InfoPrint Productivity Tracker V2.1.1 now includes SNMP printer support

Table of contents

1 At a glance 6 Offering Information
1 Overview 6 Publications
2 Key prerequisites 6 Technical information
3 Planned availability date 8 Ordering information
3 Description 9 Terms and conditions
4 Product positioning 11 Prices
5 Program number 11 Announcement countries

At a glance

InfoPrint® Productivity Tracker V2.1.1:

- Provides comprehensive production statistics that allow you to gain insights and boost efficiencies.
- Is Web-based for easy access, installation, and support.
- Allows you to analyze production reports over specific time periods to improve workload balancing, enhance problem determination, and track operational standards.
- Organizes production data in a database providing a tool for long-term trend analysis.
- Provides a standard set of basic reports with graphs and extensive drilldown capability.
- Includes new custom reports tool to create report templates, analyze, view, and store the data your way.
- One-click export of reports to .csv or print formats.
- Helps to reduce expensive manual data gathering, analysis, and report preparation.
- Allows you to make custom reports on activities you define for operators to log on the printer console.
- Provides centralized reporting for Simple Network Management Protocol (SNMP) compliant printers.

For more information

Contact your InfoPrint Solutions Company representative or InfoPrint Solutions Partner or visit

http://www.infoprint.com

Overview

Production printing business environments are complex, and typically contain a variety of printers from many different manufacturers. In the past, InfoPrint Productivity Tracker functioned primarily with InfoPrint continuous forms printers. However, many customers have a mixed vendor environment and would prefer to have a single tool in place to monitor printer productivity across the entire set of printers available on the shop floor. In response, InfoPrint Solutions Company, a
Ricoh®-IBM joint venture, is enhancing Productivity Tracker V2.1.1 with additional function.

New to Productivity Tracker V2.1.1 is the Simple Network Management Protocol (SNMP) printer state report. Data collected via SNMP is used to feed this printer state report, which is very similar to the existing Printer State report already implemented for InfoPrint continuous forms printers. The main difference between these two reports is the source of information and the depth of data coverage among the defined printers. The SNMP version of the report is more general and creates a general overview for the entire printing shop regardless of the manufacturer (InfoPrint or others), and regardless of whether those printers are continuous forms or cut sheet.

SNMP is a popular common standard for monitoring and administering different devices including printers. The SNMP printer Management Information Base (MIB) V1 or V2, is now supported by Productivity Tracker V2.1.1. The printer MIB standard implementation varies with the manufacturer, resulting in reduced quality and quantity of printer data which can be taken using this protocol. SNMP allows only for reading the current values within the printer MIB, unlike the XML-based systems used for collecting data from InfoPrint continuous forms printers.

The Productivity Tracker SNMP collector provides a robust mechanism to periodically poll and retrieve the data stored in the SNMP publicly. The SNMP collector should be installed redundantly so that no information stored publicly would be lost if there was an interruption of the SNMP collector services.

The SNMP collector ships as a separate feature and requires the Productivity Tracker Version 2.1.1 base as a prerequisite.

Database performance and management enhancements are also featured in this version of Pro Tracker.

**Key prerequisites**

The InfoPrint Productivity Tracker V2.1.1 requires:

- A Microsoft® Windows® XP, Microsoft Vista, or Microsoft Server 2003/2008 PC with an Ethernet connection and connectivity to an InfoPrint 4000, InfoPrint 4100, or InfoPrint 5000 printer.
- An InfoPrint 4000 or InfoPrint 4100 with Productivity Tracker feature (#4565) with Ethernet connectivity to the Windows PC.
- An InfoPrint 5000 with Productivity Tracker feature with Ethernet connectivity to the Windows PC.

**Minimum prerequisites**

Microsoft Windows XP, Vista, 2003 or 2008 server grade PC with:

1. Ethernet network interface card
2. Either dual-core 2.0 GHz or single-core 3.0 GHz Processor
3. 2 GB RAM (3 GB recommended)
4. 500 MB free hard disk space plus 500 MB free hard disk space for each print system
5. CD-ROM

The Productivity Tracker user interface is supported on these browsers:

- Microsoft Internet Explorer 6.x (Windows XP only)
- Microsoft Internet Explorer 7
- Mozilla 1.7.13
- Mozilla Firefox 2.0.0.9
The computer should be dedicated to the InfoPrint Productivity Tracker application.

**Planned availability date**

August 14, 2009

Refer to the complete announcement for national language availability.

**Description**

**Gain insights to help drive out cost**

InfoPrint Productivity Tracker software provides extensive information on what has occurred during production by logging events in the printer control unit. The Productivity Tracker program, on a separate computer, then extracts the events and organizes them in a relational database. This allows you to view information on printer performance, operator and work shift activities or job completion over any period of time. With readily available in-depth machine utilization and operator data, you can gain insights that help you optimize print operations, maximize printer utilization, minimize labor cost and reduce cost of printing.

Productivity Tracker also equips your organization with a strategic foundation to implement future productivity-related enhancements.

**Capture, display, and analyze data using concise tables, graphs, and charts**

Productivity Tracker helps you monitor printers by transferring captured events stored in the printer's controller into the Productivity Tracker database and generating comprehensive reports using both standard and custom formats. You can display data graphically to help you conduct a thorough analysis of the printing process throughout your production environment. Over time, the database yields historical trends that can help you identify ways to reduce costs and plan for the future.

**Track information on printers, operators, and jobs**

After you capture events with Productivity Tracker, you can produce standard or custom graphs and reports to communicate findings and support decision making. Choose information based on location, time frame, printer, operator, and work shift. Verify uptime and downtime, calculate productivity, and manage cost more effectively. Drill down through the data to specific events. Sample basic reports that can be organized by enterprise, print center, print system, work shift, or operator include:

1. Operator productivity - Tracks the average feet printed per hour and the total feet printed for each print center and operator.
2. Work shift productivity - Tracks the average feet printed per hour and the total feet printed for each print center and work shift.
3. Print volume - Uses information you enter to translate feet printed into pages printed for each job.
4. Interventions - Catalogs the frequency of duration of each type of intervention recorded on each print system.
5. Print system state - Shows percent and duration of each of several printer states, such as Idle, Printing, Not Ready, and Error.
6. Toner usage - If the operators log when they change toner cartridges on the printer, this report calculates the feet printed per toner cartridge.

New features now allow you to create and save custom reports.
Answer frequently asked production questions

With Productivity Tracker V2.1.1, you can use the supplied tools to extract data or customize the reports and charts to meet particular requirements. Either way, you can answer common questions, such as:

1. How many linear feet did our printers run last quarter?
2. How many minutes were the printers idle and when were they idle?
3. How many linear feet were run for a specific job?
4. How many times did the operators load toner for a job?
5. Which operators ran a job, with which Snapshot and on which printers?

Count on InfoPrint Solutions to help your business become an on demand business

The Productivity Tracker software is designed to integrate seamlessly with the printer controller to provide operational data. With valuable production information at your fingertips, you can save the direct labor costs associated with manual data gathering, analysis and report preparation. With automated data collection, you can improve the accuracy of analysis and forecasting.

Productivity Tracker is easy to install on a PC that you provide using a single CD-ROM that includes help screens and supporting documentation to simplify setup and use. This time saving solution is designed to help you identify and act on events to improve efficiency and responsiveness in a deadline-driven production environment.

In-depth information

The InfoPrint Productivity Tracker provides a Web server that runs on a customer-provided PC to help you retrieve, store, and display printer monitor data from anywhere on the Internet. The Productivity Tracker is supported under Microsoft Windows XP, Vista, or Windows Server 2003/2008.

Accessibility by people with disabilities

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

- Can be operated using only the keyboard
- Communicates all information independently of color
- Supports interfaces commonly used by screen magnifiers
- Supports interfaces commonly used by screen readers
- Provides documentation in an accessible format

InfoPrint Productivity Tracker has the following capability for users with mobility impairments or limited hand use:

- Can be operated using only the keyboard

U.S. Section 508 Voluntary Product Accessibility Template (VPAT) can be requested from IBM's Web site at

http://www-03.ibm.com/able/product_accessibility/index.html

Product positioning

The InfoPrint Productivity Tracker is intended for all customers with InfoPrint 5000, InfoPrint 4100, and InfoPrint 4000 printers. It helps these customers improve print room productivity by monitoring the activity of their installed printers.
Product positioning - Globalization

The InfoPrint Productivity Tracker is available in the following languages:

- Brazilian Portuguese
- Traditional Chinese
- English
- French
- German
- Italian
- Japanese
- Korean
- Russian
- Spanish

All languages are included on the same media.

Availability of national languages

The InfoPrint Productivity Tracker is available in the following languages:

- Brazilian Portuguese
- Traditional Chinese
- English
- French
- German
- Italian
- Japanese
- Korean
- Russian
- Spanish

All languages are included on the same media.

Program number

<table>
<thead>
<tr>
<th>Program name</th>
<th>Program number</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoPrint Productivity Tracker V2.1</td>
<td>5639-AA9</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker 1-year Software Maintenance Registration and Renewal</td>
<td>5639-A6A</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker 1-year Software Maintenance After License</td>
<td>5639-A7A</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker 3-year Software Maintenance Registration</td>
<td>5639-A8A</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker 3-year Software Maintenance Renewal</td>
<td>5639-A9A</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker 3-year Software Maintenance After License</td>
<td>5639-A1B</td>
</tr>
</tbody>
</table>
Product identification number

Subscription and Program PID number Support PID number

<table>
<thead>
<tr>
<th>Program PID number</th>
<th>Maintenance 1 year PID Reg number</th>
<th>Maintenance 3-year Reg PID number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5639-AA9</td>
<td>5639-A6A</td>
<td>5639-A8A</td>
</tr>
<tr>
<td></td>
<td>Maintenance 3-year Ren PID number</td>
<td>Maintenance 1-year AL PID number</td>
</tr>
<tr>
<td></td>
<td>5639-A9A</td>
<td>5639-A7A</td>
</tr>
<tr>
<td></td>
<td>Maintenance 3-year AL PID number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5639-A1B</td>
<td></td>
</tr>
</tbody>
</table>

Offering Information

Product information is available via the Offering Information Web site

http://www.ibm.com/common/ssi

Publications

The online help screens provide the documentation to use this product.

The following publication provides information to assist installing and configuring the product.

<table>
<thead>
<tr>
<th>Title</th>
<th>Form number</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoPrint Productivity Tracker: Installing and Configuring (English)</td>
<td>S550-1136</td>
</tr>
</tbody>
</table>

Technical information

Specified operating environment

Hardware requirements

InfoPrint Productivity Tracker server requires:

- Either dual-core 2.0 GHz or single-core 3.0 GHz processor
- 500 MB free hard disk space plus 500 MB free hard disk space for each print system
- 2 GB RAM
- Ethernet TCP/IP capability and connectivity to an InfoPrint 5000, InfoPrint 4100, or InfoPrint 4000 printer
- CD-ROM

InfoPrint Productivity Tracker supports the following printers:
• InfoPrint 4000 Models IS1, IS2, ID1, ID3, ID3, ID4, ID5, and ID6 with an Ethernet adapter, the Enhanced Operator Console, and the Productivity Tracker (#4565)
• InfoPrint 4100 Models HS1, HS2, HS3, PS1, PD1, PD2, HD1, HD2, HD3, HD4, HD5, and HD6 with an Ethernet adapter and the Productivity Tracker (#4565)
• InfoPrint 5000 Model (5101-AS1, 5101-AD1, 5101-AD2) with an Ethernet adapter and the Productivity Tracker

For supported microcode levels on each printer model, please refer to the *Installing and Configuring* publication (G550-1136).

**Software requirements**

The Productivity Tracker V2.1.1 user interface is supported on these browsers:

- Microsoft Internet Explorer 6.x (Windows XP only)
- Microsoft Internet Explorer 7
- Mozilla 1.7.13
- Mozilla Firefox 2.0.0.9

The program's specifications and specified operating environment information may be found in documentation accompanying the program, if available, such as a readme file, or other information published by IBM®, such as an announcement letter. Documentation and other Program content may be supplied only in the English language.

**Limitations**

InfoPrint Productivity Tracker has not been tested under VMware or other virtual machine applications.

**Planning information**

**Packaging**

The InfoPrint Productivity Tracker V2.1.1 is distributed on CD-ROM (LCD4-5675) and is packaged with the following:

- Installing and Configuring (G550-1136-00)
- License Information (G550-1139-00)

Included in the product package:

- Installation Setup Program to select language, install directories, and other installation options
- Executable code
- Information Center containing usage information

All languages are on the same media.

**Security, auditability, and control**

InfoPrint Productivity Tracker can be accessed using a web browser by those individuals who have been provided a log in account. Users can have two different levels of authority: user and administrator. The customer is responsible for evaluation, selection, and implementation of security features, administrative procedures, and appropriate controls in application systems and communication facilities.
Global Technology Services

Contact your InfoPrint Solutions Company representative for the list of selected services available in your country, either as standard or customized offerings for the efficient installation, implementation, or integration of this product.

Ordering information

Consult your IBM representative.

Charge metric

<table>
<thead>
<tr>
<th>Program name</th>
<th>PID number</th>
<th>Charge metric</th>
</tr>
</thead>
<tbody>
<tr>
<td>InfoPrint Productivity Tracker</td>
<td>5639-AA9</td>
<td>Install</td>
</tr>
<tr>
<td>SNMP</td>
<td></td>
<td>Install</td>
</tr>
</tbody>
</table>

Customers who are current on maintenance for Productivity Suite Version 1.2 or Productivity Tracker Version 2.1 can receive a free upgrade to Productivity Tracker 2.1.1. All maintenance purchased with Productivity Suite Version 1.2 or Productivity Tracker 2.1 is automatically transferred to the upgrade, without loss of customer investment.

Server

A server is a computer system that executes requested procedures, commands, or applications to one or more user or client devices. A PoE must be obtained for each server regardless of the number of processor cores and partitions in the server on which the program runs or for each server managed by the program. Where blade technology is employed, each blade is considered a separate server.

Ordering information

Order an InfoPrint Productivity Tracker license for each server workstation on which the Productivity Tracker will run.

Multiple clients can then access the database without additional licenses.

Customers with InfoPrint Productivity Suite V1.2 or InfoPrint Productivity Tracker 2.1 and current software maintenance contracts can order a no-charge upgrade to InfoPrint Productivity Tracker Version 2.1.1 by ordering the CD-ROM media feature of 5639-AA9.

OTC

<table>
<thead>
<tr>
<th>Machine</th>
<th>feature</th>
<th>CD-ROM</th>
</tr>
</thead>
<tbody>
<tr>
<td>type/model</td>
<td>number</td>
<td>media</td>
</tr>
<tr>
<td>InfoPrint Productivity Tracker</td>
<td>U8SNC1</td>
<td>5819</td>
</tr>
</tbody>
</table>

This software license includes the first year of Software Maintenance, previously referred to as Software Subscription and Technical Support.

Extending coverage for a total of three years from date of acquisition may be elected. Order the program number, feature number, and quantity to extend coverage for your software licenses. If maintenance has expired, specify the after-license feature number.

<table>
<thead>
<tr>
<th>Machine type/model</th>
<th>Description</th>
<th>OTC feature number</th>
</tr>
</thead>
<tbody>
<tr>
<td>5639-AA9</td>
<td>InfoPrint Productivity Tracker</td>
<td>U8SNC1</td>
</tr>
</tbody>
</table>
Customers who are current on maintenance for Productivity Suite V1.2 or InfoPrint Productivity Tracker Version 2.1 can get a free upgrade to Productivity Tracker Version 2.1.1. All maintenance purchased with Productivity Suite Version 1.2 is automatically transferred to the upgrade, without loss of customer investment.

SNMP software maintenance is included in the existing software maintenance agreement. No additional purchase is required.

**Terms and conditions**

The information provided in this announcement letter is for reference and convenience purposes only. The terms and conditions that govern any transaction with InfoPrint Solutions Company are contained in the applicable contract documents such as the InfoPrint Solutions Company International Program License Agreement, and the InfoPrint Solutions Company Agreement for Acquisition of Software Maintenance.

**Licensing**

InfoPrint Solutions Company International Program License Agreement including the License Information document and Proof of Entitlement (PoE) govern your use of the program. PoEs are required for all authorized use.

This software license includes Software Maintenance, previously referred to as Software Subscription and Technical Support.

**Agreement for Acquisition of Software Maintenance**

The InfoPrint Solutions Company Agreement for Acquisition of Software Maintenance (Z125-6011) agreement applies for maintenance and does not require customer signatures.

**License Information form number**

G550-1139

**Limited warranty applies**

Yes

**Limited warranty**

InfoPrint Solutions Company warrants that when the program is used in the specified operating environment, it will conform to its specifications. The warranty applies only to the unmodified portion of the program. InfoPrint Solutions Company does not warrant uninterrupted or error-free operation of the program or that InfoPrint Solutions Company will correct all program defects. You are responsible for the results obtained from the use of the program.

InfoPrint Solutions Company provides you with access to IBM databases containing information on known program defects, defect corrections, restrictions, and bypasses at no additional charge. For further information, consult the *InfoPrint Solutions Company Software Support Handbook* found at

http://techsupport.services.ibm.com/guides/handbook.html

InfoPrint Solutions Company will maintain this information for at least one year after the original licensee acquires the program (warranty period).

**Program technical support**

Technical support of a program product will be available for a minimum of three years from the general availability date, as long as your Software Maintenance
is in effect. This technical support allows you to obtain assistance (via telephone or electronic means) from InfoPrint Solutions Company for product-specific, task-oriented questions regarding the installation and operation of the program product. Software Maintenance also provides you with access to updates, releases, and versions of the program. You will be notified, via announcement letter, of discontinuance of support with 12 months’ notice. If you require additional technical support from InfoPrint Solutions Company, including an extension of support beyond the discontinuance date, contact your InfoPrint Solutions Company representative or InfoPrint Solutions Company Business Partner. This extension may be available for a fee.

**Money-back guarantee**

If for any reason you are dissatisfied with the program and you are the original licensee, you may obtain a refund of the amount you paid for it, if within 30 days of your invoice date you return the program and its PoE to the party from whom you obtained it. If you downloaded the program, you may contact the party from whom you acquired it for instructions on how to obtain the refund.

For clarification, note that for programs acquired under any of InfoPrint Solutions Company’s On/Off Capacity on Demand (On/Off CoD) software offerings, this term does not apply since these offerings apply to programs already acquired and in use by you.

**Authorization for use on home/portable computer**

You may not copy and use this program on another computer without paying additional license fees.

**Volume orders (IVO)**

Yes. Contact your InfoPrint Solutions Company representative.

**Passport Advantage applies**

No

**Software Maintenance applies**

While your Software Maintenance is in effect, InfoPrint Solutions Company provides you assistance for your routine, short duration installation and usage (how-to) questions; and code-related questions. InfoPrint Solutions Company provides assistance via telephone and, if available, electronic access, only to your information systems (IS) technical support personnel during the normal business hours (published prime shift hours) of your InfoPrint Solutions Company support center. This assistance is not available to your end users.) InfoPrint Solutions Company provides Severity 1 assistance 24 hours a day, every day of the year. For additional details, consult the InfoPrint Web site at


Software Maintenance does not include assistance for the design and development of applications, your use of programs in other than their specified operating environment, or failures caused by products for which InfoPrint Solutions Company is not responsible under this agreement.

**System i Software Maintenance applies**

No

**Variable charges apply**

No
**Educational allowance available**
Yes. When ordering through the program number process, a 15% education allowance applies to qualified education institution customers.

Education Software Allowance Program applies when ordering through the program number process.

**ESAP available**
Yes, to qualified customers.

**Prices**

For all local charges, contact your IBM representative.

Customers who are current on maintenance for Productivity Suite V1.2 or InfoPrint Productivity Tracker Version 2.1 can get a free upgrade to Productivity Tracker Version 2.1.1. All maintenance purchased with Productivity Suite Version 1.2 is automatically transferred to the upgrade, without loss of customer investment.

Software Maintenance for the SNMP Feature is included in InfoPrint Productivity Tracker Software Maintenance. No additional purchase is required.

**IBM Global Financing**

IBM Global Financing offers competitive financing to credit-qualified customers to assist them in acquiring IT solutions. Offerings include financing for IT acquisition, including hardware, software, and services, from both IBM and other manufacturers or vendors. Offerings (for all customer segments: small, medium, and large enterprise), rates, terms, and availability can vary by country. Contact your local IBM Global Financing organization or visit


IBM Global Financing offerings are provided through IBM Credit LLC in the United States, and other IBM subsidiaries and divisions worldwide to qualified commercial and government customers. Rates are based on a customer’s credit rating, financing terms, offering type, equipment type, and options, and may vary by country. Other restrictions may apply. Rates and offerings are subject to change, extension, or withdrawal without notice.

For more financing information, visit


**Announcement countries**

All European, Middle Eastern, and African countries.

**Trademarks**

InfoPrint and Ricoh are registered trademarks of Ricoh Co., Ltd. in the United States, other countries, or both.

Ricoh is a registered trademark of Ricoh Co., Ltd. and its affiliated companies.

Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States, other countries, or both.

IBM is a registered trademark of IBM Corporation in the United States, other countries, or both.
Other company, product, and service names may be trademarks or service marks of others.

Terms of use
InfoPrint Solutions Company LLC ("InfoPrint") products and services which are announced and available in your country can be ordered under the applicable standard agreements, terms, conditions, and prices in effect at the time. InfoPrint Solutions Company LLC ("InfoPrint") reserves the right to modify or withdraw this announcement at any time without notice. This announcement is provided for your information only. Reference to other products in this announcement does not necessarily imply those products are announced, or intend to be announced, in your country.