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## Customer Reference Document: InfoPrint Productivity Tracker V2.1.4

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### Overview

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- InfoPrint Productivity Tracker Version 2.1, self-service software that helps collect and analyze on-demand operational data for continuous forms printers including the InfoPrint 4100, InfoPrint 4000 and full color inkjet system, the InfoPrint 5000. Recently added to the Productivity tracker family of printers is the ProC900AFP, the first cut-sheet printer in the PTV2 fleet. Also new to Productivity tracker is the ability to pull data from non-AFP printers via the SNMP Public printer MIB.
- InfoPrint Productivity Tracker Version 2.1 (5639-AA9) allows production managers to gain detailed insights into the workings of hardware that can optimize print operations, maximize printer utilization and minimize labor costs. This ultimately reduces the cost of printing, a key pain point for many commercial printers. PTV2 gathers data from the hardware controller and subsequently stores it in the PTV2 database before organizing, analyzing and displaying data in standard reports and graphs.
- ThroughPut Reports Series: This new report series displays allows the production print manager to quickly compare the total paper movement, the total print throughput, the number of jobs, and the number of toner adds across the enterprise. You can quickly drill down to the job level to discover which printer, jobs or operators are stopping you from reaching your rated printer speeds or service level agreements.
- SNMP Data Collection from other printers: InfoPrint® Productivity Tracker software allows for printer production data to be collected at two levels from the SNMP MIB. This data is available on a low-level via the public MIB from nearly all printers on your floor, resulting in high-level SNMP Printer State Report. Additional amounts of production print data data are available from Ricoh family printers via the private SNMP, job MIB.
- New Scheduled Email of reports.
- New 60 Day Trial version for customers to evaluate the software.
- For new customers, an Electronic Software Distribution installation model is being introduced.

### ***Announce and General Availability Dates***

**Planned Announce Date: December 10, 2010**

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### ***Announcement Countries***

Country	Announcement
<b>N. America</b>	
Canada	Yes
United States	

Country	Announcement
<b>EMEA</b>	
Austria	Yes
Belgium	
Denmark	Yes
Finland	Yes
France	Yes
Germany	Yes
Greece	Yes
Israel	Yes
Italy	Yes
Netherlands	Yes
Norway	Yes
Russia	Yes
South Africa	Yes
Spain	Yes
Sweden	Yes
Switzerland	Yes
Turkey	Yes
UK	Yes
<b>Latin America</b>	
Argentina	Yes
Brazil	
Chile	Yes
Columbia	Yes
Mexico	Yes
Peru	Yes
Venezuela	Yes
<b>AP</b>	
Australia	Yes
Hong Kong	
India	Yes
Korea	Yes
Malaysia	Yes
PRC	Yes
Singapore	Yes
Taiwan	Yes
<b>Japan</b>	Yes

### **Item Numbers**

Item Number	Description
5639-AA9-OC001	Optional Features
5639-AA9-0001	FC 0001 - IP Productivity Tracker [0001/U7ZBC1/D7LG]
5639-AA9-0002	FC 0002 - SNMP [0002/U8SNC1/E0FF]
5639-AA9-OC002	Supply Features
5639-AA9-E001-2.1.4	5639-AA9-0001 - IP Productivity Tracker Base V2.1.4 Download
5639-AA9-E002-2.1.4	5639-AA9-0002 - IP Productivity Tracker SNMP Feature V2.1.4 Download
5639-AA9-ENID	Software Entitlement

5639-A6A-OC003	InfoPrint Productivity Tracker Software Maintenance 1 Year Registration
5639-A6A-2669	FC 2669 - Productivity Tracker [2669/U4GJC2/2669]
5639-A6A-OC004	InfoPrint Productivity Tracker Software Maintenance 1 Year Renewal
5639-A6A-2670	FC 2670 - Productivity Tracker [2670/U4GJC3/2670]
5639-A7A-OC005	InfoPrint Productivity Tracker Software Maintenance 1 Year After License
5639-A7A-2671	FC 2671 - Productivity Tracker [2671/U4GKC4/2671]
5639-A8A-OC006	InfoPrint Productivity Tracker Software Maintenance 3 Year Registration
5639-A8A-2672	FC 2672 - Productivity Tracker [2672/U4GLC5/2672]
5639-A9A-OC007	InfoPrint Productivity Tracker Software Maintenance 3 Year Renewal
5639-A9A-2673	FC 2673 - Productivity Tracker [2673/U4GMC6/2673]
5639-A1B-OC008	InfoPrint Productivity Tracker Software Maintenance 3 Year After License
5639-A1B-2675	FC 2675 - Productivity Tracker [2675/U4GNC7/2675]

## Description

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### ***Accessibility by people with disabilities***

InfoPrint Productivity Tracker has the following capabilities for vision-impaired users:

- Can be operated using only the keyboard
- Communicates all information without color
- Supports interfaces commonly used by screen magnifiers
- Supports interfaces commonly used by screen readers
- Provides documentation in an accessible format

### ***Publications***

The InfoPrint Productivity Tracker ships with the following publications:

- InfoPrint Productivity Tracker: Planning and Installing, G55-01136
- InfoPrint ProcessDirector: License Information, G550-1139

### ***Technical Information***

#### **Software Requirements**

Minimum prerequisites	<ul style="list-style-type: none"> <li>• Recommended: Microsoft® Windows XP, Windows 7, 2003 Server or 2008 Server operating systems server grade PC with Ethernet TCP/IP capability and connectivity to an InfoPrint 4100, InfoPrint 4000<sup>1</sup>, InfoPrint 5000 or InfoPrint Pro C900AFP printer</li> <li>• Either dual-core 2.0 GHz or single-core 3.0GHz Processor, 2 GB RAM, with 500 MB free hard disk space plus 500 MB free hard disk space for each print system, and CD-ROM</li> <li>• In addition, the server should be dedicated to InfoPrint Productivity Tracker</li> </ul>
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## Hardware Requirements

InfoPrint Productivity Tracker also requires:	<ul style="list-style-type: none"><li>• An InfoPrint 4100, InfoPrint 4000, InfoPrint 5000 or InfoPrint Pro C900AFP with the Productivity Tracker feature with Ethernet connectivity to the Windows operating system PC</li><li>• Microsoft® Windows 32 or 64-bit Microsoft® Windows XP, Windows 7, 2003 Server or 2008 Server operating system</li></ul>
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## System Configuration

The current release of InfoPrint Productivity Tracker supports the same list of software configuration as Productivity Tracker v.2.1.1:

- Microsoft Windows XP, Microsoft Windows Vista and Microsoft Windows Server 2003, 2008 – x32 or x64 bit operating system on the computer where Productivity Tracker application or SNMP collector agent is going to be installed
- Microsoft Windows Server 2008 and Microsoft Windows Vista needs to be updated with the latest Service Pack (at least SP2).
- Internet Explorer 7 or greater, Mozilla 1.7 or Mozilla Firefox 3.0 or greater installed for each workstation that is going to interact with this application.

From hardware perspective the minimal requirements for the server where Productivity Tracker application and its sub-services is to be installed are as follows:

- Single core Intel compatible CPU running at 3 GHz or dual core Intel compatible CPU running at 2 GHz
- 2 Gb of RAM
- 100 Mb free hard disk space for application, 500 Mb free hard disk space for each monitored print system and 1 Gb for each monitored print server.
- Ethernet TCP/IP and network connectivity to the monitored print systems
- CD-ROM
- Color display capable of 1280x1024 resolution or greater for each workstation that uses the web interface to generate reports or to interact with this application.

Minimal requirements for those systems that are running SNMP collector:

- Single core Intel compatible CPU running at 2 GHz or dual core Intel compatible CPU running at 1.5 GHz
- 512 Mb of RAM
- 250 Mb hard disk space
- Ethernet TCP/IP and network connectivity to the monitored print systems
- CD-ROM
- Color display capable of 1024x768 resolution or greater

## IMPORTANT

Additional system configuration requirements:

All component applications (Productivity Tracker, SNMP collectors, etc.) should be installed within the same LAN address range. If SNMP collector agents are installed in a different range of addresses than Productivity Tracker, this will require special configuration over firewall, routers, etc. allowing multicast messages going through.

In order to avoid time shifting between Productivity Tracker, SNMP collectors and printers, is important to have a common time server (NTP) available and configured for all systems: computers and printers.

## ***Equipment Supported***

The following printers are supported by this version of Productivity Tracker:

- InfoPrint 4000
  - AFCCU microcode v.12.4.12 or greater
  - AFCCU microcode v.11.11.12 or greater
- InfoPrint 4100
  - AFCCU microcode v.12.4.12 or greater
  - AFCCU microcode v.11.11.12 or greater
  - GJ microcode v.15.2.010 or greater
- InfoPrint 5000
- InfoPrint Pro C900AFP v.20.3.222
- Printers supporting the SNMP v.1 based on the
  - Printer MIB v.1 (RFC1759)
  - Printer MIB v.2 (RFC 3805)
- InfoPrint Process Director
- Ricoh SNMP enabled printers

The level of SNMP support is different from one manufacturer to the other. This may affect how the availability and the quality of the information that is collected from printers via SNMP.

That is why some SNMP printers may provide more accurate data than the others.

## ***Summary of Functional Characteristics***

- Features that are covered in this release are:
- Add 64bit support for Microsoft Windows OS

- Add SNMP extended support for Ricoh printers
- Creation of the Throughput report
- Add e-mail support for scheduling and submission of reports

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## Configurator Availability Dates

***December 10, 2010***

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