
Print Status Notifier

User's Guide



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4 Troubleshooting



About this Product

Print Status Notifier is a program that is located on the taskbar and that notifies the user of the job status (job information) by monitoring the jobs, such as print and fax jobs that are executed from a device (printer or MFP).

With Print Status Notifier, not only can you monitor the jobs (PC Jobs) that are executed from a computer, but you can also monitor the jobs (Device Jobs) that are executed from the operation panel on the device.

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Dialog boxes

The dialog boxes that appear in this document may differ from those that appear on your PC, depending on the installed devices, specified settings, and PC that you are using.



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The content of this document is subject to change without notice.

1 Introduction

1.1 Operating environment

The operating environment of Print Status Notifier is described below.

Supported operating system	<ul style="list-style-type: none"> • Windows Vista Home Basic (SP2 or later)* • Windows Vista Home Premium (SP2 or later)* • Windows Vista Business (SP2 or later)* • Windows Vista Enterprise (SP2 or later)* • Windows Vista Ultimate (SP2 or later)* • Windows Server 2008 Standard (SP2 or later)* • Windows Server 2008 Standard without Hyper-V (SP2 or later)* • Windows Server 2008 Enterprise (SP2 or later)* • Windows Server 2008 Enterprise without Hyper-V (SP2 or later)* • Windows 7 Home Basic (SP1 or later) • Windows 7 Home Premium (SP1 or later)* • Windows 7 Professional (SP1 or later)* • Windows 7 Enterprise (SP1 or later)* • Windows 7 Ultimate (SP1 or later)* • Windows 8.1* • Windows 8.1 Pro* • Windows 8.1 Enterprise* • Windows Server 2008 R2 Standard (SP1 or later) • Windows Server 2008 R2 Enterprise (SP1 or later) • Windows Server 2012 Standard • Windows Server 2012 R2 Standard • Windows 10 Home* • Windows 10 Pro* • Windows 10 Enterprise* • Windows 10 Education* <p>* 32-bit (x86) and 64-bit (x64) editions are supported.</p>
Used protocol	<ul style="list-style-type: none"> • TCP/IP • HTTP • HTTPS • SNMP v1

Others	<p>Microsoft .NET Framework: Both of the following versions are required.</p> <ul style="list-style-type: none"> • .NET Framework 3.5 (SP1 or later) • .NET Framework 4.5 or later <p>* If you are using Windows 8.1, Windows 10, Windows Server 2012 or Windows Server 2012 R2, install .NET Framework 3.5 separately with the following procedures.</p> <ul style="list-style-type: none"> • For Windows 8.1/Windows 10 <ol style="list-style-type: none"> 1. Open [Control Panel], and then click [Programs] - [Programs and Features] - [Turn Windows features on or off]. 2. Select the [.NET Framework 3.5 (includes .NET 2.0 and 3.0)] check box, and click [OK]. 3. Complete the installation according to the instructions shown. • For Windows Server 2012/Windows Server 2012 R2 <ol style="list-style-type: none"> 1. Click [Add roles and features] from “Dashboard” in “Server Manager” to start “Add Roles and Features Wizard”. 2. In the “Before you begin” page, click [Next]. 3. In the “Select installation type” page, select “Role-based or feature-based installation”, and click [Next]. 4. In the “Select destination server” page, select the server for installation, and click [Next]. 5. In the “Select server roles” page, click [Next]. 6. In the “Select features” page, select the [.NET Framework 3.5 Features] check box, and click [Next]. 7. In the “Confirm installation selections” page, select the [Restart the destination server automatically if required] check box, and click [Install]. 8. After installation is completed, the server restarts automatically. <p>The following settings must be enabled on a device with the OpenAPI settings.</p> <ul style="list-style-type: none"> • OpenAPI settings • http server settings
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Refer to the Readme file for the latest information about the operating environment.

1.2 Main functions

The main functions of Print Status Notifier are described below.

- Notifies the job information.
If a job such as a print job is monitored and there is a change in the status of that job, the job information is notified to Print Status Notifier.
The two types of jobs that can be monitored are described below.
 - PC Jobs
Jobs output by instructions executed from a computer
 - Device Jobs
Jobs output by instructions executed on the operation panel of the device
- Displays the job history.
The history of the job being monitored can be checked.
- Resumes the job monitor automatically.
If Print Status Notifier is quit while a job is being monitored, the monitored job that was terminated is automatically resumed when Print Status Notifier is restarted.
- Displays the device status.
The status of the device registered in Print Status Notifier can be checked.
- Link to Web Connection
The Web page (Web Connection) that is embedded into the device can be displayed.
- Deletes jobs.
Jobs that are being performed by monitored devices can be deleted.
(only with devices compatible with the function for deleting jobs)

2 Installing Print Status Notifier

2.1 Installation

Install Print Status Notifier on your computer.



Note

The authorization of the Windows administrator is required to install Print Status Notifier.

Be sure to quit all the programs (including virus check programs) that are running.

Installation procedure

- 1 Double-click Setup.exe to start the installation program.
- 2 Follow the on-screen instructions to install.

2.2 Uninstallation

Uninstallation procedure

If Print Status Notifier is no longer going to be used, uninstall Print Status Notifier from your computer.

- 1 Quit the Print Status Notifier program.
 - For quitting the program, refer to “To quit” on page 3-1.
- 2 Double-click **Add or Remove Programs** to uninstall the program.

3 Using Print Status Notifier

3.1 Starting and quitting Print Status Notifier

3.1.1 To start

Select **Print Status Notifier** from the **Start** menu.

3.1.2 To quit

To quit monitoring jobs, follow the procedure described below to quit the Print Status Notifier program.

Operating procedure

- 1 Right-click the Print Status Notifier icon on the taskbar.



A menu appears.

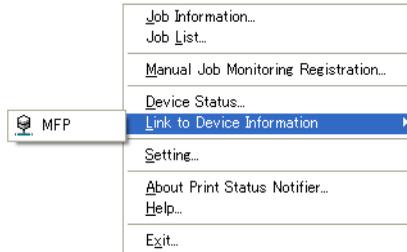
- 2 Select **Exit**.



This quits the Print Status Notifier program.

3.2 About the menu

By right-clicking the Print Status Notifier icon on the taskbar, a menu appears.



Menu	Description
Job Information	Displays the Job Information dialog box, and the job information (job status and job type) can be checked. → Refer to “Checking the job information” on page 3-22.
Job List	Displays the Job List dialog box so that jobs being performed by monitored devices and job logs can be viewed.
Manual Job Monitoring Registration	Displays the dialog box for starting the monitoring of a job manually, and the Device Job to be monitored can be specified. → Refer to “Starting the monitor” on page 3-30.
Device Status	Displays the Device Status dialog box, and the condition of the device can be checked. → Refer to “Checking the device status” on page 3-28.
Link to Device Information	Displays the name of the registered device. When selected, displays the Web page that is stored in the selected device, and the detailed information of the device can be checked. → Refer to “Displaying Web Connection” on page 3-32.
Setting	Displays the Settings dialog box, and a device can be added or deleted and the notification method can be specified. → Refer to “Setting method” on page 3-7.
About Print Status Notifier	Displays the Version Information dialog box.
Help	Displays the online Help.
Exit	Quits Print Status Notifier. → Refer to “To quit” on page 3-1.

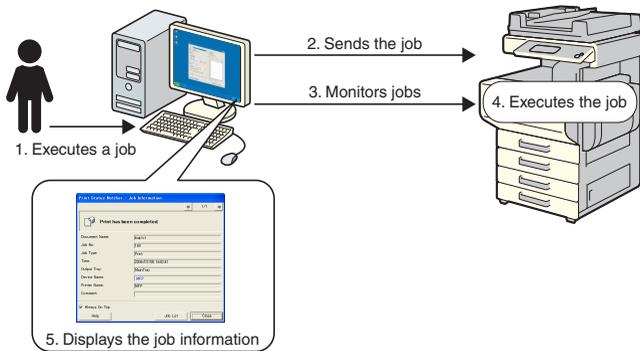
3.3 Job information notification flow

This section describes how the job information is notified to the user.

With PC jobs, the flow of job information notification differs depending on the whether or not the device is compatible with OpenAPI. Separate descriptions are provided for devices compatible with OpenAPI and for devices incompatible with OpenAPI.

→ For specifying the User Authentication settings on a device, refer to the user's guide of the device.

3.3.1 PC jobs



Flow of job information notification

- 1 The user executes a job such as a print job from a computer.
- 2 The job is sent to the device by the printer driver.
- 3 The job is monitored by the Print Status Notifier.
- 4 The job is executed by the device.
- 5 When the status of the monitored job changes, pop-up messages appear so that the user can view the job information.

3.3.2 Device Job (when User Authentication is enabled)

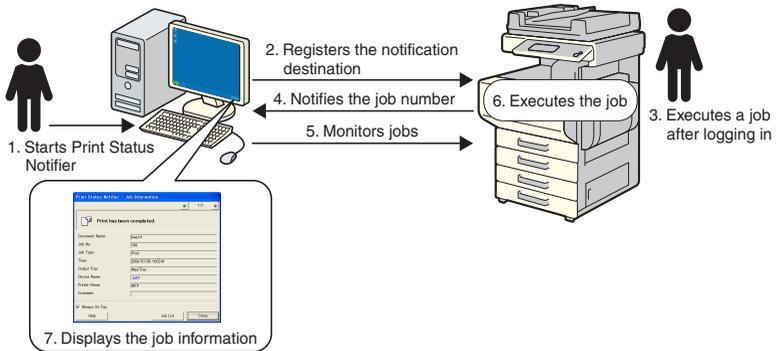
If User Authentication is enabled on a device, the information of the job executed from the operation panel of the device is automatically notified to Print Status Notifier.



Note

The job information of a job that was executed by a public user is not automatically notified. The jobs must be monitored manually.

→ For information on public users, refer to the user's guide of the device.

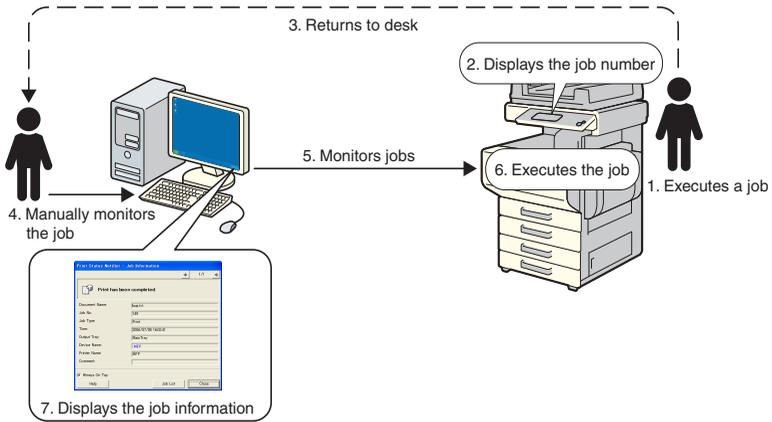


Flow of job information notification

- 1 The user starts Print Status Notifier.
- 2 The notification destination for notifying the job information is registered in the device by Print Status Notifier.
- 3 The user executes a job after logging in (User Authentication) on the operation panel of the device.
- 4 The job number of the job that was executed is notified to the registered notification destination.
- 5 The job is monitored by the Print Status Notifier.
- 6 The job is executed by the device.
- 7 When the status of the monitored job changes, pop-up messages appear so that the user can view the job information.

3.3.3 Device Jobs (when User Authentication is disabled)

If User Authentication is disabled on a device, the jobs must be monitored manually.



Flow of job information notification

- 1 The user executes a job on the operation panel of the device.
- 2 The job number of the job that was executed is displayed on the operation panel.
- 3 The user memorizes or notes the displayed job number and then returns to computer on which Print Status Notifier is installed.
- 4 From the job number that was noted, the user begins monitoring the job manually.
- 5 The job is monitored by the Print Status Notifier.
- 6 The job is executed by the device.
- 7 When the status of the monitored job changes, pop-up messages appear so that the user can view the job information.

3.4 Setting flow

To notify the user of the job information, the settings described below are required.

Operating procedure

- 1 Check that the device to be monitored is registered.
 - If it is not yet registered, register the device to be monitored.
 - Refer to “Registering devices to be monitored” on page 3-11.
- 2 Specify the method for job information notification.
 - → Refer to “Specifying the notification method” on page 3-20.



Note

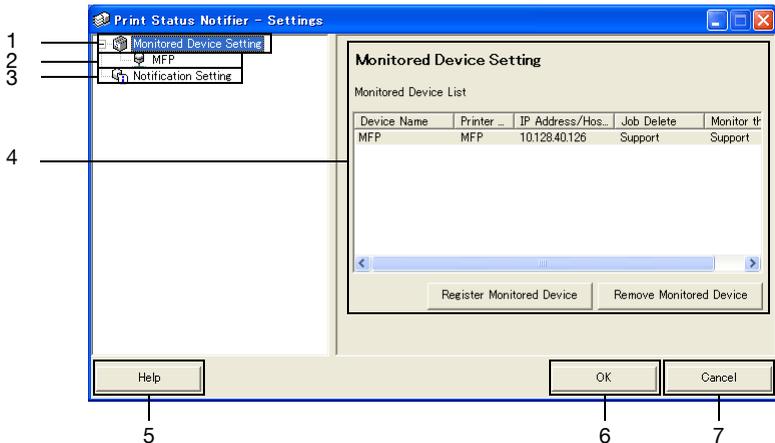
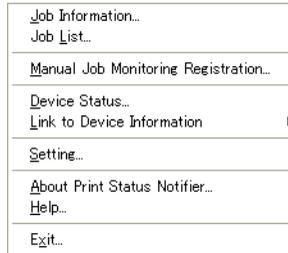
If user authentication is enabled on the device, the authentication settings for logging in to the device must be specified.

→ Refer to “Specifying authentication settings” on page 3-16.

3.5 Setting method

3.5.1 About the Settings dialog box

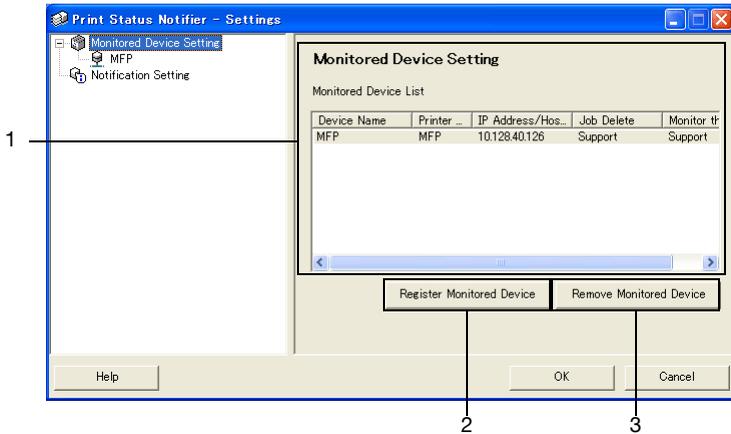
Right-click the Print Status Notifier icon on the taskbar, and then select **Setting** from the menu that appears. The Settings dialog box appears.



No	Name	Description
1	Monitored Device Setting	Select to display on the right side of the dialog box the list of devices specified to be monitored. Devices registered to be monitored can be checked and monitored devices can be added or removed. → Refer to “Monitored Device Setting page” on page 3-8 Right-click to display a menu for registering or removing devices to be monitored.
2	Registered devices	Displays the devices specified to be monitored. Select a device to display detailed information about it. → Refer to “Page of registered device details” on page 3-9
3	Notification Setting	Select to display the settings for job information notification on the right side of the dialog box. → Refer to “Notify Setting page” on page 3-10

No	Name	Description
4	Settings page	Displays the settings for the item selected on the left side of the dialog box.
5	[Help] button	Click to display the online Help.
6	[OK] button	Click to apply the changed settings and close the Settings dialog box.
7	[Cancel] button	Click to cancel the changes to the settings and close the dialog box.

Monitored Device Setting page



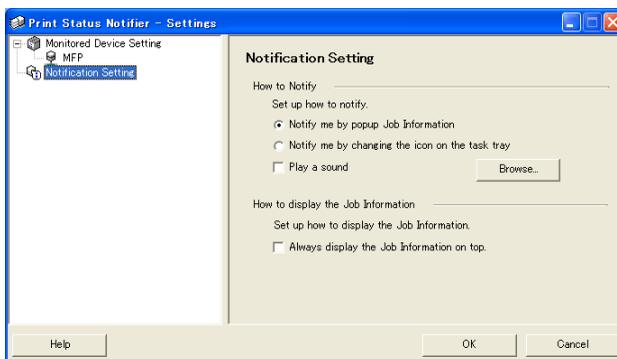
No	Name	Description
1	Monitored Device List	Displays the list of devices specified to be monitored.
	Device Name	Displays the device name.
	Printer Name	Displays the printer name (registered with the operating system) for the device.
	IP Address/Host Name	Displays the IP address or host name of the device.
	Job Delete	Displays Support if the device supports the function for deleting jobs.
	Monitor the jobs executed by the device	Displays Support if the device supports the device job notification function.
2	[Register Monitored Device] button	Click to start the wizard for registering a device to be monitored. → Refer to “Registration procedure using the Monitored Device Registration Wizard” on page 3-11
3	[Remove Monitored Device] button	Click to remove the device from the monitored device list.

Page of registered device details



Name	Description
Device Name	Displays the device name.
Printer Name	Displays the printer name (registered with the operating system) for the device. → Refer to “Registering devices to be monitored” on page 3-11
Model Name	Displays the model name for the device.
IP Address/Host Name	Displays the IP address or host name of the device.
Job Delete	Displays Support if the device enables jobs to be deleted from the application.
Monitor the jobs executed by the device	Displays Support if the device enables jobs performed by the device to be monitored.
Comment	Comments can be specified.
[Monitor the jobs executed by the device (copy, fax, etc.)] check box	Select to send notifications of job performed by the device. Appears only for devices that support the device job notification function.
[Authentication Setting] button	Click to display the Authentication Settings dialog box so that user authentication, account track and OpenAPI settings can be specified. Appears only for devices where authentication information is necessary.

Notify Setting page



From the Notify Setting page, specify the method used by the device to send job information notifications.

For details, refer to “Specifying the notification method” on page 3-20.

3.5.2 Registering devices to be monitored

In order for the user to be notified of device job information, the device to be monitored must be registered in the monitored device list.

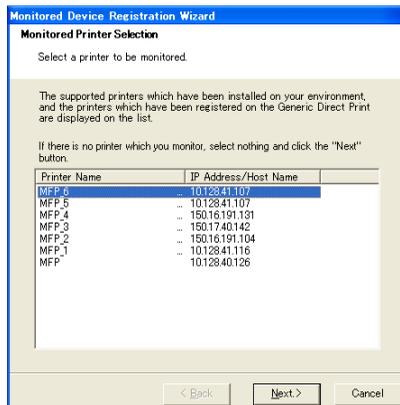
The following procedure describes how to start the Monitored Device Registration Wizard and register a device.

Registration procedure using the Monitored Device Registration Wizard

- 1 In the Monitored Device Setting page, click the [Register Monitored Device] button.
 - For details on displaying the Monitored Device Setting page, refer to “About the Settings dialog box” on page 3-7.

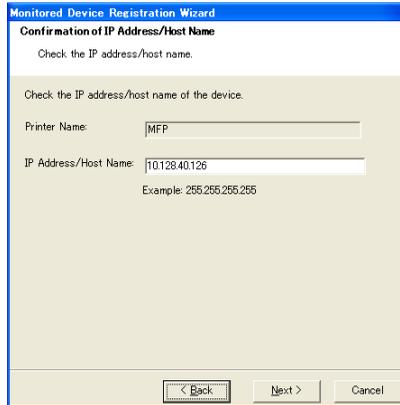


The Monitored Device Registration Wizard starts up.



- 2 Select the printer to be monitored.
 - The printers that can be monitored appear in the list. If the printer to be monitored does not appear in the list, click the **[Next]** button without selecting a device. If no device is selected, only jobs that were performed on the device are monitored.
- 3 Click the **[Next]** button.

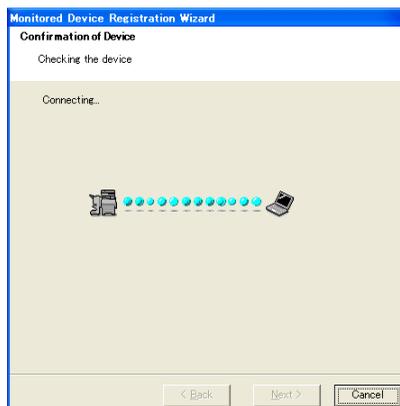
The following page appears.



The screenshot shows a window titled "Monitored Device Registration Wizard" with a sub-header "Confirmation of IP Address/Host Name". Below the sub-header, it says "Check the IP address/host name." and "Check the IP address/host name of the device." There are two input fields: "Printer Name:" with the value "MFP" and "IP Address/Host Name:" with the value "10.128.40.126". Below the second field, it says "Example: 255.255.255.255". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

- 4 Type in the IP address or host name of the device, and then click the **[Next]** button.

The following page appears, and the wizard starts to establish a connection with the device.



The screenshot shows a window titled "Monitored Device Registration Wizard" with a sub-header "Confirmation of Device". Below the sub-header, it says "Checking the device" and "Connecting...". In the center, there is a progress bar with a printer icon on the left and a mobile device icon on the right, with a series of blue dots in between. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

When a connection with the device is confirmed, the following page appears. This page appears only for devices where authentication information must be specified.

The screenshot shows the 'Monitored Device Registration Wizard' window with the 'Authentication Setting' tab selected. The window title is 'Monitored Device Registration Wizard'. The main heading is 'Authentication Setting'. Below the heading, it says 'Set up the authentication information.' and 'Set up the authentication information for connecting to the device.' There are two main sections: 'User Authentication' and 'Account Track'. The 'User Authentication' section is selected with a radio button. It contains three sub-sections: 'Public User' (selected with a radio button), 'Registered User' (unselected), and 'Account Track' (unselected). The 'Public User' section has three input fields: 'User Name', 'Password', and 'Domain Name'. The 'Account Track' section has two input fields: 'Department Name' and 'Password'. At the bottom of the 'User Authentication' section, there is a checkbox labeled 'Save the authentication information'. Below this, a notice states: 'Notice: When the authentication information is not saved, the authentication information is abandoned at the time of application exit. The authentication information is requested when the application is started next time.' At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

5 Specify the authentication information for connecting to the device, and then click the **[Next]** button.

- For details on user authentication and account track settings, refer to “Specifying authentication settings” on page 3-16.

The following page appears.

The screenshot shows the 'Monitored Device Registration Wizard' window with the 'Device Name' tab selected. The window title is 'Monitored Device Registration Wizard'. The main heading is 'Device Name'. Below the heading, it says 'Assign a name to this device.' and 'Enter the device name.' There is one input field labeled 'Device Name' with the text '[MFP]' entered. At the bottom of the window, there are three buttons: '< Back', 'Next >', and 'Cancel'.

- 6 Specify the registration name for the device, and then click the **[Next]** button.

The following page appears.

The screenshot shows a window titled "Monitored Device Registration Wizard" with a sub-header "Confirmation of Setting Information". The main text says "Check the setting information." Below this, there are several input fields: "Device Name" (MFP), "Printer Name" (MFP), "Model Name" (MFP), and "IP Address/Host Name" (10.128.40.126). There are also two "Support" buttons for "Job Delete" and "Monitor the jobs executed by the device:". At the bottom, there is a "Comment:" field and three buttons: "< Back", "Next >", and "Cancel".

- 7 Check the device information to be registered, and then click the **[Next]** button.

– Additional information for the device can be entered.

The following page appears.

The screenshot shows a window titled "Monitored Device Registration Wizard" with a sub-header "Completion of Monitored Device Registration". The main text says "Monitored device registration has been completed." Below this, there is a section titled "Device registration has been completed." followed by the same input fields as in the previous screenshot. There are also two "Support" buttons for "Job Delete" and "Monitor the jobs executed by the device:". A check box is checked, labeled "Monitor the jobs executed by the device (copy, fax, etc.)". Below the check box, there is a note: "User authentication is disabled. Or in the case of Public user, you need to register a job to be monitored manually. Please refer to the Help for the manual registration procedure." At the bottom, there are three buttons: "< Back", "Completed", and "Cancel".

- 8 Click the **[Completed]** button.

– To enable notification of device jobs, select the **“Monitor the jobs executed by the device (copy, fax, etc.)”** check box.

The Register Monitored Device Wizard is closed.

3.5.3 Removing monitored devices

The monitoring of a device can be canceled.

Operating procedure

- 1 In the Monitored Device Setting page, select the device to be removed.
 - For details on displaying the Monitored Device Setting page, refer to “About the Settings dialog box” on page 3-7.



- 2 Click the **[Remove Monitored Device]** button.

A confirmation message appears, asking whether or not to remove the device.
- 3 Click the **[Yes]** button.

The selected device is removed.

3.5.4 Specifying authentication settings

If User Authentication is enabled on the device that is to be monitored, the authentication settings for logging in to the device must be specified.

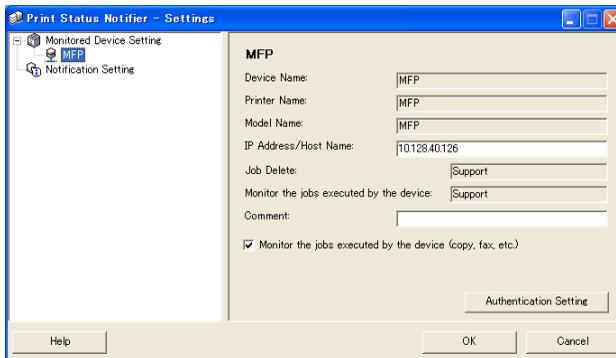
Since the necessary authentication settings are normally specified when a device to be monitored is registered, it is not necessary to change the authentication settings. Change the authentication settings only if changes to the settings are required after the device to be monitored is registered.

Operating procedure

- 1 Display the Settings dialog box.
 - For displaying the Settings dialog box, refer to “About the Settings dialog box” on page 3-7.



- 2 Select the device to be specified.



- Click the [Authentication Setting] button.
The Authentication Setting dialog box appears.

Authentication Setting

User Authentication/Account Track | OpenAPI Authentication

User Authentication

Public User

Registered User

User Name:

Password:

Domain Name:

Account Track

Department Name:

Password:

Save the authentication information

Notice: When the authentication information is not saved, the authentication information is abandoned at the time of application exit. The authentication information is requested when the application is started next time

Help OK Cancel

- Click the **User Authentication/Account Track** tab.
- Specify the user authentication settings. Select the “**User Authentication**” check box, and then type in the user name and password.

Authentication Setting

User Authentication/Account Track | OpenAPI Authentication

User Authentication

Public User

Registered User

User Name:

Password:

Domain Name:

Account Track

Department Name:

Password:

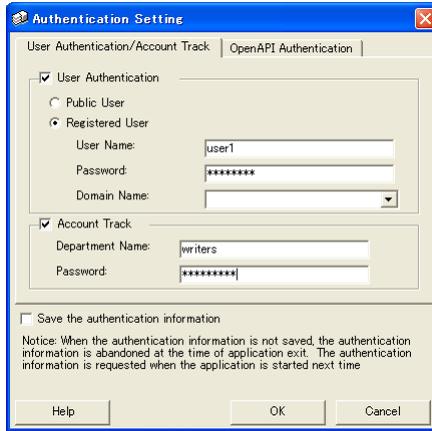
Save the authentication information

Notice: When the authentication information is not saved, the authentication information is abandoned at the time of application exit. The authentication information is requested when the application is started next time

Help OK Cancel

- To set the device so that an external server is used for authentication, select the external server to be used for authentication from the “**Domain Name**” list.

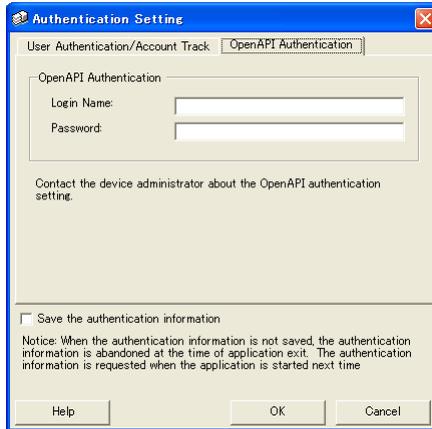
- 6 Specify the account track settings. Select the “**Account Track**” check box, and then type in the account name and password.



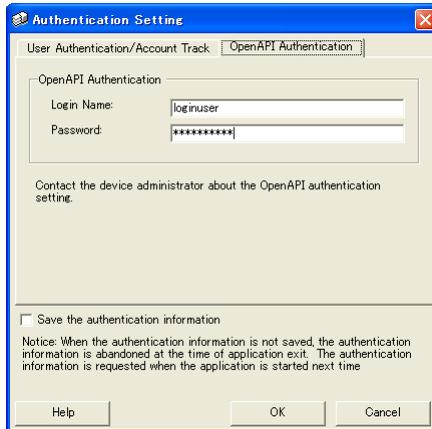
The screenshot shows the "Authentication Setting" dialog box. It has two tabs: "User Authentication/Account Track" (selected) and "OpenAPI Authentication". Under "User Authentication", the "Registered User" radio button is selected. The "User Name" field contains "user1", the "Password" field contains "*****", and the "Domain Name" field is empty. Under "Account Track", the "Account Track" check box is checked. The "Department Name" field contains "writers" and the "Password" field contains "*****". At the bottom, the "Save the authentication information" check box is unchecked. A notice below it states: "Notice: When the authentication information is not saved, the authentication information is abandoned at the time of application exit. The authentication information is requested when the application is started next time." Buttons for "Help", "OK", and "Cancel" are at the bottom.

- 7 Check the specified authentication information.
- To save the specified authentication information on the computer, select the “**Save the authentication information**” check box.

- Specify the OpenAPI settings. Click the **OpenAPI Authentication** tab. The following page appears.



- Type in the logon name and the password.



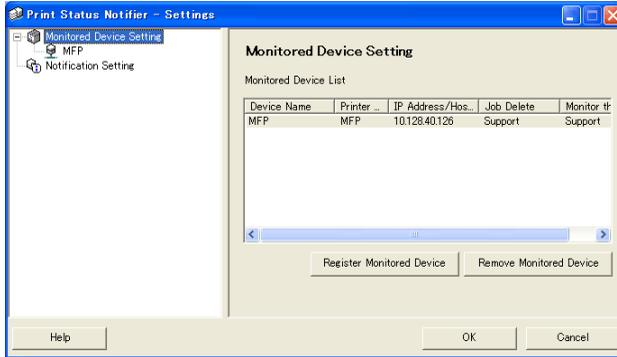
- Click the **[OK]** button. The settings are applied, and the Settings dialog box is closed. The authentication settings are specified.

3.5.5 Specifying the notification method

Specify the method for sending job information notifications.

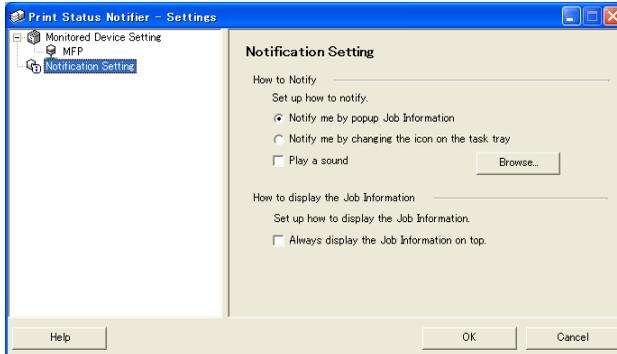
Operating procedure

- 1 Display the Settings dialog box.
 - For displaying the Settings dialog box, refer to “About the Settings dialog box” on page 3-7.

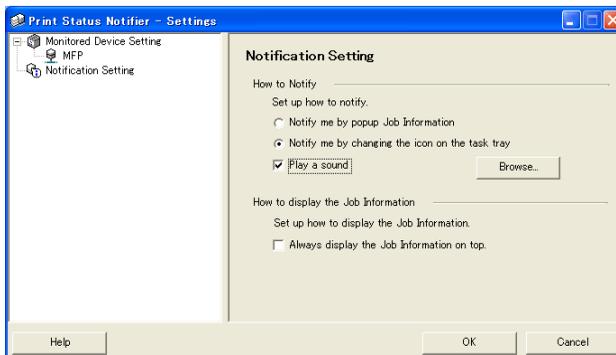


- 2 Select “Notification Setting”.

The Notify Setting page appears.



3 Specify the notification method.



- For the notification method, you can select “**Notify me by popup Job Information**”, “**Notify me by changing the icon on the task tray**”, or “**Play a sound**”.
- If “**Notify me by changing the icon on the task tray**” is selected, the icon on the taskbar is changed, it blinks, and is notified according to the status of the device being monitored.
( Completed normally,  Stopped,  Abort)
- If “**Play a sound**” is selected, click the [Browse] button and select the file to play sound during notification. The only sound file that can be selected is the wav file.
- “**Notify me by popup Job Information**” and “**Notify me by changing the icon on the task tray**” cannot be specified at the same time.

4 Click the [OK] button.

This applies the settings and closes the Settings dialog box.
This specifies the notification method of your computer.

3.6 Checking the job information

This section provides descriptions on the methods for checking job information.

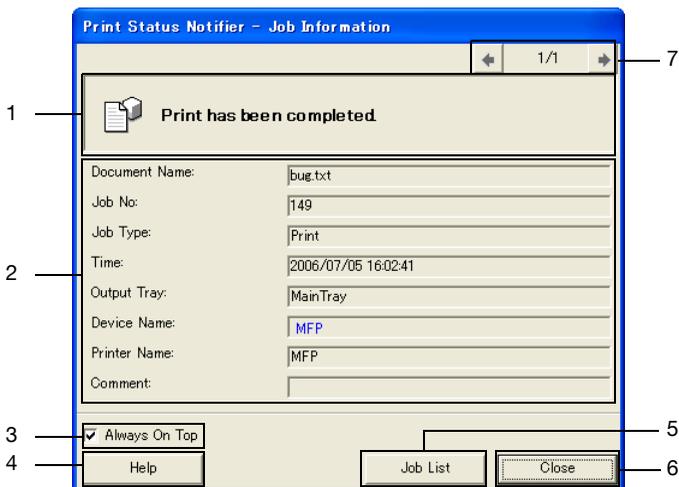
3.6.1 Viewing the job information

You can check the job information that is notified from the device in the Job Information dialog box.

If “**Notify me by popup Job Information**” is specified as the notification method of the job information, the status of the job being monitored is displayed in the pop-up dialog box.

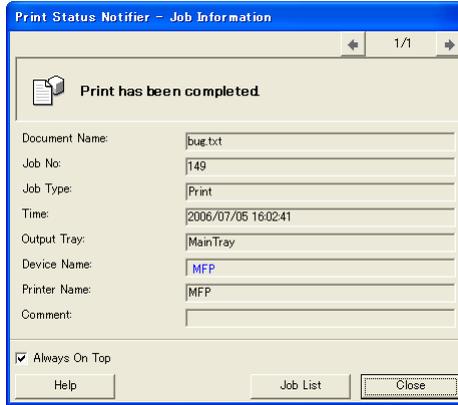
- For details on specifying the notification method, refer to “Specifying the notification method” on page 3-20.

If “**Notify me by popup Job Information**” has not been specified as the notification method, right-click the Print Status Notifier icon on the taskbar, and then select **Job Information** from the menu that appears.

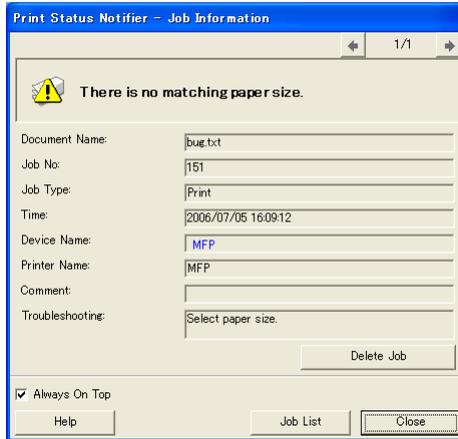


No	Name	Description
1	Message area	Displays the message and icon that notify the job status.
	 Completed normally	Displays that the job was completed normally.
	 Stopped	Displays that a job was stopped when an error, such as a paper jam, occurs. When the error is canceled, the job can continue.
	 Abort	Displays that a job was canceled and not executed when a transmission error or timeout occurs.
	Message details	Displays job information details.
2	Device Name	Displays the device name. Click the link of the device name to go to the Web page that is embedded into the device and to check the detailed information of the device. → Refer to “Displaying Web Connection” on page 3-32.
	Job No.	Displays the job number.
	Output Tray (if the job was completed normally)	Displays the name of the output tray. With transmission jobs, the name of the recipient is displayed.
	Comment	Displays the comments specified for the device.
	Document Name	Displays the names of the documents that have been processed.
	Job Type	Displays job types such as Print and Fax .
	Time	Displays the time when an event (such as the completion of a job) occurred.
	Troubleshooting (when stopped)	Displays the troubleshooting method when an error occurs. → For the specific troubleshooting methods, refer to the user's guide of the device.
3	Always On Top	Select to always display the Job Information dialog box on top.
4	[Help] button	Click to display the online Help.
5	[Job List] button	Displays the list of jobs. → Refer to “Viewing the job list” on page 3-25
6	[Close] button	Click to close the Job Information dialog box.
7	Buttons for switching between multiple job notification pages	If another job notification is sent while the Job Information dialog box is displayed, notification information for the new job is displayed. Click a button to switch between the job notification pages.
	 Previous job notification page	Displays the previous job notification page.
	Position of the current job notification page/Total of job notification pages	Displays the position of currently displayed job notification page in relation to the total number of pages.
	 Next job notification page	Displays the next job notification page.

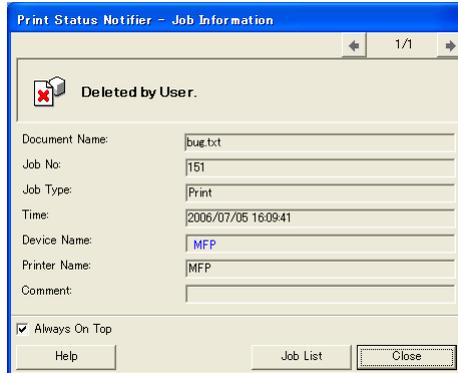
Dialog box of when a job is completed normally



Dialog box of when a job is stopped



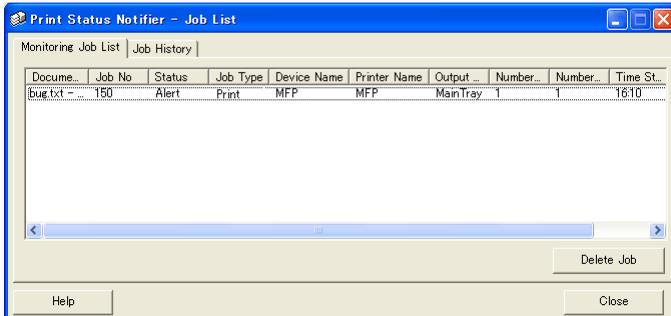
Dialog box of when a job is abort



3.6.2 Viewing the job list

The list of jobs for which notifications are sent from the device can be viewed in the Job List dialog box.

To display the Job List dialog box, right-click the Print Status Notifier icon in the taskbar, and then click “**Job List**” in the menu that appeared.



The Job List dialog box contains the **Monitoring Job List** tab and the **Job History** tab.

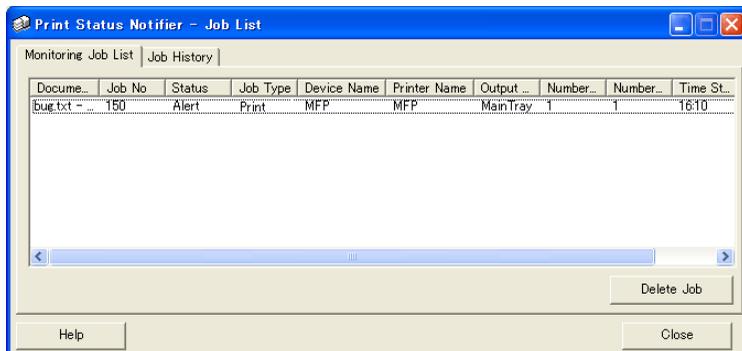
From the **Monitoring Job List** tab, jobs that are currently being performed can be checked.

From the **Job History** tab, the history of monitored jobs can be checked.

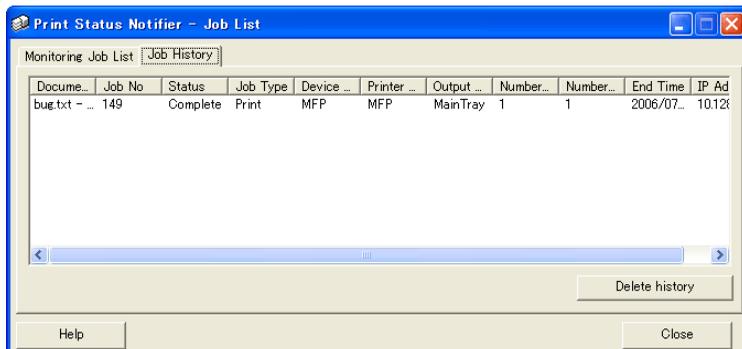


No	Name	Description
1	Tabs	Switches between the lists that are displayed.
	Monitoring Job List	Displays jobs that are currently being monitored.
	Job History	Displays jobs that have been completed.
2	Job list	Displays the list of the jobs.
	Document Name	Displays the names of documents that have been processed.
	Job No.	Displays the job number.
	Status	Displays the status of the jobs.
	Job Type	Displays the job type, such as Print or Fax .
	Device Name	Displays the name of the device performing the job.
	Printer Name	Displays the printer name (registered with the operating system) for the device.
	Output Tray/Destination	Displays the name of the output tray. With transmission jobs, the name of the recipient is displayed.
	Number of Original	Displays the number of pages in the document.
	Number of Copies	Displays the number of printed copies.
	Time Stored (Monitoring Job List)	Displays the time that the job was registered for monitoring.
	End time (Job History)	Displays the time that the job was completed.
	IP Address/Host Name	Displays the IP address or host name of the device.
3	Delete buttons	Deletes the job or job history.
	[Delete Job] button (Monitoring Job List)	Deletes the job selected in the list. Only jobs being performed by devices that support the function for deleting jobs can be deleted.
	[Delete History] button (Job History)	Delete the entire log from the list.
4	[Help] button	Click to display the online Help.
5	[Close] button	Closes the Job List dialog box.

Monitoring Job List tab



Job History tab



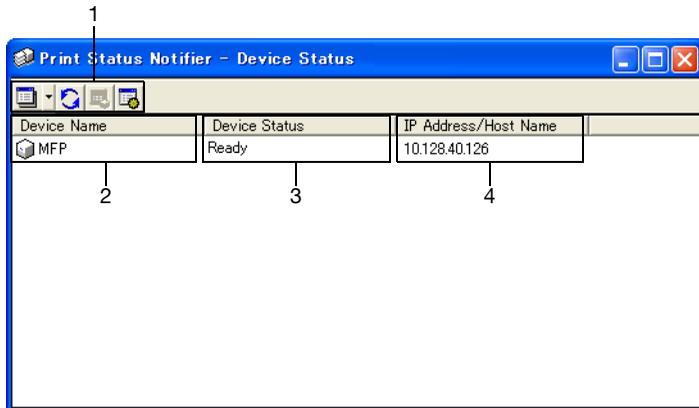
3.7 Checking the device status

From the Device Status dialog box, the status of devices can be checked.

To display the Device Status dialog box, right-click the Print Status Notifier icon in the taskbar, and then click “**Device Status**” in the menu that appeared.



The Device Status dialog box appears.



No	Name	Description
1	 [View] button	Click to switch between the “Icon” and “Details” displays. The display can also be switched from the displayed menu by clicking [▼] next to this button. A black circle is added next to the display method that is currently displayed.
	 [Refresh] button	Click to update the latest device status.
	 [Web Connection] button	Displays the Web page that is embedded into the device, and the detailed information of the device can be checked when the device is selected and this button is clicked. If a device has not been selected, this button is dimmed and cannot be clicked.
	 [Settings] button	Click to display the Settings dialog box.
2	Device Name	Displays the device name and the icon that shows the device status. Displays only the device to be monitored. Displays the Web page that is stored in the device, and the detailed information of the device can be checked when the icon is double-clicked. → Refer to “Displaying Web Connection” on page 3-32.
3	Device Status	Displays the device status.
4	IP Address/Host Name	Displays the IP address or host name of the device.

3.8 Checking the job information manually

If User Authentication is disabled on the device, manually register the job to be monitored in order to begin monitoring the device job.

Job information can be checked manually only for devices where the “**Monitored the jobs executed by the device (copy, fax, etc.)**” check box was selected.



Note

To start monitoring a job manually, the job number that is displayed on the operation panel of the device is required. After a job is executed, be sure to note the job number that is displayed on the operation panel.

3.8.1 Starting the monitor

The job monitor can be started manually by following the procedure described below.

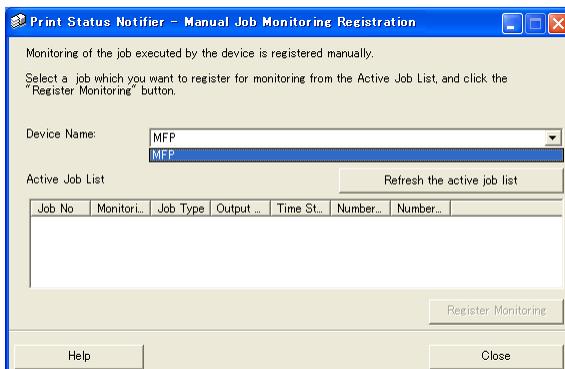
Operating procedure

- 1 Right-click the Print Status Notifier icon in the taskbar, and then click “**Manual Job Monitoring Registration**” in the menu that appeared.

The Manual Job Monitoring Registration dialog box appears.

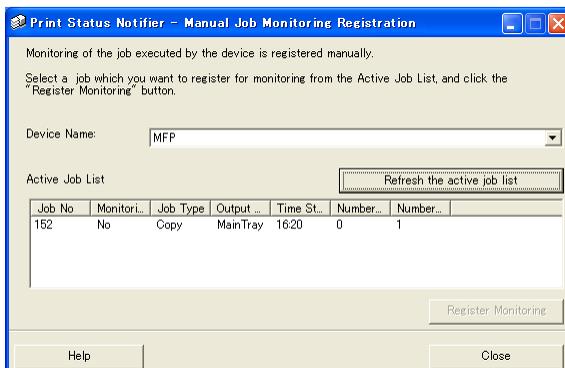


- 2 Click [▼], and then select the device that is to monitor the job.



- The only devices that are displayed are those where jobs performed by the device are monitored.

- 3 From the "Active Job List", select the job to be monitored.



- Select the job for the job number that appeared in the control panel of the device.
- Click the [Refresh the active job list] button to list in the "Active Job List" the jobs being performed by the selected device.

- 4 Click the [Register Monitoring] button.

- Monitoring of the job begins, and notification of the job information is sent.

This completes specifying of the settings for monitoring jobs manually. Monitoring of the job begins.

3.9 Displaying Web Connection

In Print Status Notifier, the Web Connection that is embedded into a device can be displayed, and the detailed information of the device can be checked.



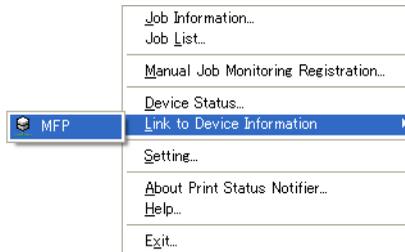
Note

Web Connection is displayed by using the IP address information of the specified device. If the IP address is not specified correctly, Web Connection will not be displayed.

The display methods consist of the three methods described below.

Clicking the registered device name on the menu

Right-click the Print Status Notifier icon in the taskbar, and then point to “**Link to Device Information**” in the menu that appeared to display the names of the registered devices. Click the name of the device to be displayed in Web Connection.



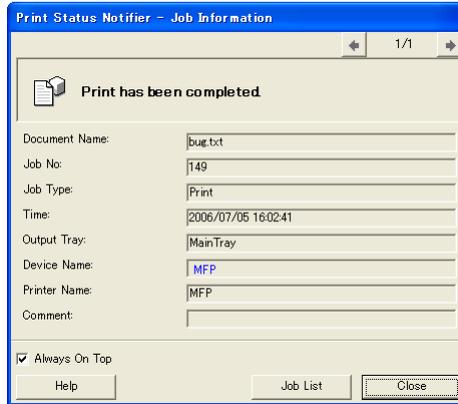
Clicking the device name in the Job Information dialog box

If “**Notify me by popup Job Information**” is specified as the notification method of the job information, the status of the job being monitored is displayed in the pop-up dialog box.

- For details on specifying the notification method, refer to “Specifying the notification method” on page 3-20.

If “**Notify me by popup Job Information**” has not been specified as the notification method, right-click the Print Status Notifier icon on the taskbar, and then select **Job Information** from the menu that appears. The Job Information dialog box appears.

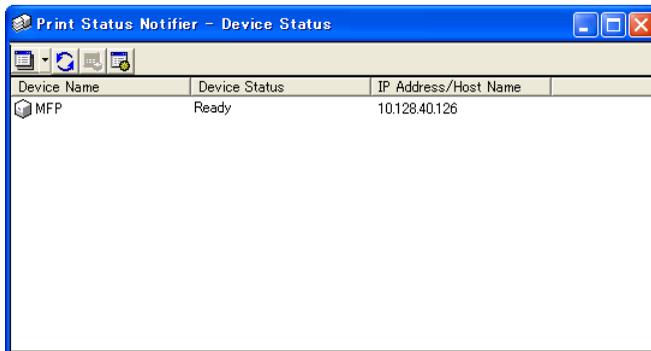
Click the device name in the Job Information dialog box.



Clicking the device in the Device Status dialog box

Right-click the Print Status Notifier icon on the taskbar, and then select **Device Status** from the menu that appears. The Device Status dialog box appears.

Select the device in the Device Status dialog box, and then click the [**Web Connection**] button () on the toolbar or double-click the icon ( etc.) that shows the status of the device.



4 Troubleshooting

This chapter describes the possible problems that may occur when operating Print Status Notifier and the remedies to solve the problem.

Symptoms	Probable cause	Remedy
The job information is not notified.	The device that you want to check the job information of has not been specified to be monitored.	Add the device that you want to check the job information of to the device list. → Refer to "Registering devices to be monitored" on page 3-11.
	Print Status Notifier has not been started.	Start Print Status Notifier. → Refer to "Starting and quitting Print Status Notifier" on page 3-1.
The printer to be monitored does not appear in the Monitored Device Registration Wizard.	The printer driver that supports Print Status Notifier has not been installed.	Install a printer driver that supports Print Status Notifier.
	A port other than a TCP/IP port is specified for the port setting for the printer to be monitored.	Change the port setting for the printer to a TCP/IP port. For details on the port setting, consult the device administrator.
An error for connecting to the device is displayed.	The computer or the device is not connected to the network.	Connect the computer or the device to the network.
	The IP address or host name of the device that you want to check the job information of is specified incorrectly.	Check that the IP address or host name of the device that you want to check the job information of has not been specified incorrectly. → Refer to "Page of registered device details" on page 3-9.
	SNMP Ver1 or OpenAPI for the device is not enabled.	Contact the administrator of the device.
	The device is not supported.	Check whether or not the device to be monitored is supported.
Print Status Notifier was quit while a job was being monitored.	If Print Status Notifier is quit while a job is being monitored, the monitored job that was terminated is automatically resumed when Print Status Notifier is restarted.	

