

The Print Line

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In this issue

LRS Establishes "Transform" Conversion Suite

Discover New Strategies for Handling Business Critical SAP Documents

Eliminating Use of TCP/IP Port Ranges in VPS Configuration

LRS and Cerner Sign Partnership Agreement

Introducing LRS Fastpath Delivery for DRS and VPS

Faster Access to Relevant Product Information

LRS Adds Flexible Document Viewer

News Publisher Implements Solution That's "Fit to Print"

New VPSX for Windows Solution Achieves Performance and Simplicity

In recent years, many businesses have begun moving key applications to Windows platforms. This, in turn, has fueled demand for a reliable, scalable enterprise output management solution to handle ever-increasing Windows document volumes.

From the beginning, LRS designed its VPSX® enterprise output management solution around industry standards. One standard in particular—POSIX—ensures a common set of product functionality, regardless of what server platform a customer may choose in the future. This platform independence extends to Windows environments which, through use of Windows Services for UNIX (SFU), can run POSIX-compliant software like the VPSX solution. However, some Windows-centric environments found the SFU subsystem approach to be problematic in terms of both installation complexity and system performance.

In response, the LRS® Product Development team recently announced the general availability of a new native Windows version of the VPSX solution. The re-engineered product combines the same functionality of the proven VPSX open systems solution with the ease of installation and deployment of a native Windows application. In addition, early performance benchmarking indicates that the new VPSX for Windows software runs nearly 20 times faster than the previous SFU-based version of the product.

**Simple to Install? Yes.
Powerful? Absolutely.**

One thing people like about Windows applications is ease of installation. A few

clicks of the "Next" button will install the application—configured using relevant default values and ready for use. VPSX for Windows software now boasts the same kind of fool-proof, default-driven installation process to help implementation teams hit the ground running. The standardized installation places the VPSX software within the "Program Files" folder, as Windows users and administrators have come to expect.

A simple installation means shorter "proof of concept" times for customers evaluating the solution in their own environments. Where other solutions involve complex rollout plans and inflexible external dependencies (e.g., need to install a specific third-party database), VPSX for Windows software is now a self-contained solution requiring only an existing web server. In fact, assuming an IIS web server is already installed, the entire VPSX for Windows installation process can be performed in under a minute!

Once installed, the software behaves exactly like other Windows applications. The solution integrates with Windows security, supports integrated single sign on capability, and now notes errors to both the Windows event log and the VPSX accounting log. The software has been successfully tested on all current versions of Windows, including Windows Server 2008.

If you haven't seen the VPSX for Windows solution, or haven't seen it lately, you owe it to your organization to take another look. Call your LRS marketing representative to arrange a test drive.

Current Version/Release Levels

VPS.....	V1 R8.0.918 .. V2 R1.0.122
VPSPrint	V1 R6.1.023
VPS/Report Browse	V1 R2.2.000 .. V2 R1.0.000
VPSX	V1 R1.0.038
VPSX/OutputManager	V1 R1.0.038
VMCF	V1 R8.1.199 .. V2 R1.0.036
VMCF Client for Windows	V1 R1.1.008 .. V1 R1.2.014
VMCF Web Access	V1 R1.0.091 .. V2 R1.0.013
DRS	V1 R3.3.108 .. V1 R3.4.128
DRS/Secure	V1 R3.4.128
DRS/OutputManager	V1 R1.0.000
DMCF	V1 R1.0.048
DMCF Web Access	V1 R1.0.064
PageCenter	V1 R1.0.018 .. V1 R1.1.466
PageCenter Client for Windows	V1 R1.1.036
PageCenter Web Access	V1 R2.0.016 .. V1 R2.1.126
PageCenter AFP Library	V1 R1.0.013
PageCenterX	V1 R1.0.009
AnyQueue	V1 R1.2.078 .. V1 R1.3.003
AnyQueue/WebTRAC	V1 R1.2.078 .. V1 R1.3.003
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 R8.0.328 .. V2 R1.0.070
LRS/Net	V1 R1.0.145
LRS OS/API	V1 R1.2.027 .. V2 R1.0.053
LRS/Queue	V1 R1.0.038
LRS/Web Connect	V1 R1.0.024 .. V1R2.0.005

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.

VPS V2R1.0 Migration

Customers planning on migrating to VPS V2R1.0 should read the migration section of the VPS Installation and Operations manual.

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

LRS Establishes "Transform" Conversion Suite

On April 15, 2008, LRS rebranded its non-mainframe conversion products. LRS has already contacted current customers regarding the change. While these new conventions affect the product names that appear on agreements and other documents, there is no impact on product operation or the underlying code.

As a result of these changes, LRS is proud to offer the "Transform" product line of data stream conversion software. Comprising a part of LRS' total print, view, and store strategy, Transform modules can now be used with both VPSX and PageCenterX® products. Each Transform module name clearly states the source and target formats of the specific conversion (e.g. Transform/PDF to PCL).

In a related change, the VPSX/Impress™ module has been renamed *Transform/Impress™*. This module also works with both the VPSX and PageCenterX products.

Image-based conversions have been enhanced and now reference "IFF" (Image File Format). These enhanced conversions now support a variety of file types beyond TIFF including GIF, PNG, BMP, and JPG. The new modules convert images to/from PCL, PostScript, PDF, and AFP, and are named accordingly (e.g., Transform/IFF to XXX and Transform/XXX to IFF).

A new and powerful data stream manipulation module, *Innovate/Mill™*, rounds out the LRS product line. This new module enables organizations to alter an incoming data stream, thus allowing data to be merged, modified, indexed, or split in addition to being converted.

For more information about Transform products and capabilities, please contact your LRS marketing representative.

Discover New Strategies for Handling Business Critical SAP Documents

SAP Insider magazine and LRS recently hosted a Web-based seminar outlining the key challenges of managing output in SAP® environments. Featured speakers included Leslie Meadows, Associate Director of Enterprise Output Management for a 50,000+ user SAP implementation at a large pharmaceutical company.

During the planning and implementation phases of the SAP application lifecycle, many organizations fail to develop strategies for handling the business-critical documents generated by these new systems. This heavily-attended Webinar discussed:

- The impact and reality of managing SAP-generated documents
- What to expect, and what may be surprising, about printing in the SAP environment
- Strategies and best practices for output management in SAP systems

Drawing on real-world examples, the presenters offered advice aimed at helping organizations get maximum value from their SAP documents and systems.

To view the recorded version of this seminar, visit <http://www.vpsx.com/news/NewsEvents.aspx> and select "New Output Management Seminar from LRS and SAP Insider" within the Current News area.

Eliminating Use of TCP/IP Port Ranges in VPS Configuration

When you need to improve mainframe TCP/IP efficiency, it's good to know that LRS Product Support is there to help. Our team recently revised its recommendations on VPS® connectivity settings. For example, LRS **no longer recommends** the use of restricted port ranges unless absolutely necessary. This new recommendation affects VPS settings at the system and printer level.

Three VPS keywords determine how the VPS software connects to TCP/IP. They are TCPPORT (in the VPS start member) and TCPLPORT and TCPRPRT (in the printer members). Let us briefly examine each keyword's use and the recommended default values.

Port Assignment Process at System Level Connection

At startup, a VPS system task connects to the MVS TCP/IP address space. The VPS software uses a BIND request to select a local port. This local port number is combined with the protocol type (TCP) and the local IP address of the MVS system to create a unique address.

If TCPPORT=0 is specified (or obtained by default), the VPS software will issue the BIND request without a port number, *allowing the TCP/IP address space to select the next available port*.

When a specific port number or range of port numbers is specified for the TCPPORT system keyword, the VPS software will attempt the BIND using the specified port range. If the first port in the range is not available, the VPS software will attempt each port in the range until finding an available one. Normally, the VPS software stays connected to the same port until shutdown.

Port Assignment Process at Printer Connection

For printer connections, the TCPLPORT keyword selects the local port and TCPRPRT selects the remote port. TCPRPRT must specify the port that the remote device will use to "listen" for incoming connections. For LPR/LPD connections, the receiving port should be "515" and the sending port is documented as the range "721-731".

Note that most LPD devices do not enforce this restriction. Other (non-LPD) devices have no restrictions on the sending

port number. Consequently, LRS recommends TCPLPORT=0. Specifying this value (or obtaining it by default) instructs the VPS software to issue a BIND request without a port number, *allowing the TCP/IP address space to select the next available port*. Testing has determined that this works best for any device not requiring a restricted sending port range.

If a specific port number or range of port numbers is specified for the TCPLPORT printer keyword, then the VPS software will attempt to use each port in the range until establishing a connection.

In the past, default value ranges for both TCPPORT and TCPLPORT were "721-731". Customers may have coded a larger range in place of or in addition to this range. The current default value for these two keywords is 0. LRS Support **no longer recommends use of port ranges**. We urge you to verify you are using TCPPORT=0 in your VPS start member and TCPLPORT=0 in your printer members (or default member).

Please contact LRS Product Support if you have questions or need assistance with any of these changes.

LRS and Cerner Sign Partnership Agreement

Recently, LRS signed a worldwide Value Added Reseller Agreement with Cerner Corporation (Cerner). The agreement enables clients using Cerner's industry-leading healthcare applications to enhance their Cerner backend printing environment, seamlessly integrating reliable output management software from LRS.

The two companies have worked together to produce VPSX/MI (Millennium Interface) software to extend VPSX integration to the Cerner environment. The interface seamlessly provides comprehensive VPSX output management capabilities to the *Cerner Millennium®* environment, reliably delivering critical medical documents in printed or electronic form.

The enhanced printing solution provides a flexible notification mechanism that informs Cerner users or other responsible parties when documents print or an issue arises. The proactive VPSX monitoring capabilities allow staff, untrained in print management, to monitor printers and be alerted to a printer issue before it becomes a problem.

The solution establishes a centralized point of control for defining and maintaining printers, reprinting documents, and configuring specialized printing such as secured PIN printing. The real-world benefits are as unique as the many Cerner clients' environments.

Here are a few samples:

- To comply with recent federally-enacted Medicaid prescription law, a large hospital system implemented the VPSX solution to print physicians' prescriptions on tamper-proof paper. The VPSX software detects when a document is a prescription and automatically selects a secondary tray holding the special paper.
- A major hospital put the VPSX output management solution to work, eliminating burdensome print queues and enabling HIM labels to print "for the first time ever."

Clients in today's healthcare industry have additional needs to retain certain documents, and regulatory reasons to view some documents online to reduce the risk of exposing sensitive patient information. An LRS web-based document storage and viewing solution can securely store Cerner-generated documents throughout their lifecycle. By customizing the search interface, users can search on Cerner document-specific attributes.

For more information, please contact the LRS Alliances Development Specialist managing the Cerner partnership, Kate Palazzolo, at 217.793.3800, ext. 1605.

z/OS Compatibility with LRS Products

Customers planning on upgrading to a new z/OS operating system can contact LRS Product Support staff about updating their LRS products to run in their new environments. Product upgrades usually depend on the degree to which changes have been made to the operating system. As a member of IBM's early testing program, LRS tests products under pre-release versions of updated operating systems.

When testing prompts LRS to make changes to our software, we update our compatibility matrix with prerequisite information relating to that z/OS version. You can view our compatibility matrix by visiting the LRS Support page at <http://www.lrs.com/EOM/Support2/Technical/> and selecting the specific LRS product you want to check.

Please note that in some instances the changes needed in our products are extensive and require source updates. When this is the case, you will need to obtain and install the current maintenance level as described below.

z/OS 1.9: The z/OS 1.9 operating system release brought significant changes that required LRS product changes. Most notably, the Remote Destination Table (RDT) was moved to a data space. This release requires a minimum fix level of VPS V2 R1.0.085.

z/OS 1.10: Testing under z/OS 1.10 resulted in a minimum fix level of VPS V2 R1.0.107.

As always, if you have questions regarding compatibility not stated in the compatibility matrix, please contact our LRS Product Support staff and they will be happy to assist you.

LRS Document Storage Solutions Go Beta

The LRS Product Development team has announced beta availability for two new versions of our document storage solutions:

PageCenter V2R1.0: This represents the first new major version of our mainframe-based document storage solution. The new version boasts full integration with the latest VPS V2 R1.0 environment. If your organization has been waiting to upgrade both your VPS and PageCenter® versions simultaneously, LRS suggests that you begin making your upgrade plans now.

PageCenterX V1R1.0 for Windows: As organizations roll out new business applications on Windows platforms, the PageCenterX solution is an ideal choice to centrally store and manage critical application output throughout the document lifecycle. This new version has all the features of other PageCenterX versions, while offering Windows administrators a more standardized solution for their environments.

To participate in the beta testing, please contact your LRS marketing representative. Don't forget to check back on our website to learn when these LRS products are ready for general availability.

Introducing LRS Fastpath Delivery for DRS and VPS

To help enterprises obtain maximum performance from their z/OS systems, LRS is announcing a new feature with the upcoming release of DRS V2R1.0 called LRS Fastpath Delivery.

LRS Fastpath Delivery is designed to speed up print file delivery for customers using the DRS Virtual Printer Interface or DRS/TCPIP, and using VPS to deliver those print files. LRS Fastpath Delivery will be available for VPS V2R1.0 and for DRS V2R1.0. Preliminary testing shows a 30% reduction in CPU usage while reducing the time to receive and deliver a print file to a target device or application.

Background: Using DRS and VPS with JES

DRS receives print files from VTAM or TCP/IP connections and creates SYSOUT datasets on the JES spool. The DRS Virtual Printer Interface (DRS/VPI) enables the system to receive print files from CICS, IMS, and other VTAM applications. DRS/VPI then converts the print buffers, changing form feed and line control commands into print lines with carriage control. This conversion makes it unnecessary to change original applications that were designed to format reports for delivery to a VTAM printer.

DRS/TCPIP has two interfaces to receive print data from TCP/IP hosts: LPD and LRSQUEUE. DRS/TCPIP can act as a Line Printer Daemon (LPD) server and receive print files sent using the LPR command. DRS/TCPIP can also receive print files that are sent using the LRS-developed LRSQUEUE protocol. The LRSQUEUE command is provided by LRS to allow users on most platforms to send files to DRS/TCPIP or other LRS products. The LRSQUEUE protocol provides the potential for compression and encryption, making it more efficient and secure than LPR/LPD protocols.

When DRS receives print files, these files are normally placed on the JES spool. All SYSOUT characteristics and OUTPUT JCL statement options can be associated with the JES spool file. VPS software obtains the JES spool file and delivers the file to the appropri-

ate device, user, or application. VPS/TCPIP or VPS/Email may be used for delivery, or VPS may send the file to PageCenter to be archived.

Advantages of Bypassing the JES Spool

The introduction of LRS Fastpath Delivery eliminates the need to use the JES spool to store print files. DRS can place the print file on the LRS/Spool and VPS can obtain the print file from the LRS/Spool. A file can be delivered to PageCenter, an email user, or a VTAM or TCP/IP device by VPS in the same way that a JES spool file would be delivered.

Using LRS Fastpath Delivery will reduce CPU usage and improve throughput by eliminating dynamic allocation overhead. Other advantages include guaranteed FIFO (first in, first out) delivery and elimination of JES issues, including performance problems in a multi-access spool (MAS) environment with JES2. Furthermore, if no JES spool files are obtained by VPS, all JES-related exits for VPS and VMCF can be eliminated. In this situation, migrating to a new version of JES would not require any changes to VPS or VMCF.

Components of LRS Fastpath Delivery

There are three main components of LRS Fastpath Delivery: DRS, VPS, and the LRS/Spool. The LRS/Spool is a ZFS or HFS dataset containing the print files. LRS will provide sample JCL for defining the LRS/Spool datasets as either HFS or ZFS files.

Defining LRS Fastpath Delivery for VPS

Each VPS system can obtain print files from one LRS/Spool dataset. The FASTPATH_SPOOL= keyword in the VPS System Initialization member will provide the name and path to be used when accessing the LRS/Spool. It will also indicate whether the file is a ZFS or HFS file. For example:

```
FASTPATH_SPOOL=(ZFS, 'VPSPROD.LRSSPOOL1',
/ LRSSPOOL/$LR$ABCS)
```

Each VPS printer can be defined to obtain print files from the JES spool, the LRS/Spool or both. The FASTPATH= keyword in the VPS printer member will specify to use LRS

Introducing LRS Fastpath Delivery *Continued from page 4*

Fastpath Delivery and will provide the name of the print queue to be used when obtaining those files. By default, the print queue name is the same as the member name, but administrators can enter a more meaningful name (up to 60 characters) that describes the printer. For example:

```
FASTPATH=(Y,'PRINTER IN ROOM 17, BUILDING 93')
```

Defining LRS Fastpath Delivery for DRS

DRS can create LRS/Spool files for up to eight separate VPS systems. There will be keywords in the DRS System Initialization member to associate a spool ID with the HFS or ZFS dataset and to specify the name and path to be used when accessing the LRS/Spool dataset. The spool ID will be used in each DRS/VPI or DRS/TCPIP member to determine which LRS/Spool file should be updated when a file is received. For example, to define spool files for two VPS systems, the following keywords could be defined:

```
FASTPATH_SPOOL=(VPSPROD,ZFS,'VPSPROD.LRSSPOOL1',/LRSSPOOL/$LRSABC$),
FASTPATH_SPOOL2=(VPSTEST,HFS,'VPSTEST.LRSSPOOL2',/LRSSPOOL/$LRSXYZ$),
```

In the DRS printer member, the FASTPATH keyword specifies three attributes, namely:

- Whether the print file should be created on the LRS/Spool
- The LRS/Spool ID
- The print queue name to be used when VPS obtains the file

```
FASTPATH=(Y,VPSPROD,'PRINTER IN ROOM 17, BUILDING 93')
```

The LRS/Spool ID in the second subfield of the FASTPATH= printer keyword identifies the HFS or ZFS spool to be updated. This value must match one of the LRS/Spool ID values specified in the DRS start-up member. The print queue name in the third subfield of the FASTPATH= printer keyword must match the print queue name in the FASTPATH= keyword in the VPS printer member. If no JES file is to be created, then the DRS printer member should specify SYSOUT=N.

When creating the LRS/Spool file, all SYSOUT and OUTPUT JCL characteristics can be associated with the file in the same way as for a JES spool file. For example, CLASS, DEST, FORM, WRITER, and other SYSOUT keyword values can be defined in the DRS printer member. The printer may specify an OUTPUT member or JCL statement which has PAGEDEF, FORMDEF, MAILTO, MAILFILE, etc. specified. DRS will pass these values to VPS to be used for data stream conversion, email delivery, or other purposes. However, none of these SYSOUT or OUTPUT JCL values will be required to create the LRS/Spool file.

When a file is created on the LRS/Spool, DRS will post the appropriate VPS system to request delivery of the file. If the appropriate VPS system is not active at that time, the files will be obtained the next time VPS is started and the corresponding printer is activated.

Monitoring and Controlling the LRS/Spool Files

VMCF enables users to view a list of LRS/Spool files that are queued and waiting to be printed by a VPS printer. This is similar to viewing JES spool files that are waiting to be printed. Authorized users can use DMCF screens to view LRS/Spool files created using a specific DRS printer member. If VPS/Report Browse is installed, users can also browse the print data on the LRS/Spool as well as print files on the JES spool.

Commands in VMCF and DMCF allow a user to HOLD and RELEASE specific print files. All VMCF, DMCF, and VPS/Report Browse functions continue to use internal or external security to prevent unauthorized users from controlling VPS or DRS printers or viewing print data.

Availability of LRS Fastpath Delivery

Beta testing for the LRS Fastpath Delivery feature will begin soon. If you are interested in participating in the beta test program, please contact the LRS Product Support team.

Faster Access to Relevant Product Information

The LRS Internet Customer Support (ICS) website is your source for LRS product updates, enabling you to quickly search for product fixes and other information. By becoming a registered Electronic File Transfer user, you can also download fixes as well as entire maintenance packages.

Sounds simple enough, right? Yes and no. Since LRS maintains more than 100 products and components, it may be difficult to determine which particular updates are appropriate to your organization. Over the years, many a busy customer has requested a system that would proactively notify them only when

there was a new fix that was relevant to their own environment.

LRS is now working on a plan to provide product support information via RSS technology (sometimes called a *web feed*). The enhancement will enable our systems to “push out” LRS product update information any time a fix is applied to a product. LRS will *syndicate* a product support web feed (RSS) and allow customers to *subscribe* to it. This means you will no longer need to make periodic checks to our ICS website for fixes, nor will you need to search through a variety of updates to decide which ones are relevant to your organization.

Each LRS product will have its own feed. Users will soon be able to register for these feeds via our ICS web page. Simply sign up to receive RSS feeds for the products that you want to know about. Each RSS feed can deliver content (brief summary information), URLs, or other kinds of digital media.

These improvements are part of an overall redesign of our ICS web page to provide the same look and feel as the rest of LRS Enterprise Output Management website. Further information will be supplied on the Internet Customer Support website as this new feature becomes available.

LRS Trade Show Schedule

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

North America

Siemens Innovations
July 28 – 31, Las Vegas, Nevada

SHARE
August 10 – 15, San Jose, California

GE Healthcare User Summit
August 18 – 21, Washington, DC

SAP TechEd
September 8 – 12, Las Vegas, Nevada

Fiserv
September 21 – 24, Kissimmee, Florida

Cerner Health Conference
October 5 – 8, Kansas City, Missouri

IBM System z Expo
October 13 – 17, Las Vegas, Nevada

Supply Chain & Logistics Summit
November 17 – 18, St. Augustine, Florida

Gartner Print & Imaging Summit
December 3 – 5, Bonita Springs, Florida

European Seminars

Output Management Lounge 2008

7 August, Frankfurt

8 September, Düsseldorf

13 October, Berlin

27 November, Hamburg

Did You Know?

Today, businesses are faced with rising costs for office space and electricity. When you look at your data center, do you see racks full of servers and storage systems? Companies must reduce their power and cooling requirements to offset rising energy prices and restricted access to electrical power. Now called the "Green IT Movement," businesses are under even more pressure to optimize their computing environments in order to ensure their bottom line and protect our planet.

The IBM System z platform offers organizations extraordinary energy efficiency and flexibility that can help address these issues:

- IBM System z servers can run at utilization rates as high as 100% for long periods of time. This allows organizations to get maximum transaction processing for the power they consume.
- By taking advantage of System z virtualization capabilities, hundreds or even thousands of smaller servers (and the energy they consume) can be replaced by a single energy efficient System z processor.
- The System z processor requires no external networking to communicate between virtual servers – further saving on power demands and potentially helping performance between interconnected applications.

For further information on energy-efficient System z servers, please contact LRS IT Solutions at Systemz@LRS.com.

LRS Adds Flexible Document Viewer

LRS solutions provide organizations with the flexibility to "print, view, and store" documents according to their industry requirements, workflow requirements, and more. In that spirit, LRS is proud to announce the availability of a new browser-based document viewer.

The new *SwiftView*® for LRS® viewer product is the result of collaboration between Levi, Ray & Shoup, Inc. and SwiftView developers to create an integrated "Swiss army knife" of specialized viewing capabilities for LRS output management solutions such as the VPSX, PageCenterX, and PageCenter products.

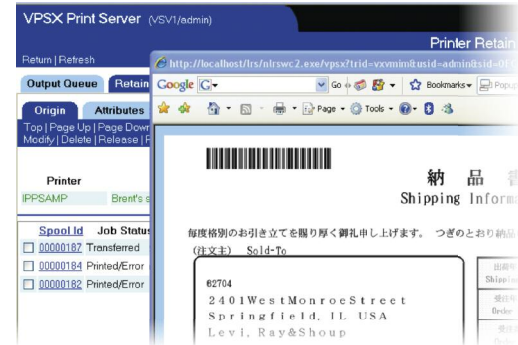
"When we looked for a technology partner to work with us on an integrated solution, SwiftView was the clear choice," says Brent Black, Director of Product and International Marketing at LRS. "We had a lot of positive experience with their PCL viewer in the past, and we wanted to use it as a base for an integrated LRS solution. We then worked together to develop some unique functions to meet the needs of our worldwide customer base."

Running on the Windows platform, this new product supports viewing of many popular data stream formats as well as advanced functions like viewing multi-byte language output (e.g. Unicode, Japanese, Chinese), SAP PCL barcodes, and more.

The design concept behind the *SwiftView* for LRS product is to maximize viewing efficiency, using an easy-to-use interface and robust features. The product add-on makes it easy for users to view print files and stored documents through an LRS Web Access client simply by clicking on them.

The major functions offered by *SwiftView* for LRS include:

- View output in PCL, TIFF and other data formats.
- Navigate to desired pages and/or search for specific text strings.
- Extract (copy/paste) text strings into other Windows applications such as Word, Excel, etc.
- Export all or selected pages of the document in PDF format.
- Print all or selected pages to any Windows-defined printer.



Given the broad application support of PCL and TIFF as output data formats, this new product provides several benefits to customers:

- Administrators and help desk personnel can view files on print queues to locate desired output.
- Application developers can validate changes without the need to print hard-copy.
- Users can view files that are stored in PCL and other formats and extract information as needed.

LRS provides English, French, German, Italian, and Spanish translations of the viewer screens and messages. The language is automatically selected based on the user's Windows system language settings. Users can view output in the original language, provided the viewer has access to the appropriate TrueType fonts that support the language. LRS provides a base set of TrueType fonts with the product, and additional fonts can also be defined for use with the viewer.

"We've worked with LRS for many years, and we were excited to collaborate with them to bring this unique product to the market," says Dewey Kelly, Director of Marketing for SwiftView. "We are already busy working on the next release, where we will add PDF viewing capability to the product. This will give users a single interface for viewing many popular output formats."

The *SwiftView* for LRS viewer is available only from LRS. The product eliminates the need to work with additional vendors just to view documents. Customers can also work directly with LRS on future enhancements. Please contact your LRS marketing representative or business partner for more details.

News Publisher Implements Solution That's "Fit to Print"

A large German publishing group needed a way to ensure reliable delivery of internal and customer-facing business documents. Under pressure to replace their unsupported print management software, the company turned adversity into opportunity by establishing a VPSX-based single point of control for SAP and other application output.

Organization

Located near the Rhine River in the city of Cologne, M. DuMont Schauberg (MDS) is one of Germany's largest newspaper publishing houses. Boasting a 200-year heritage and a 3900-employee workforce, the publisher consistently posts revenues of more than 550 million Euros per year. MDS prides itself in employing the latest technology, from its modern printing presses and innovative glass-covered headquarters building to its SAP-based IT infrastructure.

At the most basic level, publishers are in the information delivery business. Newspapers are extremely time-sensitive deliverables; fresh daily, these publications must be distributed to doorsteps and newsstands around the country within hours of being printed. But who delivers the critical documents that help MDS deliver the news?

Making it Happen

Like most large organizations, MDS has dozens of departments, each with its own particular technology needs. "These include printing systems, delivery tracking systems, billing software, and many more pieces of critical infrastructure," says Jörg Bartke, who leads a team of nine system administrators at M. DuMont Schauberg. "As a result, we have a large, heterogenous hardware environment with over 250 Windows servers, 60 UNIX servers of various types, and almost every imaginable type of Windows and Macintosh client."

Likewise, these systems generate and deliver documents bound for a variety of output devices—from simple office printers and multifunction devices to high-speed printers and barcode machines. Ensuring successful document printing and delivery in such an environment involves significant time and manpower.

Output Management Woes

Along with its many computing platforms and printing devices, MDS had implemented several different software packages to manage print jobs. This resulted in a complicated environment, in which individual output devices were usually defined to multiple operating systems.

"We really wanted a single print spooler for all of our applications, in order to simplify things for both help desk staff and end users," says Bartke. "So we looked through all the solutions we already owned and picked the one that seemed to best fit our needs."

Unfortunately for MDS, the vendor of the chosen print system was announcing plans to drop support for the product. MDS reluctantly purchased the vendor's suggested replacement solution and began to deploy it in their production environment.

"The vendor was quite proud of the advanced features of their replacement system," Bartke remembers. "We bought it, we installed it, but we never really got the new software to work as well as the solution it was supposed to replace."

Head-to-Head Competition

Undaunted, Bartke's team began the search for a hardware-neutral print management solution. Their requirements read like an IT analyst's wish list:

- Support for multiple server platforms to protect their IT investment over time
- Web-based control interface for simple, cost-effective deployment
- Proven customer service backed by real-world customer references

The team identified two solutions that fit these criteria, including the VPSX solution from Levi, Ray & Shoup, Inc. The solutions were subjected to a series of head-to-head tests.

The VPSX solution began to distinguish itself from the earliest phases of the test: "It was very straightforward to install, and we were able to begin defining printers almost instantly," said Jörg Bartke about the VPSX software. "By comparison, the other product seemed complicated and more difficult to customize."

Once configured, both systems were tested with actual MDS production documents in order to approximate real-world performance. "No question, VPSX was the more resource-efficient of the two," says Bartke. As a result, the LRS solution would both save on computing cycles and provide a marked advantage with regard to scalability and overall reliability.

Next, each solution was tested with a series of documents that the previous vendor's solution had been unable to print correctly. Both solutions flawlessly handled German characters like Ä, Ü, and ß.

According to Herr Bartke, one of the most influential factors in their decision-making process was the human element: "Support staff from LRS' local German office are extraordinarily responsive compared to other providers. They know more than just their own products – they are experts in the many printers, servers, and networks found in a complicated environment like ours. When implementing a system that is so critical to our business, this human factor cannot be overlooked."

VPSX Makes Headlines at MDS

Today, MDS is still benefiting from its choice of VPSX software. Internal office documents are automatically converted to PDF files and sent via email instead of in paper form, thus saving on the cost of printing and physical delivery.

Further savings come from the ability to use electronic overlays instead of costly pre-printed forms. "VPSX 'filters' let us do all kinds of custom processes like merging application data with graphical overlays," explains Bartke.

"Elements like these are more than just clever technical features. This kind of power and flexibility enables us to solve real business problems – which will help us save time and money well into the future."



Levi, Ray & Shoup, Inc.

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