Infoprint Manager Notifications README

Installing and using Infoprint Manager Notifications

Infoprint Manager Notifications is an application that you can use to receive messages about Infoprint objects, such as print jobs that you submit to Infoprint Manager, or destinations, queues, and servers that you manage. For example, Infoprint Manager can send you a message when a job you submit is finished printing so you know that you can pick it up, or it can let you know that there is something wrong with the printer and no jobs can be printed until someone resolves the problem.

Note: If you have installed Infoprint Select and use it to submit your print jobs to Infoprint Manager, messages about your jobs will continue to be sent to Select Notification, even if you install Infoprint Manager Notifications. You can still use Infoprint Manager Notifications to receive messages about other objects.

The Infoprint Manager notifications server and notifications client software are both automatically installed on the system that your Infoprint Manager server software runs on. In addition, you can install the notifications client on any other Windows or AIX system that is network-connected. Follow the procedures in this chapter if you want to install and use the Infoprint Manager Notifications client to receive messages from your Infoprint Manager server.

For Infoprint Manager Notifications to work, one and only one Infoprint Manager Notification server must be running in your Infoprint Manager cell. (For information about handling the Notification server in multiple server Infoprint Manager environments, see "Multi-server environments" on page 3). Both Infoprint Manager for AIX and Infoprint Manager for Windows should automatically start a Notification server on port 8200, but you should verify it is running. Each Notification client defaults to receive notifications from server `notification` on port 8200.

If you ask the site network administrator to add `notification` as an alias for the hostname of the Infoprint server running the notification server to the site's Domain Name System (DNS) nameserver, the default settings in all the Notification clients work. If you ever move the Notification server to another host, you only need to update the notification alias in the DNS server for the default settings in all the Notification clients to work.

If you do not use a DNS server alias, you need to set up each Notification client to point to the hostname of the Infoprint server running the Notification server.

For the Infoprint Manager Notification client to receive notification messages from the Infoprint Notifications server, the delivery address setting in the Notification client must match the delivery address in the notification profile of the Infoprint Manager destination, job, or other object. Refer to ''Using Infoprint Manager Notifications'' in *Infoprint Manager for Windows: Procedures*, for information about setting up notification profiles.

Preparing to install Infoprint Manager Notifications

Infoprint Manager Notifications requires the IBM Runtime Environment for Windows, Java 2, Version 1.3.1, Build level cn131–20020710. This is the only supported Runtime Environment for running Infoprint Manager Notifications.

To verify that you have the correct version of the Runtime Environment installed, follow these steps:

1. Type `java -fullversion` at an MS-DOS command line.
2. Verify that output from the command contains the following text:

   `IBM Build cn131-20020710`
3. If the output from the command does not contain the text above, uninstall the currently installed Runtime Environment component:

   a. Click the Windows **Start** button and select **Settings** → **Control Panel**, then double-click the **Add/Remove Programs** icon.

   b. Find the currently installed version of the **IBM Developer Kit for Windows, Java 2, Version 1.3.1** in the list of programs that can be removed and click **Add/Remove**. Follow the instructions on the screen to complete the process.

If necessary, follow these steps to install the required Runtime Environment:

1. Insert the Infoprint Manager Common Clients CD-ROM into the drive. The install program will start automatically.
2. Select the **Install Products** button, and then select the IBM Runtime Environment for Windows, Java 2, Version 1.3.1 button.
3. Provide information as prompted by the installation program. When the installer asks if you want to install the Runtime Environment as the system Java Virtual Machine (JVM), answer **Yes**.

When the installation is complete, verify that you have the correct version of the Runtime Environment installed:

1. Type `java -fullversion` at an MS-DOS command line.
2. Verify that the output from the command contains the following text:

   `IBM Build cn131-20020710`

Installing the software

Follow these steps to install the Infoprint Manager Notifications software on a remote system.

1. Insert the **Infoprint Manager Common Clients** CD-ROM into the drive.
2. The install program will start automatically.
3. Select **Install Products**, and then select **Infoprint Manager Notifications**.
4. Follow the instructions on the installation screens to install the program.

Starting and using Infoprint Manager Notifications on a Windows client

To launch Infoprint Manager Notifications, click **Start—>Programs—>Infoprint Manager Notifications** to run the software.

The first time you start the program, it needs to connect to the notification server on the machine that your Infoprint Manager server runs on. If it does not succeed, the **Notification Client Properties** dialog will be displayed. Check to see if the notification server hostname and port number match the ones that your

Notification server is using. If they do not, change them and click **OK**. If you need further assistance with the dialog, click **Help** to see the online help.

Note: If the site network administrator adds a notification alias for the hostname of the Infoprint server running the notification server to the site's Domain Name System (DNS) nameserver, the default settings will not have to be changed on each notification client.

Receiving messages

In order to receive messages, you must have Infoprint Manager Notifications not only installed, but running on your workstation. On both Windows and AIX systems, you can minimize the notification window if you do not want it open on your desktop. You will have to restore it when you want to check the messages that have arrived.

Tip: On Windows systems, you can put Infoprint Manager Notifications in your Startup folder, so it will automatically start whenever you log on.

You will receive certain messages without having to do anything else; for example, messages about print jobs you have submitted (including messages about the printers you send your jobs to) will come to you by default. Most of the messages you receive about jobs provide reasons for a job not printing. If you receive one of them, you can either resend the job or attempt to resolve the problem.

If you need to receive messages about other objects (for example, about printers that you manage), you can change the notification profile for those objects. The delivery address in your Infoprint Notifications **Settings** window must match the delivery address specified in one of the values of the notification profile of the object for which you want to receive messages. For more information about using Notifications, see ″Using Infoprint Manager notifications″ in .

Multi-server environments

While the notification server defaults to starting automatically, you may have reason to stop and then start it on your own. For example, if you have installed multiple Infoprint servers, only one notification server (for each cell) should be enabled. To stop the server on an Infoprint Windows server, access the Management Console and select **File → Stop Server**. To stop or disable the server on an Infoprint AIX server, access the SMIT interface and take the following path: **Infoprint Printing System → Infoprint Utilities → Notification Daemon → Stop**. You can also stop and start the notification (**notifyd**) daemon from the command line on the AIX server by using the **stopnotd** and the **startnotd** utilities, respectively. For more information about these commands, see *Infoprint Manager: Reference*.

Uninstalling Infoprint Manager Notifications

To uninstall Infoprint Manager Notifications, follow these steps:
1. From the **Start** menu, select **Settings → Control Panel**.
2. Double-click the **Add/Remove Programs** icon.
3. Select **Infoprint Manager Notifications**.
4. Click **Add/Remove** (Windows NT) or the **Change/Remove** (Windows 2000).

   Note: Click the button only once, then wait for at least 30 seconds before you do anything else. If you do not wait for the first panel of the uninstaller

to appear, it may get lost behind other windows. If you don't see first panel of the uninstaller the after 30 seconds, press and hold the **Alt** key, then press the **Tab** key to bring the window to the front.

5. Follow the instructions on the screen.