



Instructor Notes

Instructor Led Training
Chapter 0 – 02

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Instructor Notes

1. Review the **Instructor Led Training Methodology** (01-ILT EEEO Mythology) document before proceeding.
2. The **Configure Classroom Environment** (03- Configure Classroom Environment) document details the requirements of the classroom environment for the exercises provided. It is essential when configuring the training servers that you do not substitute or ignore any of the setup information, as the ability to complete the supplied exercise relies upon the existence of this information.
3. If a student elects to use their personal computer for training, the **Student Computer Hardware and Software Requirements** document (04-Student PC Requirement) should be made available to them in advance of course to ensure proper configuration.
4. It is not recommended that any training software other than virtual hosting software be installed on a student's personal computer for training purposes. Equitrac is not responsible for reconfiguring any student's personal computer.
5. Review the scenario outlined in the Configure Classroom Environment document prior to class and then refer to this document during class.
6. The instructor is expected to provide their own computer and PagerCounter Terminal for the classroom.
7. Before attending instructor led training, each student must complete a short introductory CBT. The purpose of the CBT is to provide an overview of the Equitrac Express and Office software and to familiarize the student with basic Equitrac terminology.
8. The instructor must burn a CD of the **EEEEILT.ISO** image for each student.
9. The document that contains the cover for the CD is named **05-CD Cover.ppt**.
10. Print a copy of the contents of the StudentWorkbook.zip file and place in a 1.5 inch thick binder.

Chapter 1 – Quiz - Answers

1. What are the three current versions or suites of Equitrac? *Equitrac Express, Equitrac Office, Equitrac Professional.*
2. What are the minimum hardware requirements for an Equitrac server? *Pentium III or Athlon, 512 mb of ram, 2 gigs of disk space display resolution of 1024x768*
3. Why is Follow-You™ printing important for some companies? *Need to secure confidential documents, reduce waste, and print to any available printer using the same driver..*
4. What are the types of database that work with Equitrac? *Microsoft Server Desktop Engine (MSDE), Microsoft SQL Server Express, Microsoft SQL Server, Oracle®*
5. Charging and tracking can be based on what three objects? *Users, Department and Billing Codes*
6. In order to do device monitoring, what must be installed and enabled? *SNMP*
7. Equitrac does not do are charges for plotters? True or *False*
8. Account precision can be set to how many decimal places? *5, must also be changed in Windows Regional and language setting*
9. What client workstation operating systems does Equitrac support? *Windows XP PRO, Windows 2000 PRO, OSX 10.4*
10. What are the three devices that will release a document after you print it from you workstation? *Release Station, PageCounter, Embedded*
11. Cash payments can be used with which version or suites of Equitrac? *Equitrac Express*
12. What is **Follow-You** printing? *A user prints a document as normal, but the document does not print until the user walks up to a release terminal or PageCounter terminal and releases the document to the printer her or she is standing in front of.*
13. In a pull group, what should be the same? *The print driver must be the same.*
14. What is **Send To** printing? *When you want to give a group of people the ability to print a document at their convenience. For example, a teacher makes a document available to students, which they can print whenever they wish. The cost of the print job can be charged to the students who print it. Similar to an email distribution list. Secure Printing must be enabled.*
15. Rules and routing can be used to redirect a print job to a similar MFP? *True* or False
16. Users and departments can be synchronized how? *Widows Active Directory user attributes*
17. Explain Release Key and Anonymous Users. *In an anonymous environment where everyone is logged in using the same network account, and no Equitrac users have been defined for these people, when a users prints a document, a pop up appears at the work station that prompts for a unique release key to identify themselves. When the user goes to the release terminal, they type their unique release key, and the document prints.*

Chapter 2 – Quiz Answers

1. Why should you run a normal test page on all printers/copiers prior to converting them to an Equitrac port? **To make sure normal windows printing is working without error.**
2. Why should you use a separate user account under which to run the Equitrac services? **So that no one accidentally changes the password or changes the name.**
3. Is there anything special you should do in order to run an account as a service? **Yes. It should be a member of the Windows Administrators group and have a group policy set to run as a service.**
4. What is the limitation of using SQL Server Express 2005 as your database? **5 GB**
5. After you install Equitrac, what features can you use without applying a license? **No features of Equitrac can be used; however, you can still do Windows printing.**
6. Why and how would you backup the registry? **Select the necessary registry key in the registry and click Export. You would do this before a manual conversion of printer ports.**
7. What is the name of the program used to convert Windows printers to Equitrac Ports and where (path) is it located? **EQPrinterConversionWizard.exe and is found in C:\Program Files\Equitrac\Express\Tools folder.**
8. What is the default password on the PageCounter terminal **2 4 6 8 (who do we appreciate)**
9. What is the difference between Mode 1 and 2 on the PageCounter terminal? **Mode 1 is Equitrac Professional prior to version 5, Mode 2 is Equitrac Office or Equitrac Express, Mode 3 is Equitrac Professional 5.**
10. In order for a PageCounter to work with an MFP, what two steps need to be performed on the server? **1) In System Manager, you need to drag the unassigned device to the physical device of the MFP. 2) Open the properties of the PageCounter terminal and specify what it will control (Copy and/or Print).**
11. In addition to port 2910 (EQCAS Service), name two additional ports you must ensure are available in order to track print and copy? **2941, 2939, 2938, 1234**

Chapter 3 – Quiz Answers

1. What are the different types of accounts in Equitrac Express or Equitrac Office? **Users, Departments, and Billing Codes.**
2. Where do you enable Department Charging? **Equitrac System Manger, Configuration, Departments.**
3. When you create a user, what are the minimum fields that must be filled in? **UserID**
4. How do you restrict users to use specific Billing Codes? **Equitrac System Manger > Configuration > Code access. Select “only codes assigned to user”. Then open the users properties screen and assign the Billing Codes he or she can use.**
5. List three methods to assign users to a department? **1) in the users properties window. 2) Select a group of users, then right click them and choose “assign to department”. 3) Use a custom made batch file. 4) Automatic account creation; associated users windows group is mapped to the applicable department.**
6. What are the different types of pricing? **Basic / Advanced / Large-Format / Fax / Scan**
7. How many Price Lists can be assigned to a printer? **3** Which one takes precedence? **Print queue takes precedence.**
8. What are the two steps required to assign a color quota to a user? **1) Equitrac System Manger > Configuration > Color quota > Select “Enable color quota 2) Open the property of a user and set the color page quota or select multiple users, then right click and choose ”Set color quota”**
9. Why is it dangerous to use the **Disable Copy on devices once quota exceeded** option? **This will disable all printing on all color devices for that user even if it is a black and white job.**
10. How do you configure three rules and assign them to a printer port (for example, can't print web pages, offline redirect, only for member of a department)? **Create one “Rule Set” and create the multiple sub rules in that window.**
11. When setting access permissions, what do you need to create first? **Local Windows Groups**
How many users can be assigned to access permission? **Only one group can be defined for an Access Permission. Users can not be directly assigned access permission, only groups. Therefore you can assign a group the permission and put as many users as you wish in the group.**
12. What is a custom report? **Open a Report, then View menu > Configure Report Layout. Reports can be saved as a personal or site report. Site reports are saved on the server, can be scheduled, and can be viewed by anyone with sufficient rights. Personal reports are saved locally on the user's workstation, cannot be scheduled, and can be viewed by the user on that machine only.**
You can now change the columns displayed, order they appear, width and label of each column. Then you can save these changes for later use.
13. What types of tasks can be scheduled? **Report / Billing Code Synchronization / arbitrary command / Set color quotas / Set account balances / Purge Transactions**

Chapter 4 Quiz

Fill in the blanks

1. What are the size port numbers used by Equitrac Services?
1433 / 1234 / 2910 / 2938 / 2939 / 2941
2. What are two reasons for no data to show up in reports? **1) No license 2) No EO ports 3) No communication between DRE & CAS**
3. Should servers and desktop computers having a time difference of an hour or more effect Equitrac software? **YES**
4. What is the problem if the PageCounter shows “sending boot message” all the time?
PageCounter cannot communicate with DCE service
5. What do you check if a user’s document fails to print? **1) printer port configured 2) Physical printer 3) User permissions to print 4) account locked, invalid or out of funds or quota**
6. If DNS was not function on my network, what problems could it cause? **1) Active Directory will not function properly 2) may not be able to get out to the internet 3) will not be able to resolve domain names to IP addresses**
7. If you need to call Equitrac to support one of your customers, what phone number or email address do you use? **1-877-Equitrac <> Support@equitrac.com**
8. Where do you go to read Equitrac Knowledge base? **http://partners.equitrac.com/**
9. Why would you use NetStat in a command line? **Netstat (network statistics) is a command-line tool that displays network connections (both incoming and outgoing), routing tables, and a number of network interface statistics.**
10. If you use telnet to see if a network device is listening on a specific port, what message does it return if the port is open and listening? **Blank screen with a flashing cursor in the top right or No error messages**
11. Why would you change the location of your Print spooler folder? **So that the C:\ drive (generally your operating system drive) does not fill up and crash the server.**
12. Will Equitrac work if your Windows Firewall is turned ON? Yes if you allow exceptions and Add the services or port that need to be open for Equitrac services to communicate.