docQmanager FAQs

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What is docQmanager?

docQmanager is the core module of the ATI software suite. It is usually used within a managed production print environment, either for transactional print output from an IT data-centre or, when combined with job ticketing, in a central reprographics print room, where it manages print jobs and queues on a Windows print server, similar to how EFI's Command Workstation manages jobs on a Fiery RIP.

Can I manage print jobs that come from my host system that are PCL or PostScript?

Yes, with the addition of a docQview PCL or a docQview PostScript licence to docQmanager, depending on the print job language of the jobs to be supported.

Can I manage print jobs that come from PlanetPress?

Yes, the docQmanager core product provides a very useful "hold & release" function for PlanetPress output. All you need is the core product together with a docQview Postscript licence which provides print preview and optimised print job analysis of PlanetPress created PostScript print jobs.

How is docQmanager licensed? Is it related to the number of printers or their speed?

No, core docQmanager is licenced per server. This allows you to have up to 3 different users accessing it. If more users are required to run the software then additional docQmanager client licences can be purchased, each of which allows another 3 users to access it. Multiple users accessing docQmanager on the server should use the RemoteApp feature of Windows Server which is a bit like Citrix in its ability to share out applications. Please note that RemoteApp requires a Microsoft RDS CAL licence for each PC or user and this will need to be purchased separately from your Microsoft licence vendor.

What modules do I need to provide job ticketing?

To the base docQmanager you simply need to add: docQview PostScript, plus the docQticket Server module, as well as the relevant number of docQticket Client licences to match the number of users to be supported.

How does job ticket client licensing work?

Client licensing is by named user. Each named user is licensed for all forms of job submission: and may upload ticketed jobs either through their browser, or by "File…Print" from within a Windows application using the docQticket Client. They are also licenced for hardcopy job ticketing for photocopy jobs requests. With licensing based on named user, job ticket clients can be freely installed on any number of machines so a licensed user is able to submit jobs from any suitably enabled machine from anywhere within the organisation.

Users come and go, how do I manage licensing?

Licences are allocated to users on a first-come-first–served basis. There is a Licence Management tool on the server which allows redundant licences to be freed up, e.g. users who have left or user accounts that were only used when testing.

How is job ticketing priced?

There is an initial docQticket Server licence which is required (the docQticket Server is installed onto the docQmanager PC), and then blocks of docQticket Client licences may be purchased. These come in the following sizes: 25 users, 100 users, 250 users, 500 users, or an unlimited number of users. These blocks of client licences may be mixed and matched, e.g. if 150 users are required then purchase 1 x 100 and 2 x 25. Above 750 users it becomes more cost effective to purchase an unlimited client licence.

What document types can I upload when job ticketing through my browser?

PDF files can be uploaded and, as long as MS Office has been installed on the docQmanager server, and correctly configured, then MS Office document formats can also be uploaded.

Are Apple Macs supported for job ticketing?

Mac users are able to submit ticketed jobs by uploading them through their browser using the web ticketing functionality. Mac users can also print directly to a docQmanager controlled queue if that queue is shared and LPR printing is enabled on the server. A docQticket Mac Client is due to be released Q2 2016.

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For more information contact Ricoh on **0800 90 40 90** or email **ukinfo@ricoh.co.uk**

Can I impose jobs in docQmanager?

docQmanager job ticketing utilises the device drivers for the respective print room destination MFPs. With the sophistication of modern day drivers it is considered there is no need for a native imposition feature within docQmanager and required functionality can be obtained by using features on RIP systems e.g. Fiery Impose.

Does the docQticket Client printer use a PDF driver?

Rather than PDF the docQticket Client driver produces XPS. XPS is Microsoft's equivalent to Adobe's PDF with files being portable from one system to another as they embed all the fonts required to produce the job. XPS files are compressed and support compressed graphics, reducing network traffic with improved transfer rates, as well as supporting many types of colour definitions including RGB, CMYK, spot colour, transparency etc. XPS is the format all Windows in-box drivers use as of the introduction of Windows 8 and Server 2012 so it's an excellent choice for ticketing.

Can I charge jobs in docQmanager back to my accounting system?

Yes. docQmanager integrates with many popular cost recovery systems: DocuPRO, Equitrac Express, Equitrac Office, PaperCut, PCounter, and SafeCom. YSoft's SafeQ will be added soon. Equitrac Professional can also be supported with some Professional Services. The integration enables inclusion of the list of client billing codes (also known as shared accounts, or billing codes) within the job ticket. The full cost of the job within docQmanager can then be charged back to either the user's account or the client billing account, including any charges for the media the job was printed on, any finishing, laminating etc.

Can I charge back for non-printed items, like users taking reams of paper or buying memory sticks?

Yes. With version 3.1 of docQticket there is a new "shop" feature where users can purchase items including stationery, folders, memory sticks etc. These can also be charged back to any of the supported accounting systems.

As a print room operator, is there an easy way I can keep users informed of job progress?

Yes, you can configure the system to trigger emails to users as their jobs reach relevant stages in the production process. The product also comes with a job status "dashboard" feature which is a webpage to which users may be given access to view the status of their own jobs.

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