

What's New in Infinite User Management

Print Audit Infinite User Management offers hundreds of upgraded features and enhancements over its predecessor, Print Audit 6, while maintaining the flexibility and ease of use that is the trademark of Print Audit products.

Improved Installation

Simplified Install:

IUM offers a simple install method that automatically includes the full installation IUM components and services, as well as many 3rd party components that are a requirement to run IUM. Previously it would have been necessary to confirm that 3rd party components were already installed.

With IUM, the simplified install allows you to quickly install everything you need to get started. The install includes:

- IUM Admin & Reporting Tools
- IUM Secure Print and Client services
- IUM Client software
- SQL Express
- Internet Information Services (IIS)



Single IUM Client Installation:

All IUM client functionality is included in a single client install. Previously, secure print functionality and user print tracking functionality were supported on separate client software applications, and both had to be installed on the same device, in order to use the tracking and security features together.

Client Status and Deployment Tools Uses WMI:

Using WMI for client deployment means that IT administrators will not need to worry about the use of custom deployment tools. The use of WMI makes deploying in smaller environments even simpler.

All New Design

New Web-based Architecture:

All components are now web-based and all tools (Administrator, Reporting, Secure Administration, Help Files, etc) can be accessed via a web browser.

Improved Database Communication Method:

IUM's new web-based architecture uses web services to facilitate communication with the IUM database.

Previously, a Database Communicator component installation was required to handle database traffic. At times, multiple instances of a Database Communicator were necessary to handle the demands of large environments.

The web services communication allows simpler and greater scalability of IUM, supporting more users per server, allowing IUM to perform more efficiently.

Better Printer Matching:

Historically, the tracking of local devices was challenging, because, for many reasons, the same physical printer could often appear multiple times in the database - such as when a local printer, and the workstation it is attached to, would have a different port than another workstation printing to that same printer via a share. This could cause the same device to be duplicated in the database. Duplicate printers then needed to be merged manually.

IUM's smart, automatic printer matching greatly reduces the instances of duplicate devices by automatically identifying devices that are obviously the same physical device, and automatically merging them. IUM's intelligent handling of port changes and automatic detection of direct IP printers and WSD ports, greatly enhances the management of local devices and minimizes the need for manual device merging.

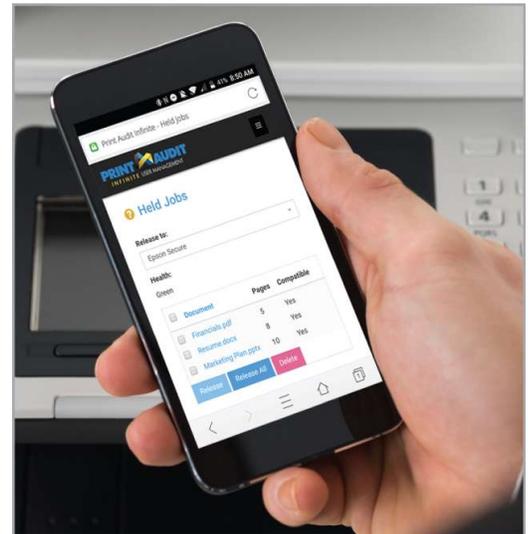
Seamless Secure Print & New Secure Features

Secure Integration:

Print Audit 6 and Print Audit Secure were available as separate standalone applications, but were able to integrate in order to track secure print jobs. Being separate applications however introduced challenges with deployment, installation, authentication disparity, separate databases, separate administration, separate user interfaces, and several barriers in sharing functionality between the products.

With IUM, all secure printing functionality is available within the application, as a seamless module with a single installation method, easier deployment, shared authentication methods, one user interface and administration tool, and a complete assimilation with the core IUM functionality and database.

And even though IUM is a client-based solution, and normally the IUM Client is responsible for securing jobs, IUM secure printing can also be configured to operate in a server-only configuration, when no client application is desired. When IUM is configured to enable Secure spooler jobs, the print jobs that arrive at the server will be secure at that point. Note, that in a server-only configuration, job page count and cost information will not be tracked.



Tap and Release Secure Functionality:

New in IUM is a quick authenticated release method, which allows users to present a prox card at the device and automatically have all their held documents released at once.

This provides busy users with ability to securely hold their jobs at the printer until they choose to release them, but doesn't require the user to spend extra time navigating through the device panel and searching for their print jobs. No interaction at the panel is required. Just present your card and retrieve your documents. Additionally, new in Secure, pending jobs can now be managed in the web interface, allowing custom field values to be attributed to pending jobs, and allowing administrators to delete pending jobs.

Release Code and Shared Print Release:

IUM introduces the use of release codes for shared print release, allowing users to retrieve securely-held jobs with a simple release code, instead of a secure user ID. The introduction of Release Codes, also provides for a new shared release workflow, whereby a user can send a document to print, but have someone else release

the job at the physical device, through the use of a Release Code. This allows users to print individual documents on someone else's behalf, without having to share credentials.

Document Reprints:

IUM provides an option for the user to retain their print job on the print server, so they can reprint it any time. For users that might need to print out the same document frequently, the user can print it once, to be held in secure queue, and then release it as many times as they need.

Support for Anonymous Users:

To allow organizations to extend their secure printing functionality to users and guests who don't have network credentials, IUM allows guest users to send their print job to a printer email address, where the job is held in queue. Guests are provided with a common username and password to log into the device to release their job for print.

Secured Documents Report:

This new report provides a snapshot of the impact that secure printing has had, by providing information on how many documents were secured vs

released/cancelled, or expired. It breaks down the number of pages printed vs the number of pages that were cancelled/expired. This helps to illustrate the printer volume that was spared by implementing a secure print workflow in the environment.

Status Monitoring of Released Jobs:

IUM provides a valuable Job Event Log, where it is now possible to search for data on specific job events. This tool allows you to drill down into what happens to a job after the print request is made. Now you can identify the number of active jobs being held in secure queue, or find jobs that were released after a printer has come back online. There are numerous job events that IUM now tracks and are available for auditing.

Many More Secure Queue Options:

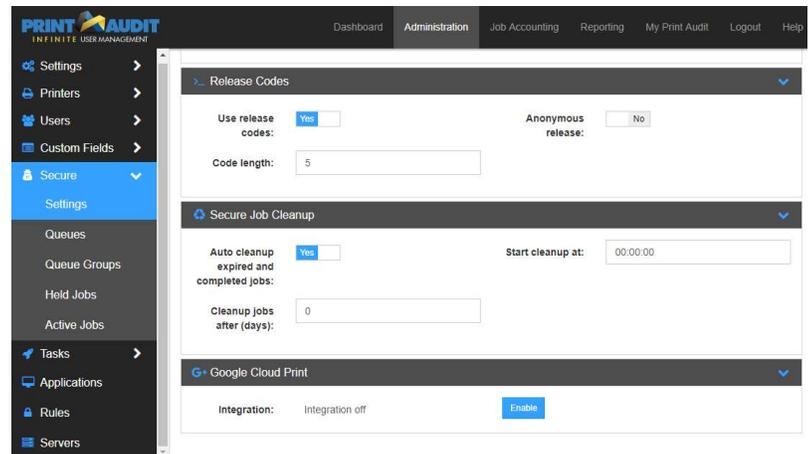
- Pass-through: Immediately sends the print job to the Windows spooler without holding the job. Select this queue type if you want to set up a printer as a Mobile Cloud Print device.
- Secure Hold: Holds all jobs until released at a device. If you are implementing Secure Print Release, select this option to create a secure queue.
- Load Balanced: Releases jobs immediately to one of the queues in a specific Queue group that is designated as a load balanced group.
- Route to Queue: Releases jobs immediately, but to a specific queue only. This queue type is useful if you want to send jobs automatically to a different server.

Support for Multiple Queue Servers:

The new "client services" component is designed to be installed on one or multiple computers both for load sharing and performance reasons in large environments and for securing existing print servers.

Optional Secure Hold:

Now in IUM, you can give users the option as to whether they want to have their document held in secure queue. In some organizations, a secure print workflow for all users is not a priority, so IUM offers the ability to allow the user to choose whether the document is released to the printer automatically, or whether it should be



held securely until the user is at the device and ready to release it. This ensures that a traditional print workflow is maintained for all users, unless they have a need for extra document security.

Mobile Print Tracking

Previously, securing and tracking print jobs from a mobile device was not supported.

IUM now will secure jobs from users printing from mobile devices through Google Cloud Print. Google Cloud creates a cloud-based print server that allows user to print from any Cloud-Print-aware application (such as Chromebooks or Android smartphones). IUM has a gateway between the physical printer and the Google Cloud, allowing for the tracking and secure release of jobs that originate from those mobile devices.

Robust and Flexible Reporting and Exports

Improved Reporting and Report Delivery Options

Previously, reports could be emailed or downloaded. With IUM, there are many more flexible report delivery options including, FTP, web service upload and drop to a network folder.

Customizable Dashboard

The Dashboard in IUM allows you to select from a number of system statistics that will display every time you open IUM. This Dashboard view can provide you with compelling information about your printing environment, without having to run any additional reports or pull any additional data. Simply choose the information that is most important to you, so that it is always displayed when you open the application.

Improved Job Export Options

IUM still supports the string delimited and fixed width type job export options, but have also added XML. IUM also now offers the ability to specify an export destination (download, email, network folder location).

Unlimited Report Fields

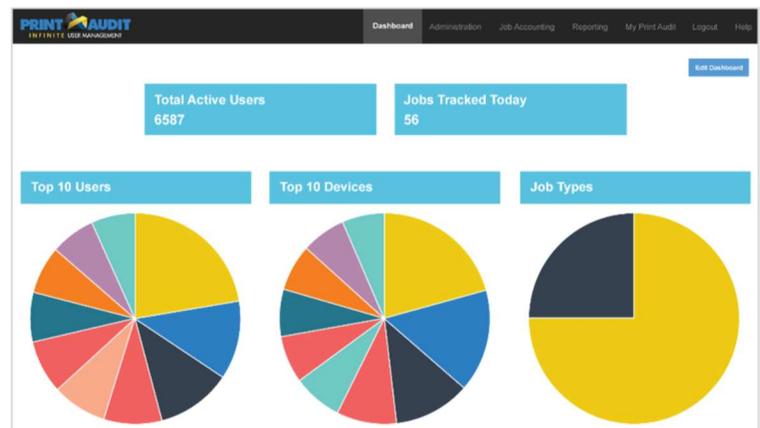
Previously, full job reports were limited to 5 fields of data. IUM has removed this limitation.

Simplified System and User Management

Hierarchical Groups for Improved Reporting and Rules

IUM simplifies the management of users by introducing a new, flexible, hierarchical user grouping structure. Now you can organize your users into logical groups, based on criteria of your design, be it location, functional group, or any designation of your choosing. Parent groups can be support numerous child groups, allowing you to structure your hierarchy that best suits your organization.

Later, those groups can be used to customize how print will be managed throughout your organization. User groups can be used in the configuration of specific print rules (see below) for specific user groups, or to build reports that provide more insight into group printing statistics.



Active Directory OU and/or Security Group Integration

The new Grouping capabilities in IUM has improved the Active Directory integration and enhanced the ability to manage Active Directory OU and security groups. It is now possible to:

- Import from an OU or a Security group or some combination of the two
- Search for the OU group, rather than enter its exact name
- Import based on attribute names and values, and create groups based on these attributes
- When scheduled, update group membership based on the OU or security group
- Specify hierarchy of groups that can represent the OU hierarchy
- Group unrelated OU's into a single group

Built-in Task Scheduler

Previously task scheduling was performed using Windows Task Scheduler, which presented limitations in usability. IUM now provides a built-in task scheduler that is designed to work with IUM, with fewer limitations. The IUM task scheduler can work across your network and will still run as a report is building.

Automatic Client Updates

Previously, to update new versions of Print Audit client software, it was necessary to roll out the installer in a separate process to update to the newest version of client software.

To ensure the system is always running the most current version of client software, IUM has made it possible for the Client to update itself. IUM can contact the IUM server and to check for new versions. If there is a new update, IUM will download the version and then can update itself, with minimal administration.

When Automatic updates are enabled, administrators can use the Detect function to download the client.msi and identify the version. The client will not update itself unless the version is newer than the version on the server. The administrator can configure at what times the update will take place, and the location to where the file will download (a file sharing or internal file server, for example).

This greatly simplifies maintenance and support of the system, and reduces the administrative burden of deploying updates throughout the organization, but still provides control around when the client software is updated, to avoid even minor organizational disruption.

Rule Statistics

New in IUM is the reporting on printing rules adherence. IUM offers a simple report that provides a snapshot of the printing rules in place, and shows how often the rule was followed and the impact the rule has on the organization's printing habits.

Improved Log File Management

All error log files are now placed in a central location. This is critical for troubleshooting support issues quickly. Error logs can be quickly accessed and zipped in the log viewer.



Rule Statistics
For All Time with All Users and All Printers

Rule Message	Jobs Cancelled	Mono Pages	Color Pages	Estimated Savings
Job cancelled due to Thursday Maintenance	2	2	0	\$0.20
This printer can only be used Monday through Friday	20	30	10	\$5.00
Printing from Outlook cannot be in color	12	11	32	\$7.50
Printing is not allowed after 6PM	10	12	10	\$3.20
Jobs over 5 pages can't be sent to this printer	4	1	1	\$0.30
Printing from Internet Explorer must be duplexed	45	66	78	\$22.20
Print job is over 100 pages	21	508	332	\$117.20
Print job was not duplexed	55	109	26	\$16.10
This document may contain sensitive information we recommend you use the Secure Queue	12	12	4	\$2.00
Recopies should not be printed at work	18	26	1	\$4.20
Printer is out of service	33	70	32	\$13.40
	232	847	533	\$191.30

SSL/TLS Email Server Support

Previously, before support for SSL email servers, environments that used encrypted email servers could not communicate with the system directly. To overcome this, additional email configurations had to be created in the environment, to forward or relay a negotiation of the system email delivery with the environment's encrypted email server.

Because encrypted email servers are routinely used (Exchange servers and external email systems, such as Gmail, for instance) support for SSL email servers allows IUM to be more easily adopted, without extra external system setup in the customer environment.