SILENTPRINT

FunAsset

USER GUIDE

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Foreword

Welcome to SilentPrint, FunAsset's batch printing software. This versatile application is designed to meet the demands of today's office and print environment, and to help simplify and automate the printing and conversion to PDF of a wide range of Windows documents.

In this section the following information is included:

- About this Guide and Help
- Terminology
- Sub-headings

About this Guide and Help

The SilentPrint user guide and Help provide detailed instruction about how to operate SilentPrint; from installing and licensing, to configuring input and output options, they are designed as an everyday reference for beginners and experts alike.

Both assume you have a working knowledge of the Windows operating system and its conventions, including how to use a mouse, how to run applications from the desktop or Start menu, and how to cut, copy and paste. For help with any of these techniques please refer to your Windows documentation or Help.

Printing

The SilentPrint Help is primarily designed for on-screen reference. Even though the Help can be printed, it is the SilentPrint user guide that is better suited for this purpose.

The layout of the user guide is designed for duplex (back to back) printing. If your printer has a duplex facility, please ensure it is set prior to printing.

Terminology

The table below provides details about the terminology used throughout the SilentPrint user guide and Help.

Term	Description
Click / Left-click	Press the left-hand mouse button.
Right-click	Press the right-hand mouse button.
Double-click	Press the left-hand mouse button twice.

Sub-headings

The following sub-headings are used to indicate cautions, examples, notes and where further information about a topic can be found:

CAUTION:

Identifies where an action or omission may cause damage to equipment, software or data.

EXAMPLE:

Provides an example of what has just been described.

NOTE:

Provides additional information or hints to assist in performing a task or understanding the current topic.

MORE:

Indicates where further information about the current topic can be found.

Contents

To help you quickly find information about a SilentPrint topic, the following contents are provided:

- At a Glance
- Concise

At a Glance

Concise

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Introduction

Anyone who regularly prints or converts large volumes of documents to PDF will appreciate how time consuming and frustrating it is loading each one into its respective application and repeatedly hitting the Print or Convert to PDF button.

Wouldn't it be simpler if you were able to select all the documents that required printing or converting, and automatically output them to the desired destination, or convert them to PDF, in one simple step?

SilentPrint is the application that can do this!

Originally designed for the production printing environment, SilentPrint has been extended for use by anyone who requires simple and automatic batch printing or batch conversion to PDF within the Microsoft Windows environment.

In this section the following information is included:

- Operation
- Versions
- Supported Documents and Required Applications

Operation

The concept behind SilentPrint is simple…

Standard Microsoft Windows folders (directories) are associated with a printer driver. These folders, known as Watched folders, are continuously monitored by SilentPrint.

Documents or shortcuts to documents that require printing or converting to PDF are copied and then pasted in the Watched folder that corresponds with where they need to be output. SilentPrint then automatically and invisibly opens the associated application(s) used to process the documents before printing or converting them (Fig. 1).

Fig. 1 Documents to Watched folder then documents to printer or PDF

Alternatively, text files known as Job files can be created that contain the location and name of the documents that require printing or converting to PDF. These Job files (instead of the documents themselves) are copied and then pasted into the required Watched folder. SilentPrint reads their content and automatically and invisibly opens the application(s) normally used to process the listed documents, before printing or converting them.

Any number of documents and shortcuts can be pasted within a Watched folder or defined within a Job file, and all are processed "silently" without any further user intervention – no manual opening of an associated application and no more repeated clicking of a print or convert to PDF button. All you see is the SilentPrint icon in the Windows Taskbar Tray!*

*NOTE:

The "silent'" functionality of SilentPrint, where third-party application windows and dialogs are suppressed, is unavailable when using certain third-party applications or releases. Despite this, uninterrupted batch printing and batch conversion of documents to PDF remains.

Versions

There are currently four versions of SilentPrint each with a corresponding trial:

- Office
- Office PLUS
- Pro
- Server

NOTE:

The functionality documented in this user guide and Help refers to all versions unless otherwise stated.

Office

SilentPrint Office is a low volume batch printing solution for the home or small business. It can be installed on a local PC to enable anyone to quickly and easily batch print and batch convert documents to PDF.

Office PLUS

SilentPrint Office PLUS is a low to medium volume batch printing solution for any small or medium business. It can be installed on a local PC to enable anyone to quickly and easily batch print and batch convert documents to PDF.

Pro

SilentPrint Pro is a medium to high volume batch printing solution for the medium enterprise. It can be installed on a local or remote PC/server to enable anyone within the enterprise to batch print and batch convert documents to PDF.

Server

SilentPrint Server is a high to extreme volume batch printing solution for any enterprise. It can be installed on a local or remote PC/server to enable anyone within the enterprise to batch print and batch convert documents to PDF.

Trials

Each version of SilentPrint has an associated fully functional trial.

You can download all versions of the SilentPrint trial from silentprint.com. SilentPrint Office can be immediately used for 15 days following download and installation. Other versions require you to create a FunAsset user account and request a trial licence key.

NOTE:

Each trial has similar functionality as its corresponding licensed product, but will only operate for a limited period after it has been launched for the first time.

Service Utility

The SilentPrint Service Utility allows SilentPrint to be added (and removed) as a Windows service. This is particularly useful if you want SilentPrint to function with the PC/server powered up but not logged into Windows.

The utility is supplied with SilentPrint Pro and SilentPrint Server and is optionally available for use with SilentPrint Office and SilentPrint Office PLUS.

NOTE:

Currently, SilentPrint does not operate as a Windows 7 or Vista service.

Supported Documents and Required Applications

Each version of SilentPrint can batch print and batch convert to PDF a wide range of Windows documents. However, in order to process certain documents, a third-party application (native to the document format) may also need to be installed on the same PC/server as SilentPrint.

EXAMPLE:

To batch print Microsoft Word DOC files, Microsoft Word needs to be installed on the same PC/server as SilentPrint.

NOTE:

Certain document formats such as JPEG, TIFF and TXT do not require a third-party application because they are processed by SilentPrint.

The table below details document formats, the applications required to process them, and the version of SilentPrint that supports them.

Format	Required Application	Office	Office PLUS	Pro	Server
BMP	SilentPrint	•	•	•	•
DOC / DOCX	Microsoft Word '97, 2000, 2002 (XP), 2003, 2007	•	•	•	•
GIF	SilentPrint	•	•	•	•
HTM / HTML	Microsoft Internet Explorer 5, 6, 7	•	•	•	•
JPG / JPEG	SilentPrint	•	•	•	•
MHT	Microsoft Internet Explorer or Microsoft Word	•	•	•	•
MSG (Plain Text only)	Microsoft Outlook '97, 2000, 2002 (XP), 2003, 2007			•	•
PCL*	Printer	•	•	•	•
PCX	SilentPrint	•	•	•	•
PDF*	Foxit Reader (Recommended for printing) or Adobe Acrobat/Reader 5, 6, 7, 8, 9 (for conversion to PDF)	•	•	•	•
PPT / PPTX	Microsoft PowerPoint '97, 2000, 2002 (XP), 2003, 2007	•	•	•	•
PRN*	Printer	•	•	•	•
PS*	Printer	•	•	•	•
RTF	Microsoft Word '97, 2000, 2002 (XP), 2003, 2007	•	•	•	•
TIF / TIFF	SilentPrint	•	•	•	•
TXT	SilentPrint	•	•	•	•
TXT*	Printer	•	•	•	•

Format	Required Application	Office	Office PLUS	Pro	Server
WPD	Corel WordPerfect 10	•	•	•	•
XLS / XLSX	Microsoft Excel '97, 2000, 2002 (XP), 2003, 2007	•	•	•	•
XML / XSLT	MS Internet Explorer 5, 6, 7			•	•
ZIP	WinZip 8			•	•
Other	SilentPrint	•	•	•	•

*NOTE:

These document formats cannot be converted to PDF using SilentPrint.

Getting Started

The aim of SilentPrint is to make the printing and conversion to PDF of documents easier. To accomplish this, it was necessary to make configuration and operation as simple and as intuitive as possible.

In this section the following information is included:

- System Requirements
- Installing
- Adding and Removing the SilentPrint Service
- Launching (Running)
- Accessing Features
- Licensing
- Viewing Licence and Release Information
- Upgrading
- Exiting
- Removing a Licence
- Uninstalling

System Requirements

SilentPrint has the following minimum system requirements:

- PC/server capable of running Microsoft Windows 7, Vista, XP, 2003 or 2000 *.
- Enough spare hard drive space to install SilentPrint and successfully print and convert documents (20 MB recommended).
- Applications associated with the supported documents that require printing or converting to PDF.

*NOTE:

Currently, SilentPrint does not operate as a Windows 7 or Vista service.

Installing

SilentPrint and the SilentPrint Service Utility can be installed quickly and easily.

SilentPrint

SilentPrint is installed using the SilentPrint Setup program (SilentPrint Setup.exe). This is available for download from the following FunAsset web page:

funasset.com/support/software/funasset_applications.htm

NOTE:

If you are installing SilentPrint in order to upgrade your current installation, you must Exit SilentPrint or stop the SilentPrint service.

Double-click the SilentPrint Setup program to start the installation procedure. Following this, the SilentPrint Installation Wizard (Fig. 2) is displayed which guides you through the entire installation process.

Fig. 2 SilentPrint Installation Wizard

NOTE:

Installation can be aborted at anytime by clicking the Cancel button.

SilentPrint Service Utility

The SilentPrint Service Utility is automatically installed at the same time as SilentPrint Pro or SilentPrint Server.

If the SilentPrint Service Utility has been purchased for use with <u>SilentPrint Office</u> or <u>SilentPrint Office PLUS</u>, it is installed using the SilentPrint Service Utility Setup program (SilentPrint Service Utility Setup.exe).

NOTE:

Prior to installing the SilentPrint Service Utility you must <u>Exit</u> SilentPrint or stop the SilentPrint service.

Double-click the SilentPrint Service Utility Setup program to start the installation procedure. Following this, the SilentPrint Service Utility Installation Wizard (Fig. 3) is displayed which guides you through the entire installation process.
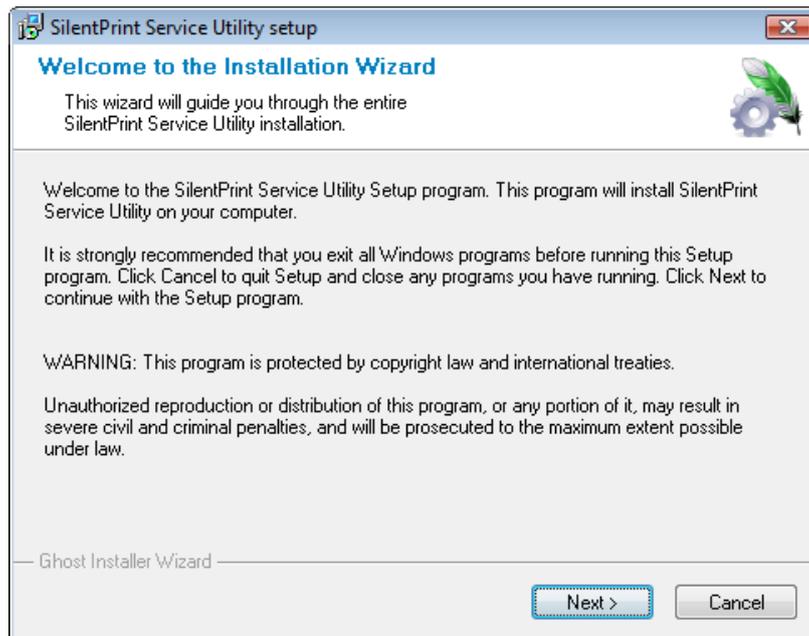

Fig. 3 SilentPrint Service Utility Installation Wizard

NOTE:

Installation can be aborted at anytime by clicking the Cancel button.

Once the SilentPrint Service Utility is installed, the SilentPrint service can be <u>added and removed</u>.

NOTE:

Currently, SilentPrint does not operate as a Windows Vista service.

Adding and Removing the SilentPrint Service

The SilentPrint Service Utility is used to add the SilentPrint service to Windows and also remove it.

Select the SilentPrint Service Utility option in the SilentPrint V2 folder on the Windows start menu. Following this, a SilentPrint Service dialog (Fig. 4) is displayed.
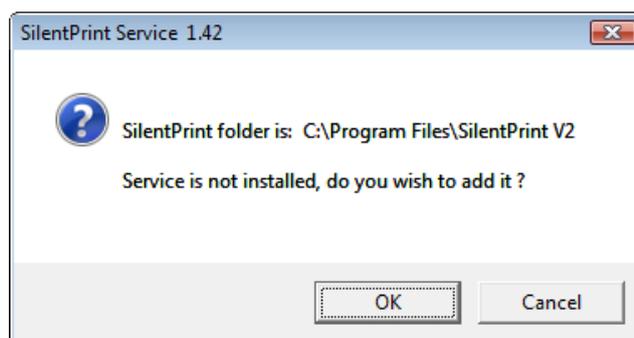
Fig. 4 SilentPrint Service dialog (Add SilentPrint service)

If the SilentPrint service has not already been added, the SilentPrint Service dialog notifies you of this and asks for confirmation to add it. If the SilentPrint service has already been added, the SilentPrint Service dialog notifies you of this and asks for confirmation to remove it.

Click the OK button to continue adding or removing the SilentPrint service. Following this, another dialog is displayed to confirm the operation.

NOTE:

Currently, SilentPrint does not operate as a Windows Vista service.

Launching (Running)

SilentPrint is launched (run) by clicking the SilentPrint V2 option in the SilentPrint V2 folder on the Windows Start menu, or by double-clicking the SilentPrint shortcut on the Windows Desktop.

Following the launch of SilentPrint, the SilentPrint icon (Fig. 5) is displayed in the Windows Taskbar Tray.

Fig. 5 SilentPrint icon

MORE:

For details about SilentPrint icon states, refer to Getting Started > Icon States.

NOTE:

When you run SilentPrint for the first time you will immediately be prompted to create a Task.

SilentPrint Service

If the SilentPrint service has been added using the SilentPrint Service Utility, SilentPrint is automatically launched as a Windows service each time Windows is booted.

NOTE:

Currently, SilentPrint does not run as a Windows Vista service.

Windows Startup / Logon

If you require SilentPrint to launch automatically on Windows startup/logon, and the SilentPrint service is not being used, copy the SilentPrint icon to the Startup folder within your Windows user profile.

MORE:

For further details about copying applications to the Windows Startup folder, please refer to your Windows documentation or Help.

Trials

A 15 day trial period is immediately available for SilentPrint Office. This starts when SilentPrint Office is launched for the first time.

To evaluate SilentPrint Pro and SilentPrint Server, as well as the additional functionality of SilentPrint Office PLUS, you must create a FunAsset user account and acquire a temporary licence key from FunAsset.

When you launch SilentPrint Pro or SilentPrint Server you will be reminded the product needs a trial licence key before it will process documents.

When using SilentPrint Office PLUS, no prompt is provided, and the software will operate in the same way as SilentPrint Office, until a trial licence key is acquired.

NOTE:

SilentPrint Office PLUS, SilentPrint Pro and SilentPrint Server trial periods normally expire after 15 to 30 days.

Expiration

When the trial period expires, SilentPrint ceases to process documents and a Trial Period Expired dialog (Fig. 6) is displayed. All other functionality remains.
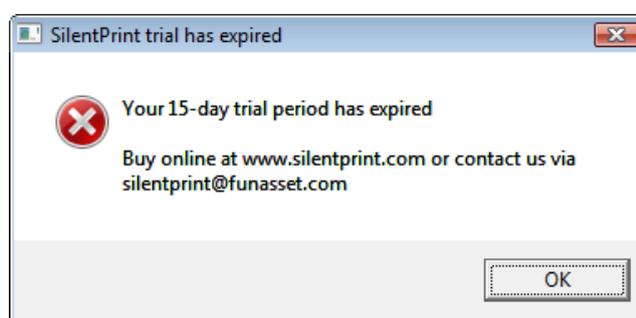
Fig. 6 Trial has Expired dialog

To continue benefiting from simplified and automated batch printing, SilentPrint must be licensed.

Command Line Parameters

The following command line parameters can be used when launching SilentPrint:

Command	Action
/suspend	Suspend processing
/resume	Resume processing
/exit	Exit SilentPrint

Command line parameters must be appended to the SilentPrint command line instruction in one of the following ways:

- SilentPrint /command
- SilentPrint.exe /command

When SilentPrint is launched with a command line parameter, the command is "passed" to the instance of SilentPrint that is already operating and is then executed. The second instance of SilentPrint that "passed" the command is automatically and immediately terminated.

Command line parameters are useful when you need to schedule your batch printing operations. Combine them with the command line instruction and the Windows Scheduled Tasks application to obtain this functionality.

MORE:

For details about the Windows Scheduled Tasks application, refer to your Windows documentation or Help.

Accessing Features

Many of the features within SilentPrint are available from the SilentPrint tray menu (Fig. 7).

```
About SilentPrint

Configure Tasks
Global Options
License SilentPrint
Suspend
View Log File
Help

Exit
```
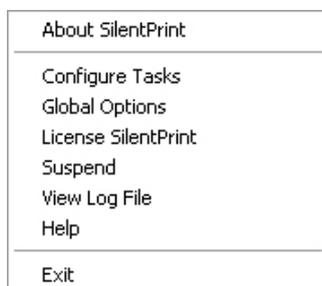
Fig. 7 Tray menu

The tray menu is accessed by right-clicking the SilentPrint icon (Fig. 5) in the Windows Taskbar Tray. Following this, the tray menu is displayed next to the SilentPrint icon.

The options on the tray menu are accessed by moving the mouse pointer over their description and left-clicking.

NOTE:

While SilentPrint is processing a document there may be a slight delay when trying to access the tray menu and associated options.

Icon States

While SilentPrint is running, the colour of the SilentPrint icon in the Windows Taskbar Tray will change to signify different operational states:

Icon	State	Description
	Normal	SilentPrint is running normally.
	Wait	SilentPrint is waiting for a process to complete. This normally occurs when a document is being processed and you attempt to open the Configure SilentPrint Tasks dialog (Fig. 14).
	Stopped	SilentPrint has stopped. This is normally because SilentPrint has been suspended or the Configure SilentPrint Tasks dialog is open.

Licensing

A trial period can be removed and certain upgrades and enhancements enabled, by licensing SilentPrint.

NOTE:

The SilentPrint Service Utility does not require licensing.

Viewing Your Installation ID

Each installation of SilentPrint has an installation ID. This is required so a corresponding licence key can be generated to enable you to either license or upgrade SilentPrint.

Your installation ID can be viewed by accessing the tray menu (Fig. 7) and clicking the License SilentPrint option. Following this, a SilentPrint Licensing dialog (Fig. 8) is displayed where the installation ID and other licence information is displayed.

Fig. 8 SilentPrint Licensing dialog

Providing Payment

A SilentPrint licence can be purchased from the following FunAsset web page:

funasset.com/Products/SilentPrint/buy_now.asp

NOTE:

Prior to making payment, you will be prompted to sign-up for a FunAsset user account, or login to one that already exists.

Upgrades

Licences for version upgrades can be purchased from the following FunAsset web page:

funasset.com/Products/SilentPrint/buy_upgrade.asp

Obtaining a Licence Key

Each installation of SilentPrint requires a licence key that corresponds with an installation ID.

Following payment you will be emailed instructions about how you can generate or obtain your licence key(s).

Entering Licence Details

Licence details are entered by accessing the tray menu (Fig. 7) and clicking the License SilentPrint option. Following this, a SilentPrint Licensing dialog (Fig. 8) is displayed where a licence key that corresponds to the installation ID can be entered together with a user name and organisation name.

NOTE:

For ease of use, a Paste button is provided to enable a licence key to be pasted from the Windows Clipboard into the required area.

When all licence details have been requested, click the OK button. If licensing is successful a Licensing Complete dialog (Fig. 9) is displayed.

Fig. 9 Licensing Complete dialog
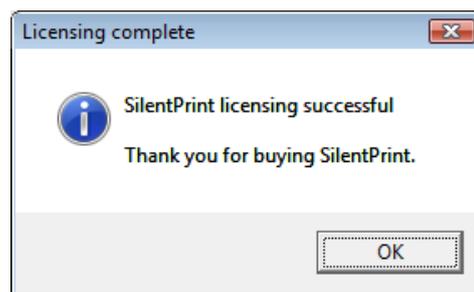
Viewing Licence and Release Information

In order to ascertain licence information, and whether the latest release of SilentPrint is being used, access the tray menu (Fig. 7) and click the About SilentPrint option. Following this, an About SilentPrint dialog (Fig. 10) is displayed.
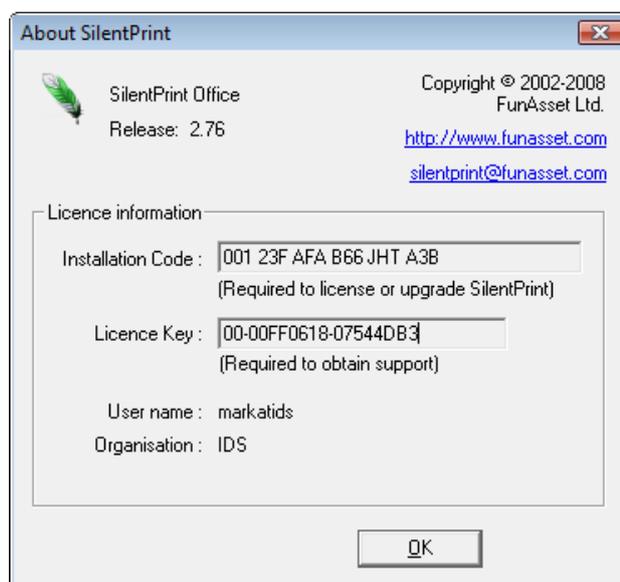

Fig. 10 About SilentPrint dialog

Click the OK button to close the About SilentPrint dialog.

Upgrading

SilentPrint is in constant development. In order to stay current with the latest improvements and fixes, enhance its processing ability, or increase the documents it supports, SilentPrint can be upgraded

Before considering an upgrade, it is important to establish which SilentPrint release and version you have installed.

NOTE:

A SilentPrint release or version upgrade must first be licensed before its functionality is enabled or the trial period removed.

NOTE:

For all SilentPrint upgrades, previous configuration settings are retained.

NOTE:

Prior to upgrading you must exit SilentPrint or stop the SilentPrint service.

Types of Upgrade

The following SilentPrint upgrades are available:

- Point Release
- Release
- Version

Point Release

Point release upgrades (i.e. 2.36 to 2.37) are available for free and provide fixes and minor enhancements.

These upgrades can be performed on either a licensed or trial installation of SilentPrint, by downloading the latest SilentPrint Install from the following FunAsset web page:

  funasset.com/support/software/funasset_applications.htm

Following download, the upgrade will need to be installed.

NOTE:

Details about point release fixes and upgrades are available in associated TechNotes.

Release

Release upgrades (i.e. 1.12 to 2.38) are normally chargeable and provide fixes and major enhancements.

These upgrades can be performed on either a licensed or trial installation of SilentPrint, by downloading the latest SilentPrint Install from the following FunAsset web page:

funasset.com/support/software/funasset_applications.htm

Following download, the upgrade will need to be installed.

NOTE:

Following installation, the time period that release fixes and enhancements can be evaluated for, is dependent upon whether a prior licensed or trial installation of SilentPrint is being used:

SilentPrint	Time Period
Licensed	15 days.
Trial	Remaining days of trial period or an extra two days if already expired.

NOTE:

Details about release fixes and enhancements are available in associated TechNotes.

Version

Version upgrades are chargeable and allow you to benefit from the additional functionality of other versions of SilentPrint.

EXAMPLE:

You could upgrade SilentPrint Office to SilentPrint Office PLUS to benefit from load balancing.

An Upgrade button is provided in the SilentPrint licensing dialog (Fig. 8) that allows a licence key generated for a different version of SilentPrint to be applied to a licensed installation. Version upgrades that are permissible using this method are as follows:

- SilentPrint Office to SilentPrint Office PLUS;
- SilentPrint Pro to SilentPrint Server.

If other version upgrades are required (i.e. SilentPrint Office to SilentPrint Pro), the existing installation must have its licence removed and be uninstalled, and the new version installed and licensed.

TechNotes

Details about SilentPrint point release and release upgrades can be found within associated TechNotes. These can be found on the following FunAsset web page:

funasset.com/support/documentation/technotes.htm

Exiting

Exit SilentPrint by accessing the tray menu (Fig. 7) and clicking the Exit option. Following this, an Exit SilentPrint dialog (Fig. 11) is displayed.
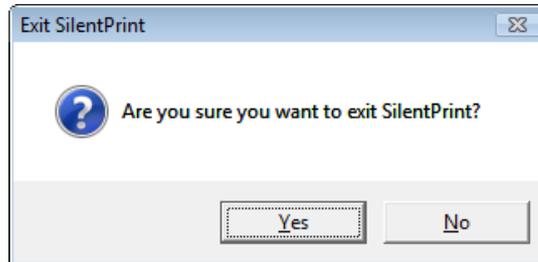

Fig. 11 Exit SilentPrint dialog

Click the Yes button to exit or the No button to continue operating SilentPrint.

Removing a Licence

If you would like to use your SilentPrint licence on another PC/server, or you intend to reinstall Windows, the licence must first be removed from the current installation of SilentPrint.

CAUTION:

If you do not remove a licence from your PC/server by following the procedure below, FunAsset may refuse to provide you with a new licence key.

NOTE:

The ability to remove a SilentPrint licence from an installation was introduced with the release of SilentPrint 2.04. If you have a SilentPrint release prior to this, it will be necessary to download and <u>install</u> the latest release on the PC/server where your SilentPrint licence needs to be removed.

To remove a licence, launch SilentPrint, access the tray menu (Fig. 7) and click the Licence SilentPrint option. The SilentPrint Licensing dialog (Fig. 8) is displayed where access to the removal facility is gained by clicking the Remove Licence button. Following this, a Remove SilentPrint Licence dialog (Fig. 12) is displayed.
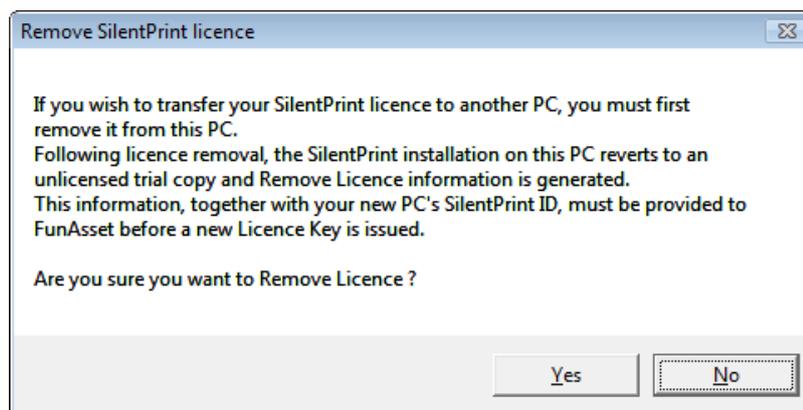

Fig. 12 Remove SilentPrint Licence dialog

If you wish to continue with the removal of your licence, click the Yes button. Following this, the licence is removed from your SilentPrint installation and a Remove Licence Successful dialog (Fig. 13) is displayed.
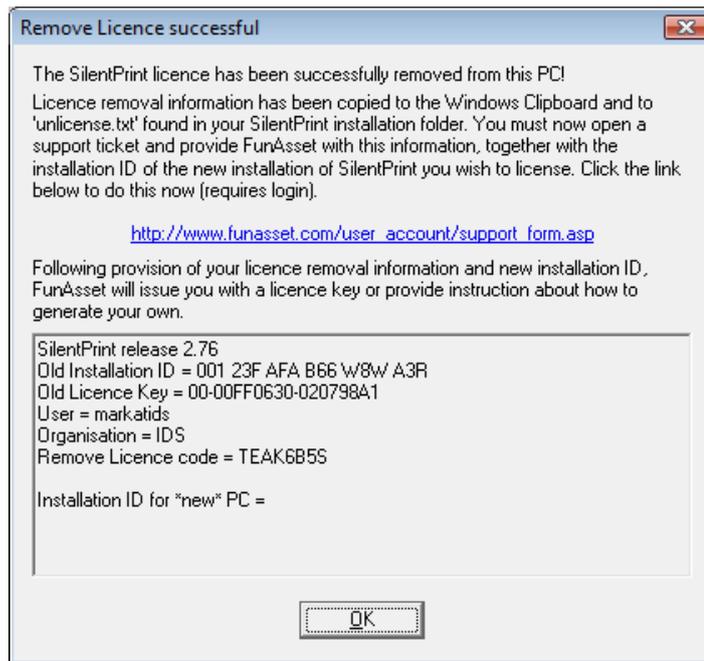
Fig. 13 Remove Licence Successful dialog

Licence removal information is displayed in the dialog, and is copied to the Windows Clipboard and a file called unlicense.txt contained in the SilentPrint installation folder. This information, together with the installation ID of the new installation of SilentPrint that requires licensing, must be included in a support ticket and sent to FunAsset.

Following provision and validation of your licence removal information, FunAsset will issue you with a new licence key or provide instruction about how to generate your own.

NOTE:

When a licence is removed, the associated SilentPrint installation will revert to a 15 day trial.

Viewing Licence Removal Information at a Later Date

Following removal of a licence, and prior to licensing SilentPrint again, licence removal information can be viewed again by clicking the Old Licence Info button in the SilentPrint Licensing dialog (Fig. 8).

Alternatively, licence removal information can be found in a file called unlicense.txt contained in the SilentPrint installation folder.

Uninstalling

SilentPrint and the SilentPrint Service Utility can be removed from a PC/server by uninstalling them.

SilentPrint

Before SilentPrint can be successfully uninstalled, it must first be shutdown, and if licensed its licence removed.

SilentPrint is uninstalled by clicking the Uninstall SilentPrint V2 option in the SilentPrint V2 folder on the Windows Start menu. Following this, dialogs are displayed that guide you through the uninstall process.

NOTE:

Your PC/server may need to be rebooted after SilentPrint has been uninstalled.

SilentPrint Service Utility

The SilentPrint Service Utility is uninstalled by clicking the Uninstall SilentPrint Service Utility option in the SilentPrint V2 folder on the Windows Start menu. Following this, the SilentPrint Service Utility Installation Wizard (Fig. 3) will guide you through the uninstall process.

Configuration

SilentPrint can be set up to monitor multiple <u>Watched folders</u> and output any <u>supported documents</u> to either a local or LAN <u>printer driver</u>, or a <u>print file</u>.

In this section the following information is included:

- Configure SilentPrint Tasks Dialog
- Tasks
- Specifying Input Options
- Specifying Output Options
- Action After Print
- Configuration File (SilentPrint.ini)
- Specifying Global Options
- Specifying the Copy Count
- Specifying Printer Driver Properties

Configure SilentPrint Tasks Dialog

The majority of SilentPrint configuration operations are performed within the Configure SilentPrint Tasks dialog (Fig. 14).
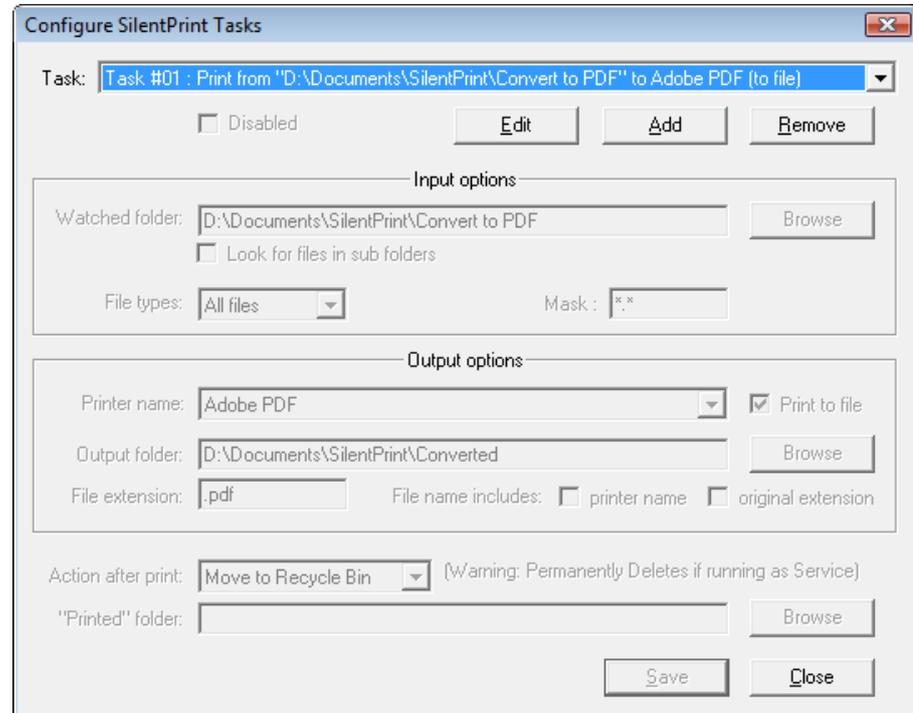

Fig. 14 Configure SilentPrint Tasks dialog

NOTE:

Further configuration of SilentPrint can be performed by defining configuration parameters within SilentPrint.ini, or within the Global Options dialog.

Viewing

The Configure SilentPrint Tasks dialog (Fig. 14) is viewed by accessing the tray menu (Fig. 7) and clicking the Configure Tasks option. Alternatively, double-click the SilentPrint icon (Fig. 5) in the Windows Taskbar Tray.

NOTE:

When SilentPrint is launched for the first time following installation, the Configure SilentPrint Tasks dialog is automatically displayed prompting you to create your first Task. SilentPrint displays a sample Task which you can modify to help you create your own Task configuration.

While the Configure SilentPrint Tasks dialog is active, SilentPrint is suspended.

When the Configure SilentPrint Tasks dialog is closed SilentPrint is resumed.

While Processing

If a document is being processed by SilentPrint and an attempt is made to access the Configure SilentPrint Tasks dialog (Fig. 14), SilentPrint is immediately suspended. However, the Configure SilentPrint Tasks dialog will not be displayed until the document being passed to the Windows print queue has completed spooling. All the while this is being performed a Please wait dialog (Fig. 15) is displayed.
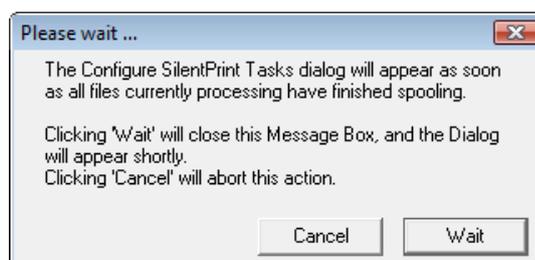

Fig. 15 Please wait dialog

NOTE:

While SilentPrint is processing a document there may be a slight delay when trying to access the tray menu (Fig. 7) and associated options.

Tasks

The <u>Watched folder</u> that is monitored by SilentPrint for <u>supported documents</u>, <u>shortcuts</u> and <u>Job files</u>, and the corresponding <u>printer driver</u> or <u>print file</u>, are known collectively as a Task.

The number of Tasks that can be defined is dependent upon the version of SilentPrint being used:

SilentPrint Version	Number of Tasks
Office	2
Office PLUS	20
Pro	40
Server	Unlimited
Trial	2

EXAMPLE:

A Task could be defined so TXT documents are output to a local mono laser printer, another defined so PDF documents are output to a network colour inkjet printer and another so XLS documents are converted to PDF. The combinations are almost limitless!

Tasks are listed within the Task drop-down list box (Fig. 16) located near the top of the Configure SilentPrint Tasks dialog (Fig. 14).
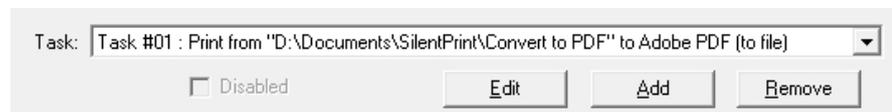

Fig. 16 Task drop-down list box

Adding

To add a Task to SilentPrint, click the Add button. Following this the greyed <u>Input</u> and <u>Output</u> options within the Configure SilentPrint Tasks dialog (Fig. 14) become active.

Editing

To edit an existing Task, select the required Task from the Task drop-down list box (Fig. 16) and click the Edit button. Following this, the greyed Input and Output options within the Configure SilentPrint Tasks dialog (Fig. 14) become active.

Removing

To remove an existing Task, select the required Task from the Task drop-down list box (Fig. 16) and click the Remove button. Following this a Task Delete confirmation dialog (Fig. 17) is displayed.
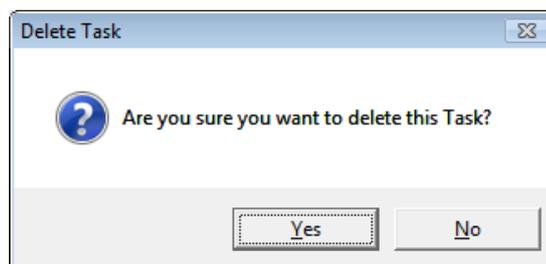

Fig. 17 Task Delete confirmation dialog

Click the Yes button to confirm removal, or the No button to cancel.

Saving

Tasks being added or edited can be saved at anytime during configuration by clicking the Save button.

Once saved, a Task name is added to the Task drop-down list box (Fig. 16).

Cancelling

Configuration of Tasks being added or edited can be cancelled at anytime during configuration by clicking the Cancel button.

Label

To help with identification, each Task displayed in the Task drop down list box (Fig. 16) is automatically labeled with the following elements:

- Task #n
- Input Description
- Output Description

EXAMPLE:

Task #1 : Print from "D:\Temp" to Xerox DocuPrint N32

Task #n

Task #n determines the order in which the Task was created, where n is the numerical order. The first Task created will be labeled Task #1 and subsequent Tasks, Task #2, Task #3, etc.

If a Task is removed, all Tasks that follow are decremented by one.

EXAMPLE:

If Task #2 was deleted then Task: #3 would be renumbered to Task:#2 and Task: #4 to Task: #3.

Input Description

Input Description indicates the location of the <u>Watched folder</u> SilentPrint will monitor for supported documents. The description is labeled, "Print from" followed by the Watched folder drive, path and name.

EXAMPLE:

Print from D:\Temp

Output Description

Output Description indicates the <u>printer driver</u> SilentPrint passes supported documents to. The description is labeled "to", followed by the name of the device.

EXAMPLE:

to Xerox DocuPrint N32

If Print to File has been selected, the Output Description will end with "(to file)".

EXAMPLE:

to Xerox DocuPrint N32 (to file)

Disabling

Tasks can be individually disabled by ticking the Disabled checkbox when <u>adding</u> or <u>editing</u> a Task. This prevents SilentPrint from processing any documents contained within the associated <u>Watched folder</u> but enables you to retain Task configuration details.

Specifying Input Options

The Watched folder SilentPrint monitors for supported documents, and the documents it should process for the Task being configured, are both defined within the Input Options section (Fig. 18) of the Configure SilentPrint Tasks dialog (Fig. 14).
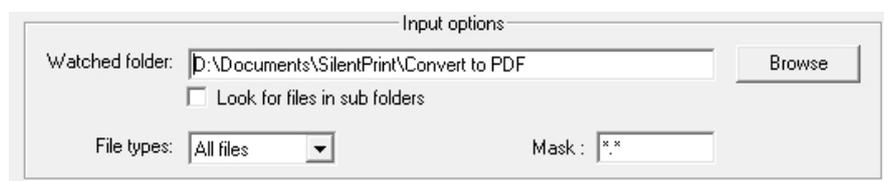

Fig. 18 Input Options section of the Configure SilentPrint Tasks dialog

Watched Folder

A Watched folder is a Windows folder (directory) that SilentPrint monitors for supported documents.

Watched folders should be located on the same PC as where SilentPrint is installed, or on a LAN.

CAUTION:

It is recommended that Watched folders are not located on a WAN because document processing can be unpredictable. FunAsset do not support this type of configuration.

The Watched folder edit box in the Configure SilentPrint Tasks dialog (Fig. 14) is used to indicate where a Watched folder exists.

Click the Browse button next to the Watched folder edit box to display a Browse for Folder dialog (Fig. 19). This displays a hierarchical view of the PC/server's drive and folder structure.
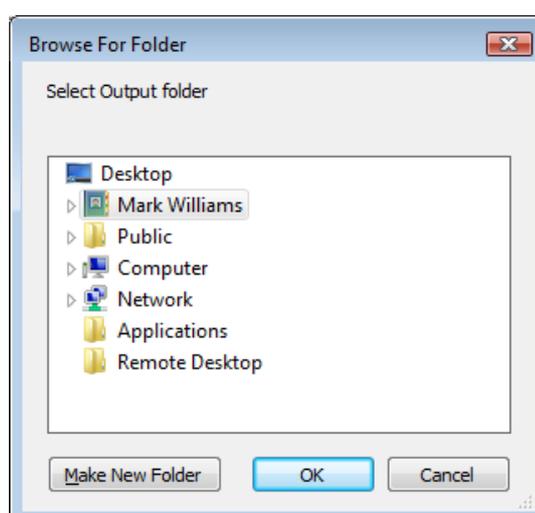

Fig. 19 Browse for Folder dialog

Select the required folder (icon changes to an open view and the name is highlighted with a coloured background) or make a new one by clicking the Make New Folder button. Following this, click the OK button to close the dialog and display the drive, path and name of the folder selected or created in the Watched folder edit box.

Alternatively, if you know the drive, path and folder name, type them directly into the Watched folder edit box. If the Watched folder specified in this manner does not exist, a Create Watched Folder confirmation dialog (Fig. 20) is displayed when the Task is saved.
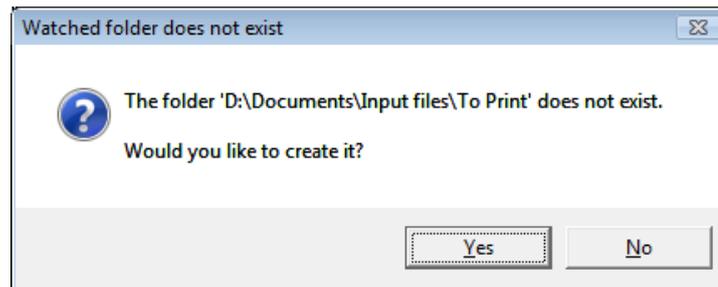

Fig. 20 Create Watched Folder confirmation dialog

Click the Yes button to create the specified Watched folder, or the No button to cancel and return to the Configure SilentPrint Tasks dialog.

Look for Files in Sub-Folders

SilentPrint can be configured to process or ignore documents contained in sub-folders within a Watched folder.

Tick the Look for files in sub-folders box in the Configure SilentPrint Tasks dialog (Fig. 14) to enable, or leave blank to ignore sub-folders.

File Types

The File types drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14) contains a list of all the documents your version of SilentPrint supports.*

Click the arrow to the right of the File types drop-down list box to display all supported documents, then select the required document.

NOTE:

Selecting All files (default) from the list configures SilentPrint to process all supported documents placed in the specified Watched folder or Job file within that Watched folder.

*NOTE:

If a trial of SilentPrint is being used, all supported documents, except those available to SilentPrint Pro and SilentPrint Server, are listed.

Mask

The Mask edit box in the Configure SilentPrint Tasks dialog (Fig. 14) is where document name wildcards can be specified. This provides further control over what documents are processed by SilentPrint for the associated Task.

The following wildcard characters can be used:

Character	Description
Asterisk(*)	Use the asterisk (*) as a substitute for zero or more characters. If you want to process documents that start with Gloss, specify Gloss*. This processes all documents of any supported type that begin with Gloss including Glossary.txt, Glossary.doc, and Glossy.pdf. To narrow the processing to a specific document, specify Gloss*.doc. This processes all documents that begin with Gloss but have an extension .doc, such as Glossary.doc and Glossy.doc.
Question mark (?)	Use the question mark (?) as a substitute character within a document name. For example, if you specify Gloss?.doc, SilentPrint will process the documents Glossy.doc and Gloss1.doc but not Glossary.doc.

NOTE:

More than one wildcard can be used and all can be placed anywhere within the document name.

The default mask is *.*. This indicates all documents for the specified File type(s) are processed.

Ignoring Certain File Types

Each SilentPrint Task can be configured to ignore (i.e. not process) specified file types. This is useful when the File types option in the Configure SilentPrint Tasks dialog (Fig. 14) is set to All files and certain file types need to be ignored.

File types can be ignored using the following Configuration file parameter:

Ignore File Types

Treating Files as Text

Each SilentPrint Task can be configured to treat specified file types as Text documents. This is useful when text only files that do not have a TXT extension need to be processed.

The file types to be treated as text are determined using the following configuration parameter:

Additional Text Files

NOTE:

If this facility is required for all Tasks, it can be enabled by defining one or more file name extensions for the Treat as text file option within the Preferences tab (Fig. 25) of the SilentPrint Global Options dialog.

Processing Documents with a Numeric Extension

Each SilentPrint Task can be configured to process files with a numeric extension (i.e. 001 or 3AA) in the same way as a specified <u>supported document</u>.

The supported document to be used is determined using the following <u>configuration parameter</u>:

<u>TreatNumericAs</u> .

NOTE:

If this facility is required for all Tasks, it can be enabled by selecting a file type for the Treat numeric extension as option within the Preferences tab (Fig. 25) of the SilentPrint Global Options dialog.

Specifying Output Options

A printer driver or print file location where SilentPrint outputs supported documents to is defined within the Output Options section (Fig. 21) of the Configure SilentPrint Tasks dialog (Fig. 14).
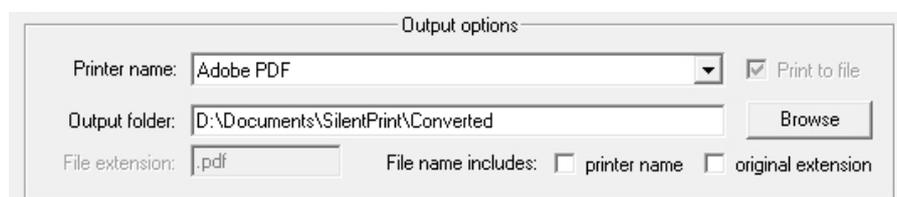

Fig. 21 Output Options section of the Configure SilentPrint Tasks dialog

Printer Name

The Printer name drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14) contains a list of all the printer drivers installed on the PC/server where SilentPrint is installed.

Selecting a printer driver from the Printer name drop-down list box determines where the supported documents that appear within the corresponding Watched folder are output.

Click the arrow to the right of the Printer name drop-down list box to display all installed printer drivers, then click the required name.

CAUTION:

Printers associated with available printer drivers must be local to the PC/server where SilentPrint is installed or connected via a LAN. Printers connected via a WAN or other remote facility will produce unpredictable results when using SilentPrint. Therefore, FunAsset do not support this type of configuration.

MORE:

For further details about remotely connected printers, refer to Troubleshooting > Unable to Operate Reliably with Remote Printers.

Creating a PDF

To automatically convert certain supported documents to PDF, the Adobe PDFWriter or PDF driver can be selected (if installed) from the Printer name drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14).

Print to File

Instead of physically printing a document, SilentPrint can be configured to generate a print file in a format determined by the selected printer driver.

Generating a print file is useful when there is no immediate print requirement, if additional processing is required, or if the document needs to be shared with other users.

Click the Print to file tick box in the Configure SilentPrint Tasks dialog (Fig. 14) to activate the facility. Following this, the Print to file options become available.

Output folder

When printing to file an output folder must be specified to indicate where print files are stored.

The Output folder edit box in the Configure SilentPrint Tasks dialog (Fig. 14) is used to indicate the location of an output folder.

To select an output folder, click the Browse button to display a Browse for Folder dialog (Fig. 19) that displays a hierarchical view of the PC/server's drive and folder structure. Select the required folder (icon changes to an open view and the name is highlighted with a coloured background) or make a new one by clicking the Make New Folder button. Following this, click the OK button to close the dialog and display the drive, path and name of the folder selected or created in the Output folder edit box.

Alternatively, if the drive, path and folder name are known, type them directly into the Output folder edit box. If the Output folder specified in this manner does not exist, a Create Output Folder confirmation dialog (Fig. 22) is displayed when the Task is saved.
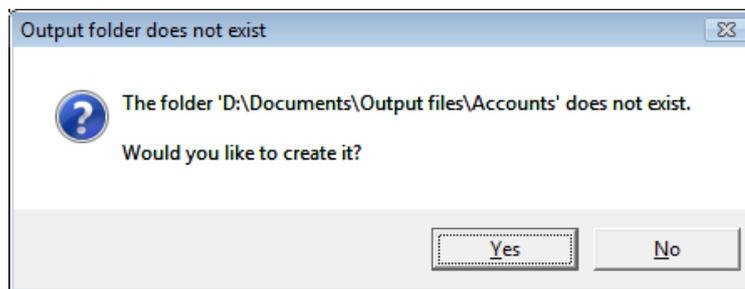

Fig. 22 Create Output Folder confirmation dialog

Click the Yes button to confirm creation or the No button to cancel and return to the Configure SilentPrint Tasks dialog.

File name

The table below provides details about additional print to file options contained within the Configure SilentPrint Tasks dialog (Fig. 14).

Option	Description
File extension	Type the name of the extension the print file will end with. A full stop (period) (.) can be included, but if not, one will be added when the Task is saved. If no extension is given the default will be ".out".
File name includes	Click the associated tick box to add the selected printer

Option	Description
printer name	name to the name of the print file. The printer name will be enclosed in square brackets ([ ]) and will appear immediately before the file extension.
File name includes original extension	Click the associated tick box to add the original file extension (i.e. ".doc") to the name of the print file. The original extension will appear before the printer name (if defined) and file extension.

EXAMPLE:

TestDocument.doc   [HP OfficeJet G55].out

Action After Print

The Action after print section (Fig. 23) of the Configure SilentPrint Tasks dialog (Fig. 14) enables you to specify what happens to a supported document, shortcut or Job file after SilentPrint has finished processing it.

Fig. 23 Action after print section of the Configure SilentPrint Tasks dialog

The Action after print drop-down list box within this section contains the following options:

- Move to Recycle Bin
- Move to "Printed" folder
- Permanently delete

Move to Recycle Bin

To move documents to the Windows Recycle Bin, select the Move to Recycle Bin option (default) within the Action after print drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14).

CAUTION:

If you are running SilentPrint as a Windows service, documents will be permanently deleted if the Move to Recycle Bin option is selected. Instead, use the Move to Printed folder option.

Move to Printed folder

To move documents to a "printed" folder, select the Move to Printed folder option within the Action after print drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14).

Specifying a Folder

If the Move to Printed folder option is selected within the Action after print drop-down list box, the location of the Printed folder must be specified.

The Printed folder edit box in the Configure SilentPrint Tasks dialog (Fig. 14) is used to indicate the location of a Printed folder.

Click the Browse button located next to the Printed folder edit box to display a Browse for Folder dialog (Fig. 19) that displays a hierarchical view of the PC/server's drive and folder structure.

Select the required folder (icon changes to an open view and the name is highlighted with a coloured background) or make a new one by clicking

the Make New Folder button. Following this, click the OK button to close the dialog and display the drive, path and name of the folder selected or created in the Printed folder edit box.

Alternatively, if the drive, path and folder name are known, type them directly into the Printed folder edit box. If the Printed folder specified in this manner does not exist, a Create Printed Folder confirmation dialog (Fig. 24) is displayed when the Configure SilentPrint Tasks dialog is closed.
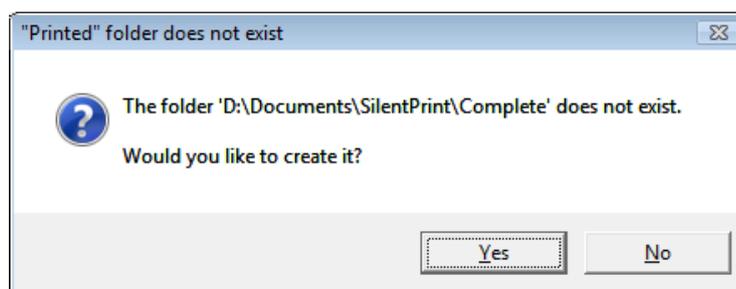

Fig. 24 Create Printed Folder confirmation dialog

Click the Yes button to confirm creation or the No button to cancel and return to the Configure SilentPrint Tasks dialog.

Duplicate Printed Documents

If the Move to Printed folder option is selected within the Action after print drop-down list box, documents contained within the folder can be optionally overwritten or preserved. This is achieved using the following configuration parameter:

Overwrite Duplicate Printed Files

Permanently delete

To permanently delete documents, select the Permanently delete option within the Action after print drop-down list box in the Configure SilentPrint Tasks dialog (Fig. 14).

CAUTION:

Recovery of documents deleted in this manner can only be achieved using specialist software, if at all.

NOTE:

To avoid permanently losing a document, it is recommended it is copied (not cut) and pasted in a Watched folder, or a shortcut or Job file used instead. By doing this the document will remain in its original location.

CAUTION:

When the Permanently delete option is selected, it is advised you do not define Watched folders that already contain documents that SilentPrint is configured to process.

Configuration File (SilentPrint.ini)

All <u>Task</u> configuration properties defined in the Configure SilentPrint Tasks dialog (Fig. 14) are stored in a Configuration file called SilentPrint.ini.

SilentPrint.ini is also used to define parameters that provide additional document formatting and processing operations that cannot be set using the Configure SilentPrint Tasks dialog. These parameters are described in <u>Appendix A</u> of this user guide and Help, and within SilentPrint <u>TechNotes</u> and the Knowledge Base on the FunAsset website.

File Location

<u>SilentPrint.ini</u> is initially located in the folder where SilentPrint is installed.

When SilentPrint is launched for the first time, SilentPrint.ini is copied to a location dependant upon the version of Windows you are using. Following this, SilentPrint continues to use this file for all users.

NOTE:

No matter what version of Windows you use, it may be necessary for you to select the "Show hidden files and folders" option within Windows Explorer to view the Application/Program Data folder and the SilentPrint sub-folder.

Windows	Location
NT, 2000, 2003, XP	C:\Documents and Settings\All Users\Application Data\SilentPrint\
Vista	C:\programdata\silentprint

Editing

<u>SilentPrint.ini</u> is an ASCII text file and can therefore be edited using any standard text editor such as Windows Notepad.

Content

<u>SilentPrint.ini</u> contains the following elements:

- <u>Parameters and Values</u>
- <u>Headings</u>

NOTE:

Characters within SilentPrint.ini are not case sensitive.

NOTE:

Each line within SilentPrint.ini has a 256 character limit (including the parameter name, equals sign (=) and value(s).

Configuration Parameters and Values

Configuration parameters defined within SilentPrint.ini are used to determine the configuration settings for particular documents and SilentPrint processes. Each must appear with a valid value in the following format:

Configuration Parameter=VALUE

EXAMPLE:

Overwrite Duplicate Printed Files=YES

Certain configuration parameters for default SilentPrint configuration settings may not appear within SilentPrint.ini. If changes need to be made to these defaults, a configuration parameter and value should be added.

Headings

Within SilentPrint.ini there is a section for each Task as well as sections for other types of document formatting and processing options. These sections are each headed with a description enclosed within square brackets ([]).

EXAMPLE:

[FILE MANAGEMENT]

NOTE:

Configuration parameters defined under a [TASK n] heading are specific to that Task, while configuration parameters defined under other headings such as [MISC] are global and affect all Tasks.

Specifying Global Options

There are a number of configuration options that affect all Tasks. These can be viewed and modified by clicking the Global Options button on the Tray menu (Fig. 7). Following this, the SilentPrint Global Options dialog is displayed that contains three tabbed areas:

- Preferences (displayed by default) (Fig. 25);
- Text File Output (Fig. 26);
- Graphic File Output (Fig. 27);
- Compatibility (Fig. 28).

Preferences

The Preferences tab (Fig. 25) of the SilentPrint Global Options dialog displays options that determine how certain file extensions are treated, how load balancing is handled, how frequently Watched folders are checked, and whether an error page is printed.
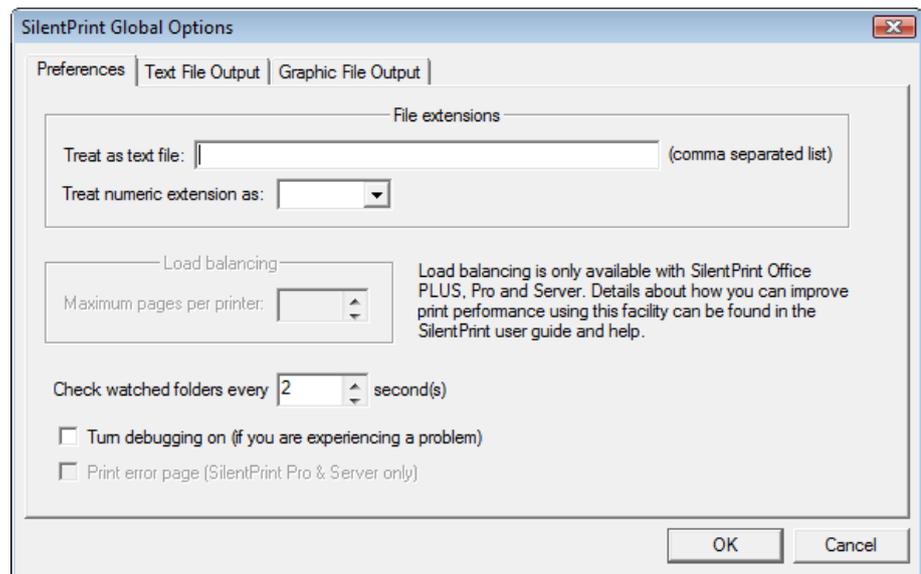
Fig. 25 Preferences tab

The following options are available:

Option	Description	Value	Default
Treat as text file	Determines what file types should be treated as text files. Can also be set on a per Task basis using the Additional Text Files configuration parameter	One or more document extensions separated by a comma (,), i.e. BAT, INI, LOG	Blank

Option	Description	Value	Default
Treat numeric extension as	Determines what supported document SilentPrint should treat files with a numeric extension as. Can also be defined on a per Task basis using the TreatNumericAs configuration parameter.	A supported document extension	Blank
Maximum pages per printer	Refer to Load Balancing	1 to 9999 pages	30
Check Watched folders every	Determines how often Watched folders are checked for documents	1 to 99999 seconds	2
Turn debugging on	Turns on the debugging feature of SilentPrint. Refer to Debugging	Yes (ticked) No (blank)	No (blank)
Print error page	Determines whether an error page is printed when an error occurs during processing (SilentPrint Pro and Server only). Refer to Error Report	Yes (ticked) No (blank)	No (blank)

Text File Output

The Text File Output tab (Fig. 26) of the SilentPrint Global Options dialog displays formatting options for text documents (TXT).
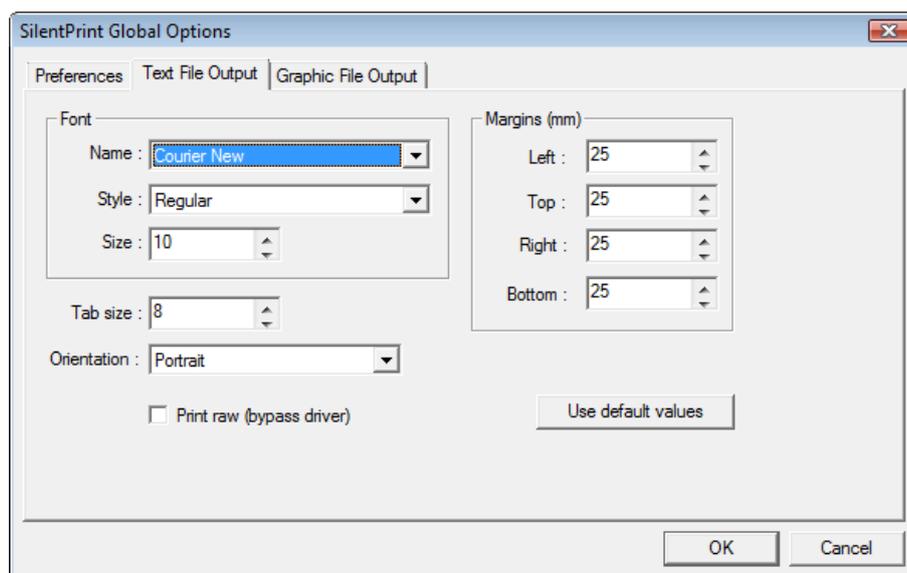
Fig. 26 Text File Output tab

The following options are available:

Option	Description	Value	Default
Font name	Output font	An installed font	Courier New
Font style	Style of font	Regular Bold Italic Bold Italic Underlined Underline Bold, Underlined Italic Underlined Bold Italic	Regular
Font size	Size of font (points)	5 to 96	10
Left margin	Size of left margin (mm)	0 to 100	25
Top margin	Size of top margin (mm)	0 to 100	25
Right margin	Size of right margin (mm)	0 to 100	25
Bottom margin	Size of bottom margin (mm)	0 to 100	25
Tab size	Size of tabs (spaces)	0 to 40	8
Orientation	Orientation of the paper	Portrait Landscape	Portrait
Print Raw (bypass driver)	Determines whether the text document bypasses the printer driver and is directly passed to the printer in a raw format	Yes (ticked) No (blank)	No (blank)

To return all values to their default, click the Use default values button.

Graphic File Output

The Graphic file output tab (Fig. 27) of the SilentPrint Global Options dialog displays formatting and processing options for the graphic documents SilentPrint processes itself.
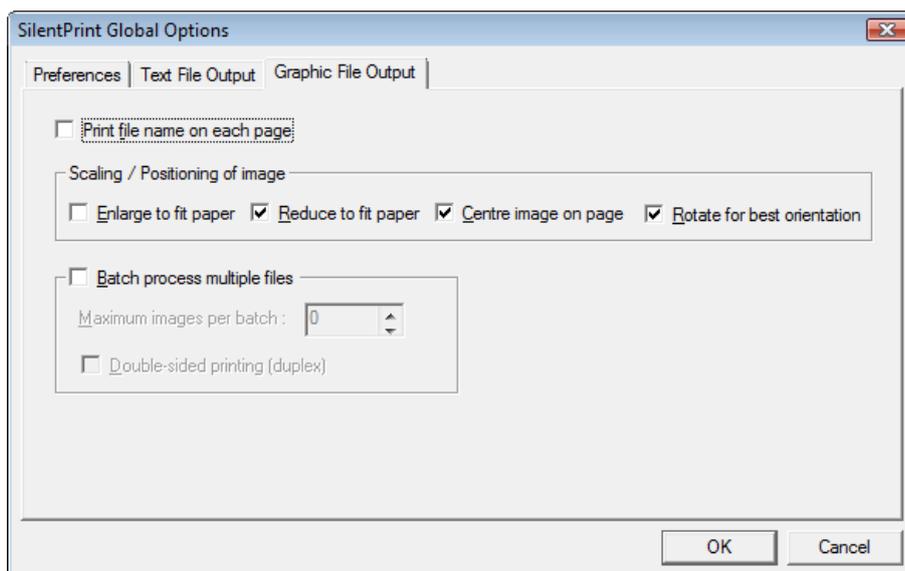
Fig. 27 Graphic file output tab

The following options are available:

OPTION	DESCRIPTION	VALUE	DEFAULT
Print file name on each page	Determines whether the file name of the graphic document should appear centered at the bottom of each page	Yes (ticked) No (blank)	No (blank)
Enlarge to fit paper	Determines whether the graphic document is enlarged to fit either the maximum horizontal or vertical limits of the page	Yes (ticked) No (blank)	No (blank)
Reduce to fit paper	Determines whether the graphic document is reduced to fit either the maximum horizontal or vertical limits of the page	Yes (ticked) No (blank)	Yes (ticked)
Centre image on page	Determines whether the graphic document is centered horizontally and vertically on the page	Yes (ticked) No (blank)	Yes (ticked)
Rotate for best orientation	Determines whether an image with a width larger than its height is printed in landscape orientation	Yes (ticked) No (blank)	Yes (ticked)
Batch process multiple files	Determines whether the batch processing options detailed below are used	Yes (ticked) No (blank)	No (blank)
Maximum images per batch	Indicates the number of graphic documents that can be output in a single batch (i.e. a single print job)	0 to 1000	0

OPTION	DESCRIPTION	VALUE	DEFAULT
Double-sided printing (duplex)	Determines whether duplex (double sided) printing is used. If the Images per Batch configuration parameter = 0 then duplex printing cannot be performed	Yes (ticked) No (blank)	No (blank)

Compatibility

The Compatibility tab (Fig. 28) of the SilentPrint Global Options dialog displays options to configure SilentPrint for use with third-party applications.
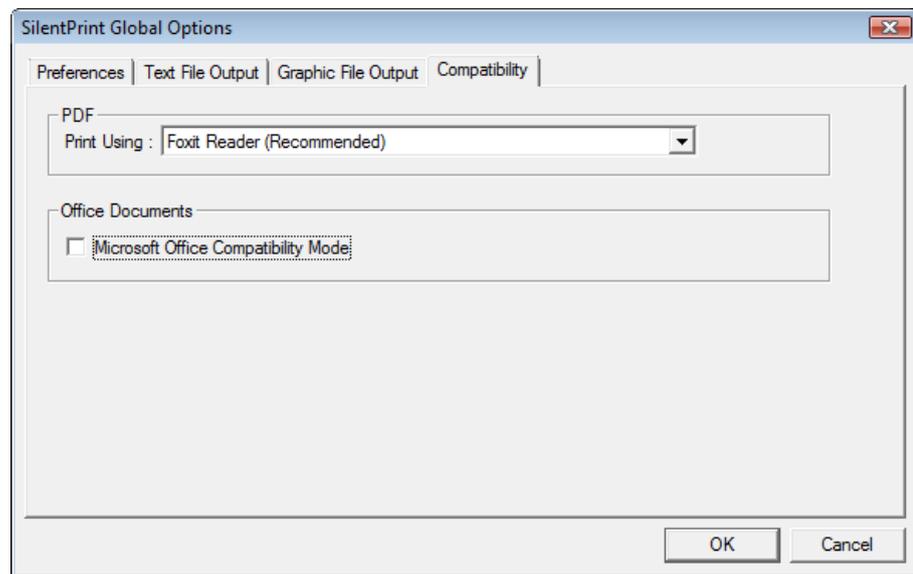
Fig. 28 Compatibility tab

The following options are available:

Option	Description	Value	Default
(PDF Printing) Print using*	Determines what application is used when printing PDF documents.	Foxit Reader (Recommended) Adobe Reader/Acrobat	Foxit Reader
(Office Documents) Microsoft Office Compatibility Mode **	Determines whether a Microsoft Office application is closed after an associated document has been printed.	Yes (ticked) No (blank)	No (blank)

*NOTE:

FunAsset have found that Foxit Reader is the most reliable application for printing PDF documents with SilentPrint. It is therefore recommend that Foxit Reader is installed and selected for this purpose.

NOTE:

If you are experiencing difficulties when printing Microsoft Office documents, this option should be selected (ticked).

Specifying the Copy Count

The copy count (number of copies) can be determined in the following manner:

- Setting the copy count within the relevant <u>printer driver's properties</u>.
- Using a <u>Job file</u> and appending the copy count to the end of the file name.

Specifying Printer Driver Properties

Certain aspects of how a <u>supported document</u> is printed, such as orientation, print quality, margins and <u>copy count</u>, can be specified within each printer driver's properties. Similarly, certain aspects of how a <u>PDF is created</u>, such as image compression and font embedding, can be specified within the properties of the Adobe PDFWriter or PDF printer driver.

Printer driver properties are accessed using the Windows Printers and Faxes option found on the Windows Start menu or within the Windows Control Panel.

MORE:

For further information about how to define printer driver properties, refer to your Windows documentation or Help.

NOTE:

SilentPrint and <u>associated applications</u> used to output supported documents will only recognise changes to printer driver properties if they are set prior to placing a document, shortcut or Job file within a <u>Watched folder</u>.

CAUTION:

All changes to printer driver properties will remain and will be used by all applications within Windows.

Outputting

When using SilentPrint it is no longer necessary to open documents using their <u>associated application</u> before repeatedly hitting the print or convert to PDF button. It is now a simple process of placing the <u>supported documents</u>, <u>shortcuts</u> or <u>Job files</u> into a <u>Watched folder</u>.

In this section the following information is included:

- Using Windows Explorer
- Using a Job File
- Suspending Processing
- Resuming Processing
- Load Balancing
- Load Sharing Between Multiple Printers

Using Windows Explorer

Windows Explorer provides a simple and convenient means of selecting the supported documents that require batch printing or converting to PDF by SilentPrint.

Documents, or folders containing documents that require processing, need to be selected, cut or copied, and then pasted into an appropriate Watched folder (Fig. 29).

CAUTION:

To avoid permanently losing a document or folder, it is advised you copy and not cut it from its original location and paste it in a Watched folder. If a document or folder needs to be cut and pasted, ensure a backup is made or the Action after print option Move to Recycle Bin or Move to "Printed" folder is set.

NOTE:

In order for SilentPrint to process supported documents contained within a sub-folder of a Watched folder, the Look for files in sub folders option in the Configure SilentPrint Tasks dialog (Fig. 14), must be enabled.

Once pasted into a Watched folder, SilentPrint detects each supported document, "silently" opens the associated application (if required) and outputs the document to the printer driver or print file associated with the Watched folder.
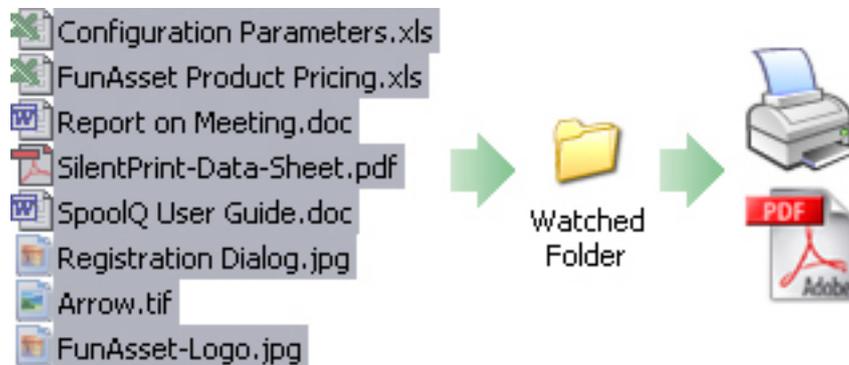
Fig. 29 Copy/Cut documents and folders, and Paste in a Watched folder using Windows Explorer

Shortcuts

Instead of copying and pasting a complete document, a shortcut can be pasted into a Watched folder using the Windows Explorer Paste Shortcut function.

The advantage of using shortcuts is reduced duplicate document size and a reduction in the time it takes to paste a document - especially when the original is large or is sourced remotely.

Order of Output

The order in which files are accepted for processing by SilentPrint is numerical (0 to n) followed by alphabetical (a to Z). However, it is the Windows Spooler that ultimately decides upon the order in which files are physically output. While this does not cause any problems in the vast majority of cases it can lead to a difference between input and output order under certain conditions.

Using a Job File

An alternative to selecting documents or shortcuts directly, is to instead copy or cut a Job file and paste it into a Watched folder.

A Job file is an ASCII text file that contains a list of the drive, path and file name of each supported document that requires printing or converting to PDF.

The file names of the documents listed within a Job file may be optionally quoted with double quotes and network file names referred to either via a UNC path or a mapped drive letter.

EXAMPLE:

All of the following entries are valid in a Job file:

\\server1\NTDATA\CCFLIST.DOC

C:\Files To Print\Book1.xls

"H:\Shared doc files\pdf\customer0974.pdf"

\\Server4\Accounts\quarter01_2003.xls

Remarks

Remarks (user comments) can be included within a Job file by prefixing the remark with a forward slash (/).

EXAMPLE:

/ This is a remark

Specifying the Copy Count

When using a Job file, the copy count for certain supported documents can be specified by including a comma (,) and the number required directly after each file name.

EXAMPLE:

\\server1\NTDATA\CCFLIST.DOC,5

Output five copies of CCFLIST.DOC

EXAMPLE:

C:\Files To Print\Book1.xls,10

Output ten copies of Book1.xls

Supported Documents

The following documents support the number of copies feature within a Job file:

- BMP
- DOC/DOCX
- GIF
- JPG/JPEG
- PDF
- PCX
- PPT/PPTX
- TIF/TIFF
- TXT
- XLS/XLSX

All other <u>supported documents</u> output just one copy. If more than one copy is required, the number of copies option within the <u>printer driver's properties</u> can be defined, or the document pasted into the <u>Watched folder</u> again.

Order of Output

Documents defined within a <u>Job file</u> are processed in the order they are listed (top to bottom)

Collation of Output

When multiple copies have been defined within a <u>Job file</u> for multi-page documents that can have a <u>copy count</u> applied, the pages within each document are collated and output together before the next one is processed.

Creating a Job File

<u>Job files</u> can be created using Windows Notepad or any application capable of generating ASCII text.

In order for SilentPrint to recognise a Job file, it must have a .job extension.

EXAMPLE:

BatchPrint.job

Suspending Processing

The processing of supported documents, shortcuts and Job files can be suspended by accessing the tray menu (Fig. 7) and clicking the Suspend option. This places a tick next to the Suspend option on the tray menu and causes the SilentPrint icon (Fig. 5) in the Windows Taskbar Tray to go red.

Documents that have already been opened by an associated application or documents already in the Windows print queue continue to be output, but documents, shortcuts or Job files within a Watched folder are not processed until SilentPrint is resumed.

All the while SilentPrint is suspended; documents, shortcuts and Job files can still be placed within a Watched folder. However, they will not be printed or converted to PDF until SilentPrint is resumed.

Resuming Processing

Following suspension of SilentPrint, the processing of supported documents, shortcuts and Job files can be resumed by accessing the tray menu (Fig. 7) and clicking the (ticked) Suspend option. This removes the tick and returns the SilentPrint icon (Fig. 5) in the Windows Taskbar Tray to green.

Load Balancing

Load balancing is a feature that limits the number of documents (based on the total number of pages) that can appear in a Windows print queue at the same time.

NOTE:

SilentPrint Office does not support load balancing.

When SilentPrint detects a document in a Watched folder it queries the associated print queue to calculate the total number of pages that remain to be printed by the printer. If the total number of pages for all documents in the print queue exceeds a specified page limit (maximum pages per printer), SilentPrint does not pass the document to it. When the number of pages in the print queue falls below the page limit, SilentPrint passes the document to the queue.

NOTE:

Documents that contain more pages than the page limit are passed to the print queue as soon as the number of pages within that queue falls below the page limit.

NOTE:

The total number of pages in a print queue is determined by the number of pages that make up each document in the queue - even documents passed there by other applications.

Specifying the Page Limit

The page limit for load balancing is determined using the Maximum pages per printer option in the Preferences tab (Fig. 25) of the SilentPrint Global Options dialog.

CAUTION:

The maximum pages per printer value, is a global setting that affects all SilentPrint Tasks.

Load Sharing Between Multiple Printers

In order to significantly improve the time it takes to print large volumes of documents, SilentPrint has a load sharing facility that shares documents between two or more printers.

NOTE:

SilentPrint Office does not support load sharing.
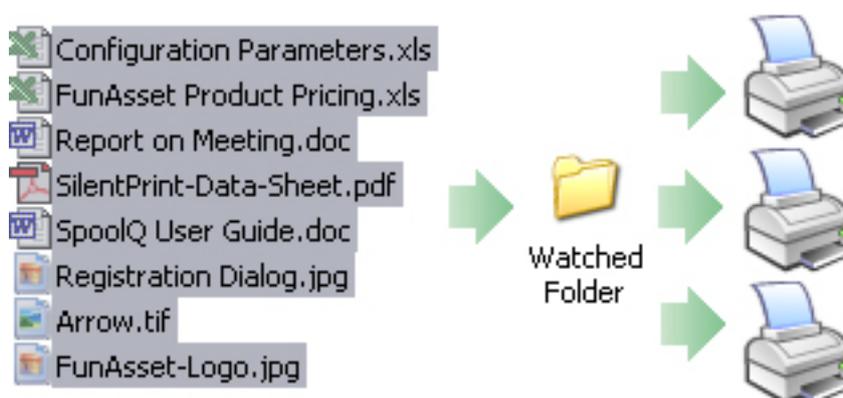
Fig. 30 Load sharing documents between multiple printers

To configure load sharing between multiple printers, each SilentPrint Task needs to be associated with a different printer but the same Watched folder.

EXAMPLE:

To load share documents between three printers, three Tasks would need to be defined. All Tasks are configured to "watch" the same folder, but Task #1 is configured to output to Printer A, Task #2 to Printer B and Task #3 to Printer C.

Documents are shared between each printer in Task order using a round-robin sequence.

EXAMPLE:

If four documents (A, B C and D) were shared between three printers, SilentPrint would place document A in the print queue associated with Task #1, document B with Task #2, document C with Task #3 and document D with Task #1.

NOTE:

The page limit used by the load balancing feature of SilentPrint is considered for print queues associated with Tasks configured for load sharing. If a print queue exceeds the page limit, the print queue of the next Task in the round-robin sequence is checked. When SilentPrint finds a print queue that does not exceed the page limit, the document is passed there.

Behind the Scenes

Due to the nature of SilentPrint (i.e. it is designed to work "silently" (invisibly)) a number of processes are carried out behind the scenes.

In this section the following information is included:

- From Watched Folder to Printer Driver or Print File
- Folder Creation
- Open States

From Watched Folder to Printer Driver or Print File

When a document, <u>shortcut</u> or <u>Job file</u> is placed within a <u>Watched folder</u>, the following actions are performed:

- A <u>supported document</u> is moved to a <u>Pending folder</u>, while an unsupported document is moved to an <u>Unsupported folder</u>. A shortcut to a supported document is given an In~ extension, while a shortcut to an unsupported document is given a jb1 extension. A Job file is duplicated and the original and copy given a jsaf and jb1 extension respectively.
- The <u>application</u> (if required) associated with the document to be processed is launched 'silently'.
- The document is opened by the associated application (if required).
- The associated application (if required) or SilentPrint passes the document to the Windows print queue.
- The Windows print queue processes the document and outputs it to the relevant <u>printer driver</u> or <u>print file</u>.
- When complete, the <u>Action after print option</u> is performed.

Folder Creation

While a document is processed, the following three folders can be created automatically by SilentPrint within a <u>Watched folder</u>:

- <u>Pending</u>
- <u>Failed</u>
- <u>Unsupported</u>

Pending

When SilentPrint detects a <u>supported document</u> in a <u>Watched folder</u>, a folder labelled ~Pending is created within that Watched folder.

The ~Pending folder is where all supported documents are placed while being processed by SilentPrint.

NOTE:

<u>Shortcuts</u> and <u>Job files</u> are not placed within a ~Pending folder. Instead they are renamed while processing is performed.

Failed

When SilentPrint fails to successfully process a <u>supported document</u>, a Failed folder is created within the associated <u>Watched folder</u> and the document placed within.

NOTE:

Failed documents referenced within a <u>Job file</u>, and <u>shortcuts</u> to failed documents, are not placed in a Failed folder.

Unsupported

Unsupported documents detected within a <u>Watched folder</u> are moved to an Unsupported folder.

Unsupported documents are those not supported by SilentPrint or documents not specified in the File types list box in the Configure SilentPrint Tasks dialog (Fig. 14).

NOTE:

Unsupported documents referenced within a <u>Job file</u>, and <u>shortcuts</u> to unsupported documents, are not placed in an Unsupported folder.

Open States

When SilentPrint processes documents, the documents themselves and their associated application (if required) are opened before being printed or converted to PDF.

Document

As soon as an associated application (if required) has passed a supported document to the Windows print queue, SilentPrint instructs the associated application to close the document.

Associated Application

In order to reduce the time it takes for a supported document to reach the Windows print queue, certain associated applications are normally left open after they have been "silently" opened for the first time. These applications include:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook

All other associated applications are closed immediately after the associated document has been passed to the Windows print queue.

NOTE:

If the Microsoft Office Compatibility Mode option within the Compatibility tab (Fig. 28) of the Global Options dialog is selected (ticked), a Microsoft Office application is closed after an associated document is printed.

Troubleshooting

The simple concept behind SilentPrint helps to ensure operating problems are kept to a minimum. However, like all applications, things can go wrong and certain limitations may be encountered.

In this section the following information is included:

- Log File
- Debugging
- Error Report
- OLE Timeout
- Printer Error Handling
- Known Issues
- Requesting Support

Log File (SilentPrint.log)

A Log file called SilentPrint.log is used to record many of the document processing actions performed by SilentPrint.

Document processing information is continually added to SilentPrint.log.

NOTE:

SilentPrint.log can be safely deleted because a new one is created when the next document is processed by SilentPrint. However, all previous entries are lost if this is performed.

Viewing

SilentPrint.log is viewed by accessing the tray menu (Fig. 7) and clicking the View Log File option. This opens Windows Notepad (default text editor), which in turn displays the content of the file.

Changing the Text Editor

SilentPrint can be configured to display SilentPrint.log in any text editor installed on the same PC/server as SilentPrint. This is achieved using the following configuration parameter:

Editor

File Location

Depending upon your version of Windows, SilentPrint.log can be found in one of two locations.

NOTE:

No matter what version of Windows you use, it may be necessary for you to select the "Show hidden files and folders" option within Windows Explorer to view the Application/Program Data folder and the SilentPrint sub-folder.

Windows	Location
2000, 2003, XP	C:\Documents and Settings\All Users\Application Data\SilentPrint\
7, Vista	C:\programdata\silentprint

Entries

For every supported document that SilentPrint processes or fails to process, an entry in SilentPrint.log is added. Each entry displays the date and time when processing completed or failed, together with a corresponding message.

NOTE:

SilentPrint.log only records processes and errors encountered while SilentPrint or the Windows print queue is actively processing a document. If a printer problem occurs (i.e. a paper jam) after the Windows print queue has finished processing a document, the problem will not be recorded.

NOTE:

Entries can be safely modified and removed from SilentPrint.log at anytime.

Messages

There are a number of common messages that can appear within SilentPrint.log:

MESSAGE	DESCRIPTION
Successfully printed "drive, path and file name of file"	Output or conversion to PDF was successful.
Failed to print file "drive, path and file name of file"	Output or conversion to PDF was unsuccessful.
printFile_DOC: PrintOut() failed	Appears due to a bug in versions of Word 2000 prior to Service Release 1 (SR-1). Whilst Word functions correctly when used interactively, the bug is related to Word being automated (OLE automation).
	In order to overcome the problem, Microsoft Word/Office needs to be updated to Service Release 1 (SR-1) or later.
Timeout error waiting for print to start	The name of the document being processed does not appear in the Windows print queue. This is because SilentPrint needs to know output has started in order to successfully monitor the output process.
Timeout error waiting for print to complete	The Windows print queue fails to pass any of the document content to the printer driver or print file within one minute of last passing anything to the printer driver or print file.

MORE:

For an explanation of other messages not listed above, please submit a support ticket, stating the message, your name and licence key.

NOTE:

If you encounter a problem with SilentPrint, additional debugging entries can also be added to SilentPrint.log to help FunAsset with resolution.

Debugging

To help the FunAsset support team resolve issues you have with SilentPrint as quickly as possible, a debugging facility can be enabled. Doing so adds additional entries to SilentPrint.log that FunAsset can use to diagnose specific problems.

To enable debugging, tick the Turn debugging on option in the Preferences tab (Fig. 25) of the Global Options dialog.

Error Report

If a Job file or shortcut points to a supported document that does not exist, and SilentPrint Pro or SilentPrint Server is being used, an Error report can be sent to the associated printer driver.

NOTE:

Before an error report is produced, the Print error page option in the Preferences tab (Fig. 25) of the Global Options dialog must be enabled.

An Error report displays the following information:

- Date and time when the Error report was output;
- Name of the document that failed to be processed;
- Description of the error (i.e. the file could not be opened).

OLE Timeout

When a Windows application attempts to communicate with another application via OLE automation, timeout errors can occur if the called application fails to return within a specified period of time. The default timeout value used by Windows is 10 seconds. This means Windows expects all OLE automation functions to complete within 10 seconds of the request being made.

When outputting documents such as DOC and XLS, SilentPrint uses OLE automation to launch applicable Microsoft Office applications.

EXAMPLE:

If SilentPrint is requesting Microsoft Word to output a particularly large DOC, an OLE timeout may occur.

Windows notifies users of OLE timeout errors by displaying a Server Busy dialog.

In order to minimize the chance of a SilentPrint user ever seeing a Server Busy dialog, the following configuration parameter can be used:

OLE Timeout

Printer Error Handling

If a supported document fails to output due to a printer error, SilentPrint activates an internal print retry countdown timer. No further attempts to output to the problem printer are made until this countdown expires. Meanwhile, SilentPrint continues to process other Tasks that output to other destinations.

To set an internal print retry countdown timer, the following configuration parameter can be used:

Print Retry Interval

Known Issues

SilentPrint has the following known issues:

- Unable to output a print file with certain applications;
- Images and CSS not considered with HTM/HTML documents;
- Password Protected Documents not processed;
- Unable to run as a Windows Vista service;
- Unable to operate reliably with remote printers;
- Printing PDFs or Converting to PDF Appears to Hang.

Unable to Output a Print File with Certain Applications

SilentPrint is unable to output the following documents to a print file when used with certain versions of associated applications:

Format	Application
WPD	Corel WordPerfect (all versions)
XLS	Microsoft Excel '97

Images and CSS Not Considered with HTM/HTML Documents

If an HTM/HTML document relatively points to any images and cascading style sheet(s) (CSS), SilentPrint is unable to output the document as it was intended if it is placed directly within a Watched Folder. This is because Microsoft Internet Explorer (that SilentPrint uses to actually output the document) is unable to locate where these items are stored.

This problem can be resolved in any one of the following ways:

- Use a shortcut to the HTM/HTML document.
- Use a Job file to point to the HTM/HTML document.
- Make the links to images and CSS within the HTM/HTML document absolute (i.e. http://www.funasset.com/images/logo.gif).

Another reason why images may not be output for HTM/HTML documents is because Microsoft Internet Explorer may not be configured to print background colours and images.

MORE:

For information about how to change the configuration of Microsoft Internet Explorer, please refer to your Windows documentation or Help system.

Password Protected Documents not Processed

Documents such as DOC and XLS that are password protected cannot be printed or converted to PDF by SilentPrint.

When SilentPrint detects a password protected document, it moves it to the Failed folder and an entry is written in the SilentPrint Log file, SilentPrint.log, explaining the document is password protected.

Unable to Run as a Windows Vista Service

SilentPrint cannot run as a Windows Vista service.

Unable to Operate Reliably with Remote Printers

Printers located remotely from SilentPrint (i.e. on a WAN) may cause documents processed by SilentPrint to fail. This is normally because the physical distance is too far and/or network traffic is too high. As a result, the Windows print spooler may be unable to finish processing a document before SilentPrint tries to perform an Action after print operation.

Printing PDFs or Converting to PDF Appears to Hang

SilentPrint may appear to stop functioning when printing PDFs or converting supported documents to PDF. One reason for this is the intervention of the automatic Updater used by Adobe products like Reader and Acrobat.

To avoid the Adobe Updater preventing SilentPrint from functioning, it is advised you configure it to check for updates at a time when SilentPrint is not processing, activate manual updates, or turn the functionality off completely.

MORE:

For information about how to make changes to the Adobe Updater, refer to your Adobe Reader or Adobe Acrobat documentation or Help.

Requesting Support

Before requesting support from FunAsset, please carry out the following procedures:

- Update your SilentPrint installation to the latest release.
- Read the entire Troubleshooting section of this user guide.
- Read the SilentPrint Knowledge Base articles on the following FunAsset web page:
  funasset.com/Support/knowledge_base.asp
- Read the TechNotes available on the following FunAsset web page:
  funasset.com/support/documentation/technotes.htm

If none of the above resolves your problem, and you are a licensed user of SilentPrint, you are entitled to receive support from FunAsset.

When requesting support, you must submit a support ticket from the following FunAsset web page (login required):

funasset.com/user_account/support_form.asp

Appendix A
Configuration
Parameters

This section provides information about certain <u>configuration parameters and associated values</u> that can be defined within <u>SilentPrint.ini</u>.

NOTE:

Certain configuration parameters that appear within SilentPrint.ini are defined by manipulating certain configuration options within the Configure SilentPrint Tasks dialog (Fig. 14). These are not documented in this section.

MORE:

Further details about configuration parameters can be found within <u>TechNotes</u> and the Knowledge Base on the FunAsset website.

The following configuration parameters are included:

- Additional Text Files
- Adobe5
- DocReader
- Editor
- Ignore File Types
- Lock
- MHT Word
- Milli Delay
- MS SharePoint
- OLE Timeout
- Overwrite Duplicate Printed Files
- Poll Seconds
- PPT Colour Type
- PPT Fit To Page
- PPT Print Type
- PPT Slide Border
- Print Retry Interval
- Print Using MS Word
- Show Adobe Apps
- TreatAsDoc
- TreatNumericAs

Additional Text Files

Determines what document types should be treated as text.

Values	Description	Default	Section
xxx,xxx	File extension(s) to treat as text.	n/a	[TASK] or [TEXT FILE OPTIONS]

EXAMPLE:

Additional Text Files=BAT

Treats documents with a BAT extension as text documents.

EXAMPLE:

Additional Text Files=BAT,INI

Treats documents with a BAT and an INI extension as text documents.

Adobe5

Determines whether Adobe Acrobat 5 or Adobe Reader 5 is used to process PDF files and as a result whether the 63 character output PDF file path is removed.

Values	Description	Default	Section
NO	Do not remove the 63 character output PDF file path.	•	[MISC]
YES	Remove the 63 character output PDF file path.		

EXAMPLE:

Adobe5=YES

Removes the 63 character output PDF file path .

DocReader

Determines whether MS WordPad instead of MS Word is used as the third party application to process DOC and RTF documents. Using WordPad results in documents getting converted to PDF much faster.

Values	Description	Default	Section
?/folder/name	Path and program name of WordPad.	Word	[MISC]

EXAMPLE:

DocReader= C:\Program s\Windows NT\Accessories\wordpad.exe

Editor

Determines what text editor is used to display the contents of the SilentPrint log, SilentPrint.log.

Values	Description	Default	Section
?/folder/name	Path and program name of text editor.	MS NotePad	[MISC]

EXAMPLE:

Editor=C:\Program Files\Windows NT\Accessories\wordpad.exe

Ignore File Types

Determines what file (document) types (supported or unsupported) are ignored by a particular Task.

Values	Description	Default	Section
xxx,xxx	File extension(s) to be ignored.	n/a	[TASK]

EXAMPLE:

Ignore File Types=PDF

Ignores PDF documents.

EXAMPLE:

Ignore File Types=PDF,DOC

Ignores PDF and DOC documents

Lock

Determines whether Windows is locked when SilentPrint is launched.

Values	Description	Default	Section
NO	Enable.	•	[MISC]
YES	Disable.		

EXAMPLE:

Lock=YES

MHT Word

Determines whether Microsoft Word is used to print MHT files instead of Microsoft Internet Explorer.

Values	Description	Default	Section
NO	Use Microsoft Internet Explorer.	•	[MISC]
YES	Use Microsoft Word.		

EXAMPLE:

MHT Word=YES

Milli Delay

Determines the time in milliseconds that SilentPrint waits before processing another document.

Values	Description	Default	Section
10 to 1000	Number of milliseconds.	1000	[MISC]

EXAMPLE:

Milli Delay=10

MS SharePoint

Determines whether the tilde character (~) that prefixes SilentPrint's Pending folder name, is replaced with an equals character (=) so compatibility with Microsoft SharePoint is maintained.

Values	Description	Default	Section
NO	Use tilde character (~).	•	[MISC]
YES	Use equals character (=).		

EXAMPLE:

MS SharePoint=YES

OLE Timeout

Determines the time in seconds that Windows waits for a called OLE function to complete before displaying the Server Busy dialog. This timeout value is used whenever SilentPrint uses OLE automation to ensure that ample time is given to every single OLE operation.

Values	Description	Default	Section
1 to 999	Number of seconds.	120	[MISC]

EXAMPLE:

OLE Timeout=200

Overwrite Duplicate Printed Files

Determines whether documents in a <u>Printed folder</u> are overwritten by a duplicate document or preserved.

Values	Description	Default	Section
NO	Incremental filenames created, i.e. Filename-0001.doc	•	[FILE MANAGEMENT]
YES	Overwrite.		

EXAMPLE:

Overwrite Duplicate Printed Files=YES

Poll Seconds

Determines the time in seconds that SilentPrint waits, while idle, before it starts to poll the sequence of <u>Tasks</u>.

Values	Description	Default	Section
1 to 86400	Number of seconds.	5	[MISC]

EXAMPLE:

Poll Seconds=1

PPT Colour Type

Determines the colour of PPT (PowerPoint) documents when they are printed.

Values	Description	Default	Section
1	Colour.	•	[MISC]
2	Greyscale.		
3	Mono		

EXAMPLE:

PPT Colour Type=2

PPT Fit To Page

Determines whether PPT (PowerPoint) documents are scaled to fit the page.

Values	Description	Default	Section
NO	Do not scale PPT documents to fit page.		[MISC]

YES	Scale PPT documents to fit paper.	•

EXAMPLE:

PPT Fit To Page=YES

PPT Print Type

Determines how PPT (PowerPoint) documents are printed.

Values	Description	Default	Section
1	Print 1 slide per page.	•	
2	Print 2 slides per page.		
3	Print 3 slides per page with notes.		[MISC]
4	Print 6 slides per page.		
5	Print 1 slide per page portrait with notes.		

EXAMPLE:

PPT Print Type=5

PPT Slide Border

Determines whether PPT (PowerPoint) documents are printed with a border.

Values	Description	Default	Section
NO	No border.	•	
YES	1px black border.		[MISC]

EXAMPLE:

PPT Slide Border=YES

Print Retry Interval

Determines the time in seconds SilentPrint waits before attempting to send another supported document to a printer when a prior document has failed to output due to a printer error.

Values	Description	Default	Section
1 to 43200	Number of seconds.	120	[TASK]

EXAMPLE:

Print Retry Interval=500

Print Using MS Word

Determines whether Microsoft Word or SilentPrint is used to print text documents.

Values	Description	Default	Section
NO	Use SilentPrint.	•	[TEXT FILE OPTIONS]
YES	Use Microsoft Word.		

EXAMPLE:

Print Using MS Word=YES

Show Adobe Apps

Determines whether Adobe Reader and Adobe Acrobat windows and dialogs are displayed during printing. Not applicable when converting documents to PDF.

Values	Description	Default	Section
NO	Hides the Adobe windows and dialogs.	•	[MISC]
YES	Shows the Adobe windows and dialogs.		

EXAMPLE:

Show Adobe Apps=YES

NOTE:

If you are running SilentPrint as a Windows service using a non-default account, the value must be set to YES.

TreatAsDoc

Determines what file types should be treated as a DOC and as a result get printed using Microsoft Word.

Values	Description	Default	Section
xxx, xxx	File extension of document to treat as a DOC.	None	[TASK] [MISC]

EXAMPLE:

TreatAsDoc=ABC

NOTE:

Placing the parameter in the [TASK] section of the SilentPrint Configuration file makes it Task specific. Placing it in the [MISC] section makes it global.

TreatNumericAs

Determines what supported document type, files with a numeric extension are treated as.

Values	Description	Default	Section
xxx	File extension of a supported document.	None	[TASK]

EXAMPLE:

TreatNumericAs=PDF

NOTE:

Any extension with at least one numeric is classed as a numeric extension.

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