

MegaTrack and MIPA User Name Tracking

This document is intended to explain the capabilities and limitations of how MegaTrack can report the user name of print jobs in various environments.

MegaTrack is comprised of a number of tracking modules intended to provide maximum capabilities in an enterprise environment. Depending on the tracking module used; MPS, MPC, DTM, MIPA or SecureJet will determine how the user id is captured.

MPS/MPC (Tracking in done on system containing MPS or MPC)

When MPS or MPC modules are used, MegaTrack will employ three levels of tracking:

Level 1 –spooler information:

This is the information provided by the windows spooling system. The fields extracted from the spooler are:

- server name
- printer name
- user i.d.
- domain (ad)
- group (ad)
- user machine
- job name
- submit date of job
- total page count
- number of copies
- job size

Level 2 (Level 1 plus) Printer Data Language (Parsing)

If the PDL is PCL3 GUI, PCL5, PLC6, or PS we can parse additional information form the data stream. These fields include:

- simplex page count
- duplex page count
- color page count
- economode
- media type
- media size
- portrait/landscape
- collate mode
-

Level 3 – If the MDS server can receive a printer confirmation (trap):

If the HP device is capable and properly configured to send SNMP (Simple Network Management Protocol) notifications to the MegaTrack server, known as SNMP “traps” we can confirm the following information:

LaserJet family

- total page count

Current generation LaserJet products

- total page count
- duplex page count
- color page count
- media type
- media size
- job size

The name used by the application to connect to the spooler will be the name captured by MegaTrack. Therefore, if an application is printing from a system service, and the service login has been SYSTEM or ADMIN then that will be the name reported.

MPS Print Queue (printer based tracking support)

If an application generates a data stream, which does not include the PJI header containing the user and job information, the user and name will be reported as **UNSPECIFIED**. MPS allows the creation of a local print queue, which can be configured to add PJI attributes and no-local tracking. This enables the print processor or port monitor to add the PJI information and allow the tracking to be done at the printer level with products such as DTM, MIPA or SecureJet.

In this case the information, which is tracked, is:

- user i.d.
- domain (Active Directory)
- group (Active Directory)
- user machine
- job name
- submit date of job
- total page count
- simplex page count
- duplex page count
- color page count
- economode
- media type
- media size
- portrait/landscape
- job size

An example of the inserted data by the print processor or port monitor is:

```
@PJI JOB NAME="Microsoft Word - test _2_.doc"  
@PJI SET JOBATTR="JobAcct1=gcooper"  
@PJI SET JOBATTR="JobAcct2=GCOOPER-LAPTOP"  
@PJI SET JOBATTR="JobAcct3=CAPELLATECH"  
@PJI SET JOBATTR="JobAcct4=20051031141756"  
@PJI SET JOBATTR="JobAcct5=9c7698f7-f560-4e31-8236-9b228f3d4c35"
```

This configuration is applicable in UNIX or AS-400 environments.

The name used by the application to connect to the spooler will be the name captured by MegaTrack. Therefore, if an application is printing from a system service, and the service login has been SYSTEM or ADMIN then that will be the name reported.

Printer Based (DTM/MIPA/SecureJet)

When the print tracking is being done by printers using products such as MIPA, DTM or SecureJet on **current generation devices using the latest drivers and firmware**, then the following information is obtained.

- user i.d.
- domain (ad)
- group (ad)
- user machine
- job name
- submit date of job
- total page count
- simplex page count
- duplex page count
- color page count
- economode
- media type
- media size
- portrait/landscape
- job size

The driver will insert the following information:

```
@PJL JOB NAME="Microsoft Word - test _2_.doc"  
@PJL SET JOBATTR="JobAcct1=gcooper"  
@PJL SET JOBATTR="JobAcct2=GCOOPER-LAPTOP"  
@PJL SETJOBATTR="JobAcct3=CAPELLATECH"  
@PJL SET JOBATTR="JobAcct4=20051031141756"  
@PJL SET JOBATTR="JobAcct5=9c7698f7-f560-4e31-8236-9b228f3d4c35"
```

On Legacy HP Printers (<= 4100 (?)) using the latest drivers the following information is tracked:

- user i.d.
- domain (ad)
- group (ad)
- user machine
- job name
- submit date of job
- total page count

The driver inserts the following:

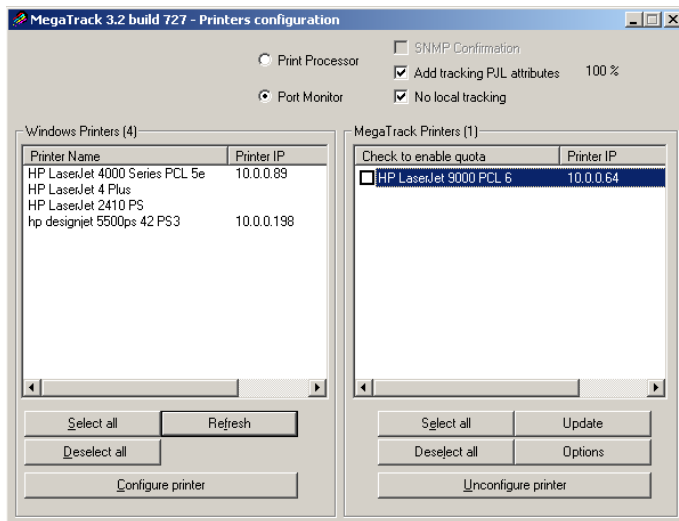
```
@PJL JOB NAME="Microsoft Word - test _2_.doc"  
@PJL SET JOBATTR="JobAcct1=gcooper"  
@PJL SET JOBATTR="JobAcct2=GCOOPER-LAPTOP"  
@PJL SETJOBATTR="JobAcct3=CAPELLATECH"  
@PJL SET JOBATTR="JobAcct4=20051031141756"  
@PJL SET JOBATTR="JobAcct5=9c7698f7-f560-4e31-8236-9b228f3d4c35"
```

Issues(s)

If an application or driver fails to input any JobAcct attributes, this information will not be tracked. Not all drivers will provide the information stated above. For details on specific drivers, please see document “External MegaTrack Driver Compatibility Chart”

Solution(s)

If the driver or application fails to provide the JobAcct attributes, the MegaTrack Printer Configuration Tool provides the option “Add tracking PJI attributes” to insert the PJI Attributes via the MegaTrack print processor or the MegaTrack port monitor. In order to use this option, the host must print through a MegaTrack Print Server using the LPR protocol and the device being tracked must be installed locally on the MPS. The option “No local tracking” must also be checked to avoid duplicate xml files.



ERP Applications such as SAP.

If the application has been configured to print via a print queue on a windows system and tracking is being done by MPS the user id will be tracked. An example is SAP printing via SAP LPD services. In this case MegaTrack will report the window login and not the application login.

The name used by the application to connect to the spooler will be the name captured by MegaTrack. Therefore, if an application is printing from a system service, and the service login has been ROOT, SYSTEM or ADMIN then that will be the name reported.

If the application is printing direct to the device then the user must insure the following information is inserted in the data stream by the application:

```
@PJL COMMENT JOB_NAME=<job name>
@PJL COMMENT JOB_SOURCE=<user group>
@PJL SET JOBATTR="JobAcct1=<user name>"
@PJL SET JOBATTR="JobAcct2=<machine name>"
@PJL SET JOBATTR="JobAcct3=<user domain name>"
```