



Job Analysis View

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The SiteAudit V2.0 release introduces the capability to track print jobs. Among the data collected are user name, pages printed, time and date, document, printer make and model. There is a new view called Job Analysis; a discussion of its capabilities and uses follows.

Applications and Benefits

The Jobs Analysis View has four primary applications, and these are:

- Capacity Planning
- Chargeback
- Compliance
- Application Tracking

Group, sort, average, sum and filter data to perform cost and service management analysis.

Benefits

The key applications for SiteAudit and their benefits to organization are listed below:

- *Capacity Planning:*
 - Optimize fleet size by tracking the employee-to-printer ratio
 - Maximize printer utilization and placement by tracking user print volumes; identify heavy users to the appropriate printer capacity
- *Chargeback:*
 - Control costs by making users accountable for print volumes
 - Manage costs by tracking color print volume by user, department & location
- *Compliance:*
 - Reduce unauthorized printing by tracking who printed what document when (date and time) and where its printed
- *Application Tracking:*
 - Control software costs by identifying the applications user really need for their document printing

User Analysis Capabilities

The Job Analysis View works the same way the other seven SiteAudit views do. Data is automatically collected then displayed in real-time by selecting the Refresh button. There are 14 different columns of data in the Jobs Analysis View, and they are:

- | | |
|-----------------|-----------------|
| – User Name | – Printer Name |
| – Time | – IP Address |
| – Document | – Serial Number |
| – Queue | – Connection |
| – Pages Printed | – Location |
| – Manufacturer | – Status |
| – Model | – Output Type |

- *Capability: Fleet Efficiency Metrics*

Employees to Printer Ratio: The number of employees per printer is an important metric in achieving the optimal printer fleet size. This is essential data for capacity planning (right sizing). The Job Analysis View can show the following and more:

- Number of users per printer
- Page volume per printer
- Average number of pages a user prints to a printer
- Time period of the analysis

The screenshot displays the Netaphor SiteAudit(TM) Job Analysis View. The interface includes a menu bar (File, View, Setup, Reports, Tools, Help) and a toolbar with various icons. The main window is divided into a left-hand navigation pane and a central data table.

Job Analysis View Data:

Printer Name	User	IP Address	Time	Document	Pages Printed
Printer Name: Canon iR400					
User: netaphor2003\ymanankil					
		10.0.0.13	3/7/2008 19:53:49	http://www.bikeforums.net/private.php?do=sho...	1
		10.0.0.13	2/25/2008 12:37:46	https://mv.dmv.ca.gov/foAppt2/confirmOfficeVisi...	1
		10.0.0.13	2/18/2008 16:00:27	http://www.togos.com/	1
		10.0.0.13	2/11/2008 14:33:32	https://www.marchforbabies.org/donate/donate_...	1
		10.0.0.13	2/8/2008 15:22:58	http://www.chipotle.com/faxmenus/1096.pdf	1
		10.0.0.13	2/8/2008 15:27:35	http://us.f818.mail.yahoo.com/ym/ShowLetter?b...	2
		10.0.0.13	2/8/2008 15:27:14	http://us.f818.mail.yahoo.com/ym/ShowLetter?b...	2
		10.0.0.13	2/13/2008 14:38:57	http://emailinfo.bestbuy.com/P/v3/SecureHTMLC...	3
					8
					AVG=1.5
User: netaphor2003\ssjolander					
					1
					AVG=
User: netaphor2003\ymahajan					
					41
					AVG=1.9
User: netaphor2003\nteves					
					12
					AVG=
User: netaphor2003\kstoutzenberger					
					1
					AVG=1
					63
					AVG=1.44
Printer Name: DELL291A93					
					17
					AVG=2.59

By grouping Printer Name and by sub-grouping User the Job Analysis View shows that 5 users share the Canon iR400; 63 pages were printed between 2/8/08 and 3/13/08 and the average document had 1.44 pages.

The Job Analysis View makes it is easy to measure fleet efficiency and to develop a ratio of users to printers.

Maximize Printer Placement: It also identifies the user’s print volume to a given printer. It can show whether a high volume print user is printing to the right printer.

Finding the right capacity need per user is essential to cost efficiency.

- *Capability: Chargeback Users by Page Counts*

To show how many pages a user printed during a certain date and time group the columns User and then subgroup Time as shown below.

The screenshot shows the Netaphor SiteAudit(TM) Job Analysis interface. On the left is a tree view of a 'Large Financial Institution' with various departments and regions. The main area displays a table with columns: Manufacturer, Model, IP Address, Document, and Pages Printed. The data is grouped by User and then by Time. Red arrows highlight the 'User' and 'Time' group headers, and another red arrow points to the 'Pages' column.

Manufacturer	Model	IP Address	Document	Pages Printed
User: netaphor2003\kstoutzenberger				
				1
Time: 2/18/2008				
				5
User: netaphor2003\nteves				
				12
Time: 2/20/2008				
				9
User: netaphor2003\rmahajan				
				4
Time: 2/27/2008				
Canon	IR330-400SPCL	10.0.0.13	Microsoft Outlook - Memo Style	1
Canon	IR330-400SPCL	10.0.0.13	outbind://100-0000000F359B12D94A0B2478DA2BE264A4FA...	1
Canon	IR330-400SPCL	10.0.0.13	https://www.fedex.com/shipping/html/en/PrintIFrame.html	2
Canon	IR330-400SPCL	10.0.0.13	Addendum.pdf	1
Canon	IR330-400SPCL	10.0.0.13	Addendum.pdf	1
Canon	IR330-400SPCL	10.0.0.13	Addendum.pdf	6
Canon	IR330-400SPCL	10.0.0.13	Addendum.pdf	6
Canon	IR330-400SPCL	10.0.0.13	http://mail.google.com/mail?ui=1&ik=aa0e06a143&view=pt&...	2
				8

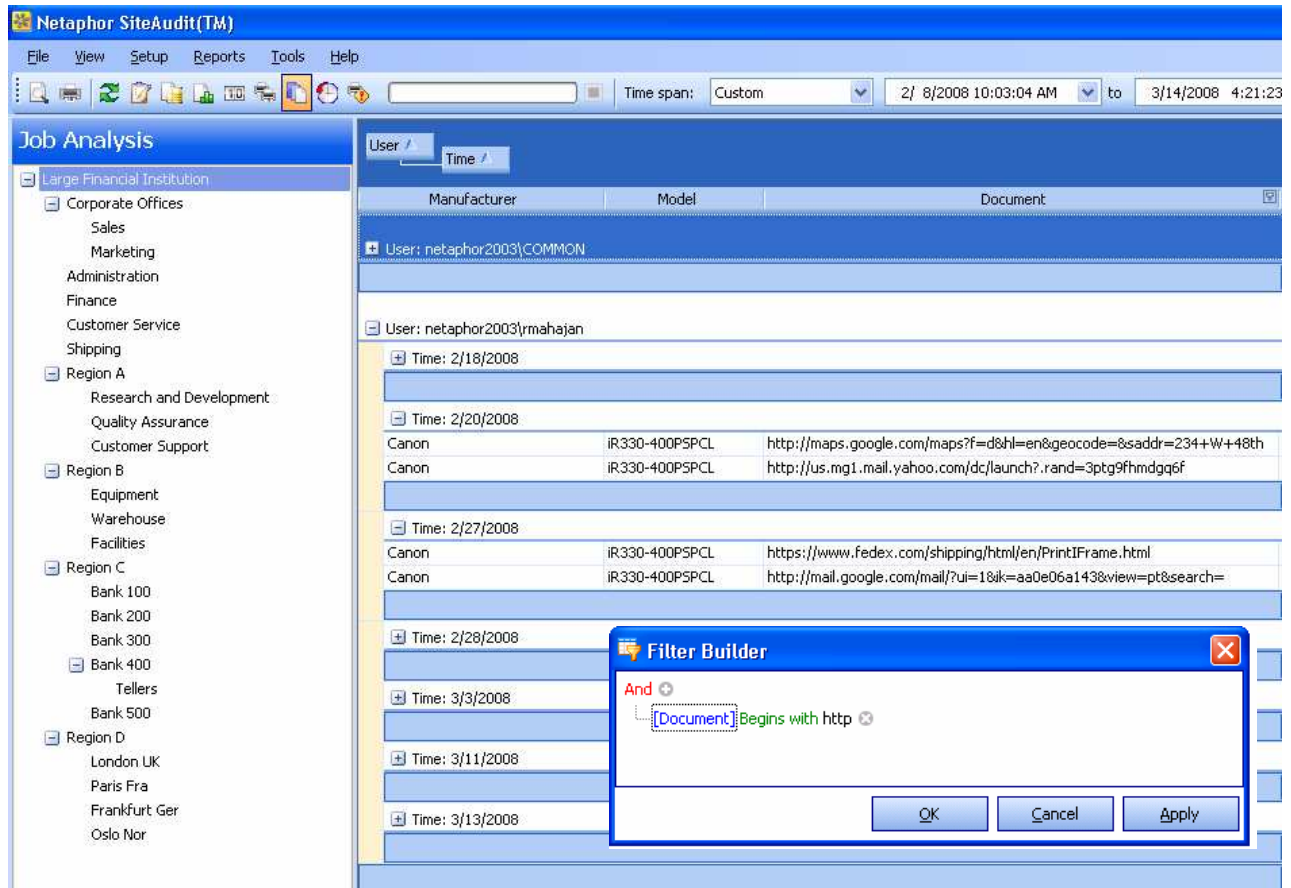
The user rmahajan printed 20 pages on February 27, 2008, and printed 13 pages on 2/18/08; 18 pages on 2/20/08; etc... And the average pages-per-day is 1.89 pages. By knowing the pages printed per user enables an organization to setup a chargeback process. It also allows organization to manage costs by tracking color print volume by user, department & location.

Document Analysis Capabilities

The Job Analysis View provides Edit Filter capability. You can identify such things as what applications are commonly used, what are the document names and when were they printed. In essence, you can determine **Who** (User) printed **What** (Document) **When** (Time) and **Where** (Printer).

- *Capability: Compliance by tracking what documents are printed*

To determine how many documents are downloaded and printed from the Internet you can select the Edit Filter button then filter by document type.



The view above uses the filter 'Begins With' and 'http' to display the documents printed from the Internet.

The user rmahajan printed two Internet documents on 2/18/08 and two documents on 2/27/08. The time the document was printed and to what printer is shown. This filtering can be done by organization, department and location.

- *Capability: Application use by tracking applications and file formats*

A filter could show what documents were printed from the following:

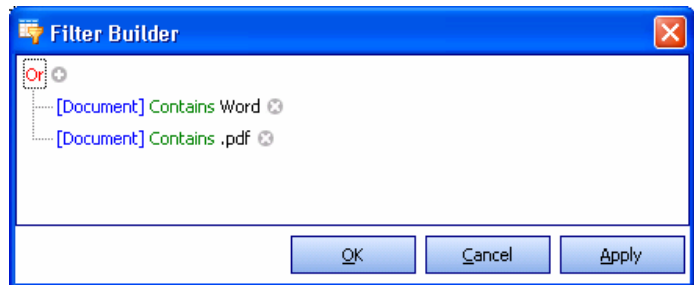
- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Other applications
- Documents downloaded from the Internet
- File formats such as PDG, JPEG, TIFF and others

The screenshot shows the Netaphor SiteAudit(TM) Job Analysis window. The left sidebar lists a hierarchy of departments under 'Large Financial Institution'. The main window displays a table of printed documents, filtered by user and time. The table has columns for Manufacturer, Model, Document, and Pages Printed. The data is grouped by user and time.

User	Time	Manufacturer	Model	Document	Pages Printed
User: netaphor2003\rmahajan					
Time: 2/18/2008					
					SUM=9
Time: 2/20/2008					
Canon	iR330-400PSPCL	Itex2008 Contract.pdf			3
Canon	iR330-400PSPCL	Netaphor Itex Order.pdf			3
					SUM=6
Time: 2/27/2008					
					SUM=14
Time: 3/5/2008					
Canon	iR330-400PSPCL	Microsoft Word - net04officeactionresponse4.doc			3
					SUM=3
					SUM=32
User: netaphor2003\ymanankil					
					SUM=1

The example here shows the number of Microsoft Word and PDF documents that were printed by user and time.

The user rmahajan printed two pdf documents that were 3 pages each. He also printed one Word document that was 3 pages long. A filter was created to show all documents that are either Word documents Or contain .pdf in the job name.



Competitive Analysis

SiteAudit v2.0 is the only fleet management solution to collect user data without a client agent required. This makes the deployment and application management very easy. In addition, the breadth of the data collection and analysis capability far exceeds any other product.

- **Versus Web JetAdmin 10**

	SiteAudit V2.0	Web JetAdmin 10
- <i>Discovery Mechanism</i>	WMI & Host Credentials	WMI & Host Credential or HP Web Jetadmin SNMP Proxy Agent
- <i>Deployment</i>	No Agents Required	Deploy SNMP Proxy Agent; if Windows SNMP not installed it must be installed first (two steps)
- <i>Printer Support</i>	All Makes and Models All that are Active printers	HP Printers Only default printer if DOT4 bi-di installed driver
- <i>Printer Identification</i>	Identifies Make and Model; Connection LPT or USB; Host Serial Number and IP Number	Identifies HP and Model; Connection LPT or USB
- <i>Data Collection</i>	Real time	Stored; Periodic collections
- <i>Page Counts</i>	Yes without Client Agent, page counts and time stamp when count was collected	Only with HP Web Jetadmin SNMP Proxy Agent; Host must have installed HP DOT4 bi-di driver
- <i>Document Tracking</i>	All applications & formats	Microsoft applications
- <i>Cost Tracking</i>	Yes without Client Agent	No
- <i>User Reporting</i>	Multiple ways to track user activity including by pages printed, printer, location or department, time, application and more	Fixed report showing pages printed by user to HP printers
- <i>Analysis Capability</i>	Advanced, ability to group, sort, sum, average and filter data with 14 different data fields	Very Limited in comparison with a focus on HP printers; some filtering capability
- <i>Reporting Capability</i>	Standard and custom reporting capability	Standard reports, limited number

In short Web JetAdmin is an excellent tool for configuring, updating and tracking the status of HP printers. To track user and HP local printer activity requires a desktop agent and the Windows SNMP agent installed. It is not a lifecycle management and analysis tool like Netaphor SiteAudit for cost and service management across all manufactures and models.

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Configuration

The Jobs Analysis data collection must be configured. Two essential parameters must be set. Steps:

- 1- SiteAudit → Setup → Discovery → Host Credentials → Uncheck Disable data collection of print jobs
- 2- Windows → Log Spooler information events must be checked

Step 1) Discovery Configuration dialogue

- Go to Setup menu
- Select Discovery and Select the Host Credentials tab
- Enter Host user and password information¹
- **Uncheck** the Disable data collection box
- Select OK

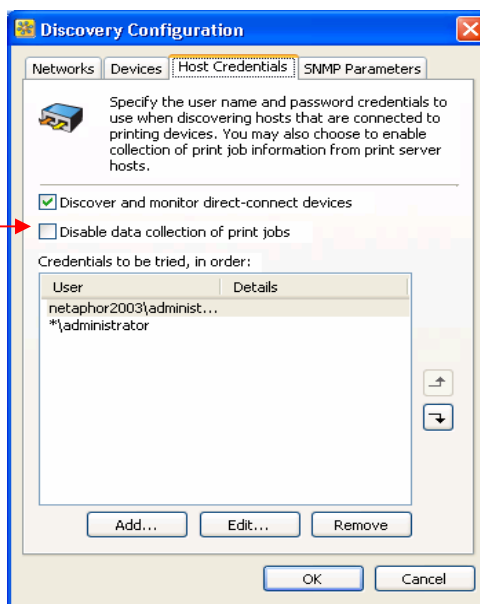
By default the box for 'Disable data collection of print jobs' is checked and must be unchecked. Hosts will be discovered based on the Discovery configuration set in the Networks and/or Devices tab(s) and the Host Credential tab.

After Hosts are discovered page counts and applications data will begin to fill-in the View. There is an initial period of several hours before counts will begin to appear. After that they are automatically updated on a regular cycle.

Note: You should also check to make sure that the data collection monitoring has started. To do this, go to the Tools menu and see if Stop Monitoring is displayed; otherwise select Start Monitoring.

Step 2) Enabling the Event Log

Enabling the event logging may require a change in the registry if the event logging is not already enabled. There are options for implementing step 2.



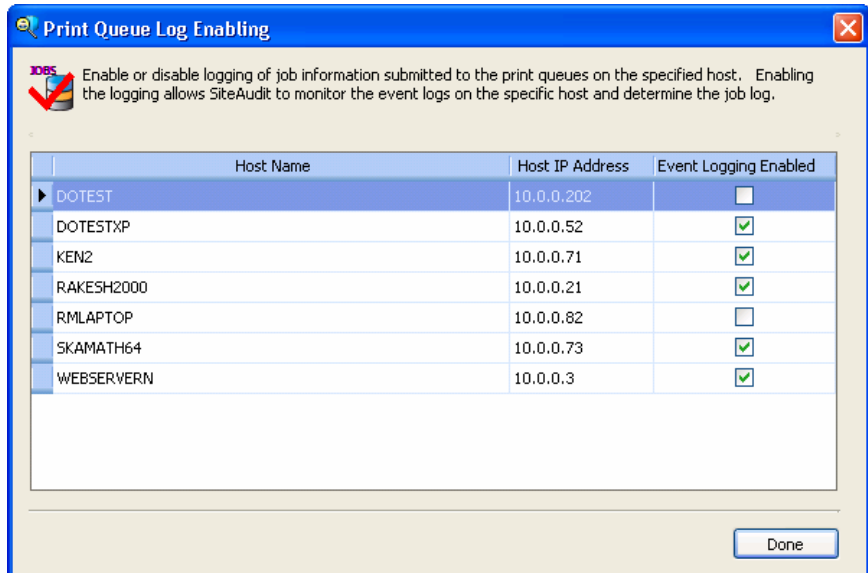
Option A) From within SiteAudit Configure the Print Queue Logging

- Go to Setup menu
- Select Print Queue Logging Configuration
- Select by checking the Print Queues where event logging is not enabled

¹ To collect hosts and local printer data, SiteAudit requires Windows credentials that permit this action. The credentials must be those of a user who is a member of the "local" administrators group. Typically, in the case of hosts that are part of a Windows domain, the domain administrators group is also a member of the local administrators group. In this case, providing the credentials of a user who is a member of the domain administrators group is sufficient. If the same username/password combination can be used for all hosts, you can provide SiteAudit with *\username and a password as credentials, and SiteAudit will substitute the name of each host as needed. This is typically the case in workgroup environments and Novell environments.

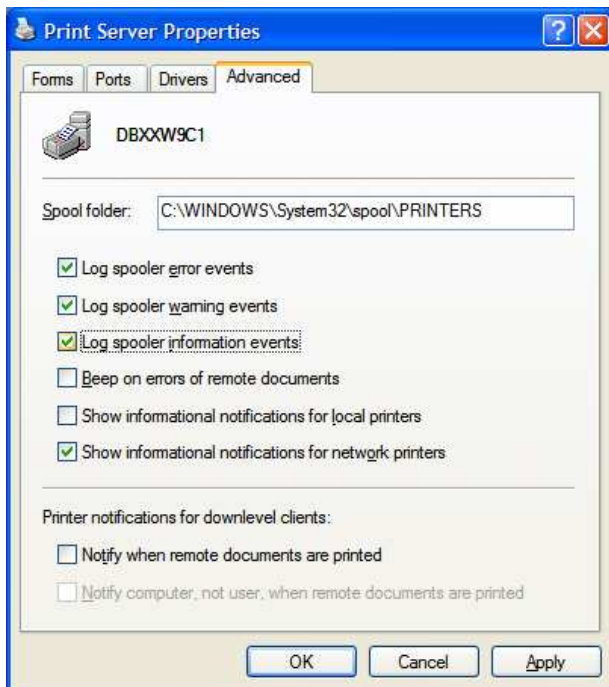
The dialogue box may take several minutes to appear. Once it's available you must check each box for the print queue attached to the host user you want to track. See the example below.

The disadvantage to using the Setup → Print Queue dialogue is the implementation time. Each box checked enables a registry change on the host. In some instances the enabling time can be several minutes.



Option B) Select the Log Spooler Information Events from within Windows

The event log is configured in Windows by doing the following:



Go to: Start → Control Panel → Printers and Faxes → File menu → Server Properties → Advanced, and then check the Log spooler information events box.

Select Apply and then OK to configure the setting.

Option C) **Use a Log-on-Script or Remote Management Tool**

Enabling the Log spooler information events effectively is made as a DWORD registry change. Changing the values of registry entries is a common registry management task. This can easily be accomplished with a simple one-time use log-on-script or with a remote management tool.

A recommended Log-on-Script is as follows:

A sample log-on script is found in the Netaphor program folder, C:\Program Files\Netaphor\SiteAudit. The file is called 'EnableJobLogLoginSample.vbs' .

Commonly Used Remote Management Applications:

- Microsoft SMS
- LANDesk Management Suite