PlanetPress®
Virtual Stationery
OL™ Software

What to Expect

Version 7.6

PlanetPress.
Virtual Stationery

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What to Expect Guide

It's important that users understand what expected behaviour is.

The general answer that our VS solution should behave just like pre-printed stationery would in terms of the physical output – no more no less.

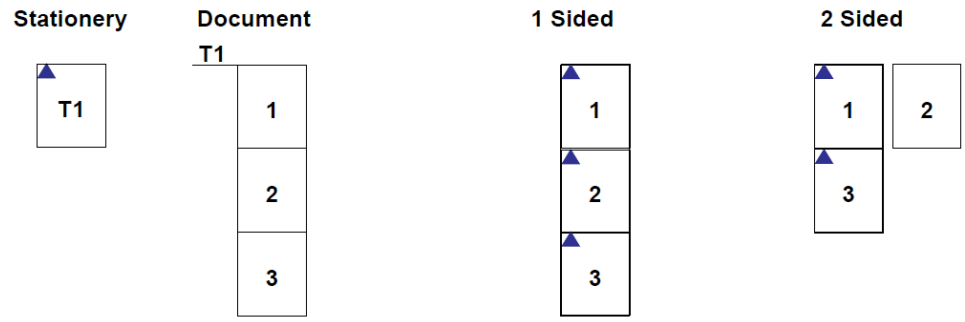
The following diagrams define expected behaviour

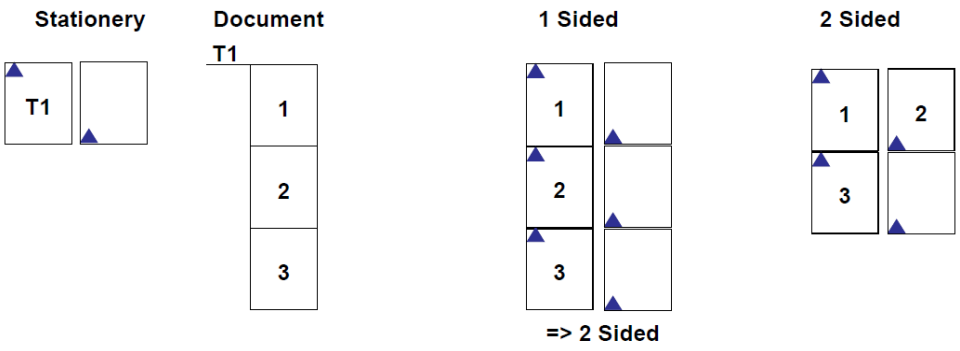
Stationery = selected virtual stationery – simplex and/or duplex - for Tray 1 and/or Tray 2

Document = page of the source document showing where the ***Stationery*** has been selected

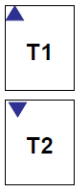
1-Sided = the expected output when using 1-Sided printing (note in some circumstances 1-Sided print jobs will be converted into 2-Sided print jobs

2-Sided = the expected output when using 2-Sided printing

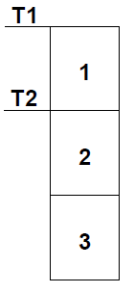




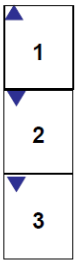
Stationery



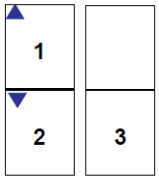
Document



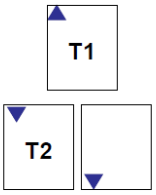
1 Sided



2 Sided



Stationery



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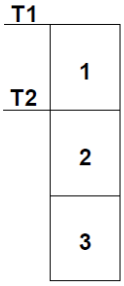
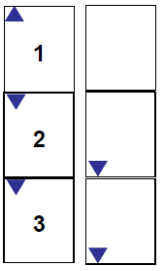
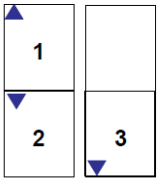


1 Sided

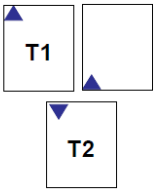


=> 2 Sided

2 Sided



Stationery



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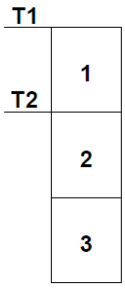
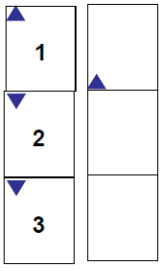
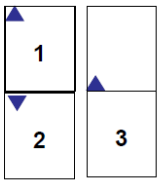


1 Sided



=> 2 Sided

2 Sided



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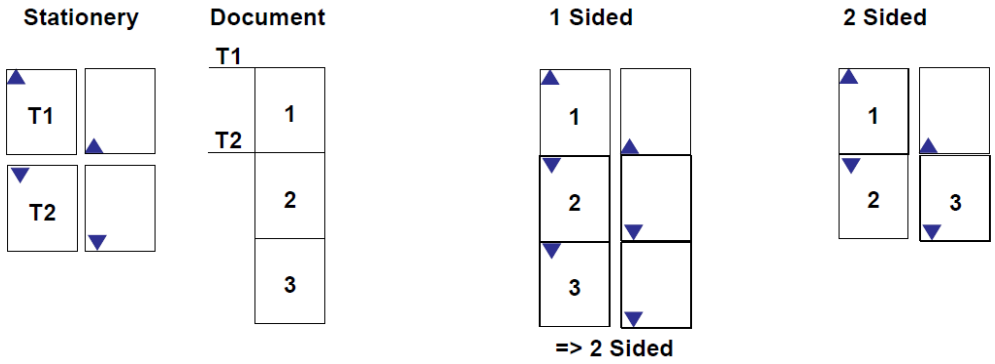

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Considerations & limitations

Paper size

This application has been designed to work for A4 & Letter portrait & landscape paper; it may work for other paper sizes although this has not been fully tested.

Edge to Edge

Whilst a PDF can be edge to edge, laser printers are not. As a result you may find a 3-5mm border around your output – this is normal behaviour

PlanetPress Printer Limitations

The PlanetPress Printer only supports duplexing and tray selection. Other special features such as stapling or hole punching are not supported.

Driver Tray Selection

When using the PlanetPress printer driver tray settings are displayed as ‘1’, ‘2’, ‘3’, ‘4’, ‘5’ – although there are more trays available in this driver, only these first 5 trays can be used.

Virtual Stationery Web Interface

Virtual Stationery is designed for the most recent version of Internet Explorer. Other browsers can also work, but may show different results and therefore cannot be guaranteed or supported.

PDF Printing

PDF printing was tested using Adobe Acrobat Reader 8 - 9.4, other versions may work OK, but we cannot guarantee this.

WordPad

When printing from Wordpad, the text region is created as a solid white background box. Since Virtual stationery is normally placed underneath the document content, it's possible that some parts of the stationery will be hidden. You can make Virtual Stationery use Overlay mode instead of Underlay mode which will resolve this problem, but in doing so, you must be careful not to have the Virtual Stationery hide some of your document content.

Additional Pages

In some circumstances when using 2-sided printing, you may find an additional page may be produced. This is normal behaviour and arises because the driver produces an additional page to even up odd pages.

Incoming Job Owner

In some network environments, the incoming job owner may not match the original job owner. This is a behaviour caused by the network – not Virtual Stationery. PlanetPress uses the network incoming job owner to define users, which may create un-expected results when configuring user or group based virtual stationery settings. The solution is to resolve the network settings to ensure that the incoming user matches the client name who submitted the original job.

Exclusive access to Windows spooler

Virtual Stationery removes incoming print jobs from a paused queue. In order to do this PlanetPress needs exclusive access to the spool file produced by the driver. On some systems this may not happen without some changes. In such cases try one of the following which may resolve the issue:

If using active directory/domain when trying to print from a remote PC to the server (ONLY when changing rights on the SHARED VS PRINTER) restart your windows print spooler

Select Start | Run and type **cmd** followed by ENTER

Type **net stop "print spooler**"<followed by ENTER>

Type **net start "print spooler"** <followed by ENTER>

Or

Note Because spool file pooling increases printing performance, do not turn it off unless your third-party printing program requires it for correct operation.

WARNING: If you use Registry Editor incorrectly, you may cause serious problems that may require you to reinstall your operating system. Microsoft cannot guarantee that you can solve problems that result from using Registry Editor incorrectly. Use Registry Editor at your own risk.

To Turn Off Spool File Pooling on a Per Printer Queue-Basis

1. Click **Start**, click **Run**, type **regedit** in the **Open** box, and then click **OK**.
2. Locate the following registry subkey, where <*printername*> is the name of your printer:

   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\Print\Printers\<printername>

3. In the right pane, right-click **SpoolDirectory**, and then click **Modify**.
4. In the **Value data** box, type the location where you want the spool files to be stored.

   For example, type **c:\windows\system32\spool\printers** as the default location.
5. Quit Registry Editor.

To Turn Off Spool File Pooling for All Printers

Note This method only works on Windows 2003 servers. This method does not work for Windows XP.

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1. Click **Start**, click **Run**, type **regedit** in the **Open** box, and then click **OK**.
2. Locate the following registry subkey:

   HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print

3. On the **Edit** menu, point to **New**, and then click **DWORD Value**.
4. In the **New Value #1** box, type **DisableServerFilePooling**, and then press ENTER.
5. Right-click **DisableServerFilePooling**, and then click **Modify**.
6. In the **Value data** box, type **1** to turn off spool file pooling, and then click **OK**.
7. Quit Registry Editor.

See also http://support.microsoft.com/default.aspx?scid=kb;en-us;815913

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