

Manage your printing, too.



# IBM InfoPrint ManagerPlus for Tivoli

Mike, a Tivoli® system administrator, has set up his Denver users with access to printers in the data center. He gets a frantic call from a user who complains that he can't print. Using the TivoliPlus module for InfoPrint®, Mike checks the print destination to see if it is accepting and printing jobs. Everything is working, so he verifies that the user is specifying a valid destination. Aha. The user is having keystroke problems with print commands. Mike quickly downloads the latest InfoPrint Select client onto the user's workstation and the user is once again printing from familiar applications only to a new, network of pooled printers.

## Features

IBM® InfoPrint ManagerPlus for Tivoli enables you to manage your print environment as follows:

### Control Your InfoPrint Manager System From the Tivoli Desktop

A Tivoli administrator can use the InfoPrint ManagerPlus module to perform InfoPrint management directly from the Tivoli Desktop. Use the Tivoli graphical interface to perform the following tasks:

- List servers, printers, and queues
- Start and stop a server
- View error log dump and debug log
- Pause and resume job
- Hold job and release held job
- Cancel retained job and active job
- Resubmit job
- Show printer status
- Pause and resume printer
- Backspace and forward space printer
- Enable and disable printer
- Show queue status
- Pause and resume queue

### Monitor InfoPrint Manager Resources From the Tivoli Desktop

Many of the InfoPrint Manager processes and directories on AIX® servers provide dynamic information necessary for effective centralized management. You can monitor AIX servers using the following functions to access necessary storage and performance data about the print environment. You can:

- Check for InfoPrint server process instances on all servers
- Check percent inodes used in /var/psm information directory
- Check percent disk space used in the /ipdata directory
- Check percent disk space used in the /var/psf/segments directory
- Check percent disk space used in \$PDBASE/directory

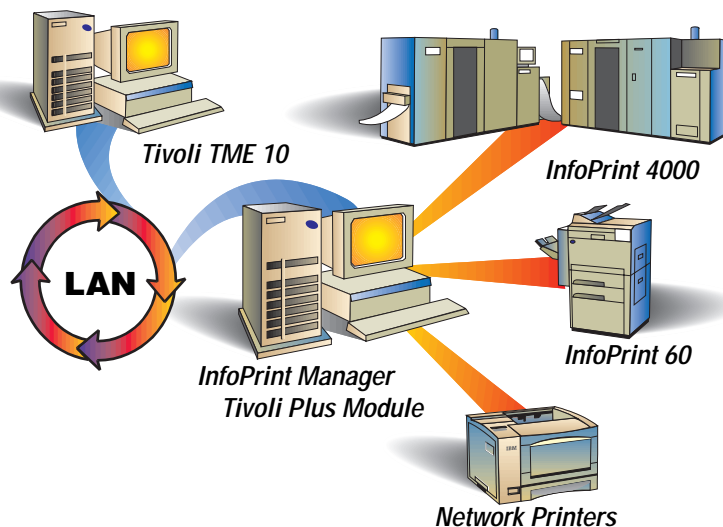
## Highlights

- **Control your InfoPrint Manager system from the Tivoli Desktop**
- **Monitor InfoPrint Manager resources from the Tivoli Desktop**
- **Distribute InfoPrint job submission packages to users all across the Tivoli Managed Region**
- **Send Tivoli events to the Enterprise Console when InfoPrint Manager logs particular messages**

### Distribute InfoPrint Job Submission Packages To Users All Across the Tivoli Managed Region

You can use push technology to update all the user workstations in your networked enterprise with InfoPrint Manager job submission clients as they are updated. Clients include the following:

- InfoPrint Select for Windows® NT™
- InfoPrint Select for Windows 95™
- InfoPrint Select for OS/2®



### **Send Tivoli Events To the Enterprise Console When InfoPrint Manager Logs Particular Messages**

Tivoli/Plus for InfoPrint configures the TME 10 Enterprise Console to receive events from InfoPrint logfiles. These events may represent critical problems with the server, warning messages, or minor or harmless events.

When InfoPrint Manager logs a fatal or critical error on a particular AIX server, the Enterprise Control system provides the information a Tivoli administrator needs to be aware of the problem and take action. For instance, an administrator might receive an error such as: *5010-070 An out-of-memory error occurred in module %s at line %s*. The Tivoli administrator could restart the server to resolve the problem, or stop unneeded processes that are taxing the server's available memory.

Similarly, when a warning message occurs indicating that the InfoPrint Manager server is waiting for attention or has discarded a job because printing resources did not match the job criteria, the Tivoli administrator is notified and can monitor the server or take action.

The administrator can also be notified of routine minor or harmless events. If for instance the server has been manually shut down and restarted, the administrator is notified. If an InfoPrint Manager printer needs attention (perhaps the media needs to be changed or toner added), the Tivoli administrator is notified.

### **Scalability**

The InfoPrint ManagerPlus for Tivoli module integrates the Tivoli Management Environment with the InfoPrint Manager print administration and management services. This integration allows centralized distribution and management of the IBM InfoPrint Manager applications across very large multi-platform networks.

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### **IBM InfoPrint Manager Plus for Tivoli at a glance**

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<b>Software Prerequisites</b>	— TME Framework on AIX
	— TME 10 Software Distribution
	— TME 10 Distributed Monitoring
	— TME 10 Enterprise Console

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