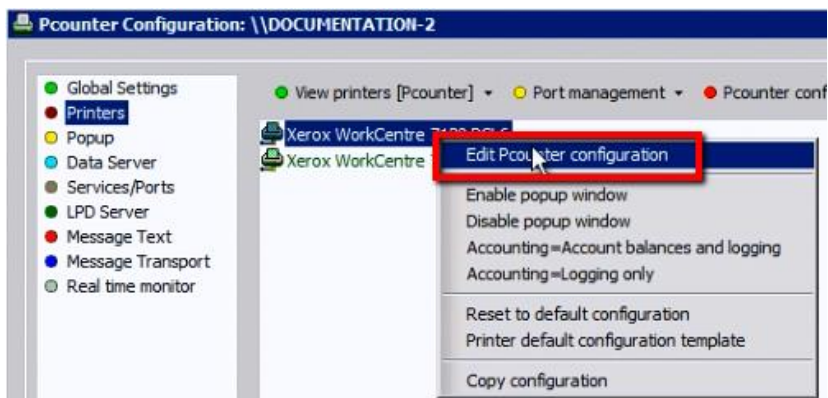
- The IP Port Migrator will open, confirm your printer info looks correct, then click Migrate all ports at the top. Afterwards, all should show in the results margin as Converted successfully. Close the migrator window after successfully migrating the ports:



- Now that the printers are Pcounter enabled, they will be in the Pcounter Printers list. Click View Printers and chose view Pcounter printers to see the Pcounter enabled print queues:

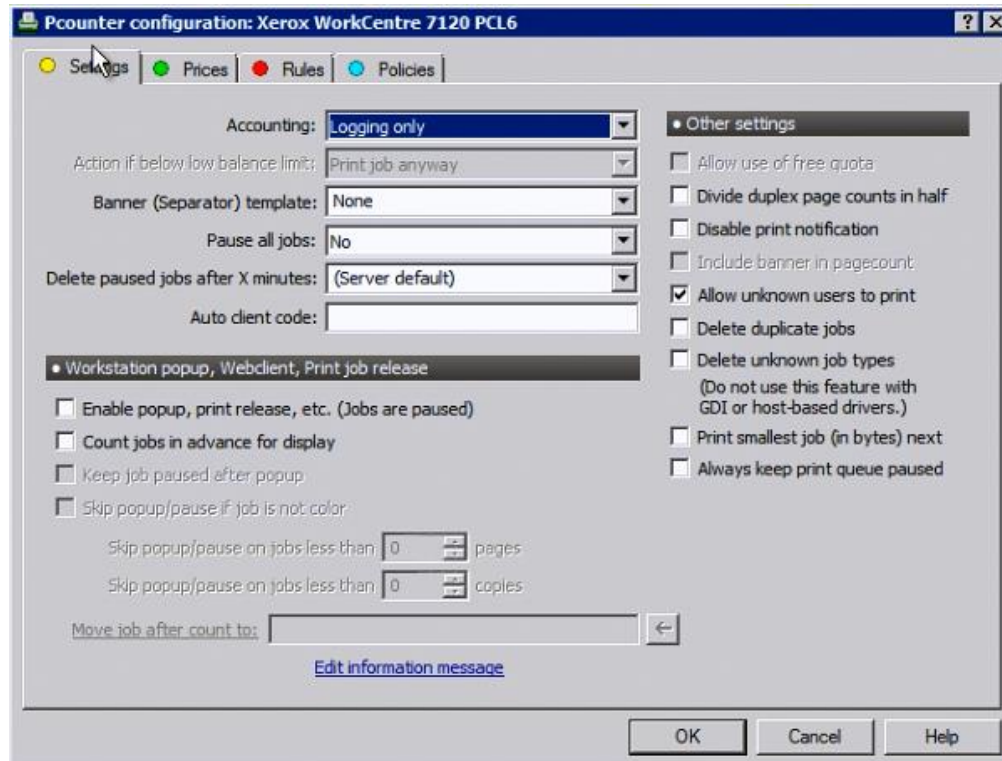


- 6) Each printer can now be configured differently or identically to suit the needs of the environment.
- Right click a printer in the Pcounter list and choose Edit Pcounter configuration to display that print queue's Pcounter settings:





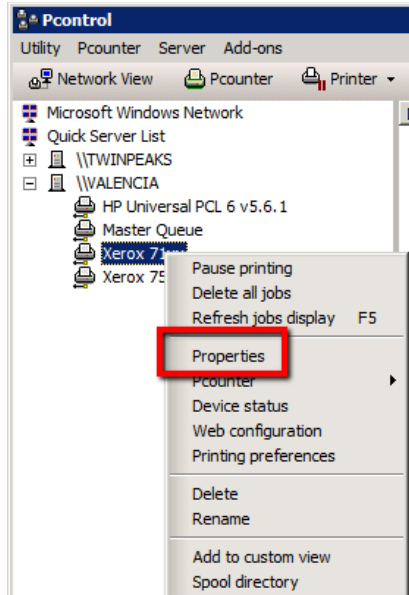
- 7) At the top of the Pcounter Printer configuration window is a series of tabs. Settings, Prices, Rules, and Policies. These areas allow for customization of the printer's Pcounter configuration. By default though, just giving the printer a Pcounter port will enable Passive logging, which will automatically capture who printed and how much, as well as when, what, and where. This will not limit or restrict the user in any way, and is completely transparent, as the user is unaware that anything has changed.



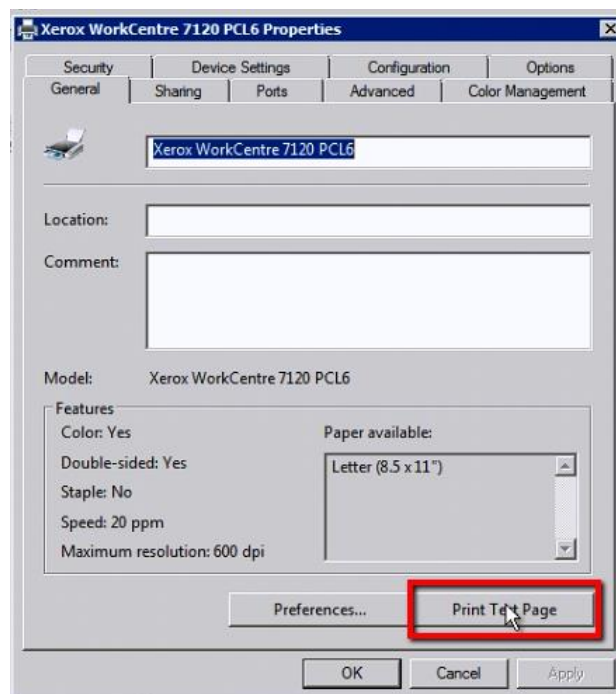
### 3.3 - Testing Logging - [15:15](#)

Once a printer is using a Pcounter port, any jobs sent to that queue will be automatically tracked and logged in the Pcounter.log. To confirm:

- 1) Return to the main Pcontrol window. Double-click any Pcounter enabled printer to open printer properties, or right click and choose Properties.



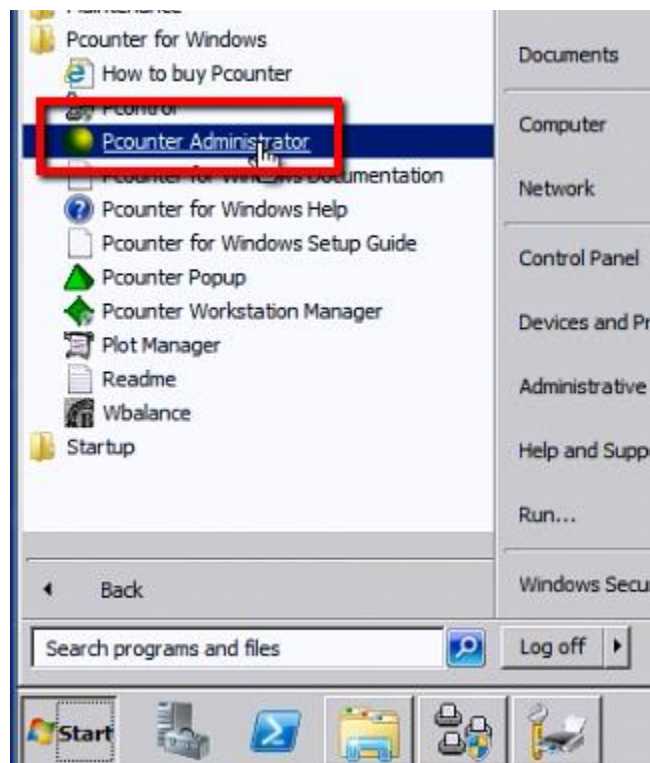
- 2) Once printer properties displays, click Print Test Page to send a test page to the printer. Since this printer is Pcounter enabled, a log entry was created and logged in the Pcounter.log file.



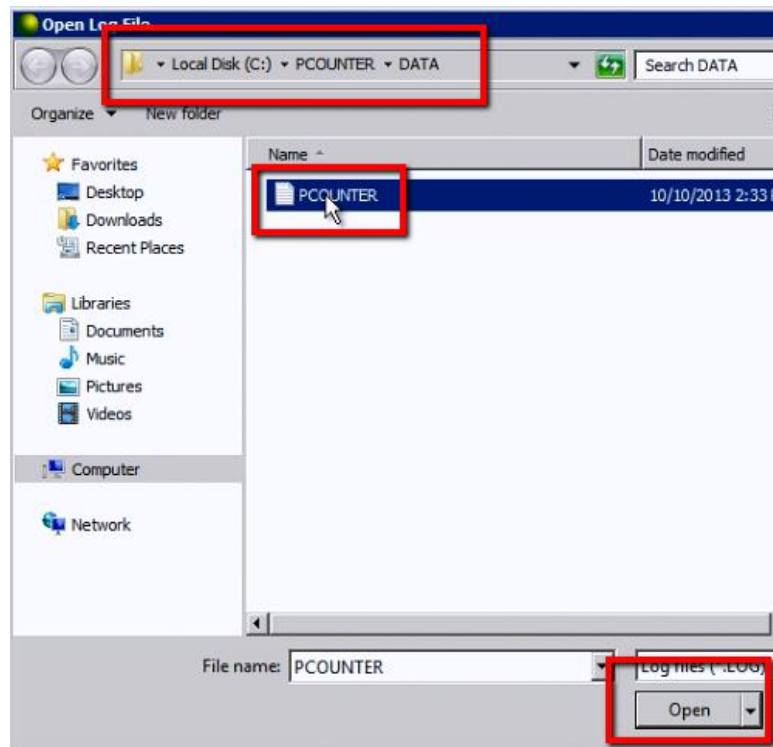
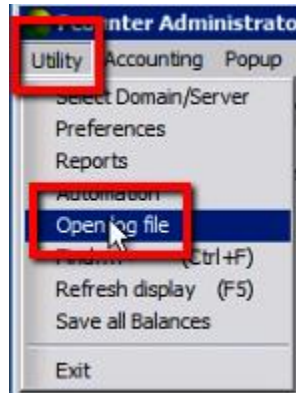
- 3) Browse to the Pcounter Data Share, by default c:\Pcounter. And go into the data sub directory. There resides the Pcounter.log file, confirm it exists:



- 4) Now, open Pcounter Administrator. Start>Programs>Pcounter for Windows>Pcounter Administrator:



5) Browse to Utility>Open Log File, select the Pcounter.log file, and click open:



6) This will display an unabridged view of the log, you should see your test page in the list of entries:

**PCOUNTER.LOG Print History: 10/10/2013 to 10/10/2013**

Save Print Print setup Preferences Email Search

User	Document	Printer	Date/Time	Computer
ANDTECHSF\tom	Test Page	\\DOCUMENTATION-2\Xerox WorkCentre 7120 PCL6	10/10/2013 14:33:57	\\DOCUMENTATION-2
1 Total Jobs				
Report Totals	-	-	-	-
Average Job	-	-	-	-

## 4.0 - Documentation and Video Links

This concludes the guide. If there are any questions, please email [support@pcounter.com](mailto:support@pcounter.com).

Links to recommended Pcounter Videos:

**All Pcounter Videos:**

<https://www.youtube.com/user/andtechsf>

**Pcounter for Windows - Primary Documentation :**

[www.pcounter.com/supportfiles/pcounterwin.pdf](http://www.pcounter.com/supportfiles/pcounterwin.pdf)

**Pcounter for Windows - Prepare, Install, Configure:**

<https://www.youtube.com/watch?v=hyOaYOnVp3k>

**Pcounter Client and Printer Distribution Guide :**

[www.pcounter.com/supportfiles/Pcounter\\_Distribution\\_Guide.pdf](http://www.pcounter.com/supportfiles/Pcounter_Distribution_Guide.pdf)

**Pcounter WebPrint Installation and Customization Guide:**

[www.pcounter.com/supportfiles/Pcounter\\_webprint\\_Guide.pdf](http://www.pcounter.com/supportfiles/Pcounter_webprint_Guide.pdf)

**Pcounter Administrator Training Video Part 1:**

<https://www.youtube.com/watch?v=FxwmXCE6ebU>

**Pcounter Administrator Training Video Part 2:**

<https://www.youtube.com/watch?v=5jLsOj4tKJw>

**Pcounter Popup Training Video:**

<https://www.youtube.com/watch?v=chSbuDZJlhQ>

**Pcounter Station - Installation and Troubleshooting Guide:**

[www.pcounter.com/supportfiles/pstation\\_guide.pdf](http://www.pcounter.com/supportfiles/pstation_guide.pdf)

**Pcounter for Windows - Balance.exe as a Web App:**

[https://www.youtube.com/watch?v=J\\_IVgsgopnl](https://www.youtube.com/watch?v=J_IVgsgopnl)