



Pcounter Station

Documentation & Setup Guide

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0.0.0 Introduction

Pcounter Station is Windows workstation software with the ability to transform the Windows workstation into a secure print release station with the goal of allowing users to manually release their own print jobs held in Pcounter enabled print queues on a Pcounter Print Server.

0.0.1 Goal

The goal of this document is to provide an overview of the basic concepts of Pcounter Station (PStation). As well as step-by-step instructions for installing, configuring, and troubleshooting the PStation software.

0.0.2 Installation Requirements

Please see our Pcounter System Requirements document at:

https://apps.pcounter.com/docs/pcounter_system_requirements.pdf

1.0.0 Pcounter Station Prerequisites

The following section prepares a Windows PC for the installation of Pcounter Station.

1.1.0 PStation PC User Account Requirements

The user account that will be used to login to the PStation PC and to run PStation.exe must be:

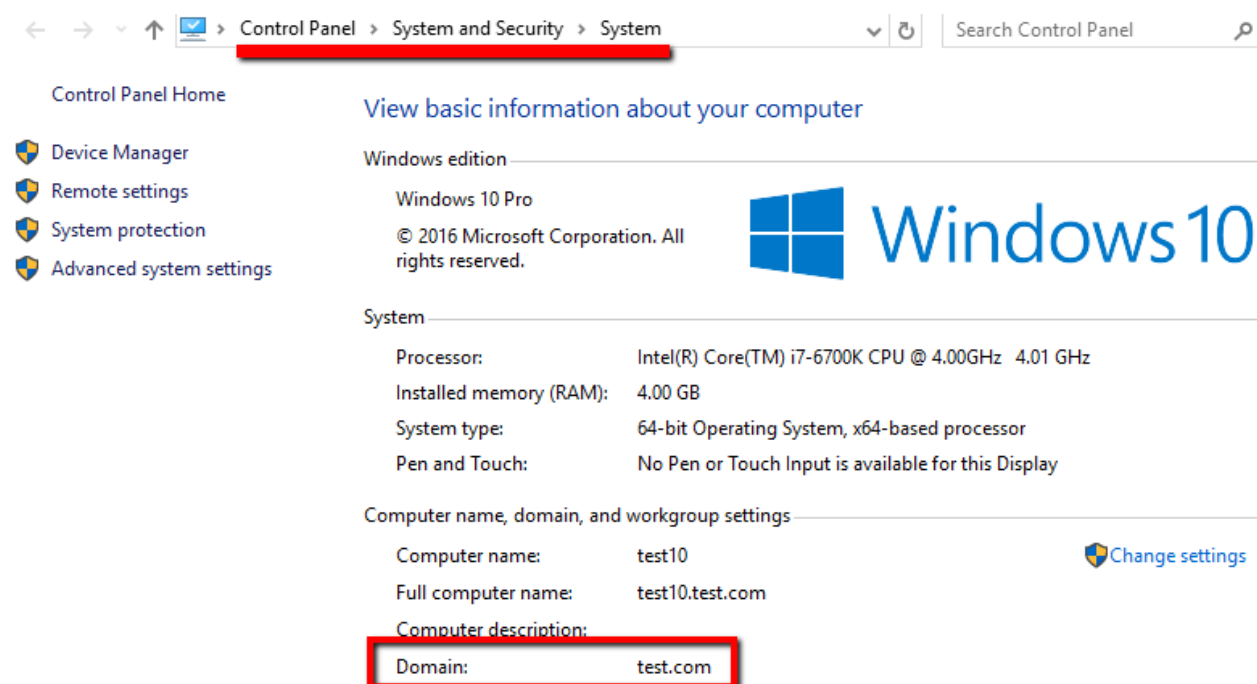
- A domain account.
- A local Administrator on the PStation PC.
- Capable of accessing the Pcounter share on the Pcounter Server.

1.2.0 Confirm Matching Server/PStation Domain Membership

Both the PStation PC and Pcounter Server must belong to the same Domain or Workgroup.

To confirm:

- 1) Login to the PC with the same account that will normally be used to run PStation.exe.
- 2) Right click 'My Computer' or 'Computer' or 'This PC' and choose 'Properties'.
- 3) The System Properties window will open.
- 4) Make note of the "Domain:" value in the "Computer name, domain, and workgroup settings" area.
- 5) The domain membership displayed here must match exactly with the Pcounter server's domain membership.
- 6) In the example picture below the PStation PC is a member of the "test.com" domain which matches the Pcounter server who's print queues the PStation PC will monitor.

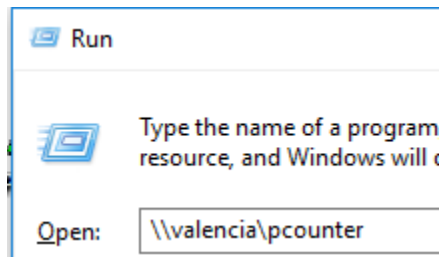


- 7) If there is any doubt of the domain membership of the Pcounter server, use the same steps above to view the Pcounter server's 'Computer Name and Domain Settings' in 'System Properties'. The domain membership of the PStation PC must match exactly with that of the Pcounter server.

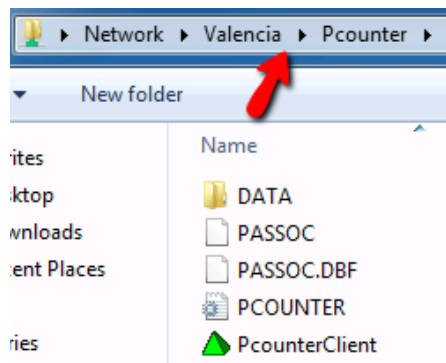
1.3.0 Confirm PStation User Account Access

The account that will be logging into the PStation PC and launching PStation.exe must be able to access the Pcounter server over the network using DNS Name and/or IP Address. To confirm:

- 1) Login to PStation PC with the same account used to run PStation.exe. Do not use a different account than is normally used to run PStation.exe.
- 2) Go to Start>Run, to open a run dialogue prompt. If that option is not visible, use the keyboard shortcut of 'Windows Key + R', or go into the start menu properties and make 'Run' visible.
- 3) In the Run prompt, type the path to the Pcounter share on the Pcounter server.
IE: \\Name_of_Pcounter_Server\Pcounter
- 4) Click OK to attempt to browse to the defined location. In the example picture, the Pcounter server name is Valencia.



- 5) If successful, an explorer window should open displaying the contents of the Pcounter share on the Pcounter server.

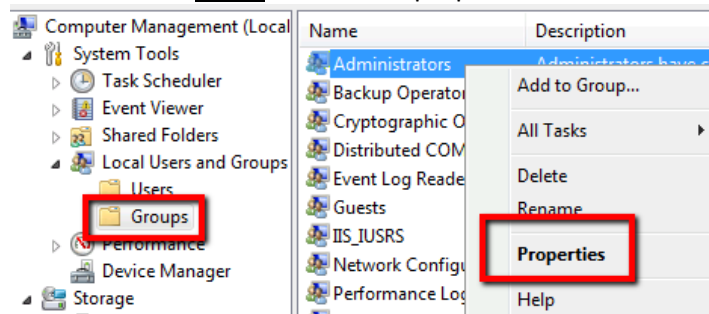


- 6) If unsuccessful, you may receive an error describing the problem, or nothing may happen. If so, try the following:
 - Confirm the Pcounter server name is correct.
 - Attempt to Ping the Pcounter server by name from the PStation PC.
 - Attempt to Ping the PStation PC by name from the Pcounter server.
 - Confirm DNS is resolving the correct IP for both the Pcounter server and PStation PC.
 - Escalate the issue to your internal network and/or server admin team.

1.4.0 Confirm PStation Account Is Local Administrator

The account that will be logging into the PStation PC and launching PStation.exe must be a local administrator on the PStation PC. To confirm:

- 1) Login to PStation PC with the username/pw of the account that will be normally used to run PStation.exe.
- 2) Once logged in, right click 'My Computer' or 'Computer' or 'This PC' and choose 'Manage'.
- 3) In the Computer Management window that opens, go to System Tools > Local Users and Groups > Groups.
- 4) Right click the Administrators group and choose properties.

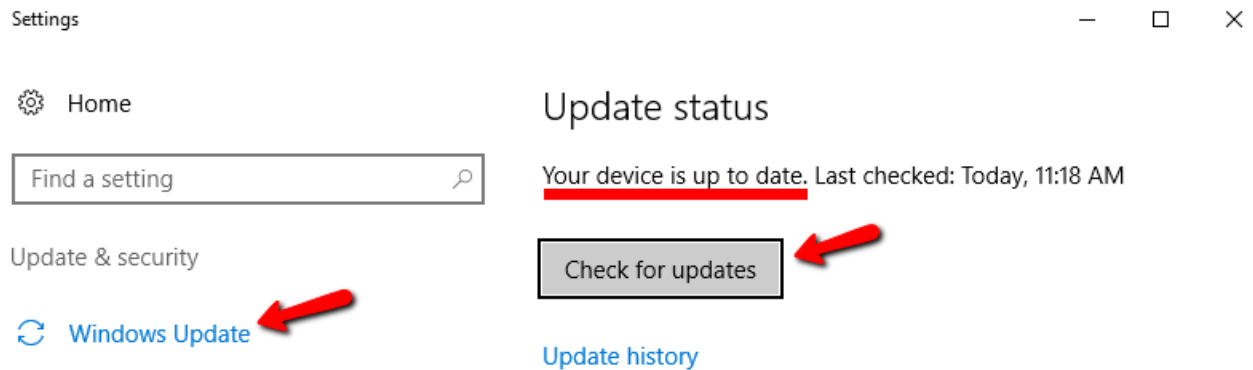


- 5) Confirm the account used to run PStation.exe is listed as a local administrator.

1.5.0 Confirm Windows Updates Installed

Installing all critical Windows updates is necessary to ensure Operating System issues do not impact PStation's functionality. To confirm:

- 1) Login to PStation PC with the username/pw of the account that will be normally used to run PStation.exe.
- 2) Click Start and type Update. Choose "Check for Updates".
- 3) In the Window click the "Check For Updates" button.
- 4) The message "Your device is update to date." should be displayed with a current date if all updates are installed. If not install all "Important" updates.



1.6.0 Add AV Exclusions

If the PStation PC is running an antivirus scanner, the following exception to any real time or scheduled scanning must be added to ensure PStation can function normally:

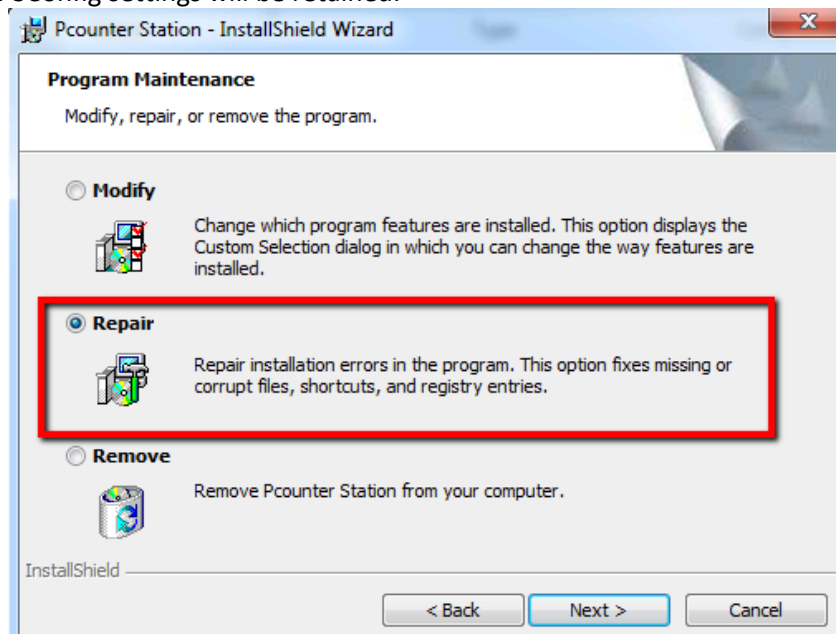
- PStation Installation Directory, by default at "C:\Program Files (x86)\PStation"
- PSConfig.exe, by default at "C:\Program Files (x86)\PStation\PSConfig.exe"
- PStation.exe, by default at "C:\Program Files (x86)\PStation\PStation.exe"
- Windows Spool Directory, by default C:\Windows\System32\spool

2.0.0 Pcounter Station Installation

Use the following step by step process to install the latest PStation package and latest PStation update.

2.1.0 Install Pcounter Station Package

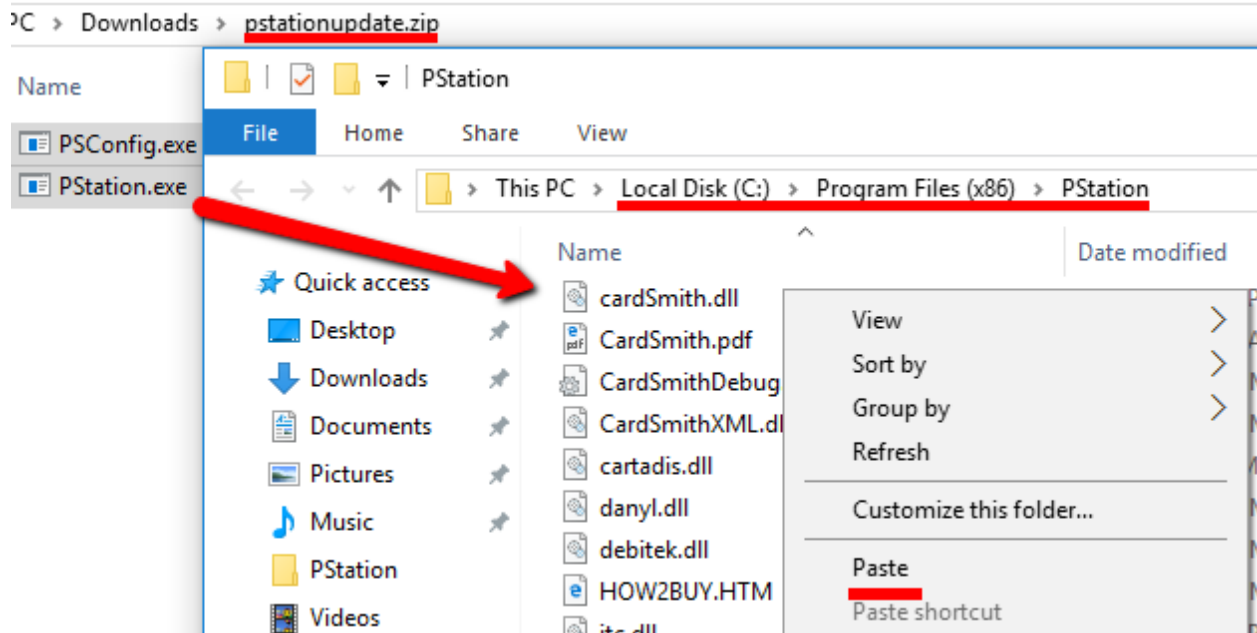
- 1) On the PStation PC, download the latest PStation package:
<https://www.pcounter.com/download-pcounter-station>
- 2) Run the setup.exe on the PStation PC.
Press the next button to move through the installation prompts.
- 3) If a prompt is displayed with a bullet selection for Modify, Repair, or Remove, then the package that is being installed has already been installed, but go ahead with the 'Repair' option, all existing PSConfig settings will be retained.



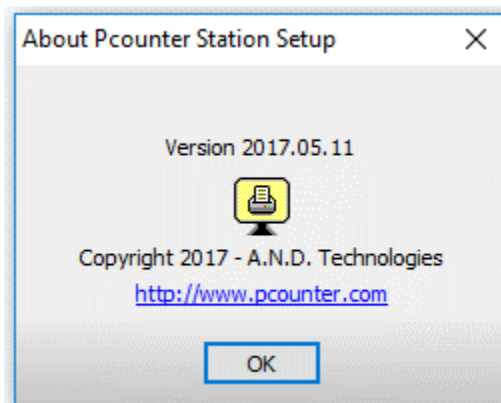
2.2.0 Install Latest Patch (Optional)

To update PStation with the latest patch using the PStationUpdate.zip downloaded from Pcounter.com. **WARNING.** Before applying the PStation Update Patch confirm the patch is indeed newer than the latest package. Contact Pcounter Support for more info, support@pcounter.com.

- 1) On the PStation PC, download the latest PStation Update zip:
<https://apps.pcounter.com/supportfiles/pstationupdate.zip>
- 2) Open the PstationUpdate.zip, and copy its contents over the PStation installation directory, the default path being C:\Program Files (x86)\PStation.



- 3) Overwrite all files if prompted, then launch PSConfig and confirm the date stamp is updated at PSConfig>Help>About.



3.0.0 Configure Pcounter Station

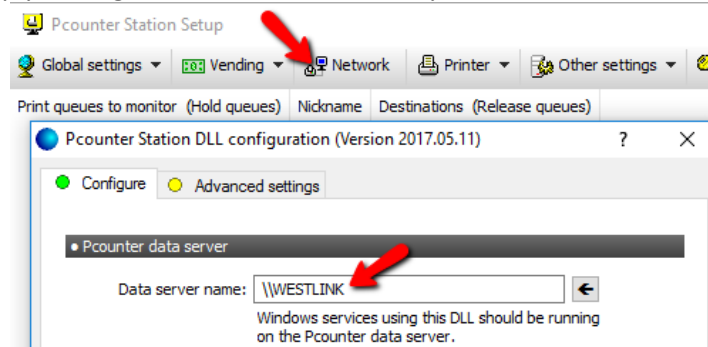
The following sections can be used to configure the Pcounter Station's various settings.

3.1.0 Configure Pcounter Data Server

Pcounter Station must interact with a data server to authenticate users, read balances, etc.

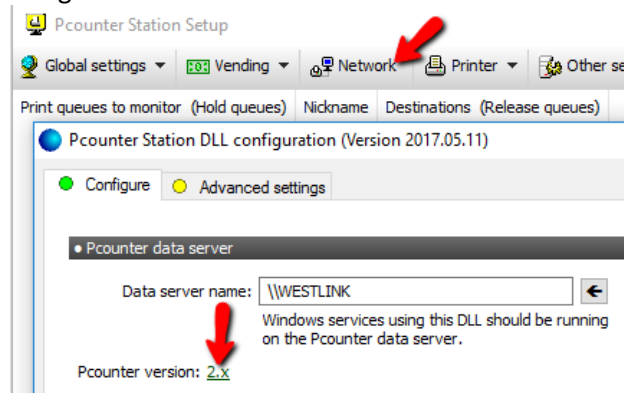
To set a Data Server:

- 1) Open PSConfig.exe and click on **Network**.
- 2) In the 'Data server name' field, type the Pcounter data server name in the format: \\SERVERNAME
- 3) Click OK to apply. Changes take effect immediately.



3.1.1 Pcounter 2.x Data Server

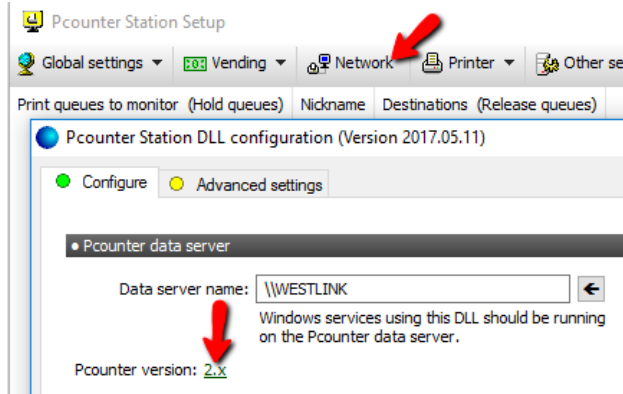
- 1) Open PSConfig.exe and click on **Network**.
- 2) The 'Pcounter version' shown indicates the PStation's current mode. This setting must match exactly with the Pcounter Data Server accounting type.
- 3) Most Pcounter Data servers run Pcounter 2.x and thus this is the default state for PStation.
- 4) Do not alter this setting unless certain the Pcounter Data Server is using Pcounter 3.x (SQL).



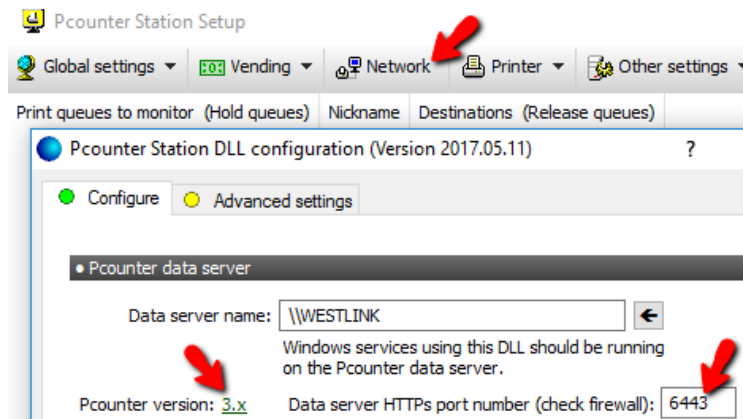
3.1.2 Pcounter 3.x (SQL) Data Server

If certain that the Pcounter Data Server is using Pcounter 3.x (SQL) then PStation must also be configured to be in 3.x mode. To do so:

- 1) Open PSConfig.exe and click on **Network**.
- 2) The 'Pcounter version' shown indicates the PStation's current mode. This setting must match exactly with the Pcounter Data Server accounting type.
- 3) Most Pcounter Data servers run Pcounter 2.x and thus this is the default state for PStation.

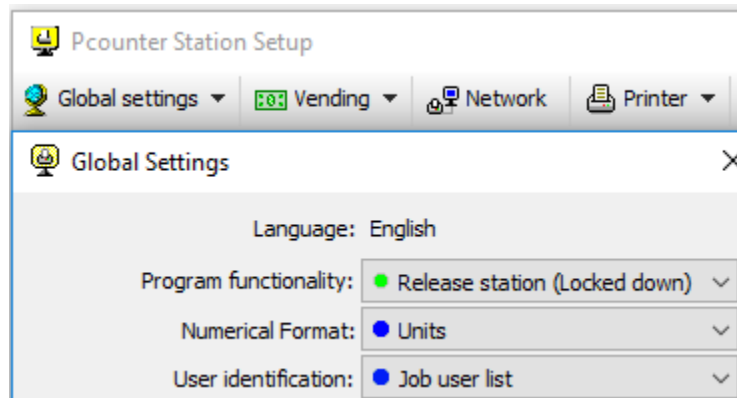


- 4) To change this setting click on the underlined text and it will toggle from 2.x to 3.x and display a HTTPS port field.
- 5) The HTTPS port must be open between the Pcounter Server and Pcounter Station PC.



3.2.0 Configure Global Settings

PStation's Global Settings UI contains most of the settings used to define how the PStation PC will behave.



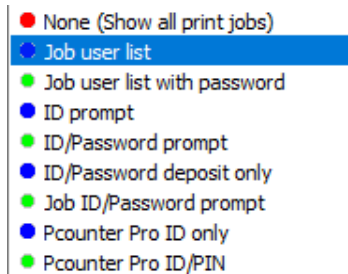
Language. PStation's language setting is inherited from the Windows system setting.

Program Functionality. This dropdown determines the overall state of PStation. There are two modes:

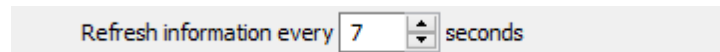
- **Release Station** (locked down) mode will have PStation take over the entire screen, blocking access to the PC until the exit password is entered. Make sure to set an exit password before using this mode.
- **Operator Console** mode runs PStation in a window for testing and administration purposes. This is not a normal mode for users.

Numerical Unit. This dropdown determines the PStation numerical unit used for cost/balance display. Normally it should match the server setting but does not have to. Units (whole numbers) and Currency (decimal numbers) are the two options.

User Identification. This dropdown determines what the user is prompted for when interacting with the PStation PC. Here are all available options, if unsure which to use do testing with each and email support@pcounter.com for advice:

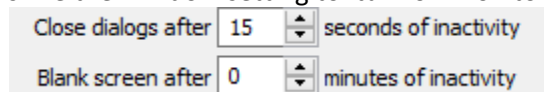


Refresh Information every. This setting controls the PStation automatic screen refresh. 7 seconds is recommended.



Close dialogs after. This controls how long the user login session will stay active before returning to the main screen.

Blank screen after. This works like the Window setting to 'turn off monitor after x minutes'.



3.2.0 Configure Global Settings - Continued

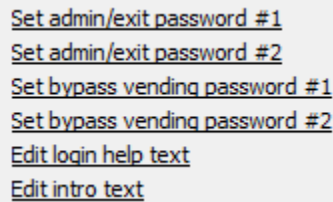
More Global Settings.

Set admin/exit password #1 and #2. Here is where the admin pws used to exit PStation when in “Release Station” mode are defined.

Set bypass vending password #1 and #2. Here is where a special pw used to bypass vending for one job can be defined.

Edit Login help text. Change the PStation login help text here. This is what is shown to the user when they click help.

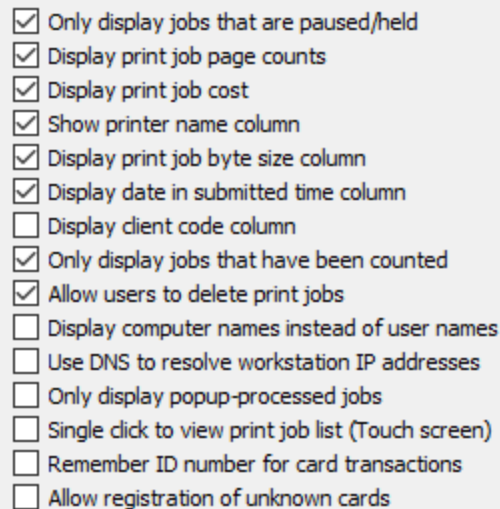
Edit Intro text. Change the PStation welcome screen intro text here. This is what is shown to the user when they walk up to login.



A screenshot of a configuration menu with the following links:

- [Set admin/exit password #1](#)
- [Set admin/exit password #2](#)
- [Set bypass vending password #1](#)
- [Set bypass vending password #2](#)
- [Edit login help text](#)
- [Edit intro text](#)

All other options are for advanced configurations. Leave at default unless certain a change is needed. Contact support@pcounter.com for more info if needed

- 
- A screenshot of a list of advanced configuration options with checkboxes:
- Only display jobs that are paused/held
 - Display print job page counts
 - Display print job cost
 - Show printer name column
 - Display print job byte size column
 - Display date in submitted time column
 - Display client code column
 - Only display jobs that have been counted
 - Allow users to delete print jobs
 - Display computer names instead of user names
 - Use DNS to resolve workstation IP addresses
 - Only display popup-processed jobs
 - Single click to view print job list (Touch screen)
 - Remember ID number for card transactions
 - Allow registration of unknown cards

3.3.0 Configure Vending Settings

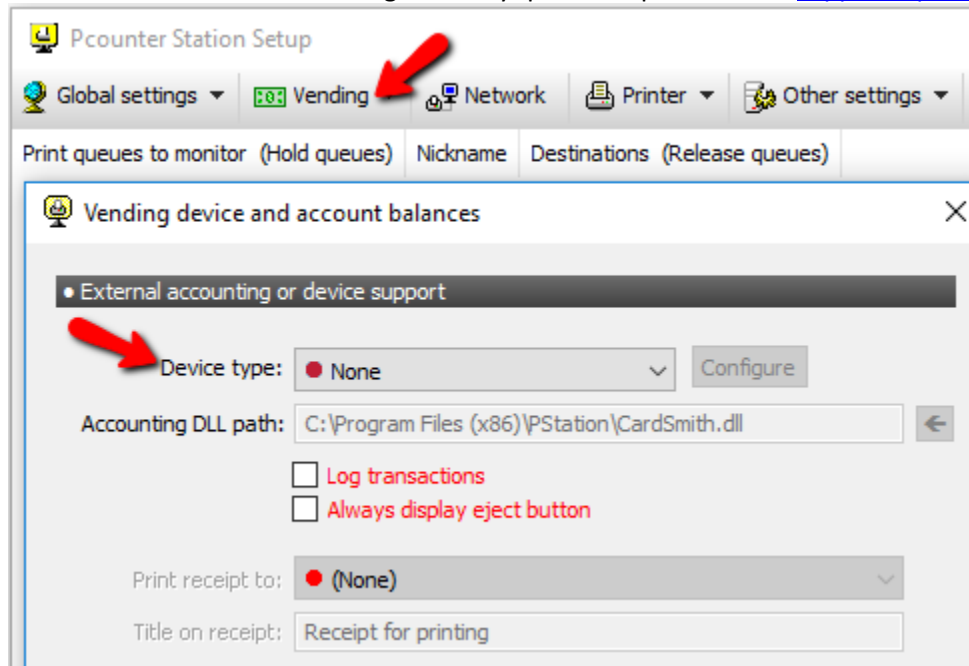
In the Vending UI section of PStation the accounting mode if defined, as well as any 3rd party accounting system or device.

3.3.1 External Accounting or Device

Open PSConfig and click on Vending to display all options.

Device Type. This dropdown is used to configure an external accounting system connection (such as Blackboard, CardSmith, CBORD), or an external accounting device (such as an ITC Reader or TBS 9xxx coin & bill acceptor).

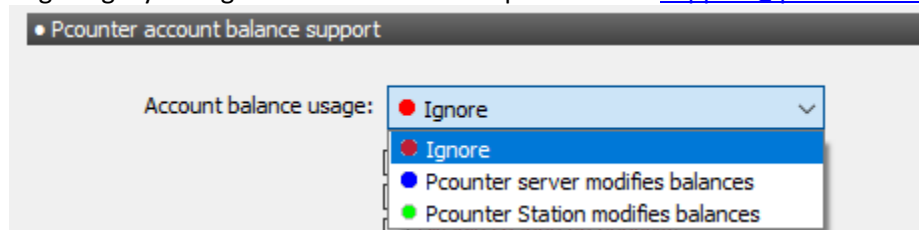
If unsure leave this section at default settings. For any questions please email support@pcounter.com.



3.3.2 Pcounter Account Balance Support

Account balance usage. This dropdown is used to set PStation's accounting mode. There are two options:

- **Pcounter server modifies balances.** This is most common in an accounting scenario. Here the Pcounter server makes all balances changes using the prices set on the Pcounter server.
- **Pcounter Station modifies balance.** This is rarely and usually only if the Pcounter Station is using a legacy configuration. For more info please email support@pcounter.com.

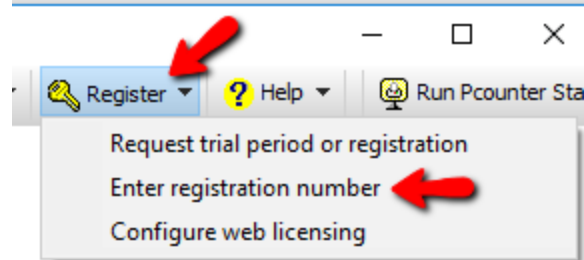


3.4.0 Configure Pcounter Station Registration

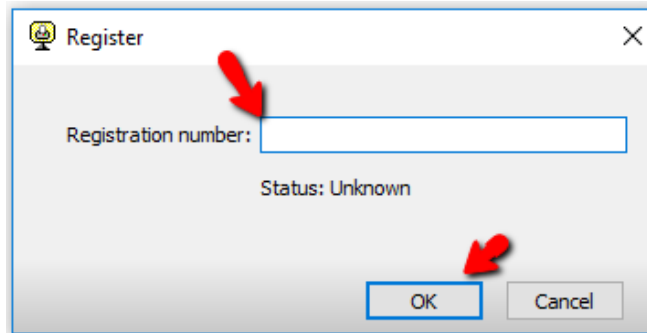
Pcounter Station includes a 60 day trial period. Afterwards it must be registered to continue to function.

3.4.1 Manually Enter Registration Number

- 1) To manually enter a registration number, go to PSConfig > Register > Enter Registration number.

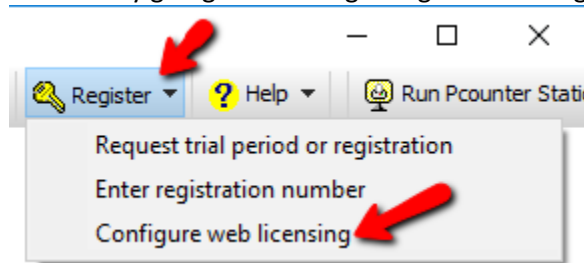


- 2) In the small window that opens enter the PStation registration number and click OK to have the registration status be displayed.

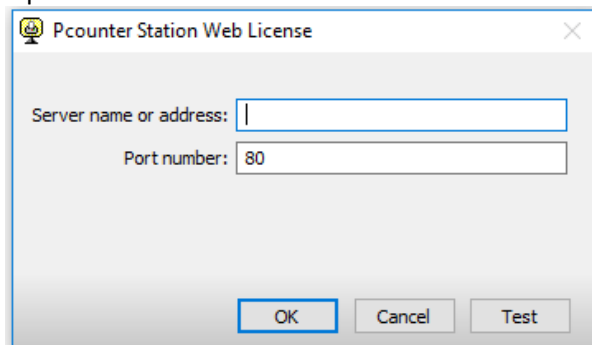


3.4.2 Configure Web Licensing

- 1) If PStation Web License Manager has been setup on the Pcounter server previously it can be enabled on the PStation end by going to PSConfig > Register > Configure web licensing.



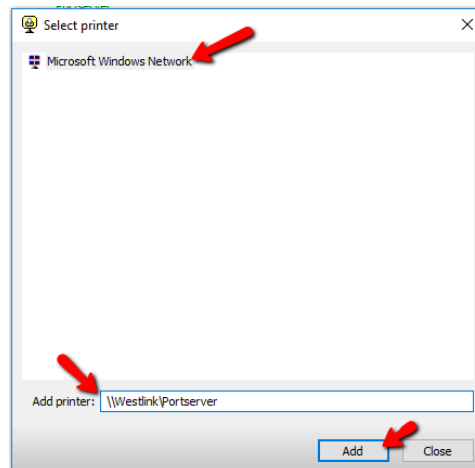
- 2) In the window that open enter the IP Address of the server and click Test.



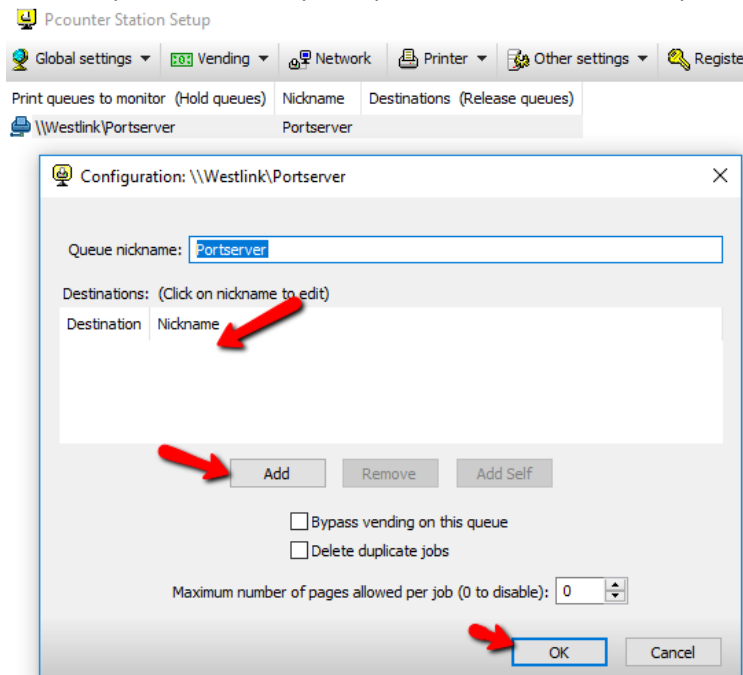
3.5.0 Print Release Mode

If PStation will be used to release print jobs:

- 1) Open PSConfig and go to Global Setting.
- 2) Configure an exit password, the Program Functionality dropdown, Numerical Format dropdown, and the User Identification dropdown as needed.
- 3) Right click anywhere in the white space in PSConfig and choose 'add print queue to monitor.
- 4) Type the print queue to be monitored in the format \\SERVER_NAME\PRINTER_SHARE_NAME and click Add. Or, double click the Microsoft Windows Network icon at the top and browse the network to find the Printer Share.



- 5) Once the queue has been added it will be shown in the main PSConfig window. Doubleclick the entry to open it's configuration settings.
- 6) If this print queue is a hold queue and there is an exit queue to define click Add and define where the job should print out. If the print queue is used to hold and print the job do nothing.

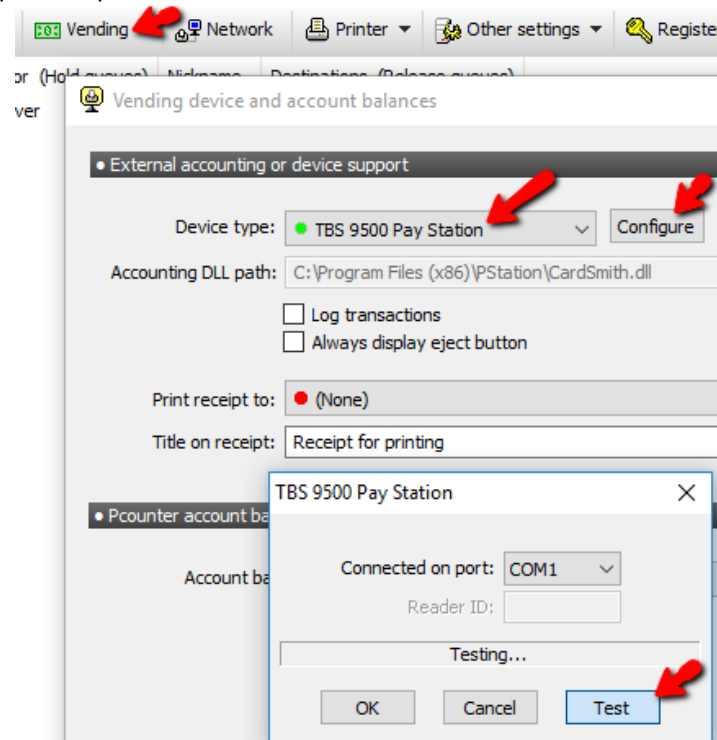


- 7) From PSConfig's main window click 'Run Pcounter Station' and test print release.

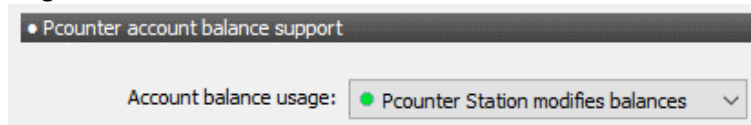
3.6.0 Deposit Mode

If the PStation PC will be attached to a TBS coin and bill receiver:

- 1) Open PSConfig and click on Vending.
- 2) Set Device Type to 'TBS 9500 Pay Station' and click Configure.
- 3) Set the COM port dropdown as needed and click TEST.



- 4) Once successfully tested click OK.
- 5) Set the 'Account balance usage' dropdown to Pcounter Station modifies balances, and click OK to close Vending.



- 6) Go now to PSConfig > Global Settings.
- 7) Set both admin/exit passwords.
- 8) Set User Identification to "ID/Password deposit only", and click OK to close Global Settings.
- 9) From PSConfig's main window click 'Run Pcounter Station' and test the accounting device.

4.0.0 PStation Advanced Features

PStation has three configurable advanced features. New User Account Creation, Automatic Card Registration, and the “CardAllDigits” option.

4.1.0 New User Account Creation

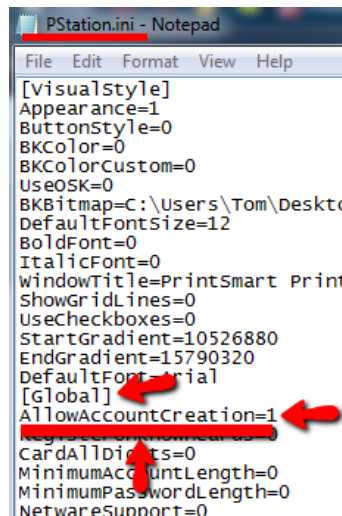
PStation can allow walkup users to create new Pcounter User accounts when in deposit only mode. This functionality can be useful in public environments where new users need to create their own accounts on demand.

Pcounter User Accounts are managed via Pcounter Administrator. They may be used for login to PPopup, PStation, EOP, WebPrint, and other Pcounter components. They may not be used to login to a workstation or with Active Directory.

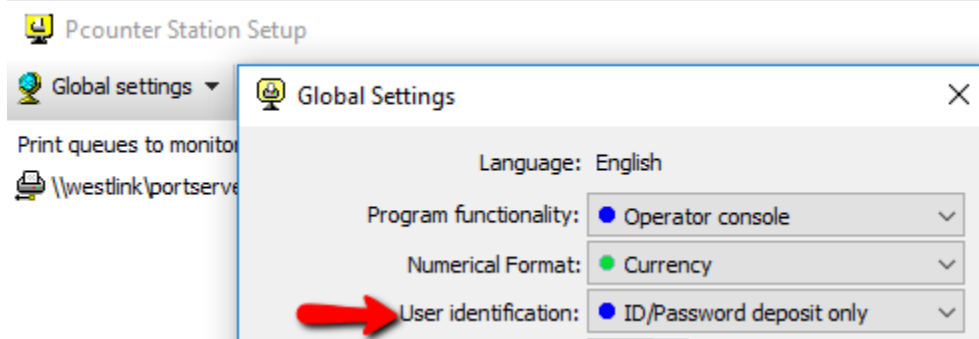
For more info on managing Pcounter User Accounts, see our PAdmin Training Video Part 1 [here](#).

To enable New User Account Creation in PStation:

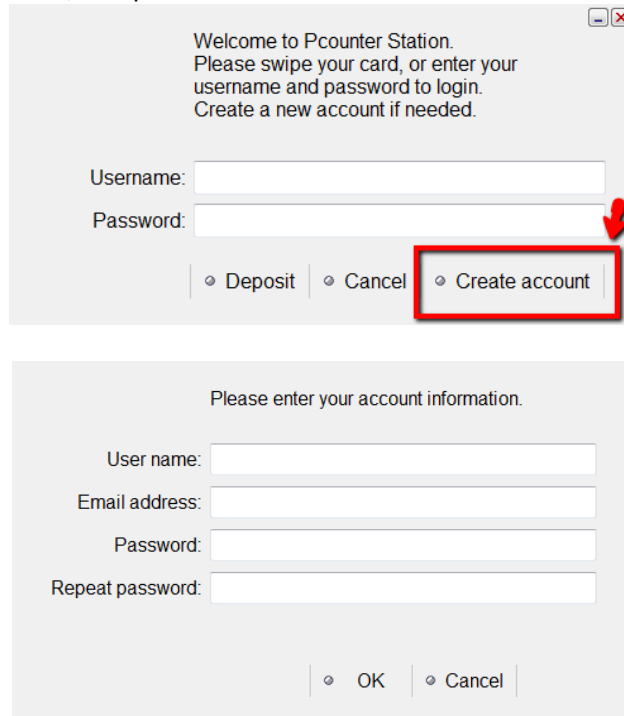
- 1) On the PStation PC, ensure PStation.exe is not currently running.
- 2) On the PStation PC, open the Pcounter Station installation directory, by default c:\Program Files (x86)\PStation, and open the PStation.INI in notepad.
- 3) In the section “Global”, add the line:
AllowAccountCreation=1
IE:



- 4) In PSConfig>Global Settings, ensure that the ‘User Identification’ dropdown is set to ‘ID/Password Deposit Only’



- 5) When PStation.exe is launched, it will have a new button on the login screen for 'Create Account' that takes the user into a second screen where they can manually define their own username, email address, and password.

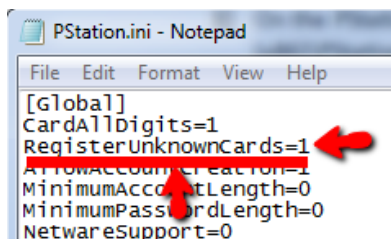


4.2.0 Automatic Card Registration

Similar to Pcounter Embedded, a new Proximity or Magstripe card being swiped for the very first time can be automatically associated with a user account by prompting the user for their corresponding username and password.

To enable Automatic Card Registration in PStation:

- 1) On the PStation PC, ensure PStation.exe is not currently running.
- 2) Open the Pcounter Station installation directory, by default c:\Program Files (x86)\PStation, and open the PStation.INI in notepad.
- 3) In the section "Global", add the line:
RegisterUnknownCards=1
IE:



- 4) When PStation.exe is launched and a new, unassociated card is swiped, the user will receive a second prompt for username and password. If that is entered successfully, the ID# will be stored in Pcounter Administrator's ID# database.

4.3.0 CardAllDigits

Card reader input and keyboard input are identical to the Windows Operating System. As such, PStation cannot determine if user input is from an USB attached card reader or a USB attached keyboard.

That being said, most Proximity and Magstripe cards send special delimiting characters along with the card swipe information. If those delimiters are seen, PStation interpretes the received data as a card swipe.

However, some cards or readers do NOT send the delimiting characters along with the card swipe information, thus PStation is unable to determine if card swipe input is really a card swipe.

In these circumstances, most of the time, the card swipe input is 100% numeric with no alpha characters, whereas actual usernames most of the time contain at least one alpha character.

The card reader itself can often be manually reprogrammed to specify the delimiting characters, but sometimes that is not a feasible, or is not possible.

If this is the case, use the CardAllDigits feature to differentiate between keyboard entry and a card swipe.

To enable 'CardAllDigits' in PStation:

- 1) On the PStation PC, ensure PStation.exe is not currently running.
- 2) On the PStation PC, open the Pcounter Station installation directory, by default c:\Program Files (x86)\PStation, and open the PStation.INI in notepad.
- 3) In the section "Global", add the line:
CardAllDigits=1
- 4) When PStation.exe is launched next, reader input and keyboard input should be handled accordingly.

4.0.0 PStation Troubleshooting

The following sections contain information for troubleshooting Pcounter Station.

4.1.0 Job View Refreshing Issue

In some circumstances users are unable to view newly submitted jobs when they first log into PStation's authentication prompt until they manually click refresh.

If this issue is present first perform all the steps in the previous sections of this guide.

Then if the issue persists after all previous steps have been performed the next recommendation is to remove all local print queues from the PStation PC, reboot, and retest.

Then if the issue persists still please submit an email describing the scenario to support@pcounter.com.

5.0.0 Documentation and Video Links

Download or view this guide online at:

http://apps.pcounter.com/docs/PStation_Guide.pdf

Please view all Pcounter Videos online at: <https://www.youtube.com/andtechsf/>

Please also visit our Pcounter Support website at: <https://pcounter.wixanswers.com/en/>

This concludes the guide. If there are any questions, please email support@pcounter.com