

The Print Line

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IT systems have come a long way since the days that document printing meant simply sending information over a single physical cable. The network printing revolution has enabled applications to send documents to any device, anywhere, on any network.

But in today's security conscious workplace, your organization may be asking: *how do we know that the person who took the document off the printer was the intended recipient?* While the answer may not be critical for all data, certain documents – like hospital patient records, payroll reports, and the secret recipe for your next patented soft drink – must be protected at all times from prying eyes.

Pull, Don't Push

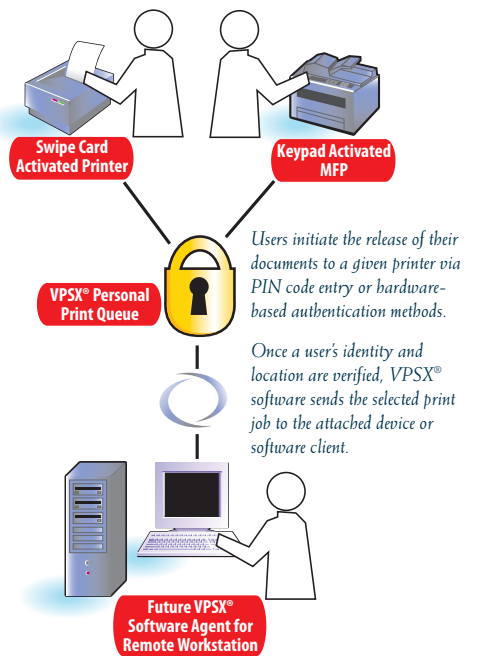
For many organizations, the answer is simple: do not release the document for printing until the recipient confirms that he or she is physically standing at the printer. This technique, called "Pull Printing," is now a basic function of the VPSX® output management solution.

LRS® developers have created the concept of a **Personal Print Queue**. This is a staging area designed to hold user documents on a VPSX server until users authenticate themselves by means of a swipe card, PIN code, biometric scanner, or other device at the printer. Once authenticated, users can securely access and manage their own documents from user specific queues.

In contrast with standalone user verification systems, VPSX software interfaces with a variety of third-party verification hardware to provide a complete solution for delivering output throughout an enterprise, including to mobile employees. All types of

application output can be managed and printed using this method.

VPSX Pull Printing is fully integrated into the base VPSX solution, thus providing the same level of security, scalability, and platform independence that LRS customers have come to expect.



In order to make this new functionality possible, the following enhancements were added to the VPSX base solution and the VPSX Windows Print Client:

- Support for 'personal' print queues. Each individual user queue can hold multiple jobs along with a specific Windows print driver to be used at print time. Personal print queues are identified in the VPSX printer list by a "personalq" connection

Current Version/Release Levels

VPS V1 R8.0.900 .. V2 R1.0.081
VPSPrint V1 R6.1.023
VPS/Report Browse V1 R2.2.000 .. V2 R1.0.000
VPSX V1 R1.0.036
VPSX/OutputManager V1 R1.0.036
VMCF V1 R8.1.199 .. V2 R1.0.024
VMCF Client for Windows V1 R1.1.008 .. V1 R1.2.014
VMCF Web Access V1 R1.0.090 .. V2 R1.0.009
DRS V1 R3.3.108 .. V1 R3.4.125
DRS/Secure V1 R3.4.125
DRS/OutputManager V1 R1.0.000
DMCF V1 R1.0.048
DMCF Web Access V1 R1.0.064
PageCenter V1 R1.0.018 .. V1 R1.1.458
PageCenter Client for Windows V1 R1.1.036
PageCenter Web Access V1 R2.0.016 .. V1 R2.1.121
PageCenter AFP Library V1 R1.0.013
PageCenterX V1 R1.0.005
AnyQueue V1 R1.2.078 .. V1 R1.3.001
AnyQueue/WebTRAC V1 R1.2.078 .. V1 R1.3.001
AnyQueue/PageSorter V1 R1.0.020
AnyQueue/Text to PDF V1 R1.0.006
PageCenter Plus V1 R1.2.025
LRS/LAN Server V1 R1.0.009
LRS/MVS Server V1 R8.0.322 .. V2 R1.0.045
LRS/Net V1 R1.0.142
LRS OS/API V1 R1.2.026 .. V2 R1.0.032
LRS/Queue V1 R1.0.036
LRS/Web Connect V1 R1.0.024 .. V1R2.0.004

NOTE: 'VPS' includes VPS/CDI, VPS/Email, VPS/IPDS,

VPS/LCDS, VPS/PCL, VPS/PDF, VPS/Secure, VPS/TCPIP, and VPS/XES to AFP.

'VMCF' includes VMCF/TSO, VMCF/CICS, and VMCF/VTAM.

'DRS' includes DRS/API, DRS/SAPR2, DRS/STI, DRS/TCPIP, and DRS/VTAM.

'PageCenter' includes PageCenter Client for TSO,

PageCenter Client for CICS, and PageCenter Client for VTAM.

If you are running at an old fix level and wish to receive updated distribution materials, contact your marketing representative.

Please remember that we cannot ship materials to a site where maintenance has lapsed.

VPSX Solution Introduces Pull Printing Support and More

CONTINUED FROM PAGE 1

type and a valid entry in the "Recipient" field. After printing, the VPSX spool can be configured to hold jobs for a specified retention period.

- **Windows- and Java-based APIs to control the VPSX server.** These enable third-party hardware authentication solutions to seamlessly integrate with the VPSX software (for example, Ringdale brand secure printing hardware). The LRS solution can be used with a variety of other third-party hardware and software products. Please contact your LRS marketing representative to discuss the solution that's best for you.

- **Delivery to a specified folder on a client workstation.** This feature facilitates offline viewing using the VPSX Windows Client. The VPSX server securely delivers documents (in encrypted and compressed form) to a workstation. The solution automatically decrypts documents before viewing and manages removal from the spool based on retention rules.

- **VPSX Windows Printer Driver Management feature.** Enhanced driver support now manages multiple platform-specific printer drivers and automatically verifies and updates drivers upon use.
- **Intelligent filter handling for dynamic control of document processing.** VPSX users can assign processing 'intelligence' to their documents using custom filters. These filter commands control most document attributes including copy count, formatting, email attributes, and delivery to a secondary printer or archive system.

For More Information

These are just the highlights from many recent VPSX enhancements. For more information about these or other features, please review the current product documentation or contact your LRS marketing representative.


LRS Mainframe Products Coming Soon

LRS® development plans to beta test Version 2.0 of these mainframe products in the first quarter of 2008:

LRS/Net	V2R1.0
DRS	V2R1.0
DMCF	V2R1.0
PageCenter	V2R1.0

Check back with our website to confirm when these LRS mainframe products are ready for beta testing.

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LRS , VPS, VPS/Secure, VPSX, VPSX/OutputManager, DRS/OutputManager, DRS/Secure, PageCenter, PageCenter Plus, PageCenter Plus To-Go, AnyQueue, AnyQueue/PageSorter, AnyQueue/WebTRAC, AnyQueue/Secure, and PageCenterX are registered trademarks of Levi, Ray & Shoup, Inc. Microsoft and Windows are registered trademarks of Microsoft Corporation in the United States, or other countries, or both. SAP and SAP NetWeaver are registered trademarks of SAP AG in Germany and in several other countries. IBM and zSeries are registered trademarks and HyperSwap is a trademark of International Business Machines Corporation in the United States, or other countries, or both. Ringdale is a registered trademark of Network Technology PLC. EMC and Centera are registered trademarks of the EMC Corporation. UNIX is a registered trademark of The Open Group. Java is a trademark of Sun Microsystems, Inc. in the United States and other countries. All other brand and product names are trademarks or service marks of their respective holders.

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To make comments, suggestions, or to unsubscribe from this publication, contact us at vpsnews@LRS.com.

LRS Solutions Shrink Your Carbon Footprint

Nearly every day, new articles on “Green IT” appear in various technical news outlets. Increasingly, companies are looking for efficient “green solutions.” The question remains: has your organization done all it can to reduce excess CPU cycles and consumables dedicated to printing? **LRS can help.**

All LRS® customers benefit from our solutions’ ability to deliver documents in electronic versus hardcopy form. By sending information over the network, VPS® and VPSX® solutions eliminate the costs and environmental impact of delivery via air courier, parcel post, or other physical means.

However, there are additional ways LRS products can help you reduce your carbon footprint. By exploiting various LRS product features, you can reap additional benefits and contribute to more earth-friendly computing. Below are some easy steps toward creating a greener IT environment:

Step 1: Harvest the Low-Hanging Fruit

Some of the most basic features of LRS output management product can help organizations conserve printing consumables. These features include:

- Guaranteed document delivery (via PjL, IPP, etc.): eliminates paper wasted on unnecessary reprints
- Checkpoint/Restart functionality: resumes printing on next page after error occurs, eliminating need to reprint entire report
- Spool Retain function: enables short term viewing of documents before (or instead of) printing

As a first step, LRS customers should ensure that they are using these and other standard product features. A quick review of printer configurations and product documentation is a great place to start.

Step 2: Baseline Print Consumption and Minimize SAP Reprints

Customers report that LRS products help them significantly reduce print errors and wasted consumables. But how much? The built-in accounting capabilities of LRS products can give you an idea of how much is being printed, by whom, and how often.

In SAP environments, some users reprint documents multiple times because they are unsure of whether a document really printed. Certified SAP solutions from LRS relay print status information directly back to SAP user screens, so users are not tempted to print multiple copies.

Step 3: Eliminate Unnecessary Servers and Hardware

Several LRS products eliminate the need for intermediate print servers and print converter boxes. By eliminating specialized hardware, customers also conserve the power consumed by these devices.

Step 4: Deliver Electronically; Print Only When Needed

LRS’ email delivery options and PDF file conversions are popular ways to deliver documents without printing them. In addition to saving paper, these modules of the LRS output server extend your print delivery options to destinations outside the reach of your enterprise network.

For distributed environments, new VPSX personal print queue features offer a secure method for managing document retention on a user-by-user basis. Users can view their own documents and output them via “pull printing.” Unprinted documents are automatically deleted according to their retention values.

Eliminate “Default” Printing; View Documents Online

While email document delivery and pull printing are steps in the right direction, many organizations are pursuing a more formalized “view first then print” strategy. And with good reason: today’s highly-regulated business environment requires many organizations to retain copies of various business documents. These include production and logistics reports as well as documents related to customer service, financials, human resources, and other critical areas of the company.

In these situations, the PageCenterX® viewing and archiving solution may help your computing environment as well as the environment in general. PageCenterX software

enables companies to store, manage, view, and search nearly any type of document or file. Browser-based access eliminates the need to install client software for each user. This also permits user access from home or wherever they happen to be – making telecommuting much easier and potentially taking carbon-spewing delivery vehicles off the road.

For more information on the PageCenterX solution, please see the Summer 2007 issue of the *Print Line* or the LRS website at www.VPSX.com. As always, your LRS marketing representative or viewing and archiving specialist will be happy to discuss ways you can save money while helping to reduce the carbon impact of your IT operations.

PageCenterX Features at a Glance

The solution establishes a single secure facility for locating and viewing critical business application output—quickly and with full auditing capabilities. PageCenterX users can find and work with related documents faster than in printed form.

Features include:

- Supports single sign-on to decrease IT burden
- Browser-based client facilitates use of industry-standard viewers
- Imports from any source, stores any data type
- Automatically indexes all words in TXT, PDF, RTF, and HTML documents
- Increases user efficiency with customizable views, search criteria, and metadata filters
- Allows users to pinpoint related data with Boolean logic and fuzzy search capabilities
- Supports document thumbnail previews by highlighting items in a search list
- Employs AES encryption, SOAP, Ajax, XML, PAM, and other standards





The SAP Partner Port in Walldorf, Germany

LRS Opens Office in SAP Partner Port

LRS has moved into its new office in Walldorf, Germany, home of enterprise software vendor SAP AG. The office, located in the "Partner Port" facility at SAP headquarters, is the latest sign of LRS' commitment to and focus on the SAP market space.

"LRS has been developing products to manage SAP documents for over a decade," says John Runions, Senior Manager of Global Alliances at LRS. "The first meeting I had with our SAP partner liaison was in an impressive glass-walled conference room at SAP. I never imagined that years later LRS would be signing the lease on that very same office space."

Located on the ground floor of the Partner Port building at Alttrottstrasse 31 in Walldorf, the new LRS® office will serve as LRS' main point of contact for SAP staff, integrators, and customers alike. "I'm very happy to finally be moving into the new space," says Volker Kyra, LRS® Manager of SAP Global Alliances. "We are currently working with hundreds of

organizations to provide assured delivery of business-critical SAP documents. Being literally a few minutes' walk from our counterparts at SAP will improve our collaboration and help both companies provide timely service to our growing number of mutual customers."

Organizations around the world are investing heavily in SAP-based business systems. The need for reliable, assured delivery of documents from these critical systems has likewise increased the demand for LRS products like the VPSX® solution. "The more valuable the document, the more customers demand that it be delivered on time—every time—to the printer, email address, or other destination," says Runions. "LRS is making the investment in this new office for one reason: SAP-related projects make up the majority of our new VPSX opportunities. Being closer to SAP in both geographic and business terms will drive our own success and help us provide more value to our customers."

Did You Know?

At some point, most companies consider the effects a flood, earthquake, explosion, or man-made disaster would have on their business processes. But few companies invest the time and resources to formulate a strategy for dealing with such a disaster. And only the largest or most proactive companies actually document and test their contingency plans before disaster strikes.

LRS' IT Solutions offers companies a means to prepare and test for disruptions to critical business systems. As one of only a handful of IBM partners in the U.S., LRS IT Solutions is now an IBM Geographically Dispersed Parallel Sysplex (GDPS) demonstration facility. GDPS is a multi-site or single-site end-to-end application availability solution that helps automate recovery procedures for planned and unplanned outages. With GDPS, you can have total confidence that your key business applications will be up and running when your employees, partners, and customers need them.

LRS IT Solutions offers live demonstrations of IBM GDPS on two DS6800's and two zSeries 990's running Parallel Sysplex technology at their corporate headquarters in Springfield, IL. Demonstrations can be also offered remotely showing the HyperSwap feature. HyperSwap is designed to swap a large number of devices and to do it instantaneously so there is minimal impact to applications availability with disruptions measured in seconds rather than hours.

If your business is interested in a demonstration please contact Richard Fallin at 770-226-6060 x6066 or email at Richard.Fallin@LRS.com.

LRS Solution Achieves "Powered by SAP NetWeaver" Status

LRS recently announced that its premier SAP printing solution has achieved "Powered by SAP NetWeaver" status after extensive testing by SAP.

Shortly after the 2004 debut of the VPSX® output management solution, LRS® developers unveiled the VPSX/OutputManager® interface designed to provide reliable delivery of SAP documents to email, printers, and other output devices.

"We took the first step toward SAP Certified Integration a few years ago when we created a BC-XOM compliant interface to our VPSX product," says Mark Goddard, Senior Manager and Software Architect at LRS. "To achieve 'Powered by SAP NetWeaver' status, we worked with the SAP SI group in Germany to develop a simple, intuitive Web application that could be incorporated into any customer's SAP NetWeaver based portal."

To end users, the new LRS printing control interface appears as an additional tab on regular SAP NetWeaver portal screens. From the tab, users can view all defined printers, queues, and print jobs, including status messages. These screens interact directly with VPSX using industry standard SOA based web services.

John Runions, Senior Manager of Global Alliances at LRS explains, "Adding robust output management functionality to the SAP environment was easy, as this is what our VPSX software does out of the box. However, bringing these functions right to the SAP NetWeaver interface in a seamless manner was not a trivial effort; it involved in-depth collaboration with our development contacts at SAP in Germany. The result offers great benefit to our mutual customers worldwide."

PageCenterX Adds Functionality

The PageCenterX® Viewing and Archive solution is fast gaining acceptance in the distributed environment. Customer input continues to drive the features and enhancements being added to the product. For example:

Second Level Archive Storage

The PageCenterX viewing and archive solution has been enhanced with support for managing secondary archive storage. The solution now maintains full control over when a document is moved from the primary archive storage to the secondary storage facility.

This enhancement enables PageCenterX customers to migrate their older documents to less expensive secondary storage media. Additionally, the groundwork is in place for future plans to integrate EMC's Centera storage solutions with the PageCenterX product.

Customized Search Pages

The PageCenterX interface now supports use of customized search tabs. A customized search page permits users to search the archive, working with any mix of standard and custom-defined document attributes (supplied with documents at import). Administrators control access to all customized search tabs. Organizations can provide their PageCenterX users with an interface tailored to promote searches using these attributes.

To facilitate customized search pages, LRS® developers have expanded general user data support for documents being imported into the PageCenterX archive. Each document may supply customized system document attributes, making it easier for users to find information using relevant attributes.

For example, certain users might need to search the archive for SAP documents based on the original SAP spool file identifier. Using a custom search page, an administrator can provide custom search attributes (e.g., SAP spool ID) to help users search their SAP documents.

Enhanced Physical Management of PageCenterX Archive Directories

With another recent enhancement, PageCenterX administrators can now display the contents of an archive directory and also merge the contents of two archive directories. Additionally, administrators can now review all folders that reference a given base document.

Updated Import Filter Status Information

Import filters can automate a variety of tasks at import time. This enhancement allows import filters to write error and warning messages to the PageCenterX log based on the success or failure of a filter process at import time. The log will contain color-coded display messages from an import filter.

And Much More

A variety of minor enhancements are aimed at improving the real-world usability of the PageCenterX system:

- Administrators can now send real-time system messages to PageCenterX users. The messages are displayed in the upper right corner of all PageCenterX web pages.
- Users can now search for documents using an Import Time Range in HH:MM:SS format.
- A Find box has been added to aid in finding reports on the Report List screen.
- Email notification and logging options have been added to user preferences.

Find Out More

This is just a taste of recent enhancements added to the PageCenterX viewing and archiving solution. To learn more, contact your LRS marketing representative or ask to speak with an LRS viewing and archiving solutions specialist.

LRS Phases Out Product Distribution on Tape

The vast majority of LRS® customers are already using our Electronic File Transfer (EFT) system to receive their LRS products. With the recent IBM withdrawal of support for selected 3490 tape drives, LRS has decided to discontinue shipping products on tape media. LRS has already notified affected customers about the change.

The EFT system allows customers to download full product releases and fixes via our product support website at any time. Going forward, customers who require physical shipment of mainframe products and maintenance will receive these materials on CD media.

When receiving products using either the EFT or CD method, each distribution includes

an installation program to assist with the mainframe installation. The operator can choose to directly extract the files or tailor an LRS-provided JCL file to automate transfer of files to the mainframe.

Every customer should register at least one user for access to our Product Support web site. Getting started is easy. Enrollment begins by visiting the following address:
<http://www.LRS.com/eom/ICS/NewUser.asp>.

LRS will gladly assist you in registering for EFT or in receiving mainframe product distributions via CD media. Please contact your marketing representative at (217) 793-3800 to investigate which option is best for you.

LRS Trade Show Schedule

LRS is scheduled to exhibit at the following 2008 trade shows:

North America

SHARE 2008

Feb. 24-27 – Orlando, FL – Disney Coronado Springs Resort
www.share.org

HIMSS

Feb. 24-28 – Orlando, FL – Orlando Convention Center
www.himss.org

SAP Logistics and Supply Chain Management

Feb. 25-27 – Orlando, FL – WDW Swan and Dolphin
www.sapscm2008.com

AIIM/ON DEMAND Expo

Mar. 3-6, 2008
Boston, MA – Boston Conv. & Exhibit Ctr
www.ondemandexpo.com

SAP NetWeaver BI and Portals

March 26-28 – Orlando, FL – WDW Swan and Dolphin
www.sapnetweaver2008.com

WAVV

April 18-22, 2008 – Chattanooga, TN – Marriott Hotel
www.wavv.org

Vision User Group Conference

April 20-22, 2008 – Salt Lake City, UT – Sheraton City Centre

ASUG/SAPPHIRE

May 4-7, 2008 – Orlando, FL – Orange County Conv Ctr
www.asugannualconference.com

E-Health Conference

May 4-6, 2008 – Vancouver, CANADA
www.e-healthconference.com

International MUSE Conference

May 27-30, 2008 – Dallas, TX – Gaylord Texan
www.museweb.org/conferences/international/index.htm

European Seminars

The LRS' German office has released dates for their upcoming evening event, the *Output Management Lounge*. This series of evening events provides attendees with the latest LRS product information, real world project examples, and an open forum discussion with various LRS partners.

13.03.2008	Wien/Austria
24.04.2008	München
5.06.2008	Zürich/Switzerland
17.06.2008	Stuttgart

Interim Support for VPS V1 R7.0 Ends

As a *Print Line* reader, you are likely aware of the recent major release of VPS' V2 R1. LRS traditionally supports the current VPS version/release (V2 R1.0) and one prior version (V1 R8.0).

Since the release of VPS 2.0, LRS has continued to support V1 R7.0 for an interim period. As of January 1, 2008, LRS has dropped support for VPS V1 R7.0. If your organization is still running VPS V1 R7.0, VMCF V1 R7.0, LRS/MVS Server V1 R7.0, or Report Browse V1 R1.0, please contact your LRS' marketing representative to determine your best course of action.

AnyQueue Solution Gets a Fresh Look

AnyQueue® users are in for a treat, as LRS® developers have rolled out significant enhancements to the AnyQueue user interface. The updated product is available at no extra cost to all current AnyQueue customers. These improvements, designed to provide a more consistent and intuitive user experience, include:

- A new layout and color scheme
- A new interface, employing more intuitive navigational controls such as list navigation controls, session logoff, and copy and delete controls
- An improved User Preferences page, including user-modifiable Font Name and Font Size fields
- A Default (My Print) Route to signify the Route used with My Print on the Job List. (This was the Default Route associated with a given user's preferences.)
- Improved field validation rules to enforce unique component names (e.g., cannot have two Routes named "Test"). This validation also applies when copying and/or importing components.

- A new Filter tab on the Route Browse page, enabling users to easily apply filters while viewing the route list

As a part of these improvements, some interface attributes have been renamed or relocated. For example:

- "Route Attach Type" has been renamed **Route Type**.
- The TRAC Route associated with a Route Assignment is now called a **Distribution Item**.
- Job Request Processors are now referred to as **Web Request Processors**. Additionally, the contents of the Job Request Processors tab (previously on the Engine page) have been moved to the Info tab of the Engine page.
- The Folder view (previously displayed in the title bar on the Job List) is now permanently displayed above the Job List.

The latest version of the AnyQueue solution is always available for download from the LRS Support website. For more details on these recent enhancements, please refer to the AnyQueue product documentation.

PageCenter Plus Supports New Helpdesk Role

There's some good news for organizations supporting multiple PageCenter Plus® user groups. A recent enhancement enables workgroups to handle many of their own daily administrative tasks.

Basic PageCenter Plus administrative duties involve updating existing user accounts, refreshing user passwords and names, and resetting the "Failed Logon" field. PageCenter Plus software has been enhanced to let designated users perform these everyday administrative duties on their own. Workgroups, departments, or other groups can assign one or more users to act as their "help desk" persons.

The new "Help Desk" user type has the limited authority to assist users in updating or resetting their Password, User Name, and Failed Logins fields. This new user type can

also print user records. However, the Help Desk user type has restricted access to PCPADMIN. This prevents such people from creating new user records or viewing, printing, and modifying other types of records.

These enhancements allow PageCenter Plus workgroups to manage their own daily user needs, freeing up administrators to work on more challenging tasks.

Other PageCenter Plus enhancements include:

- Support for the /app option, which enables Crusher to assign a default application code when creating a new report record
- A resizable Open Report dialog that retains size settings once the dialog is closed and restores them the next time the dialog is opened

VPSX Solution Ensures Efficient Delivery of Critical Documents

A large international manufacturer needed a solution to provide fast, reliable printing of business-critical documents. By implementing the VPSX® output management solution, the company improved their shipping processes, avoided service-level related penalties, and increased the overall efficiency of their vast SAP printing environment.

Organization

SCA is a global consumer goods and paper company that develops, produces, and markets personal care products, tissue, packaging solutions, publication papers, and solid-wood products. SCA creates value through knowledge of the needs of consumers and customers, regional presence, and efficient production.



Sales are carried out in some 90 countries and production in about 40 countries. Net sales amount to more than SEK 96 billion (€11 billion) annually. At the beginning of 2006, SCA had around 50,000 employees. SCA shares are traded on the Stockholm, London, and New York stock exchanges.

With thousands of SAP users in their worldwide network, SCA has fully integrated CRM, Collaboration, Business Warehouse, and other SAP modules into its vital business processes. Since 1999, the IT group at SCA has sought to leverage the power of its SAP-based systems across the enterprise – from the paper mill to the factory floor, shipping dock, and corporate boardroom.

Printer Jams = Traffic Jams

Many of the business processes at SCA rely on documents. Sivert Stääf, Printing and Interface Technician at SCA, explains: "Our systems are fully integrated with those of our customers. For example, when a customer orders a shipment of products for one of their stores, we receive an inbound EDI call telling us what, where, and when the customer needs us to deliver."

These inbound EDI messages are only the first links in the supply chain. "Our SAP

systems identify the warehouse with the given products and print out an order ticket," says Stääf. "With a limited number of loading docks at each warehouse, timing is very important. Shipping staff need to process orders efficiently to avoid delays at the dock. If there is congestion getting trucks into and out of the warehouse, then local traffic gets backed up – causing problems with the local police."

Bottom Line Impact of Printing

Shipping delays not only influence relations with the law enforcement community; they can also affect the bottom line. "Many of our customer agreements contractually obligate SCA to deliver goods within a specified time period," explains Stääf. "Tough service level agreements are a growing reality throughout the consumer products sector."

To meet the terms of these agreements, all of SCA's systems need to work in perfect harmony. Printing is an especially important element of success, as it affects so many work processes. From pick lists to shipping labels, dispatch sheets, and delivery instructions, printed documents are the key to many business processes.

SCA needed a system that could ensure timely, reliable delivery of all the company's critical documents. Moreover, the system needed to help SCA staff identify and solve printing problems before they could negatively affect critical business processes.

The Evolution of an Output Solution

Like many SAP customers, SCA had written their own LPD server to handle SAP output. "This approach worked at first, but as more and more users started calling the help desk to locate their output, we could see that this was not an ideal solution," says Sivert Stääf. In addition to basic print management, SCA also needed a simple way to add electronic formatting to SAP documents without burdening technical staff.

The SCA team knew that they needed to take a strategic approach to output management. "We looked at everything from

shareware to some very expensive solutions offered by major printer manufacturers," says Sivert. "In the end, we chose to evaluate a new product from LRS."

At around this time, LRS was announcing the development of a UNIX-based output management package. The new VPSX solution was designed to support advanced printing protocols, enabling the VPSX system to communicate directly with printers and provide page-by-page confirmation of print jobs. The system included a web-based control interface to help administrators identify printers with low paper, low toner, and other problems before these caused a delay in printing.

VPSX Software In Action

Installed while the product was still in the beta testing phase, the VPSX solution boasted functionality far beyond that of the previous UNIX output management system. For example, paper jams and other physical printer problems sometimes kept users from receiving their SAP output. However, the VPSX spool retained a copy of each document, enabling administrators and users to view the documents via a web browser, then reroute the output to an alternate device.

Now running in production, the VPSX solution facilitates real-time feedback on the status of more than 10,000 SAP print requests per day. Says Sivert: "Users can tell whether their report had been printed, even without leaving the SAP application." With its SAP-certified interface to the application server, the VPSX solution provides seamless communication all the way from the originating application to the end user's printer. Thus, if a printer runs out of paper before the user's output has been printed, the VPSX system can send a message to the SAP application, retain the output, and resume printing once someone adds paper to the printer.

The ability to identify, notify, and recover from printing errors helps SCA provide timely delivery of products to its customers.



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