

Installing Qcontrol on your PC

Qcontrol is a “shareware” program. Shareware is computer software developed for the public which can be used or copied without copyright infringement. CIT uses Qcontrol to manage the recently instated print accounting system. All print jobs pass through Qcontrol.

Find Qcontrol

After logging in to your PC double click the “My Computer” icon in the upper left-hand corner of the screen.

Open the G: drive

Locate and open the folder titled “software”

Locate and open the folder “qcontrol122a.zip”

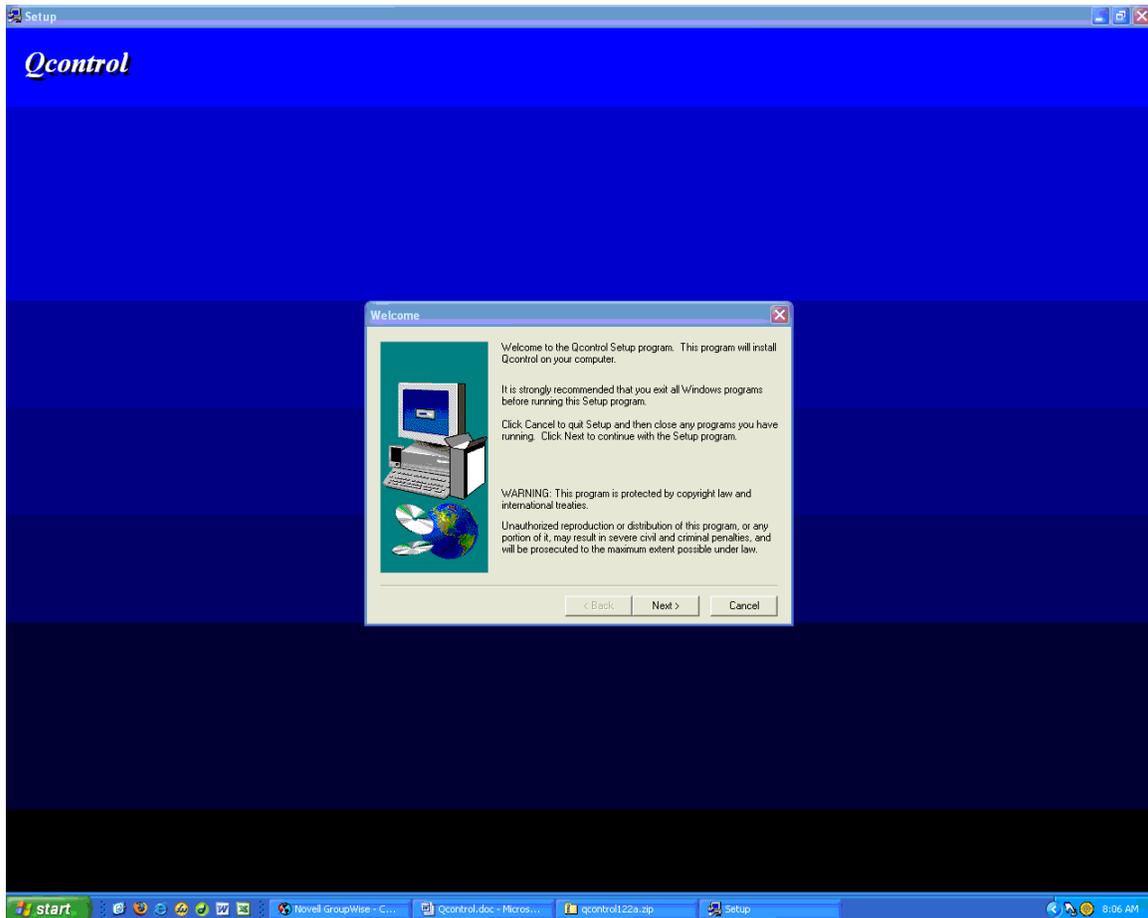
Locate and double click the “setup.exe” file

NOTE: files with the extension “.exe” are referred to as “executables.” This means that the file is a program designed to run on your computer. Clicking on an executable authorizes the program to run.

Malicious programs (ie: viruses) operate by somehow disguising the fact that they are executables. It is important to be intentional about what “.exe” files you choose to run on your PC.

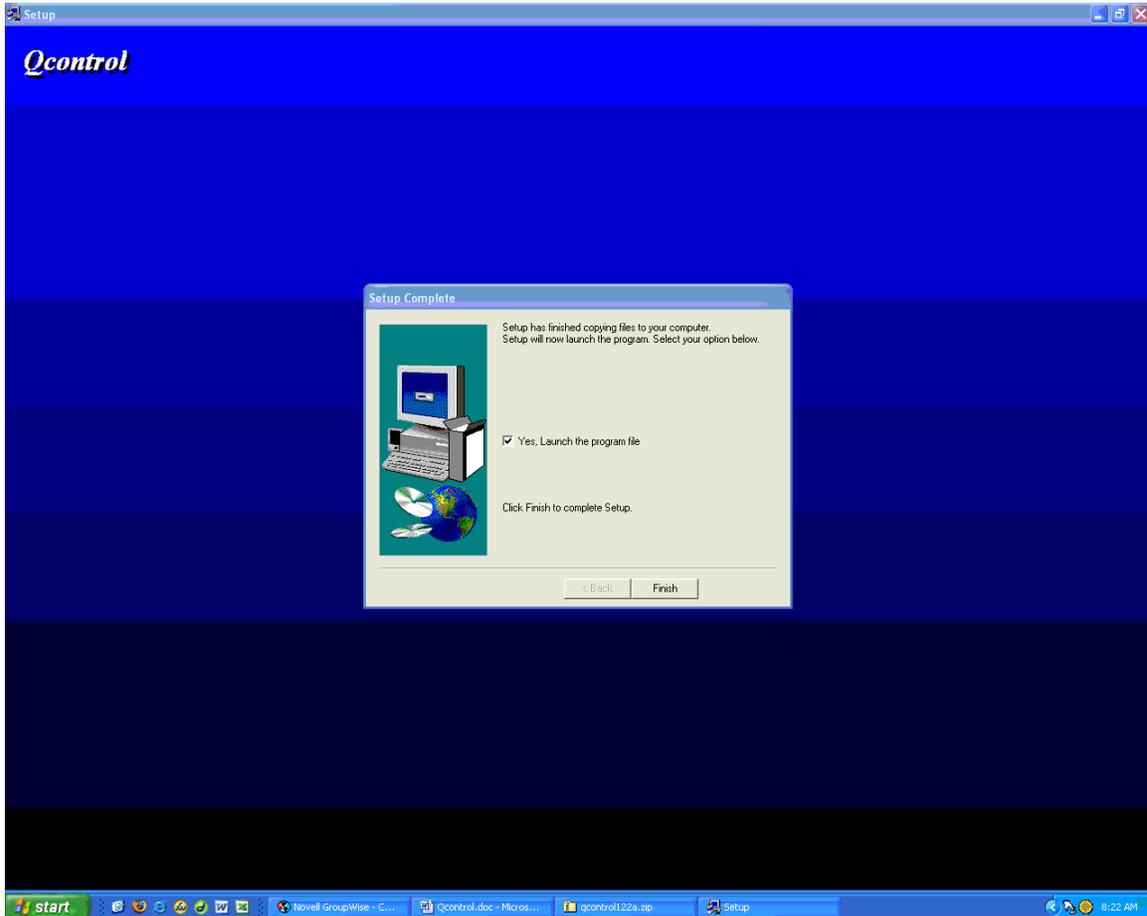
Install Qcontrol

Qcontrol has now launched the setup executable and will install itself on you PC if you follow the step-by-step instructions.



The simplest way to install Qcontrol is to click the “next” button for the next four steps.

When you reach the screen seen below check the box “Yes, Launch the program file” and click finish.



Qcontrol is now installed and actively running on your PC and can be found in the future by going to your PC start menu → programs → Qcontrol.

The “pop up” window with the software information details will display each time you visit Qcontrol. Simply acknowledge the box by clicking close.

Configuring Qcontrol

Now that Qcontrol is installed you will want to configure it so that each time you open Qcontrol it displays what you need to see.

On the left-hand side of the main Qcontrol window you will see a menu.

Choose “Netware Services.”



Next choose “Novell Directory Services.”

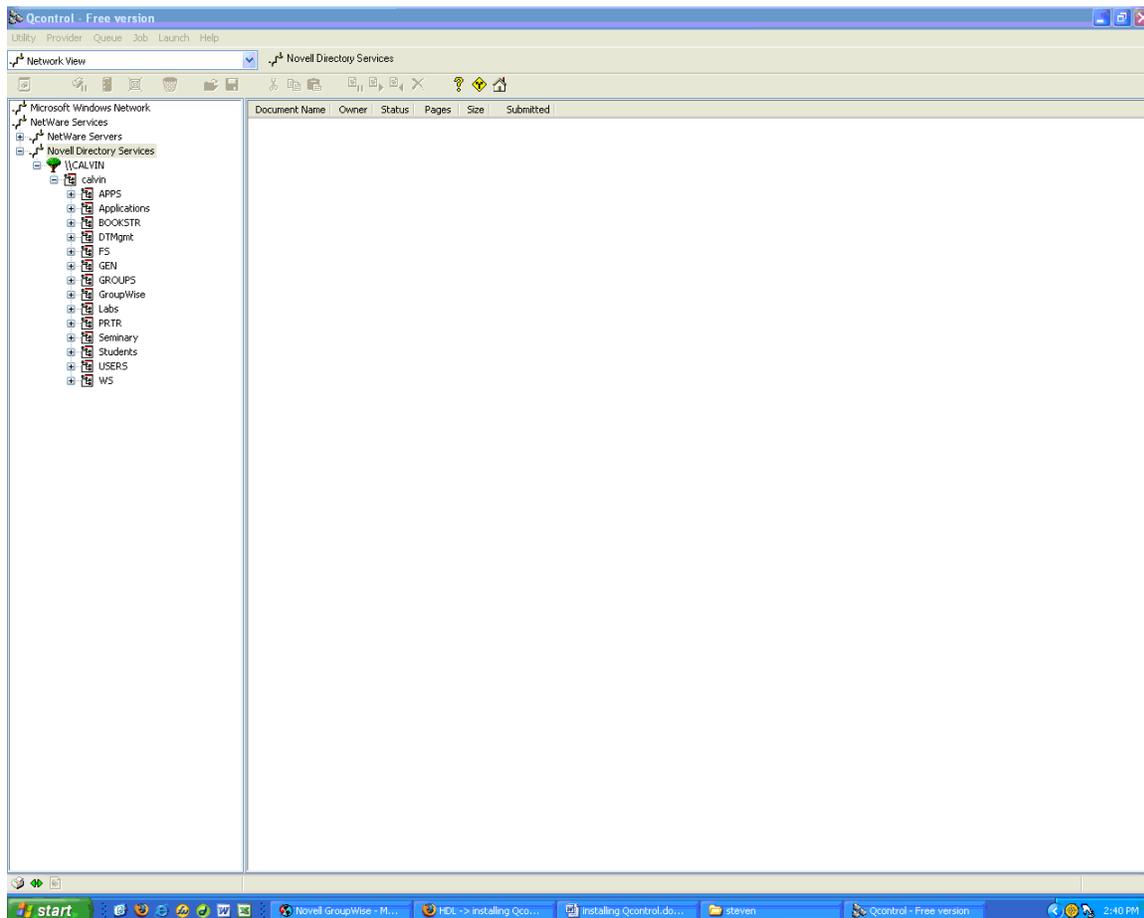


Then “Calvin.”



And again choose “calvin”

This will display a long list of campus related groups, locations, computer applications.



Manage Print Jobs

Selecting “PRTR” and “PUB” from the list will allow you to see all of the printers CIT manages using Qcontrol.

The printers that librarians have administrative privileges to are:

DRC1_PUB (2nd floor, main DRC area)
DRC2_PUB (2nd floor, main DRC area)
DRC3_PUB (4th floor printer in front of the MRC office)

The circulation staff has administrative privileges to:

LIBRARYCIRC3_HOLD_PUB
LIBRARYCIRC_HOLD_PUB

Librarians are encouraged to manage these printers as needed.

Selecting any of these printers in Qcontrol allows you to see print jobs with the following categories:

document name
owner
status
pages
size
submitted

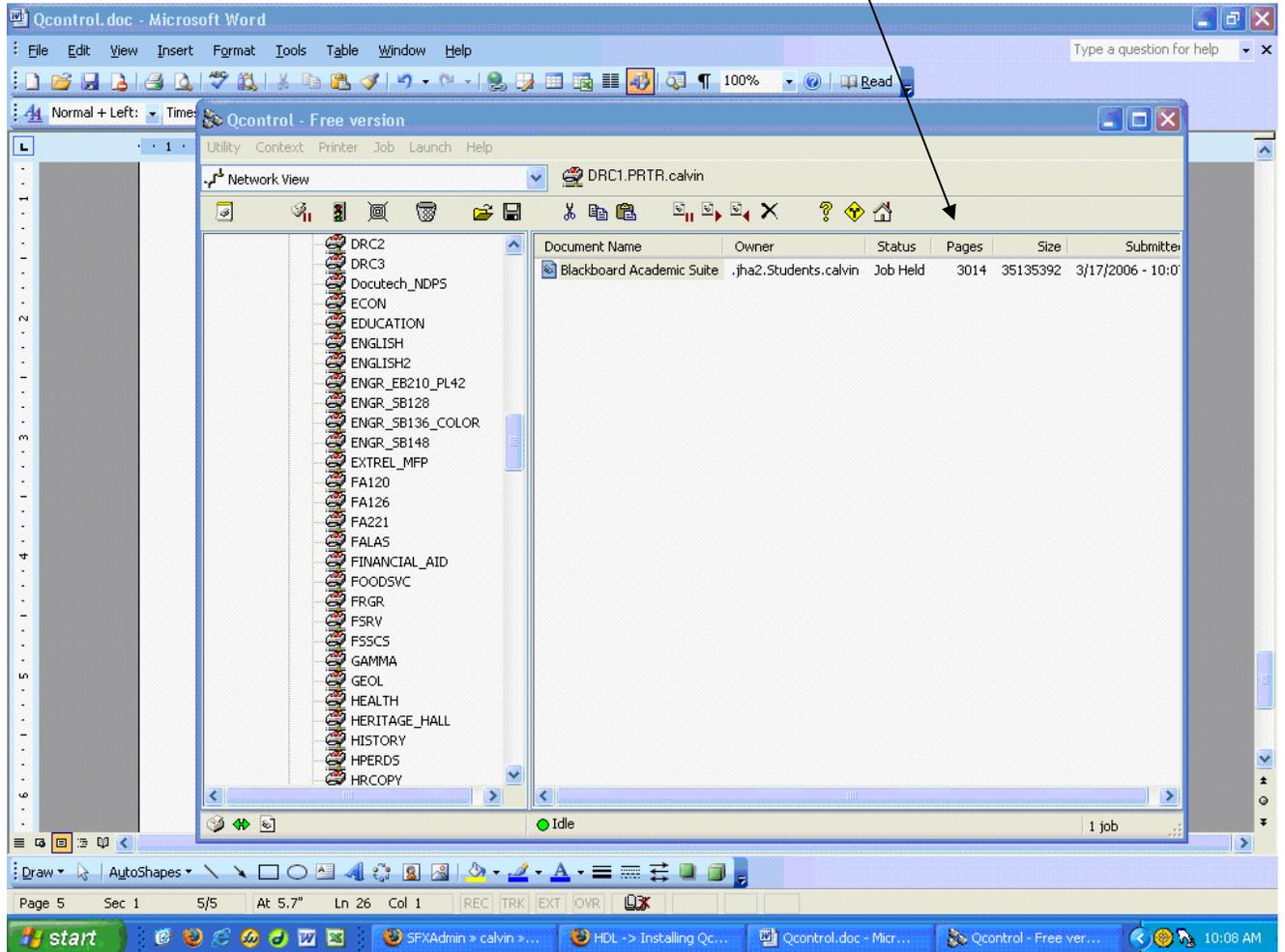
Troubleshooting

Every print job that passes through the campus-wide printing system appears in Qcontrol automatically. Often times (and hopefully) print jobs appear, are momentarily “held,” and then are processed and disappear so quickly that we do not notice them.

If print jobs are being held and not processed by Qcontrol they appear in a list found under the name of the printer. When the queue is not printing and instead growing longer in Qcontrol there is most likely some kind of printing problem.

In this case the best solution may be to simply cancel the jobs in the queue, troubleshoot the printing problem, and then observe print jobs in Qcontrol to be certain they are proceeding properly.

As a timely example, while I type this Qcontrol let me know that there was a 3,014 page document stuck in the queue! Below is a screen shot showing this:



Since the document is named “Blackboard” and consists of 3,014 pages I think it is safe to assume that this job was initiated by user error and should simply be cancelled in order that other jobs can pass through without having to wait for this one to be resolved.

Contact Steven or Chris for clarification or if you have questions.

