UNISPOOL®

Q&A UniSpool

1 | WHY UNISPOOL?

What is UniSpool?

UniSpool® is a sophisticated and effective solution for output and print management in every ERP environment. We take charge of your print management tasks in the application, delivering maximum comfort and reliability, which ensures that documents generated by your system's applications are managed and distributed in an efficient manner. It provides companies with a fundamental component for reliable delivery and management of documents and reports. At last you can now actively receive information about where your print jobs are, and you can manage your printer configurations and print servers with one single action and without any extra, time-consuming training.

Why UniSpool?

- Precise status reports on your print jobs and printers
- Easy and fast configuration of output devices in UniSpool and SAP (for single point of system administration for both environments)
- Improved security by assigning user permissions in UniSpool®
- Synchronization of the output devices and the corresponding queues on the different servers
- Synchronization of the output devices between all instances of the ERP System
- Maximum protection for your confidential documents with print job encryption via IPPS
- Printer brand independent
- Less traffic for LAN/WAN networks with compressed print jobs; outsourcing the print management to UniSpool® reduces the load on application system CPU's
- Standardized printer configuration in all applications
- Full integration for ERP printing
- Automatic rerouting to an alternate device if the primary destination device is not available
- Convenient and automatic installation of printer drivers in networks
- On-site installation in record time – with minimum intrusion.

How can I effectively cut down the costs of our print management?

Our solution enables the reliable distribution of print jobs throughout your printer landscape. Smart analysis tools supply precise data for pinpointing and eliminating cost generators. Any employee can create cost-intensive printouts (color prints, photographs). But our system print quotas regulate who is allowed to print how many pages at which printer.

Is there a solution for different platforms?

Of course. Totally different and awkward-to-use tools for spooler management are now obsolete. This is our solution: A standardized print management system for all Unix, Linux and Windows platforms. With an easy to use Windows based management interface.

How does UniSpool compare to other spooling solutions?

UniSpool is very scalable: up to 20000 device can be handled from one server. CUPS for example is not capable of handling configurations of that size. Furthermore UniSpool provides a user interface that makes managing such a large environment a snap.   »

2 | TECHNICAL SPECIFICATIONS

How secure is UniSpool?

All print data handled by UniSpool can be encrypted. From the point of creation (where it leaves SAP) all the way up to the printer (if the printer supports encryption of course). If the request data is, temporarily, stored on a server the data is stored as an encrypted file.

How fast is Unispool?

The print speed of UniSpool is obviously limited by the speed of the output device. However UniSpool can handle more than 100,000 requests of different sizes, spread over different printers, per hour. UniSpool works event driven, so the completion of one action automatically triggers the following action.

Can I filter the list of print jobs for individualized viewing?

The 'View filters' function can be used to set individually definable criteria, for example all jobs for a particular printer, all jobs of a particular user or all jobs with a certain content, like invoices, to determine which print jobs are displayed in our GUI.

Can I view the content of a print file before it is actually printed?

You can look at print files in our GUI using the integrated 'Viewer'. However, some restrictions do apply to specially protected print files with sensitive content. These can only be viewed by the user who created the print job. Different viewers are used from different types of print data, for example GhostScript for Postscript files, and Notepad++ for Ascii text files.

I have to migrate the print server to a new operating system. What do I do with the configured printers?

In our system you can create a backup file for the entire printer configuration. Migrate your print server to the new OS and then just import the backup file after you have installed our system. The printers are restored and created on the new print server – together with all your configuration settings – with the aid of the backup file.

How can 180,000 print jobs be administered every day? How can I keep an eye on everything?

Our features smart search tools and filters for working with those print jobs that are really of interest. The user interface supports a variety of triggers that can be enabled to alert the administrator if a certain situation arises. For example: if a queue holds more than 50 requests at a certain moment, this could be an indication that the printer is not functioning properly.

How do confidential documents stay confidential when they are printed?

Are confidential documents left lying forgotten in the output tray of a printer in a hospital or at a doctor's surgery? That won't do! Solution: Our secure print function. Documents are not printed until the user has entered the appropriate authentication at the printer.

How can I install the latest drivers for 5,000 printers?

Quite simply and automatically. New printer drivers can be installed on large numbers of print servers, where they can then be automatically kept up to date! How does that work? With our solution: compatibility checks for printer drivers. Automatic and scheduled distribution and installation of the verified drivers on your print servers. »

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3 | UNISPOOL FOR SAP

Which SAP versions are supported by UniSpool?

Any version of UniSpool supports any version of SAP up to SAP S/4 HANA. UniSpool uses the SAP BC/XOM interface that has been stable across the different SAP versions.

Is there a need to upgrade UniSpool after migrating to a newer SAP version?

No, UniSpool versions are independent of SAP versions. However we recommend to check with Holland House Technical Support, because newer UniSpool releases will have functional and performance improvements.

When print jobs are re-routed to another printer, am I shown a corresponding message in SAP®?

Yes. Our system reports the output of print jobs at another printer to the SAP® system to keep the SAP® user informed about his current whereabouts.

Do I need an extra SAP® account to declare and create new printers in the SAP® software?

No. All you need to create new printers in the SAP® software are a valid, administrator, login account for our system and the proprietary user login to the SAP® system with sufficient authorization to manage the print environment.

How can the print environment of 60 SAP® applications be brought together?

Administration of the printer environment of multiple systems with just one tool? Despite non-standardized configurations? That's what we from Holland House can offer you, as our tool administers all the SAP® servers. Single point of administration.

Where is the SAP® print job?

Without a print management system, SAP® users don't get any feedback at all. Has the document been printed or not? Should I print it again? We've changed this: printers actively notify the SAP® application when documents have been successfully printed using the Holland House software.

What communication type is used between SAP and UniSpool?

UniSpool supports both the polling and the RFC interface, both are SAP certified. Generally speaking the RFC interface offers a slightly better performance, where the polling solution is a little easier to configure.

How can a printer be configured in SAP and UniSpool?

Via our user interface both the UniSpool and SAP systems can be configured. If a new printer is added in UniSpool, the same printer will automatically be configured in SAP. SAP specific attributes, like the printer driver, can be configured from the UniSpool interface.

How to configure SAP Short printer names?

Especially in large configuration selecting the required short name for a printer can be a challenge. Via our user interface you can automatically select an unused four letter code and assign that as the short printer name.

How can a user track his print requests?

UniSpool sends status messages (pending, printed or deleted) back to SAP which can be viewed anytime in transaction SP01. So the user does not need other tools than the SAP user interface.   »

How can an administrator track print requests?

The user interface provides a unified view over the complete printing landscape, so in both the print request information from SAP as well as from UniSpool can be viewed from one interface. The administrator has numerous ways to select and sort information, for example timewise, the owner of the print request, or the destination device.

Can document formatting be done outside SAP?

Yes, UniSpool provides an interface to incorporate forms management software into the output stream, so raw data can be send to UniSpool, UniSpool invokes the composition software, receives the output back, and sends it to the printer.

Is the sequence SAP → Composition tool → UniSpool supported?

In this scenario the Composition tool is tightly integrated with SAP, SAP sends its output to the composition tool, not to UniSpool. In this case the composition tool can deliver its output to UniSpool and UniSpool prints the data. UniSpool can still provide a final status feedback (document printed) to SAP, based on the information provided by the Composition tool.

Can requests from SAP be cancelled?

Yes, the SAP cancel command from transaction SP01 is forwarded to UniSpool, and if not already printed, the request is deleted.

Does UniSpool support barcode printing?

Yes, even if the printer has no barcode font installed (internally or through an additional DIMM) UniSpool has a module to intercept the barcode in the SAP document and convert that to a printable bitmap imagine, that can be printed on any laser printer.

4 IMPLEMENTATION AND SUPPORT

How can I protect myself against complaints like "The printer won't print!"?

You're familiar with the situation: the user is interrupted in his work, triggers print jobs several times over, causes other problems and unnecessary printouts. This can all change. The help desk can immediately identify and solve the problem from a central point of control, e.g. by rerouting the output to another printer in the neighborhood of the user.

Do I need expensive staff training for UniSpool?

No, because lengthy training causes excessively high ancillary costs! Our software is based on the native look-and-feel of the underlying operating system, regardless if this is Unix/Linux or Microsoft Windows, which accelerates familiarization and effectively minimizes the need for training. Training sessions are individually adapted to the requirements of the customer's network and are conducted locally.

Where to get support?

Just send an email to support@hollandhouse.com or call Holland House directly (+31 418 67 30 00). There is a dedicate support staff to help you out.   «

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