PCGENESIS TECHNICAL SYSTEM OPERATIONS GUIDE

1/7/2019	Section C: The VerraDyne Print Manager

Topic 1: Configuring the VerraDyne Print Manager, V1.1

Revision History

Date	Version	Description	Author
1/7/2019	1.1	18.04.00 – Provide additional printing information.	D. Ochala
12/06/2018	1.0	18.03.01 – Create document.	D. Ochala

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Overview

The GaDOE is happy to announce a major upgrade of the PCGenesis Print. The DOE has purchased the *VerraDyne Print Manager*. *VerraDyne* version 03.02.11 is available as shown below.

Features of the *VerraDyne Print Manager*

The *VerraDyne Print Manager* is designed to provide users with an easy to use print/e-mail manager for use in the windows environment. Just like our existing PCGenesis print queue, it is designed to utilize the Windows print queues and printer functions. Just like our existing PCGenesis print queue, it allows the user to interact with other applications in the foreground, while a print job is running in the background under *Windows Local Services*. Once a PCGenesis report file has been released it is passed to the Windows print queue, and is ready for printing.

Unlike our existing PCGenesis print queue, the *VerraDyne Print Manager* stores its data in SQL Server tables to which it connects using windows authentication. The *VerraDyne Print Manager* uses the FREE version of *Microsoft SQL Server*.

Some of the features of the new *VerraDyne Print Manager* system include:

- The ability to view and e-mail the documents in PDF format
- The ability to e-mail reports to a specific user, or group of users
- The ability to print reports to a specific printer
- The ability to re-queue reports after printing or emailing
- The ability to archive reports to specific archive directories, based on individual users or file type
- The ability to view or requeue the archived files
- Full audit tracking of reports viewed and deleted by users
- The ability to search archived reports using specific parameters

Printing Payroll/Vendor Checks Versus PCGenesis Reports

While PCGenesis reports will appear in the *VerraDyne Print Manager*, payroll and vendor checks and W-2 and 1099-MISC forms spool directly to a printer and never pass through the *VerraDyne Print Manager*. This is an important distinction. Payroll and vendor checks and W-2 and 1099-MISC forms do not show up in the *VerraDyne Print Manager* but are instead sent directly to the Microsoft Windows print queue and are printed immediately. Therefore, problems with the *VerraDyne Print Manager* will not impact check printing.

Methods for Printing PCGenesis Reports

Three methods exist for printing PCGenesis Reports. Each of these methods uses different mechanisms for printing.

- **VerraDyne Print Manager** – The **SPOOL** option can be selected from within the *VerraDyne Print Manager* to print a PCGenesis report. This method uses the *VerraDyne Print Manager* for printing the report.

- **Adobe Acrobat Reader** - A PCGenesis report can be printed from within *Adobe Acrobat Reader*. This method uses the *Adobe Acrobat Reader* for printing the report and does not utilize the *VerraDyne Print Manager*. Once a PCGenesis report is displayed in *Adobe Acrobat Reader*, the report file has been converted to a **pdf** file and is no longer under the control of the *VerraDyne Print Manager*. *Adobe Acrobat Reader* controls printing of the report at this point.

- **Qword** - A PCGenesis report can be printed from within **Qword**. This method uses *Microsoft Word* for printing the report and does not utilize the *VerraDyne Print Manager*.

Adding New PCGenesis Users

New PCGenesis users are added from within the PCGenesis application using the *User Security Maintenance* module. When new user records are added or existing user records are modified, PCGenesis automatically creates or modifies the corresponding user records within the *VerraDyne Print Manager*.

The following screen is an example of the *User Security Maintenance* screen within PCGenesis for user *Jane.Smith*.
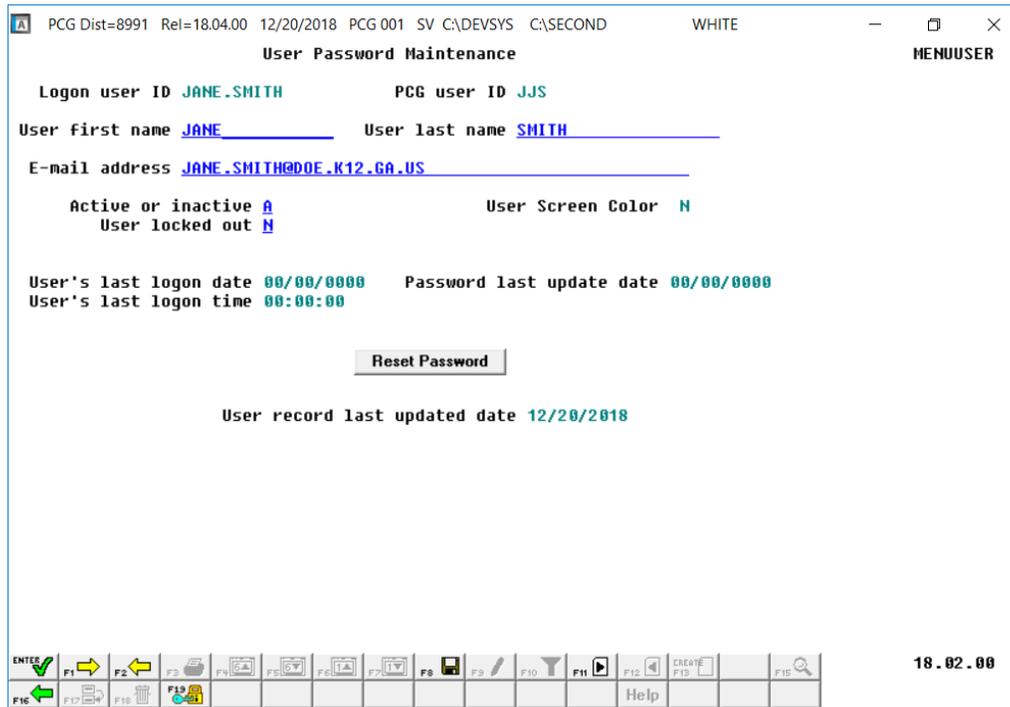
The following information is sent to the *VerraDyne Print Manager*:

- The **Logon user ID** defined in PCGenesis is the same **User ID** used within the *VerraDyne Print Manager.*

- The user's **password** is synchronized with the *VerraDyne Print Manager*. The password will automatically be synchronized with the *VerraDyne Print Manager* anytime the user changes their password from within PCGenesis.

- The **E-mail address** is an optional field within the security module of PCGenesis. However, the **E-mail address** must be defined if the user wants to utilize the e-mail features of the *VerraDyne Print Manager*. E-mail will be available only if the e-mail feature has been enabled by the System Administrator within the *VerraDyne Print Manager*.

  Refer to *Procedure G: Setup E-mail Server Information for Print Manager* within this document for a full discussion configuring the e-mail feature.

- The three-character **PCG user ID** defined within the security module of PCGenesis is used to determine the **Archive name** and **Archive directory** for the user within the *VerraDyne Print Manager*. The three-character **PCG user ID** also determines the name of the **Spool directory** and **Print directory** within the *VerraDyne Print Manager*.

  In the example above, the **Archive name** for Jane Smith is *JJS* and the **Archive directory** is defaulted to *K:\UCTARCHIVE\#JJSPRT*. The **Spool directory** is defaulted to *K:\SECOND\#JJSPRT*, and the **Print directory** is defaulted to *K:\UCTPRINT\#JJSPRT*.

- The user's **Access** field is defaulted to **View All** on the *User Setup* screen of the *VerraDyne Print Manager*.

  Refer to *Procedure E: Provide PCGenesis Financial Director with Administrative Access to the Print Manager* within this document for a full discussion of the **Access** field values.
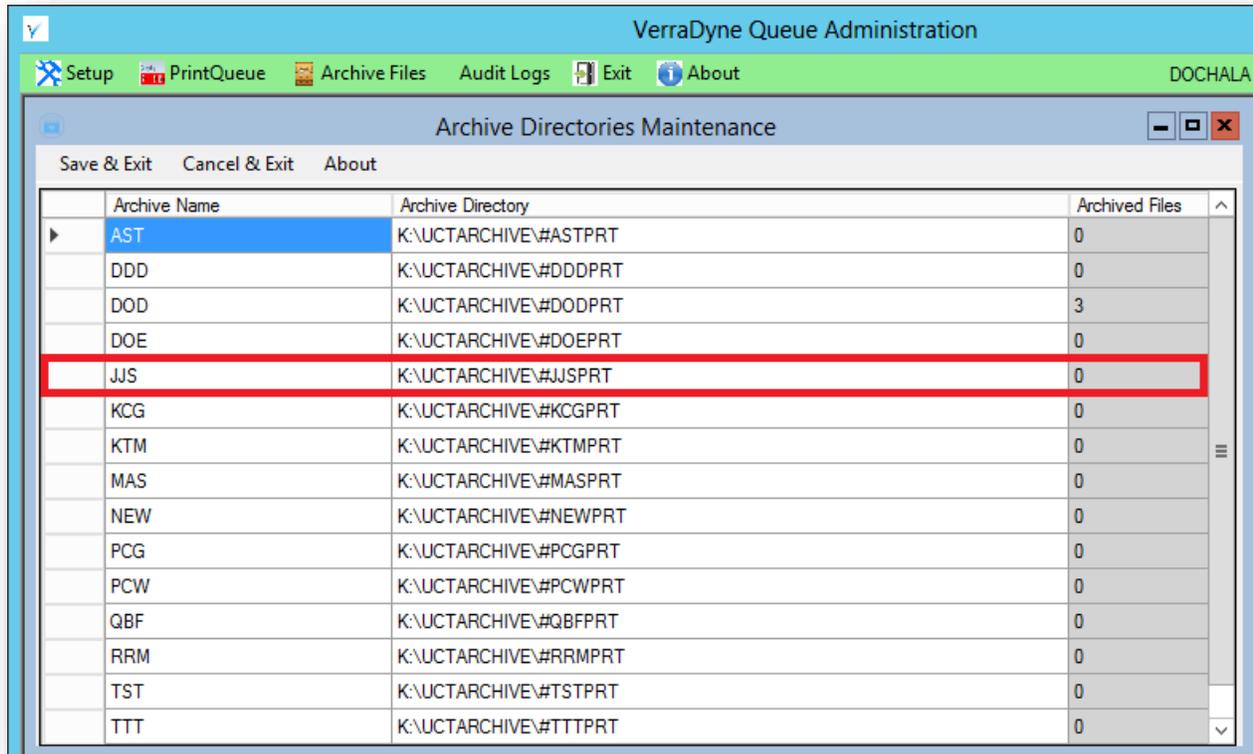
- The user is <u>not</u> given **Full Access** for **Archive Access** on the *User Setup* screen of the *VerraDyne Print Manager*.

<u>IMPORTANT NOTE:</u> After a new user has been added to PCGenesis, the **VQueueService** must be stopped and then restarted for the *VerraDyne Print Manager* to start picking up reports generated by the new user. Restarting the **VQueueService** allows the service to recognize the **Spool directory** and **Print directory** defined for the new user.

The following screen is an example of the *User Setup* screen within the *VerraDyne Print Manager* for user *Jane.Smith*. The *User Setup* screen can be accessed by using the **PCGVADMIN** icon, then selecting
Setup (**Setup**), and then selecting **Users** (**Users**) from the drop-down box.
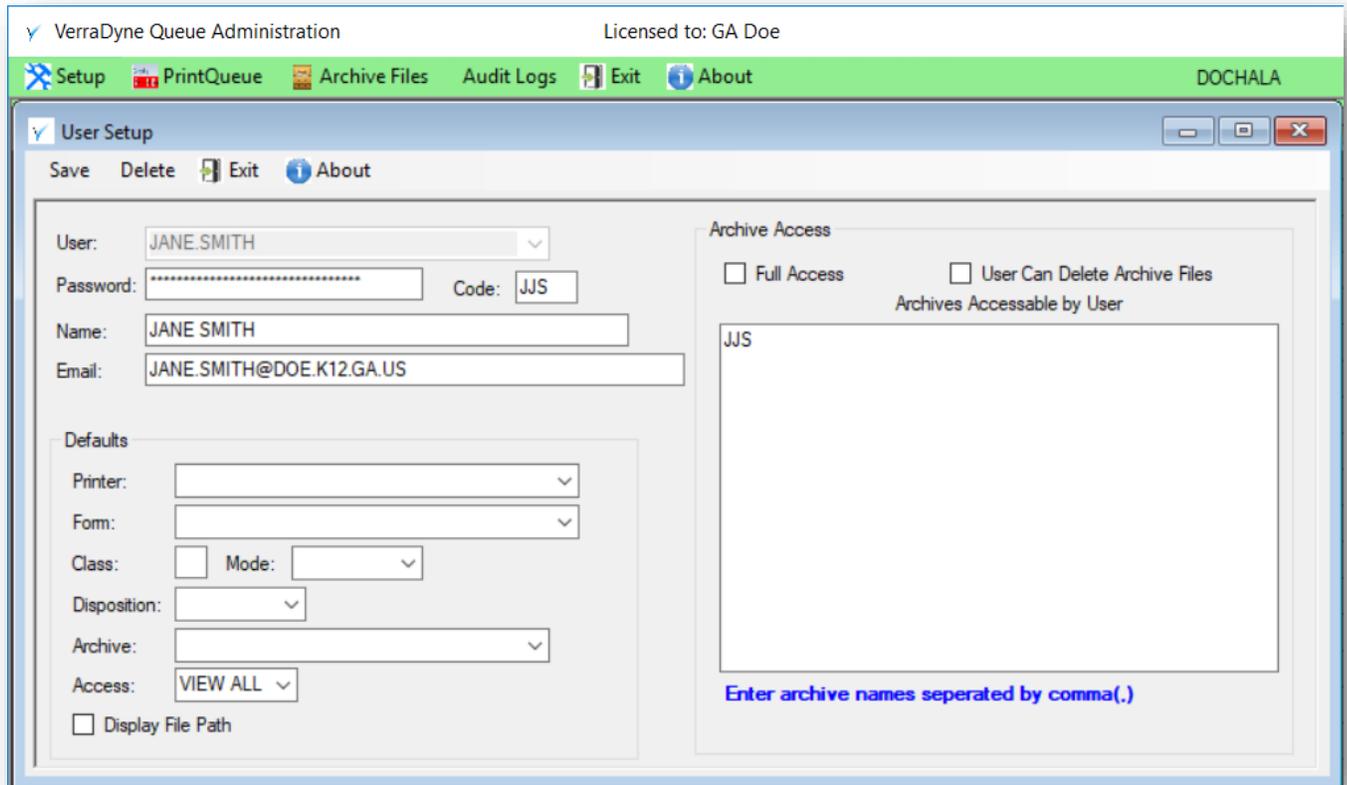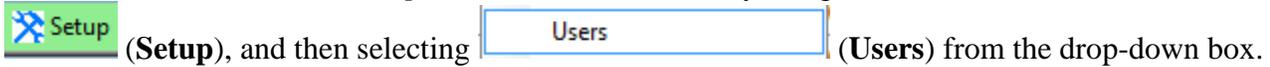
The following screen is an example of the *Archive Directories Maintenance* screen within the *VerraDyne Print Manager* for user *Jane.Smith*. The *Archive Directories* screen can be accessed by using the
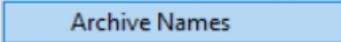
PCGVADMIN icon, then selecting ▧ **Setup** (**Setup**), and then selecting [Archive Names] (**Archive Names**) from the drop-down box.

Archive Name	Archive Directory	Archived Files
AST	K:\UCTARCHIVE\#ASTPRT	0
DDD	K:\UCTARCHIVE\#DDDPRT	0
DOD	K:\UCTARCHIVE\#DODPRT	3
DOE	K:\UCTARCHIVE\#DOEPRT	0
JJS	K:\UCTARCHIVE\#JJSPRT	0
KCG	K:\UCTARCHIVE\#KCGPRT	0
KTM	K:\UCTARCHIVE\#KTMPRT	0
MAS	K:\UCTARCHIVE\#MASPRT	0
NEW	K:\UCTARCHIVE\#NEWPRT	0
PCG	K:\UCTARCHIVE\#PCGPRT	0
PCW	K:\UCTARCHIVE\#PCWPRT	0
QBF	K:\UCTARCHIVE\#QBFPRT	0
RRM	K:\UCTARCHIVE\#RRMPRT	0
TST	K:\UCTARCHIVE\#TSTPRT	0
TTT	K:\UCTARCHIVE\#TTTPRT	0

The following screen is an example of the *Spool and Print Directory Maintenance* screen within the *VerraDyne Print Manager* for user *Jane.Smith*. The *Spool and Print Directory Maintenance* screen can be accessed by using the **PCGVADMIN** icon, then selecting [Setup] (**Setup**), and then selecting
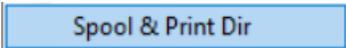
[Spool & Print Dir] (**Spool & Print Dir**) from the drop-down box.
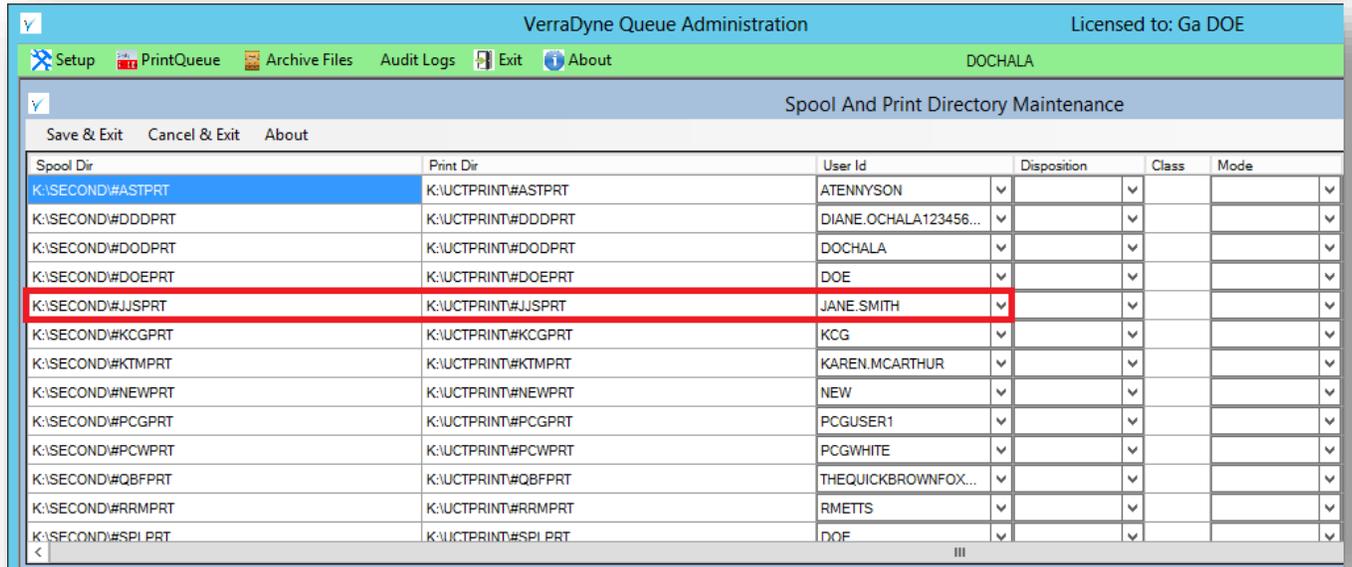
Accessing the *VerraDyne Print Manager*

There are two ways to access the *VerraDyne Print Manager*. The user can select ![Uqueue icon] (**Uqueue**) from a PCGenesis menu to enter the *VerraDyne Print Manager*, as shown below.
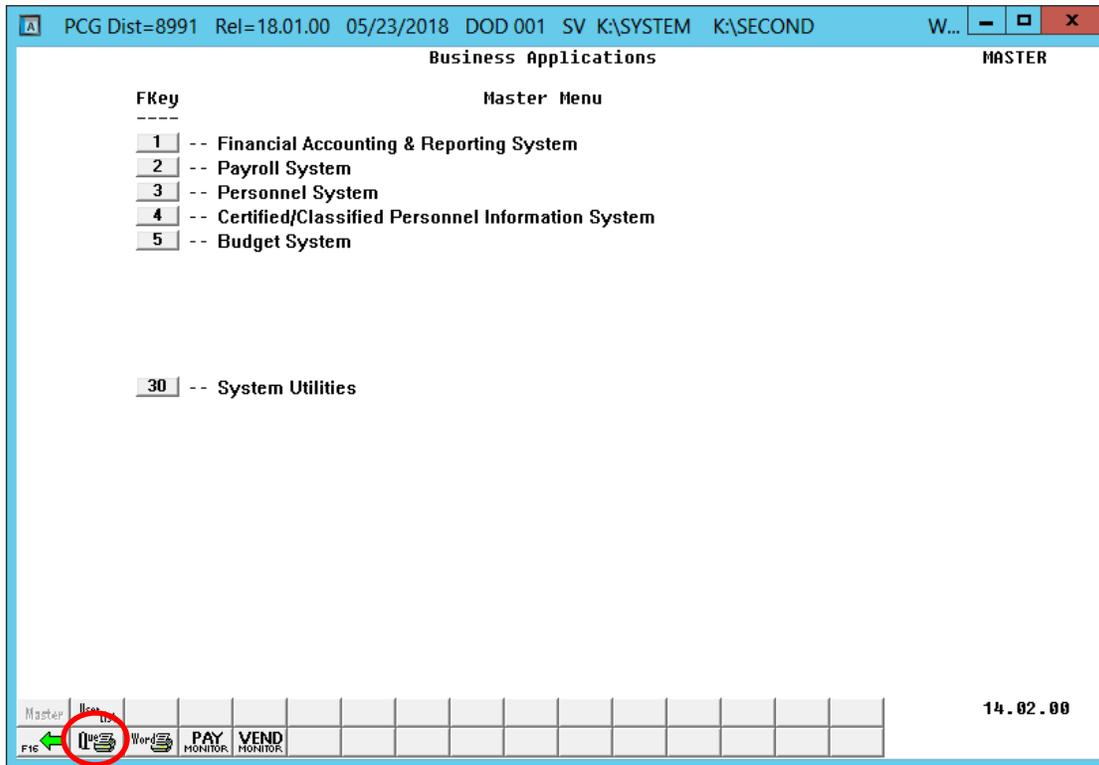
The user can also access the *VerraDyne Print Manager* from the desktop icon. From the user's workstation double-click the PCGVQUE icon:

The *VerraDyne Print Queue Manager* allows the user to delete and remove print files from the queue, to display audit logs for PCGenesis reports, to e-mail PCGenesis reports to other users, and to permanently archive PCGenesis reports to an archive directory. Right-click on the **File Name** to see the options available, as shown below.
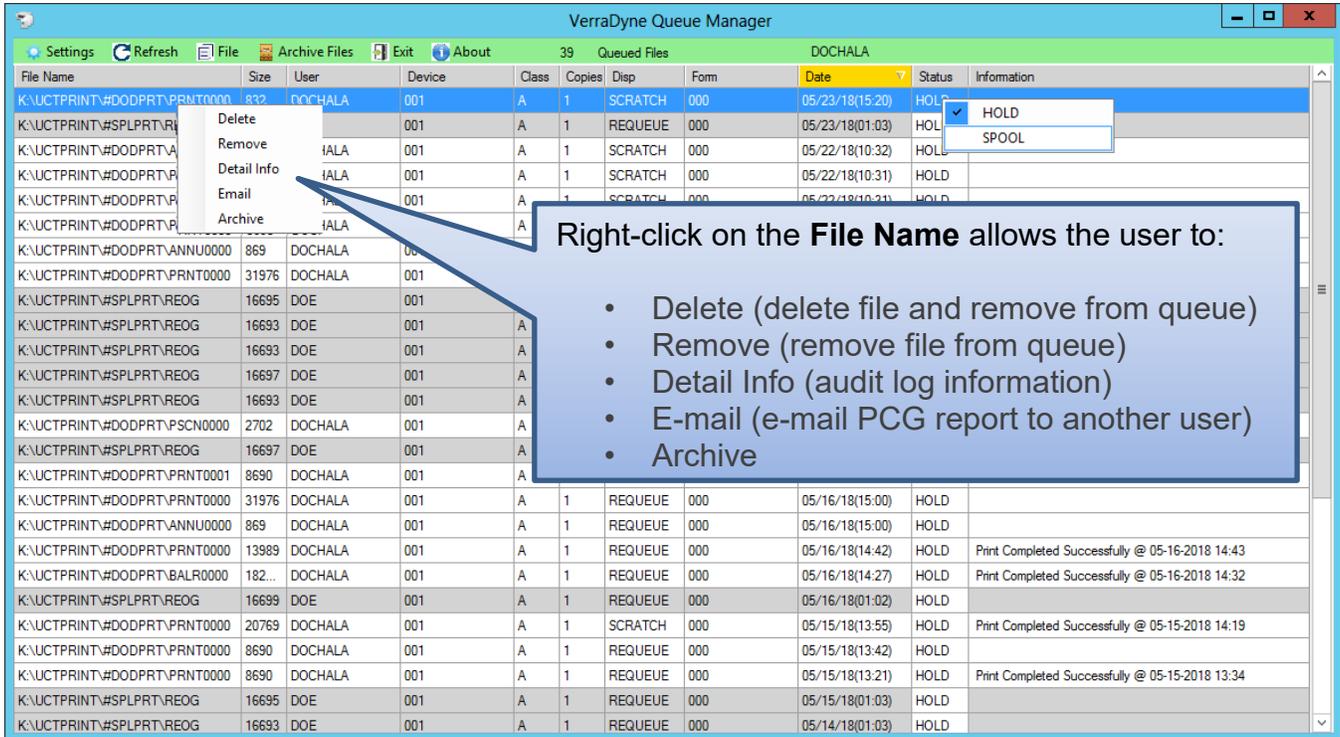
IMPORTANT NOTE: Multiple files can be selected at the same time by right-clicking and then holding the *Shift* or *Control* key while selecting the relevant files. For example, this allows multiple files to be deleted or spooled to the printer at the same time.

Also, the **Remove** option is not recommended since this option does not delete the report file from the disk drive. It is recommended to always use the **Delete** option to permanently delete the report entry from the print queue and from the disk drive.

Procedure A: Print Queue Components Added to Current Release Number Screen

The print queue component fields, highlighted below, are available on the *Display Current Release Number* screen (F30, F17). These components are needed for the *VerraDyne Print Manager* software to access the *SQL Server* database. The print queue component fields on the *Display Current Release Number* screen are available for informational purposes only.

For **Windows Server 2008 R2**, the following components must be set to '**Y**' (Yes):

- .Net Framework 3.5
- .Net Framework 4.5
- SQL Server Express 2012

For **Windows Server 2012** or **Windows Server 2016**, the following components must be set to '**Y**' (Yes):

- .Net Framework 3.5
- .Net Framework 4.5
- SQL Server Express 2016
- SQL Management Studio 2016
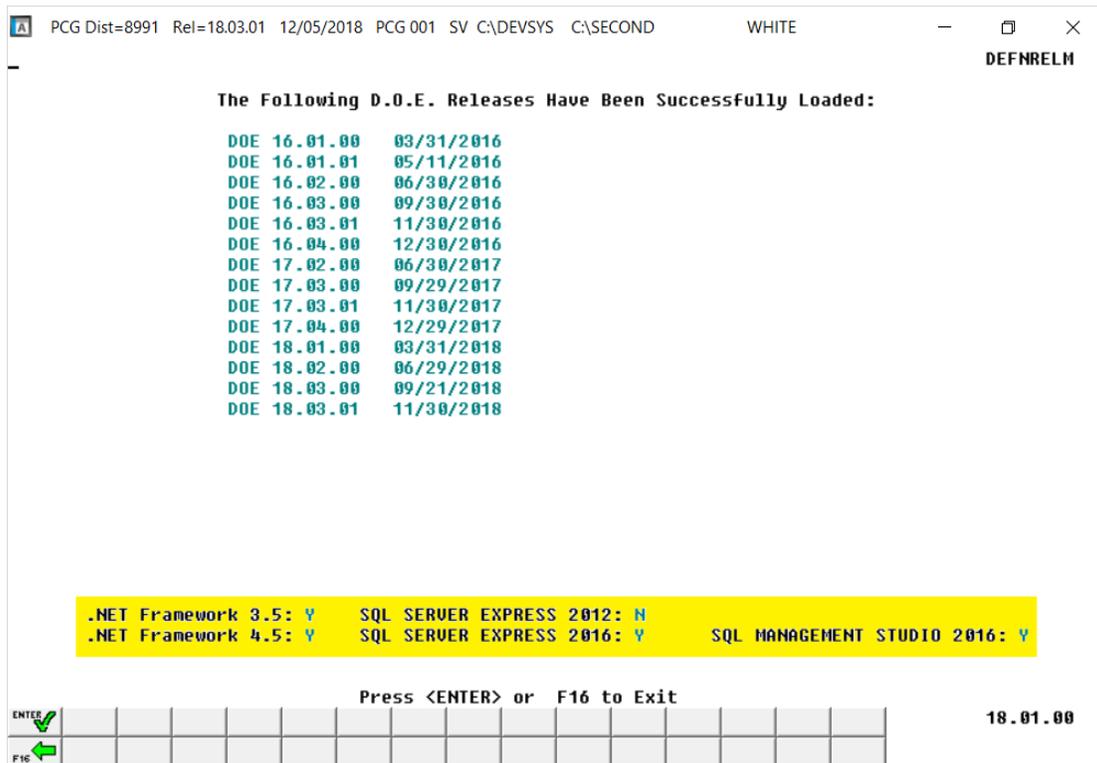
Display Current Release Number

Procedure B: Verify VQueue Services Are Running

Step	Action
1	Bring up the Control Panel of your PCGenesis server. Select **Settings** (**Settings**). Then select **Control Panel** (**Control Panel**).

The following screen displays:
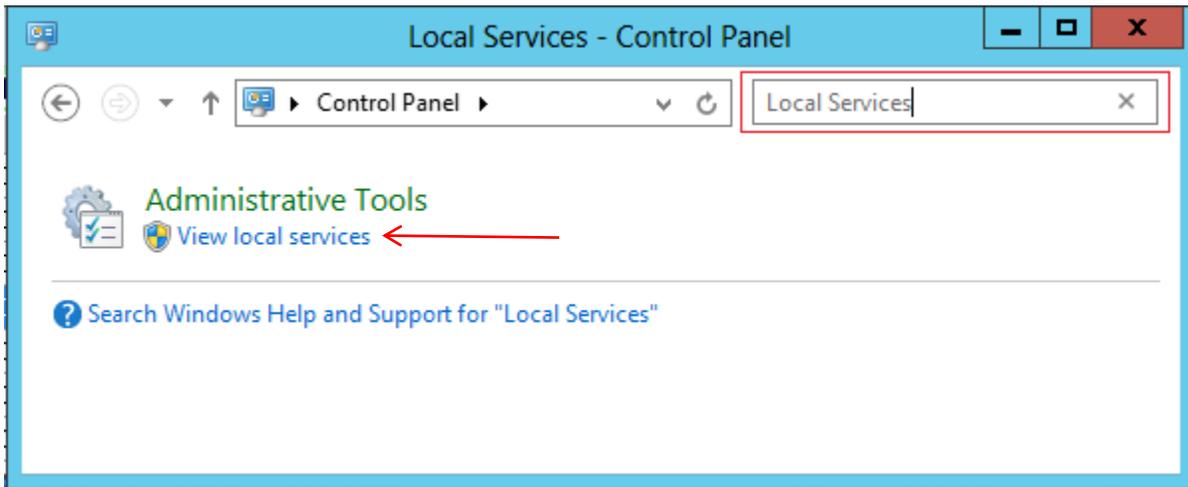
Step	Action
2	Locate the "*Search Control Panel*" input box in the upper right-hand corner of the screen. Enter **Local Services** in the input box.
3	Click **View local services** (**View local services**).
4	Locate **SQL Server (SQLEXPRESSPCG).**

The following screen displays:

Step	Action
5	Verify the **Status** of the **SQLEXPRESSPCG** is *Running* or *Started*.
6	If the **SQLEXPRESSPCG** is not displayed or is not running, reboot the PCGenesis Server. Then, repeat these steps starting at *Step 1*. *If after rebooting the PCGenesis Server, the **SQLEXPRESSPCG** still does not display "Running", contact the Technology Management Customer Support Center for additional assistance.*

The following screen displays:
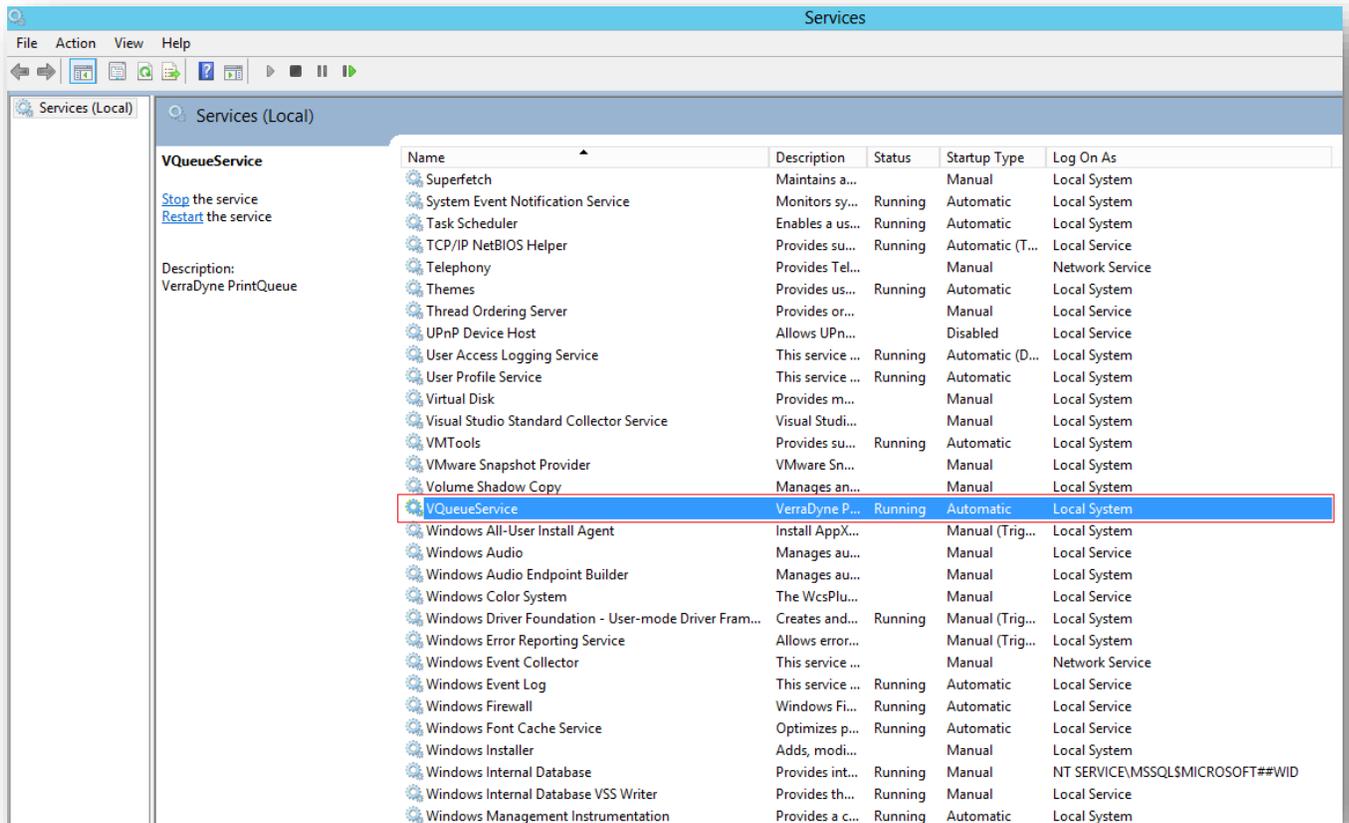
Step	Action
7	Locate the **VQueueService**.
8	Verify the **Status** of the **VQueueService** is *Running* or *Started*.

Step	Action
9	If the **VQueueService** is not displayed or is not running, <u>reboot</u> the PCGenesis Server. Then, repeat these steps starting at *Step 1*. *If after rebooting the PCGenesis Server, the **VQueueService** still does not display "Running", contact the Technology Management Customer Support Center for additional assistance.*

Some school districts have a timing issue with starting the *VerraDyne Queue Service* **VQueueService**. In some instances, **VQueueService** is not started correctly because *SQL Express* service (**MSSQL$SQLEXPRESSPCG**) hasn't had time to start first. To avoid issues with starting the **VQueueService**, the Ga DOE recommends setting the **VQueueService** property to *Automatic (Delayed Start)* as shown below.
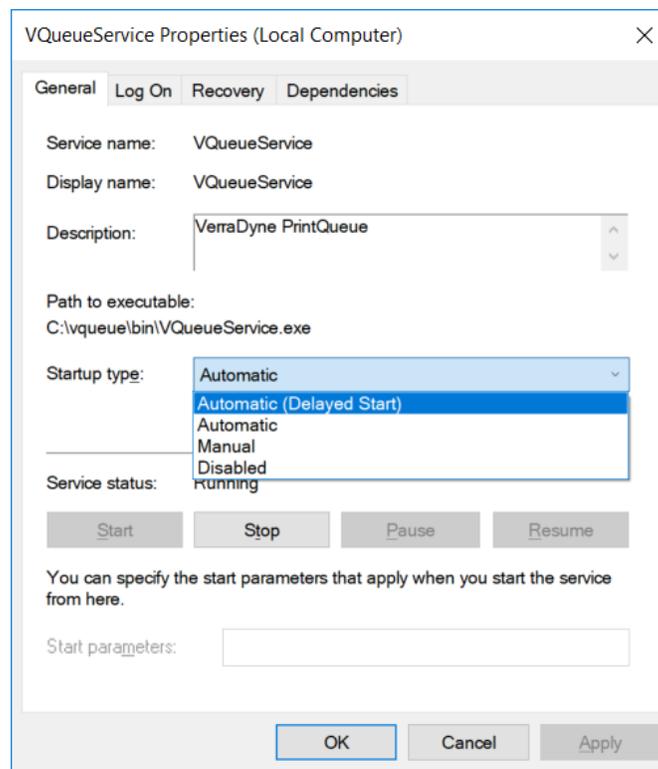
Procedure C: Full Backup of K:\ for PCGenesis

Because the *VerraDyne Queue Manager* utilizes *SQL Server Express* for the print queue database, school districts must <u>stop</u> the *VerraDyne Queue Service* and the *SQL Express* service prior to running a full backup of the **K:** PCGenesis disk drive or else the backup will not run to completion. If the *VerraDyne Queue Service* and the *SQL Express* service are not stopped before running the backup of the **K:** drive, the backup will abort because files will be open in *SQL Server Express.* To solve this problem, the following commands need to be entered in the command prompt for Windows or added to the backup bat file to stop the services:

<div align="center">

NET STOP VQueueService

NET STOP MSSQL$SQLEXPRESSPCG

</div>

After the backup has completed, the following commands can be entered in the command prompt for Windows or added to the backup bat file to restart the services. Make sure to wait at least 2 minutes for **SQLEXPRESSPCG** to start before trying to start **VQueueService**.

<div align="center">

NET START MSSQL$SQLEXPRESSPCG

(Make sure to wait at least 2 minutes for SQLEXPRESSPCG to start before trying to start VQueueService)

NET START VQueueService

</div>

<u>**IMPORTANT NOTE:**</u> The *VerraDyne Queue Manager* automatically runs a clean-up process every night at **midnight** which should take approximately 15 minutes to run. Since this process runs at midnight, please make sure that the PCGenesis backups and reorganizations are not scheduled to overlap this timeframe. Overlapping processes may cause problems with the clean-up and backups.

Procedure D: Add Required PCG Shortcuts to Server/Workstation Desktop

Two shortcuts are available in the **K:\PCGIcon** directory that can be copied to the server desktop and workstation desktop to allow access to the *VerraDyne Queue Manager*. The **PCGVADMIN** icon brings up the *VerraDyne Queue Manager* administration module. The **PCGVQUE** icon brings up the *VerraDyne Print Queue*. Both shortcuts will require the user to logon using their PCGenesis logon credentials.

Step	Action
1	Add **required** PCG shortcuts to **server** desktop: ▸ PCGenensis print spooler administration: *K:\PCGIcon* PCGVADMIN ▸ PCGenensis print queue: *K:\PCGIcon* PCGVQUE
2	Add **required** PCG shortcuts to **workstation** desktop: ▸ PCGenensis print queue: *K:\PCGIcon* PCGVQUE

Procedure E: Provide PCGenesis Financial Director with Administrative Access to the Print Manager

Step	Action
1	From the <u>server</u> double-click the PCGVADMIN icon: .

The following screen displays:

Step	Action
2	Enter the **Windows User ID** of the technology specialist who installed the software.
	If the **Windows User ID** of the technology specialist who installed the software is <u>the same as a **PCGenesis User ID**</u>, enter the **PCGenesis password** that matches the user Id, otherwise do <u>not</u> enter a **Password**.
3	Select [Ok] (**OK**).

The following screen displays:

Step	Action
4	Select **Setup** (**Setup**).
5	Select **Users** (**Users**) from the drop-down box.

The following window displays:
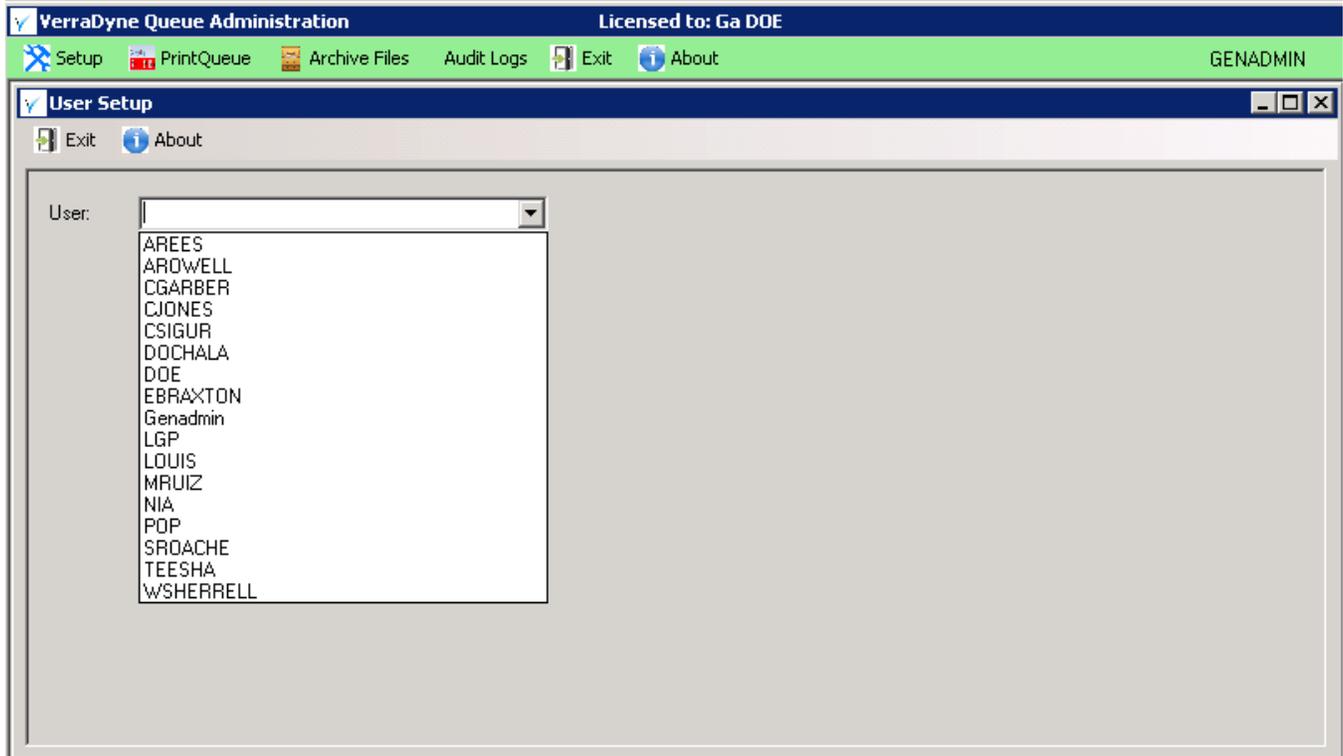
*The list of **User Ids** displayed in the drop-down box will be system specific.*

Step	Action
6	Select the drop-down icon (▼) to display the list of PCGenesis users.
7	Find the user id of the PCGenesis Financial Director or the PCGenesis user id that should have <u>full access to all files in the print queue and archive</u>.
8	After selecting the correct user id, **Enter** to proceed to the next screen.

The following window displays:

Step	Action
9	In the **Defaults** section of the screen, change the **Access** field to **ADMIN**.
	Select the drop-down icon (▼) for the **Access** field.
	Select a value of **ADMIN** ![dropdown showing ADMIN, FULL, USER, VIEW ALL].
	Valid values are:
	ADMIN - User will be granted full access to the print queue. Print queue will display all the files, and the user will have full access to all the files in the print queue.
	FULL - User will have full access to the print queue. Print queue will display all the files, and the user will have full access to all the files in the print queue.
	Note: Currently there is no difference between options ADMIN and FULL.
	USER - User will have full access only to the files created by user.
	VIEW ALL - User will have full access to files created by user. User will be able to <u>see</u> all other files in the print queue, but cannot display, change, or release all other files not created by this user.
10	In the **Archive Access** section of the screen, check (☑) the box for the **Full Access** field.

The following window displays:

Step	Action
11	Select Save (**Save**) to update the record.

The following window displays:
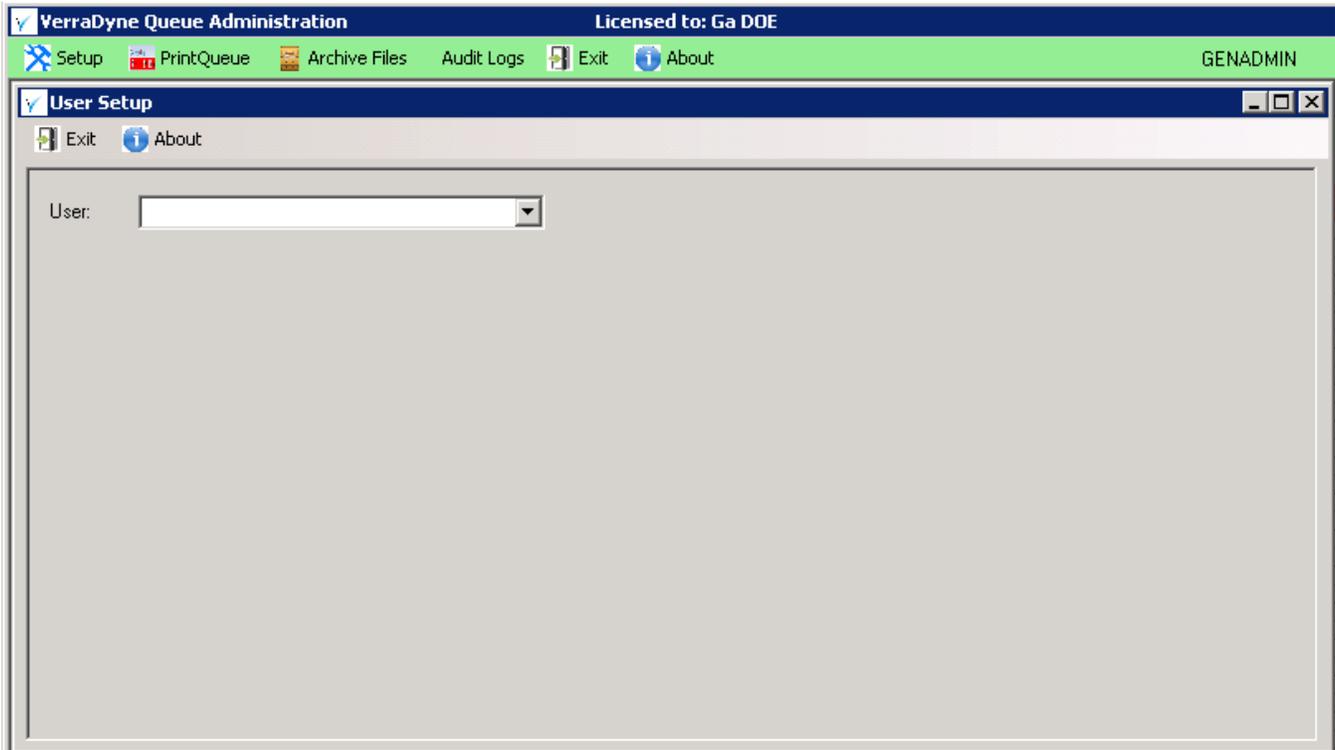
Step	Action
12	If any other PCGenesis user should have <u>administrative access to all files in the print queue and archive</u>, repeat *Steps 6 – 12* as necessary.
13	Select (**Exit**) to exit the *User Setup* module.

Procedure F: Assigning PCGenesis Printers at the Server

The following screen displays:

Step	Action
1	Select ![Setup] (**Setup**).
2	Select [Printers] (**Printers**) from the drop-down box.

The following window displays:
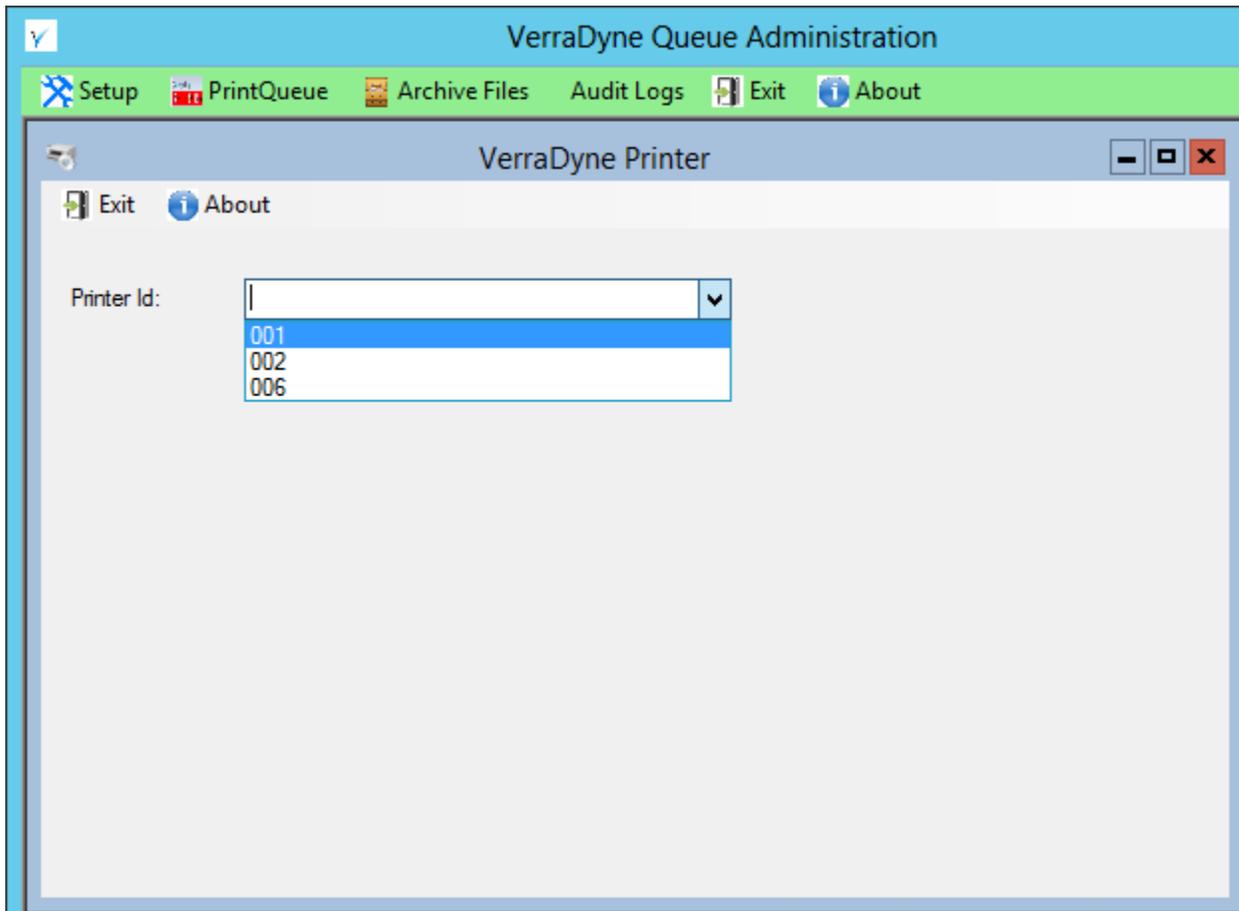
*The list of **Printer Ids** displayed in the drop-down box will be system specific.*

Step	Action
3	Select the drop-down icon (▾) to display the list of PCGenesis printer ids. Highlight and select printer id **001**.
4	After selecting the correct printer id, **Enter** to proceed to the next screen.

The following window displays:

Step	Action
5	Verify the **Printer Device** selection. Verify that the PCGenesis report printer is defined. If not, select the drop-down icon (▾) for the **Printer Device** field and select the correct **PCGenesis report printer** from the drop-down box. *The printers displayed in the drop-down box will be specific to each individual school system.*
6	Verify that '*Remove First Page Eject*' is checked (☑).
7	Select [Save] (**Save**) to update the record.
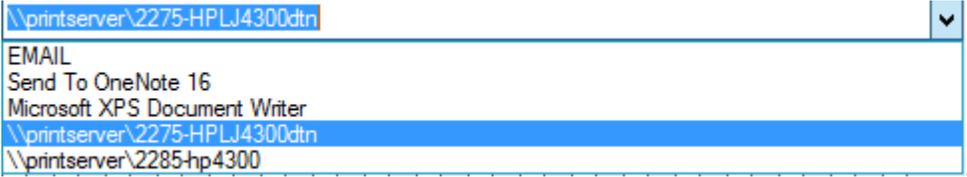
The following window displays:

Step	Action
8	Select ⬛ Exit (**Exit**) to exit the *VerraDyne Printer Setup* module.

Procedure G: Setup E-mail Server Information for Print Manager

NOTE: Using the E-mail capability available in the VerraDyne Print Manager is **OPTIONAL**.

The PCGenesis Help Desk will not be able to assist in setting up the E-mail server information for school systems. Each school system will have a unique configuration for their e-mail which the Ga DOE would have no knowledge about.

The following screen displays:

Step	Action
1	Select ⚒ Setup (**Setup**).
2	Select [Control File] (**Control File**) from the drop-down box.

The following window displays:
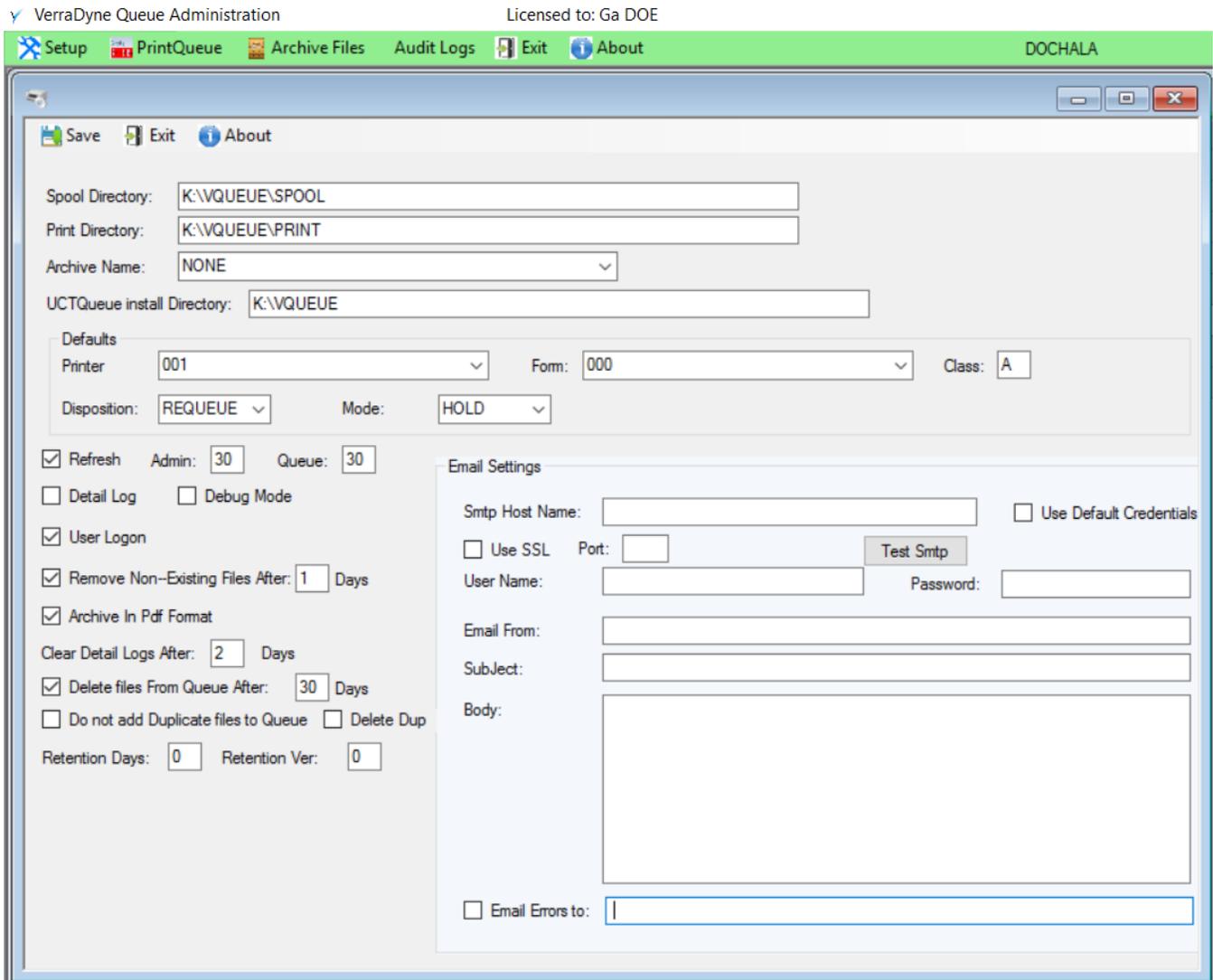
Step	Action
3	In the **Email Settings** section of the screen, enter the outgoing SMTP mail server in the **Smtp Host Name** field.

Step	Action
4	**Use Default Credentials:**
	If checked (☑), when sending email, the system will <u>not</u> use the **User Name** and **Password** field on the screen for SMTP authentication. Instead, the system will authenticate using the default credentials of the currently logged on user.
	If not checked, when sending email, the system will use the **User Name** field and **Password** field entered on the screen for SMTP authentication.
	Some SMTP servers require that the client be authenticated before the server sends e-mail on its behalf. Check (☑) this box when this <u>*SmtpClient*</u> *object should, if requested by the server, authenticate using the default credentials of the currently logged on user. For client applications, this is the desired behavior in most scenarios.*
5	**Use SSL:**
	When sending emails, the print manager will use Secure Sockets Layer. Your SMTP Server must support SSL.
6	**PORT:**
	Port used by Smtp Server. If the port is left as spaces, the system will default to port 80.
7	**UserName and Password:**
	This is the username and password for SMTP authentications. If **Use Default Credentials** is checked, you do <u>not</u> need to enter the username and password.
8	**Email From:**
	Enter the default email address. This email address will be used when emailing documents.
9	**Subject:**
	Enter the subject line for all outgoing emails.
10	**Body:**
	Enter the message body of the email for all outgoing emails.
11	**Email Errors:**
	If this box is checked, the system will email all the errors to a specified email address. On this release of the product this function is not activated, and is for future use.
12	Make the necessary entries on the screen. To test the E-mail server setup, select [Test Smtp] (**Test Smtp**) to generate a test e-mail. Verify that a test e-mail was sent and received.
13	Once the E-mail server setup has been tested and verified, select [Save] (**Save**) to update the record.

Procedure H: Verify Print Manager Access from Workstations

H1: Local Resources From Remote Desktop Connection

PCGenesis <u>does not support</u> printers as local resources when using the *Remote Desktop Connection*. When printers are configured to be local resources during a *Remote Desktop Connection*, those printers will be displayed as "*redirected*" in the *Windows* printer lists. "*Redirected*" printers will not work with the PCGenesis application. Typically, when a "*redirected*" printer is selected from within PCGenesis, the report will not print to the local printer.

Below is an example of the printer drop-down list in *Windows* displaying "*redirected*" printers. These "*redirected*" printers are displayed when using a *Remote Desktop Connection* configured to allow printers as local resources.
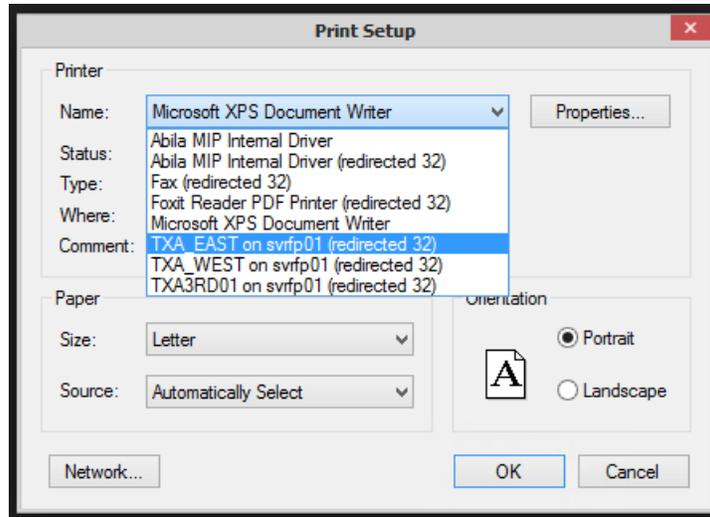
Follow the steps below to remove printers as local resources.

Step	Action
1	**If not using Remote Desktop Connection**: Proceed to the section *H2: Install Adobe Reader on the Workstation.*
2	**If using Remote Desktop Connection**: Select the *Remote Desktop Connection* application.

The following screen displays:
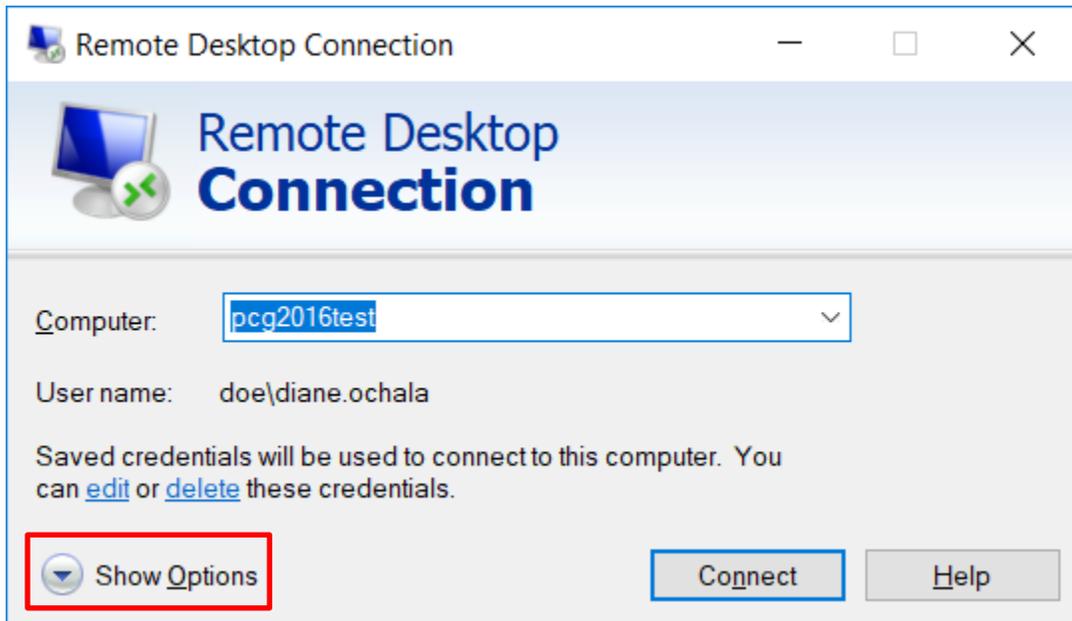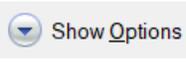
Step	Action
3	Select ⊙ Show Options (**Show Options**).

The following screen displays:
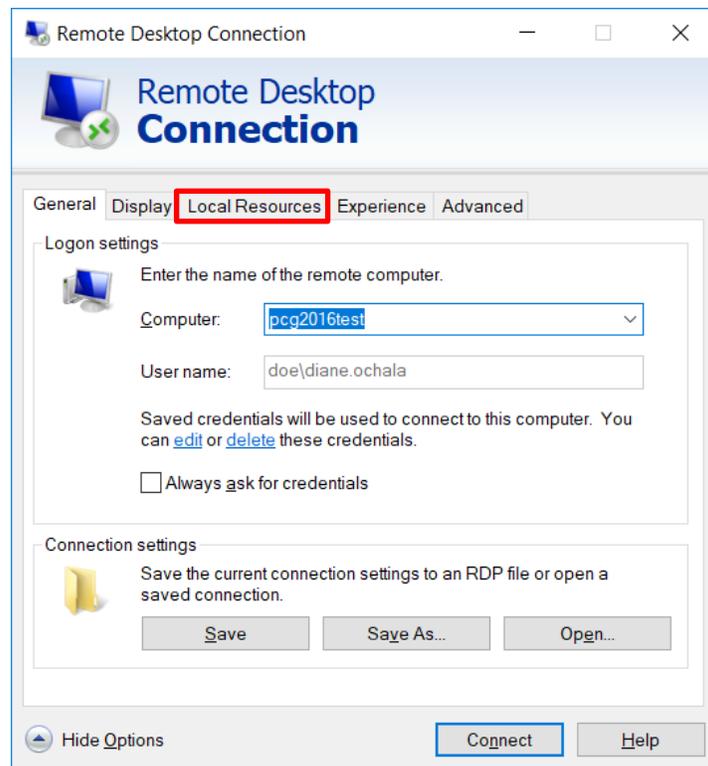
Step	Action
4	Select the tab for ▢ Local Resources (**Local Resources**).

The following screen displays:
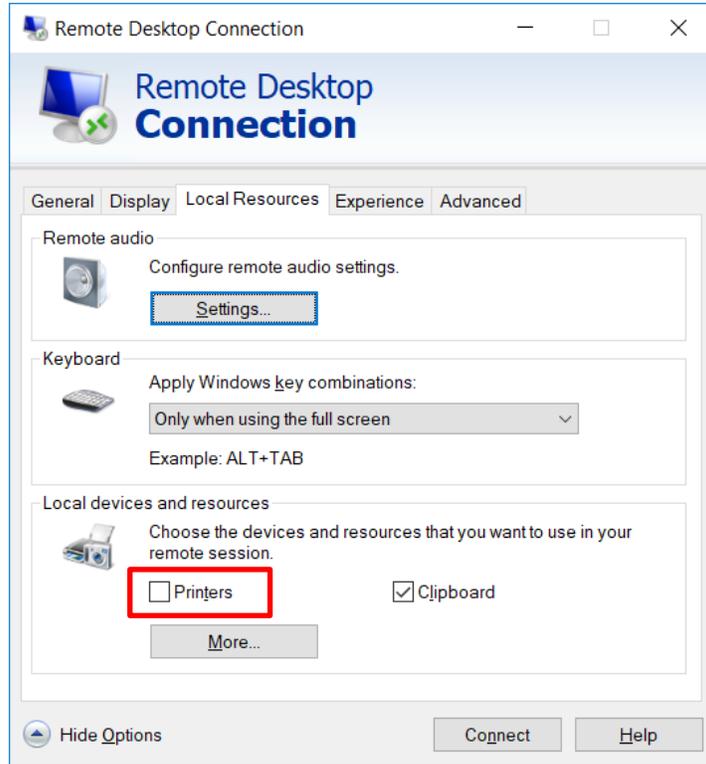
Step	Action
5	Uncheck the box ▢ to the left of **Printers**.
6	Select ▢ Connect (**Connect**) to connect to the PCGenesis server.

H2: Install Adobe Reader on the Workstation

Step	Action
1	Log into the *Windows* workstation.
2	**Adobe Acrobat Reader DC must be installed on each individual workstation** for PCGenesis reports to display correctly from the *VerraDyne Print Manager*. If **Adobe Acrobat Reader DC** hasn't been installed on the workstation, install the software from the internet before continuing.
3	**Adobe Acrobat Reader DC** must be set as the default application for **PDF** files on the *Windows* workstation. On *Windows 10* workstations, enter '*Default app setting*' in the search bar of the *Start* menu.

The following screen displays:
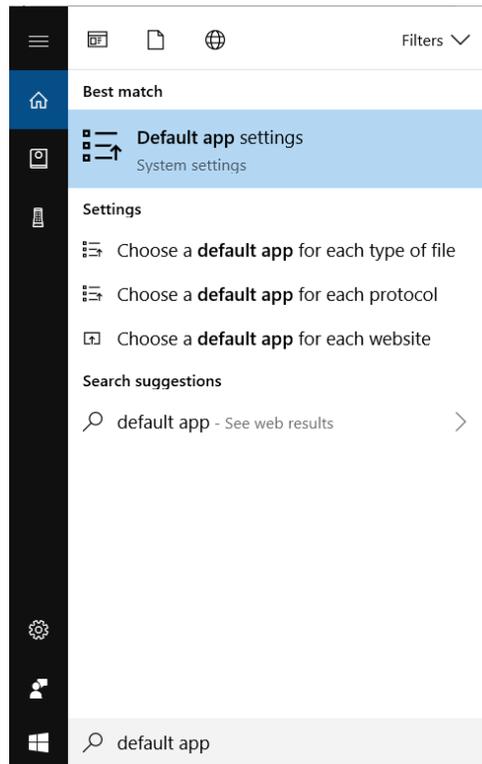
Step	Action
4	Select (**Default app settings**).

The following screen displays:
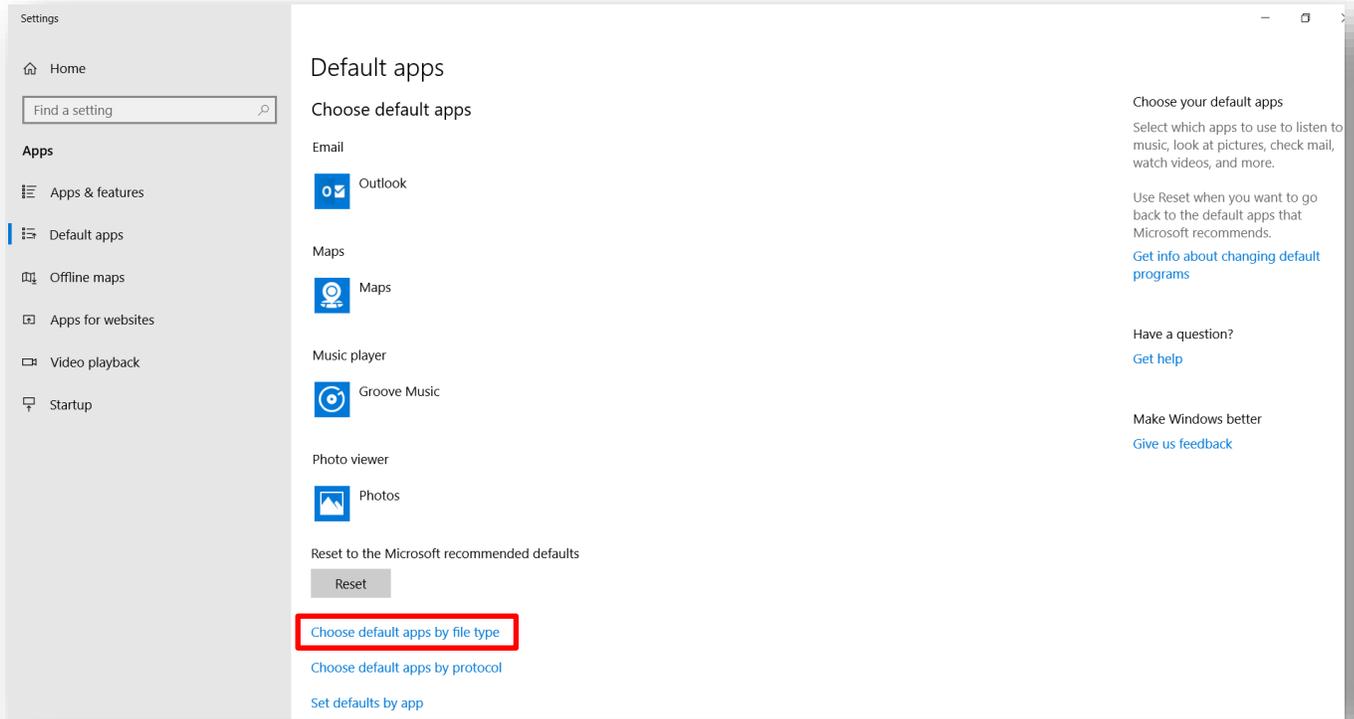
Step	Action
5	Scroll to the bottom of the *Default apps* screen until the option for **Choose default apps by file type** displays.
6	Select **Choose default apps by file type** (**Choose default apps by file type**).

The following screen displays:
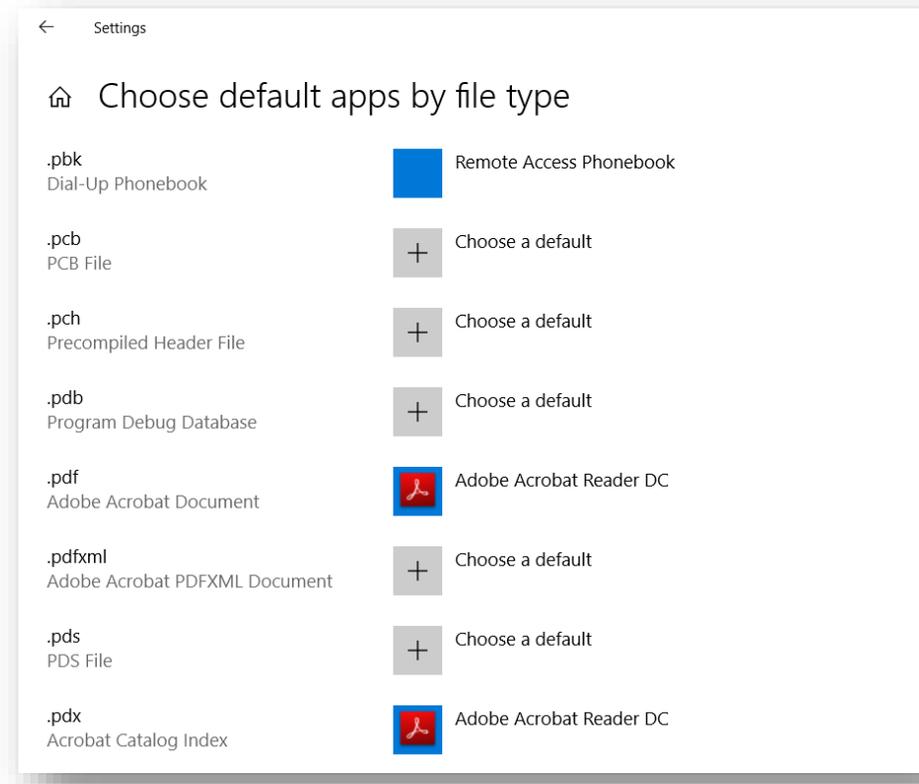
Step	Action
7	Scroll down through the file types until **.pdf** is displayed.
8	<u>**If Adobe Acrobat Reader DC already displays**</u> nothing further needs to be done. Proceed to the section *H3: Accessing the Print Manager From the Workstation.* <u>**If Adobe Acrobat Reader DC does not display:**</u> Click on the application currently displayed next to **.pdf**.

The following screen displays:
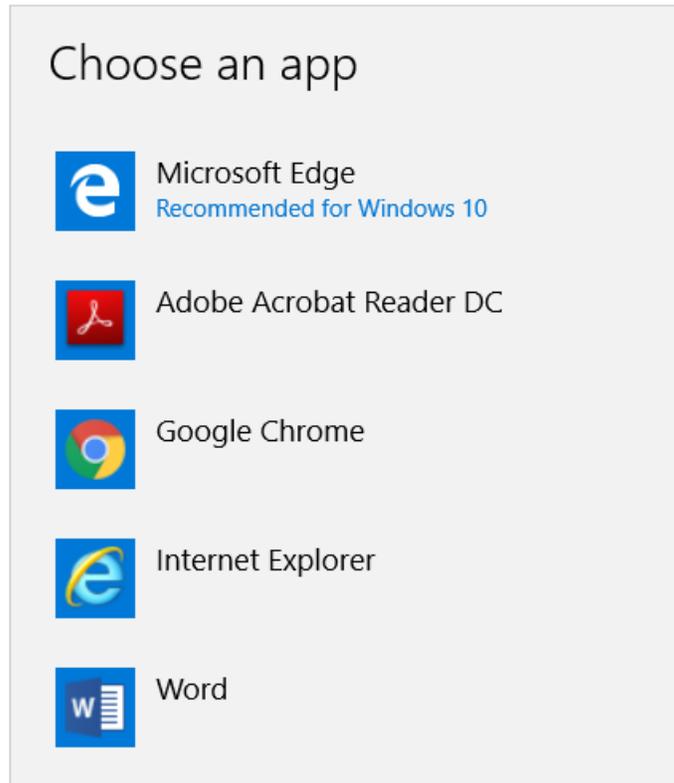
Step	Action
9	Select (**Adobe Acrobat Reader DC**).

The following screen displays:
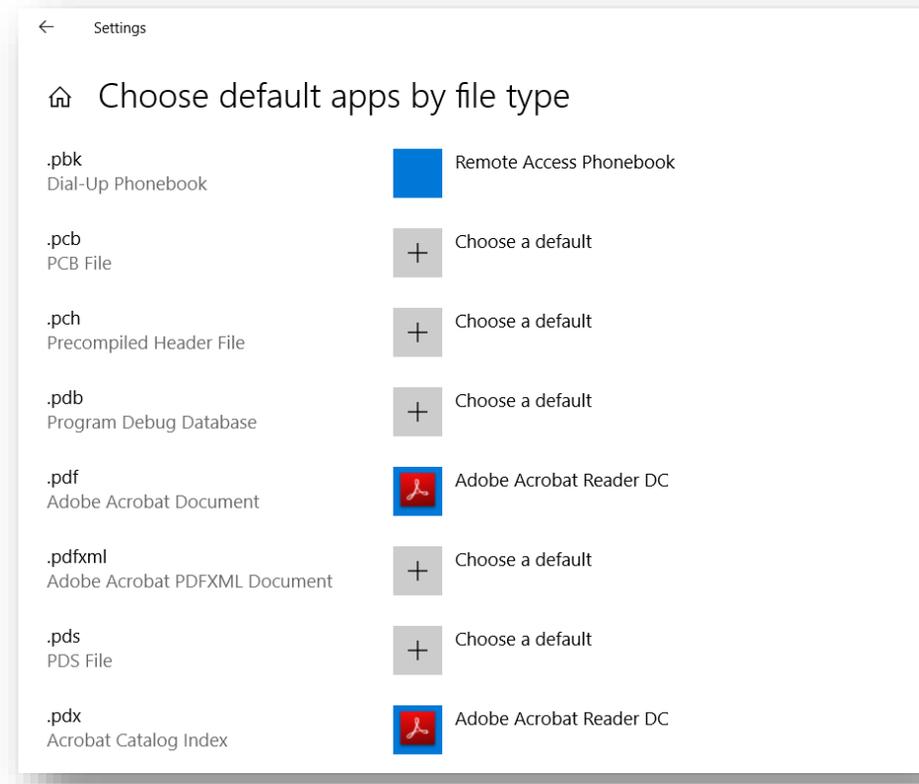
Step	Action
10	Verify that **Adobe Acrobat Reader DC** displays next to the file type **.pdf.**
11	Exit the module.
12	Proceed to the section *H3: Accessing the Print Manager From the Workstation.*

H3: Accessing the Print Manager From the Workstation

Step	Action
1	Log into PCGenesis from a user workstation.
2	Generate a PCGenesis report. ***Note***: *It is preferable to generate a __short__ report so that paper is not wasted.*
3	After creating a PCGenesis report, return to a menu.

The following screen displays:
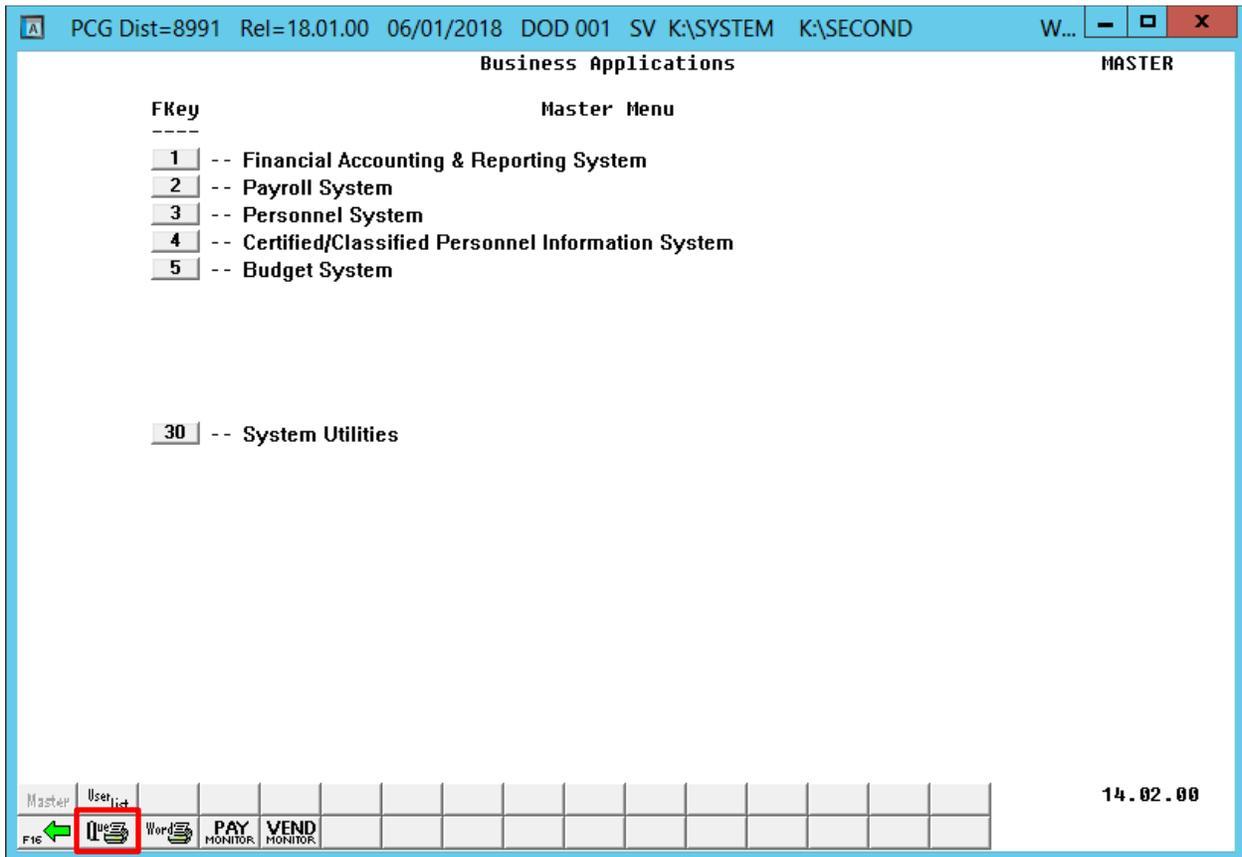
Step	Action
4	Select ![Uqueue icon] (**Uqueue**) to enter the *VerraDyne Print Manager*.

The following screen displays:

The items in the print queue will be system specific.

Step	Action
5	**To Refresh the Print Queue:** To refresh the print queue, **click** on the ![Refresh] (**Refresh**) field and select the ![Refresh_queue] (**Refresh queue**) option. ![Refresh menu showing Refresh_queue, Auto Refresh, Reset Layout options] **Refresh Queue:** When selected, print queue will be redisplayed and refreshed.
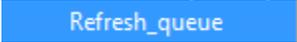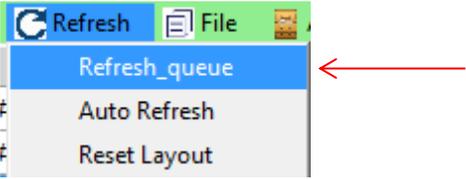
Step	Action
6	**Sorting Columns:** You can sort columns in the *VerraDyne Print Manager* by clicking on the column heading. When a sort is selected, the *VerraDyne Print Manager* will display the column heading in an orange color. For example, in the screen shown above, the print files are shown in order by date `Date ▽` (**Creation Date**). The **Sort** option is saved <u>by user id</u> when `Exit` (**Exit**) is selected on the menu bar. If you wish to <u>reset</u> the column sort, click `Settings` (**Settings**) on menu bar, and select the `Clear Sort` (**Clear Sort**) option, as shown below.
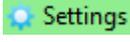
The following screen displays:

Step	Action
7	**To Spool a print file:**
	STATUS: This field displays the status of the print file.
	Valid values are:
	HOLD - Document is on hold and will not be printed or emailed until it is released. To release the document, **right click** on the **Status** field for the print file and select the
	SPOOL (**Spool**) option.
	SPOOL - Document is spooled for processing and will process as soon as a device is available. An entry can be placed on **HOLD** by right clicking on status field.
8	Verify that the PCGenesis report was spooled to the printer.
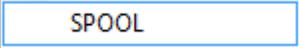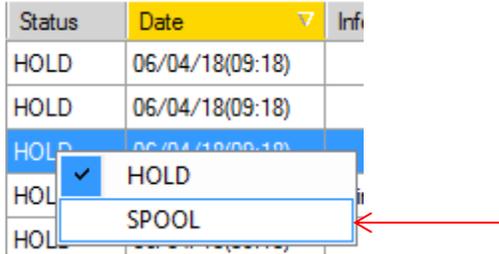
The following screen displays:

Step	Action
9	**To change the Disposition of a print file:**
	The disposition of a print file can be changed by **right clicking** on the disposition (**Disp**) field for the print file and selecting the desired option.
	Disposition, valid values are:
	SCRATCH - After printing or emailing, the document entry will be removed from the print queue and the file on the disk will be <u>scratched</u>.
	KEEP - After printing or emailing, the document entry will be removed from the print queue. The document on the disk will <u>not be scratched</u>.
	REQUEUE - After printing or emailing, the document entry will <u>remain</u> in the print queue in HOLD status and the file on the disk will be <u>not be scratched</u>. The entry status will be set back to HOLD after printing or emailing.

The following screen displays:

Step	Action
10	**File options:** The file options can be selected by **right clicking** on the file name (**File Name**) field for the print file and selecting the desired option. Valid options are: *DELETE* - You can delete a print file from the queue by **right clicking** on the filename and selecting *Delete*. If you select *Delete*, the entry will be removed from the queue and the file is deleted from the disk. *REMOVE* - You can remove a print file from the queue by **right clicking** on the filename and selecting *Remove*. If you select *Remove*, the entry will be removed from the queue, and the file is <u>not</u> deleted from the disk. *DETAIL INFO* - You can view a detail log of the print file by **right clicking** on the filename and selecting *Detail Info*. By selecting the *Detail Info* option, you can view the detailed log regarding the selected file. *EMAIL* - You can email a print file from the queue by **right clicking** on the filename and selecting *Email*. You can email the document(s) directly from queue or *Archive Folders* by selecting the *Email* option. The sender's email address is automatically defaulted to the user's email address defined in *User* maintenance. The print file will be emailed in PDF format. You can enter the email address of recipient or select from the list of groups previously defined. If no subject or message is entered, the program will default to standard subject and message defined in the control file. If the *Requeue* option is checked, the program will **requeue** the document after emailing. If *Email Password* is checked, the program will send a separate email with the password to all recipients. *ARCHIVE* - You can archive a print file from the queue by **right clicking** on the filename and selecting *Archive*. You can modify the filename for the archive, retention days and retention version. Also, you can select to remove the file from print queue after archiving. If multiple files are selected for archiving, program will display *Multiple Files Selected*. To select <u>multiple</u> files to archive from the print queue, select the files you wish to archive, **right click**, and select *Archive*. The maximum number of files which can be selected for archiving is 100.
11	**Displaying the Print File:** You can display the PCGenesis reports in the print queue by **double clicking** on the filename. The *VerraDyne Print Manager* will display the file in pdf format as shown below.
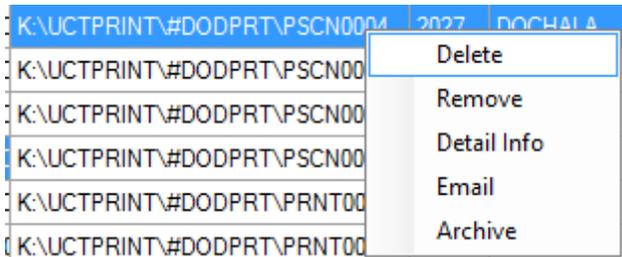
The following screen displays:

PCGenesis Report Displayed in PDF Format

Step	Action
12	Exit the PCGenesis application.
13	**Verify the PCGVQUE shortcut on the desktop:** Access the *VerraDyne Print Manager* from the desktop icon. From the user's workstation double-click the PCGVQUE icon: .
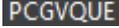
The following screen displays:
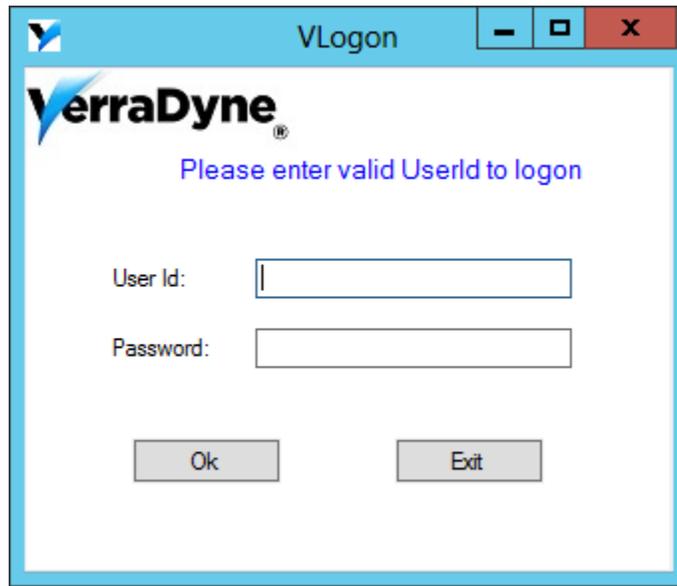
Step	Action
14	The PCGenesis user should enter their PCGenesis credentials. Enter the PCGenesis **User Id** and **Password**.
15	Select [Ok] (**OK**).

The following screen displays:

The items in the print queue will be system specific.

Step	Action
16	Repeat *Steps 5 – 11* to ensure access to the *VerraDyne Print Manager* from the desktop icon.

Procedure I: VerraDyne Spool and Print Directories

The *VerraDyne Print Queue* manages PCGenesis report files differently than in the past. Before, all PCGenesis reports were stored in the K:\SECOND\#nnnPRT directories. Now, the *VerraDyne Print Queue* monitors two sets of print directories: The **Spool Directory** and the **Print Directory**.

♦ The **Spool Directory** is where PCGenesis creates the reports:

  • K:**SECOND**\#DODPRT

♦ The **Print Directory** is the directory where the Print Manager stores the reports in the print queue:

  • For example, the **Print Directory** may be K:**UCTPRINT**\#DODPRT

  • The *VerraDyne Print Queue Service* will **MOVE** the PCG reports from the **Spool Directory** located in K:\SECOND to the **Print Directory** located in K:\UCTPRINT

  • If there is an existing print file with the same name as a new print file, the *VerraDyne Print Queue Service* will rename the file and append a date/time stamp

IMPORTANT NOTE: Before, users would sometimes store personal spreadsheets, etc in their print spool directory in **K:\SECOND\#xxxPRT.** (*xxx* is the three character PCGenesis user ID.) This causes problems with the *VerraDyne Print Spooler*. Therefore, advise all PCGenesis users to <u>not</u> save any miscellaneous files to the **K:\SECOND\#xxxPRT** directories. The print spool directories are used by the system to temporarily contain PCGenesis reports created by the system and should be used for no other purpose.
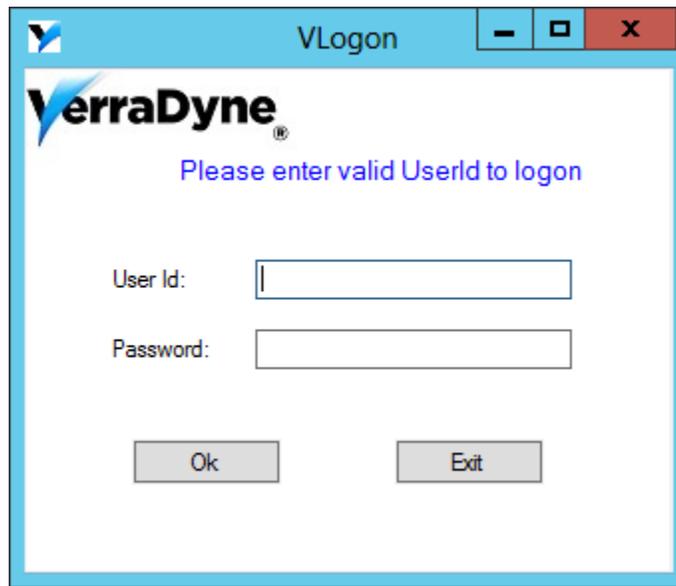
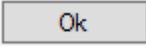# *Procedure J: Clean Up K:\SECOND\#xxxPRT*

Step	Action
1	**Verify all users are logged out of PCGenesis**.
2	Open **Windows® Explorer**.
3	Navigate to the **K:\SECOND** directory.
4	Remove miscellaneous files in the **K:\SECOND\#xxxPRT** directories that are not actually PCGenesis reports. (*xxx* is the three-character PCGenesis user ID.) Before, users would sometimes store personal spreadsheets, etc in their print spool directory in K:\SECOND**#xxxPRT**. This causes problems with the *VerraDyne Print Spooler*. Therefore, remove ALL **#xxxPRT** directories that are currently present in K:\SECOND. Copy these directories somewhere outside of K:**SECOND** so that they do not interfere with the *VerraDyne Print Spooler*. As users create new PCGenesis reports, the **#xxxPRT** directories will be recreated automatically with only valid PCG reports, and then the *VerraDyne Print Spooler* will run smoothly.
5	Advise all PCGenesis users to <u>not</u> save any miscellaneous files to the **K:\SECOND\#xxxPRT** directories.

Procedure K: Clean Up VerraDyne Print Queue Entries

Step	Action
1	From the <u>server</u> double-click the PCGVADMIN icon: .

The following screen displays:
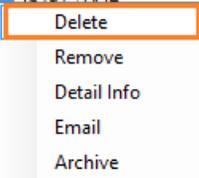

Step	Action
2	Enter the **Windows User ID** of the technology specialist who installed the software. If the **Windows User ID** of the technology specialist who installed the software is <u>the same as a **PCGenesis User ID**</u>, enter the **PCGenesis password** that matches the user Id, otherwise do <u>not</u> enter a **Password**.
3	Select [Ok] (**OK**).

The following screen displays:

Step	Action
4	Review the contents of the print queue.
5	If very old PCGenesis reports exist on the print queue, ask the individual users to delete old reports that are no longer needed.
6	The **REORG** reports, highlighted above, are generated every day after the *PCGenesis Reorganization Process* is run in the middle of the night. If these reports are accumulating, they can be deleted. Highlight the old **REORG** reports as shown below. Multiple reports can be highlighted at the same time.

Step	Action
7	Once the report(s) are highlighted, **right-click** on the first filename and select the **Delete** option.

The following screen will be displayed:
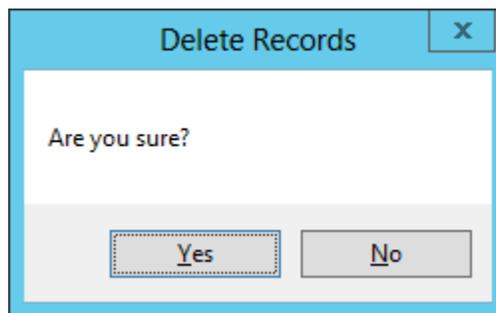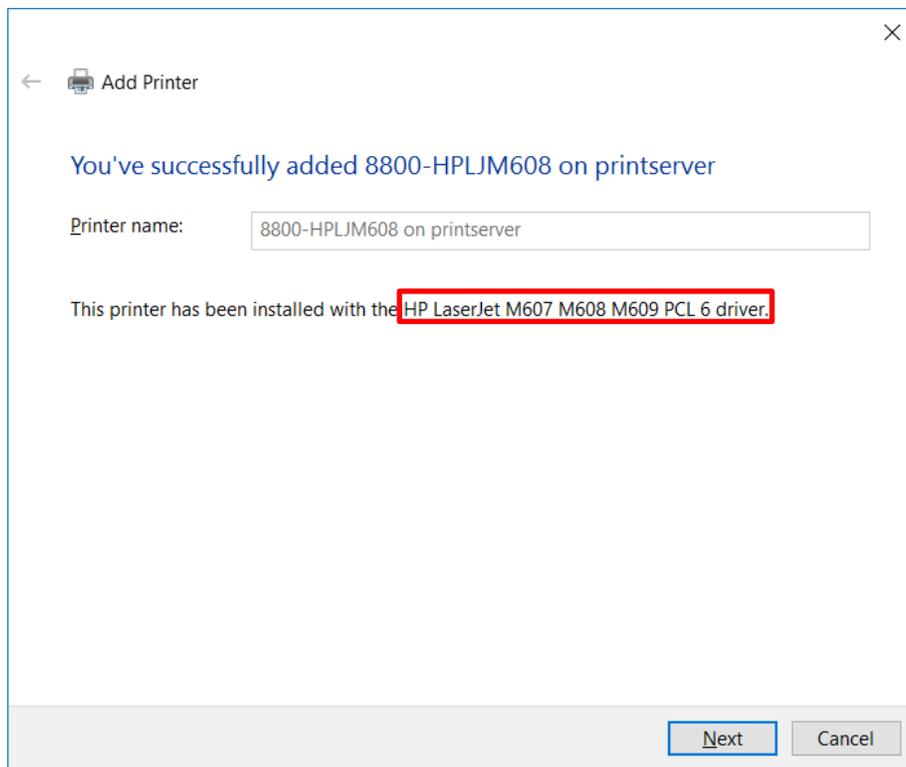
Step	Action
8	Select '**Yes**' to delete the report(s).
9	Tell your PCGenesis users to keep the *VerraDyne Print Queue* cleaned up so that extremely old reports are not kept on the queue.

Procedure L: Configuring HP Printers in Microsoft Windows

PCGenesis experiences problems printing to HP printers that are configured with the default print driver software for the printer. If checks and direct deposits do <u>not</u> print on an HP printer, the problem is typically with the print driver. If it is an HP printer, make sure that the printer is configured with an **HP Universal Printing PCL6** print driver. Follow the instructions below.

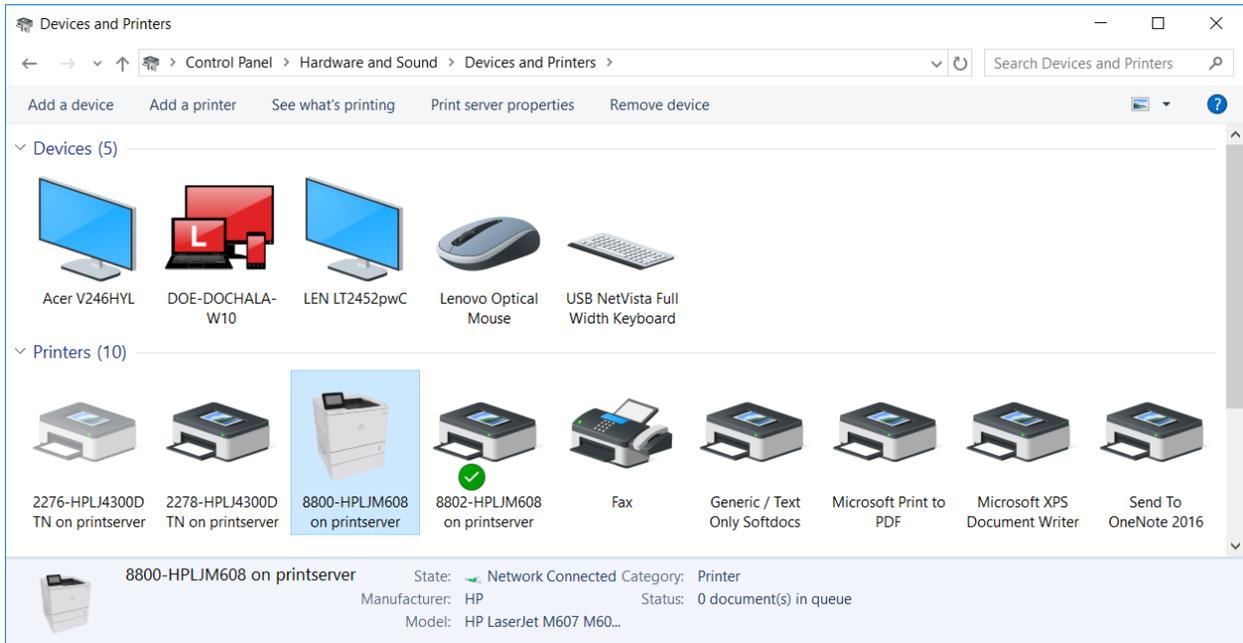| Step	Action
1	If an HP printer has been configured with the default print driver for the printer, a screen similar to the one shown below will be displayed.

The following screen displays:

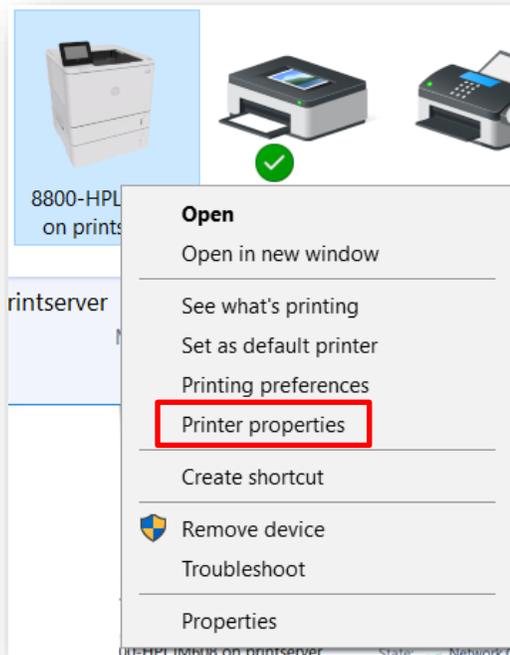| Step	Action
2	HP printers must be configured using the "*HP Universal Printing PCL6*" driver.
3	From the *Windows Control Panel*, select View devices and printers (**View devices and printers**).

The following screen displays:

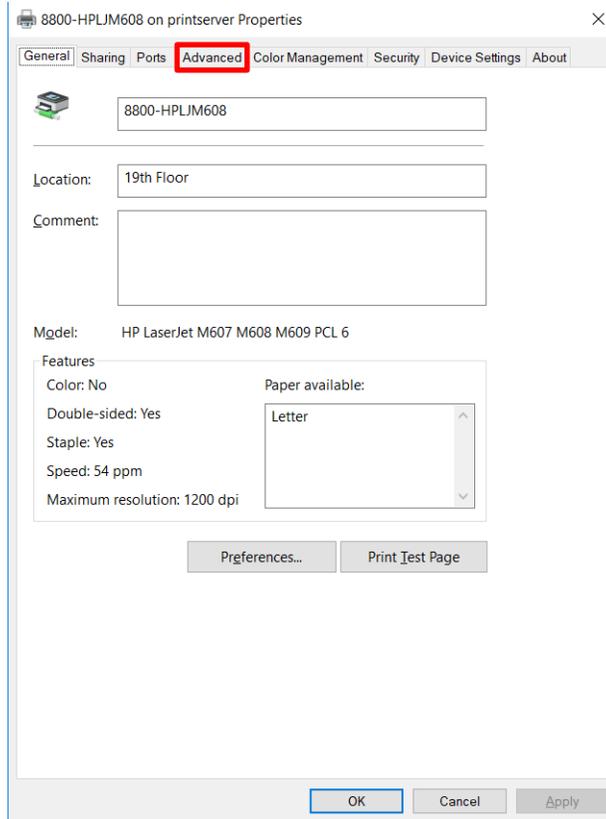*The results on this screen will be system specific.*

Step	Action
4	Right-click on the appropriate HP printer.

The following screen displays:

Step	Action
5	Select Printer properties (**Printer properties**).

The following screen displays:

Step	Action
6	Select the Advanced (**Advanced**) tab.

The following screen displays:
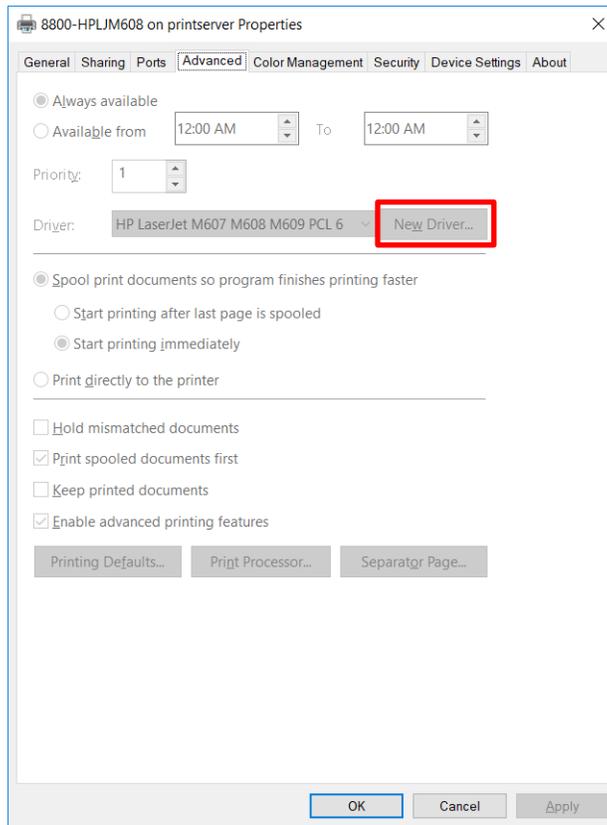
Step	Action
7	Select the [New Driver...] (**New Driver…**) button.
8	Select the "*HP Universal Printing PCL6*" driver from the list of drivers.
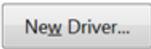
The following screen displays:
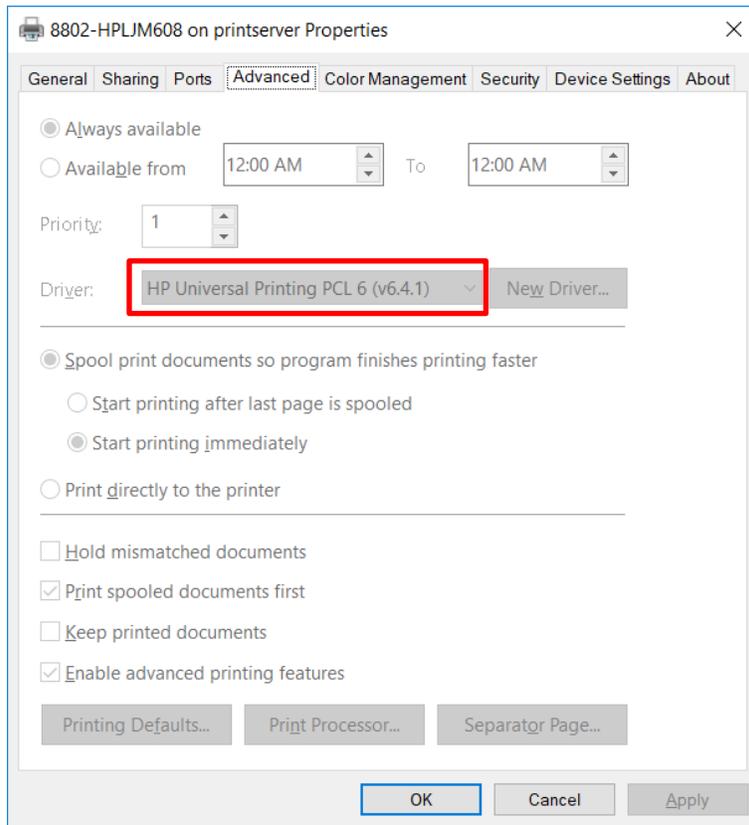
Step	Action
9	Verify that "*HP Universal Printing PCL6*" displays as the driver for the printer.
10	Select [OK] (**OK**) to exit the module.