

# FollowMe Q-Server

## Software Feature Matrix

February 2012

Feature Details	Edition			
	Standard	Professional	Education	Enterprise
Full support ●   Partial support ◐   Optional support ○				
<b>Licensing</b> The FollowMe Q-Server is licensed using on three levels, a fixed user license, an embedded license, and also a module based license which may be required depending on software edition being implemented				
<b>Printers Licenses</b> There are no printer license restrictions other than non-interactive or embedded licenses	● (Unlimited)	● (Unlimited)	● (Unlimited)	● (Unlimited)
<b>User Licenses</b> Some editions have a user license restriction, and these restrictions are fixed per edition	◐ (500)	◐ (5000)	● (Unlimited)	● (Unlimited)
<b>Module Licenses</b> A number of modules exist in the FollowMe which can be licensed separately for editions which do not include those features in their base feature set	○	○	◐○	◐○
<b>Embedded Licenses</b> For embedded devices an embedded license is required, embedded licenses are optional and are licensed per server	○ (Per device)	○ (Per device)	○ (Per device)	○ (Per device)
<b>Web Administration Interface</b> Integrated web administration interface provides centralized point for management and reporting				
<b>Centralized Management</b> Via the web administration interface centralized management and reporting is achieved	●	●	●	●
<b>Single Sign On (SSO) Authentication</b> Single Sign On (SSO) authentication to the web administration tool can be directly controlled via Active Directory security groups	●	●	●	●
<b>Dashboard</b> Widget driven dashboard, providing both server performance data with customizable monitors as well as recent events and a graphical view of print activity	●	●	●	●

<p><b>Print Job Management</b> Administrators and helpdesk users can manage users print jobs directly from a centralized interface, for both local or remote servers</p>				
<p><b>Rights Management</b> Fully featured rights management, providing granular level control per administrative user throughout the interface</p>				
<p><b>Branding, Personalization and Localization</b> The web administration interface can be branded with a company logo as well as the interface colors be individually selected  The interface features from being localized to a number of different languages</p>				
<p><b>Auditing</b> An integrated auditing feature ensures user actions in the web administration tool are audited to meet compliance requirements</p>				
<p><b>Search</b> With a fully featured search engine, administrators and helpdesk users alike can easily find users, printers and other system components for review or editing</p>				
<p><b>Statistics &amp; Environmental Impact Reports</b> Within the reporting interface a statistical breakdown of the system use is provided, including output breakdowns and application use  The environmental impact report is provided in both the reporting interface as well as on a printer and user level showing the impact globally or specifically for that printer or user</p>				
<p><b>Direct Access Reports</b> Reports can be configured to be accessed via a specific URL and optionally configured to not require authentication</p>				
<p><b>Usage, Top X and Comparison Graphs</b> Within the reporting engine usage, top X and comparison graphs can be generated against printers, users, application as well as comparing time periods and color vs. black and white output</p>				
<p><b>On-Demand Reports</b> The fully integrated reporting engine provides on-demand reporting with the ability to design reports specific to the need, with extensive filtering, grouping and column formatting options</p>				
<p><b>Export Reports</b> Reports can be exported to CSV, HTML, PDF and XML as required, as well as being e-mailed or stored to a specific disk location when scheduled</p>				
<p><b>Scheduled Reports</b> Reports can be scheduled reports which can be sent to users, and administrators as required.</p>				
<p><b>Remote Administration</b> When using the FollowMe Windows Client software the remote administration options allows for client workstation discovery, Windows print spooler management and installation of local print queues for use with the Windows Client software</p>				
<p><b>Peered Servers</b> When managing multiple servers, across different locations and geographies the peered servers feature allows those servers to all be viewed and managed via a single administration interface</p>				
<p><b>Cashier</b> The integrated cashier feature enables over the counter payments to user accounts, with full tracking and rights management</p>				

<b>Web Client Administration Interface</b>				
With the integrated web client administration interface, end users can manage their print jobs, release print jobs directly to a printer, as well as view reports and review printing trends				
<b>Single Sign On (SSO) Authentication</b> Single Sign On (SSO) authentication to the web client administration tool can be directly authenticated against Active Directory or LDAP				
<b>Print Job Management</b> Users can optionally manage their print jobs directly from their web browser, where they can delete, pause or retain their print jobs as needed without needing to be standing in front of a MFP				
<b>Credit Summary</b> Users can view their available credits via the web client administration tools interface				
<b>Accessible Printers</b> Keeping users informed is a key part of the solution and the accessible printers section provides users a snapshot of which devices they have rights to within the organization				
<b>Branding, and Localization</b> The web client administration interface can be branded with a company logo  The interface features from being localized to a number of different languages which will automatically change at time of login				
<b>Custom Links</b> Add custom links, so that users can be linked to other business tools, such as an intranet, helpdesk or other 3 <sup>rd</sup> party products				
<b>Upload Print Jobs</b> Users are able to upload print jobs via the web interface  <b>NOTE:</b> This feature is used in conjunction with the Mobile & Web Printing module				
<b>Change Password</b> Optionally users can change their password which is stored in FollowMe  <b>NOTE:</b> When using Password Validation this feature is not used, as Active Directory or LDAP provide the password validation				
<b>Change PIN</b> When using PIN numbers for authentication users can optionally be provided the ability to change their PIN numbers in the event they have forgotten them or need to reset the PIN for security reasons				
<b>Reporting and Trends</b> Users can view their recent printing activity, graphical trends associated with their printing, as well as view recent transaction history (where applicable)				
<b>Direct Printing</b> Optionally users can be given the option to select print jobs for printing to a specific printer without the need to authenticate  <b>NOTE:</b> This option should only be used in environments where such functionality is absolutely needed as it negates the security principles				
	* Requires Mobile/Web Printing PDF or Office Modules			
<b>FollowMe Printing</b> Print job roaming is provided via Ringdale's industry leading <b>FollowMe Printing</b> technology (sometimes known as Push Printing) which ensures print jobs are securely printed into the FollowMe cloud and only released by the correct authenticating user at the output device				

<p><b>Consolidated Print Queue</b> The FollowMe Printing technology enables consolidation from thousands of print queues to a single FollowMe print queue</p>				
<p><b>Roaming Printing</b> The FollowMe Printing roaming technology allows users to roam between printers and securely release without having to re-print</p>				
<p><b>Confidential &amp; Secure Printing</b> With FollowMe Printing, users printing remains confidential and secure without the need for their own personal printer, meaning workgroup printers act as personal printers without affecting security</p>				
<p><b>Favorite Jobs</b> Mark print jobs as a favorite by setting its status to Queued &amp; Retained or Paused allowing for it to be re-printed as required</p>				
<p><b>Mobile &amp; Web Printing</b> E-Mail documents easily for printing from mobile phones, tables or while on the road</p>				
<p><b>PDF and XPS Printing Module</b> Supports printing from PDF and XPS document formats</p>				
<p><b>Inbound E-Mail Printing</b> Receive documents directly via e-mail and store those specifically to a user</p> <p><b>NOTE:</b> This feature should be used in conjunction with the Render Queues feature</p>				
<p><i>* Requires Mobile/Web Printing PDF or Office Modules</i></p>				
<p><b>Render Queues</b> Documents can be pre-spoiled ready for printing at time of release by a user, ensuring there is no delay at time of release</p> <p>Multiple render queues can be configured so that a render queue can exist per manufacturer ensuring compatibility of print languages throughout the printing process</p>				
<p><i>* Requires Mobile/Web Printing PDF or Office Modules</i></p>				
<p><b>Office, PDF and XPS Printing Module</b> Supports printing from Office, PDF and XPS document formats</p>				
<p><b>NOTE:</b> There is no requirement on software such as Adobe Acrobat, Adobe Acrobat Reader or the Microsoft Office suite as the FollowMe Q-Server contains its own automation engines which provide the document rendering capabilities internally</p>				
<p><b>Delegated Printing</b> Assistants can easily print on behalf of their managers or vice versa, without the need for manual allocation</p>				
<p><b>Assistant &amp; Manager Printing</b> The delegated printing assistant and manager assignments make it easy for assistants to print on behalf of their managers and vice versa</p>				
<p><b>Shared Users</b> With shared users, normal users can be assigned aliases or groups of users can be assigned rights to print for a specific shared user, e.g. a department fax user</p>				
<p><b>Cost Allocation &amp; Management</b> Multiple costing models can be assigned to both users and printers and billed specifically to departments or cost centers</p>				

<p><b>Accounting</b> Featuring a dedicated set of accounting engines which provide accounting support for of all common and most other print languages</p> <p>The integrated accounting engines also provide per page level (where possible) pre-print accounting for color vs. black &amp; white, simplex vs. duplex and total page counts of a specific print job</p>	●	●	●	●
<p><b>Cost Models</b> For each printer or users cost center a cost model is assigned, the cost model provide the ability to charge differently per page size, color vs. black and white and track costs separately for a printer vs. a user</p>	●	●	●	●
<p><b>Cost Centers</b> Each user is assigned a cost center, which could also be an users department rather than their cost center specifically if this is easier for an organization to implement</p>	●	●	●	●
<p><b>Standard Credits</b> Each user can be assigned a credit value which is then used to manage how much that user can print, copy, fox or scan</p> <p><b>NOTE:</b> Credit dedications are based on the cost model values defined</p>		●	●	●
<p><b>Extended Credits</b> Users can be given extended credits to provide a per function, paper size, simplex vs. duplex and even color vs. black &amp; white granularity for a specific pool of credits</p> <p>Different charging schemes can be created such semester based credits, or free credits which can be assigned to users as needed</p>		●	●	●
<p><b>Cost Codes</b> All user actions can be assigned to cost codes for billing to specific customers or projects and assigning specific costs based for each</p> <p><b>NOTE:</b> Credit dedications are based on the cost model values defined</p>		●	●	●
<p><b>Integration</b> Integration is made simple by using standard printing protocols which enables printing from all operating systems such as Windows, Linux, Unix, etc. as well as with 3<sup>rd</sup> party ERP systems such as SAP, PeopleSoft and Oracle</p>				
<p><b>Port 9100 (RAW)</b> Clients are able to print via the port 9100 RAW protocol without the need for another communication protocol</p> <p><b>NOTE:</b> This feature requires that clients have the username located in the @PJL header or specific policies exist to correctly assign print jobs to users</p>	●	●	●	●
<p><b>Line Printer Daemon (LPD)</b> The most common printing protocol is the Line Printer Remote (LPR) which allows clients to print directly to the integrated FollowMe Q-Server Line Printer Daemon (LPD) service</p>	●	●	●	●
<p><b>Shared Printer Port (SPP)</b> For some installations the user of LPR, port 9100 RAW or IPP is not feasible and therefore the FollowMe Shared Printer Port (SPP) is used</p> <p>As part of the SPP integrated print level encryption from client to the server secures the data</p> <p>It also provides as intelligent re-routing capabilities in the event a server is not available and can provide fallback capabilities to print directly to a printer to ensure print jobs are always printed even during downtime</p>	●	●	●	●

<p><b>Internet Printing Protocol (IPP)</b> Inbound print queue and printing support for the Internet Printing Protocol (IPP)</p> <p>Secure Socket Layer (SSL) encryption enables print jobs to be secured during the transport from the client workstation to the server</p>	●	●	●	●
<p><b>Windows Client</b> Users can manage their print jobs from their client interface, authenticate using alternative credentials via a pop-up as well as print encrypted to the server</p> <p>Also local LPT and COM ports can be controlled and monitored for printing activity</p>	●	●	●	●
<p><b>Directory Monitoring</b> With directory monitoring automated systems or users can deposit print jobs directly into a folder which is monitored and then print jobs are automatically routed into the system ready for printing</p> <p>This feature is also useful for environments using plotters as files can be automatically picked up ready for printing</p>		●	●	●
<p><b>Password Validation</b> Users passwords can be validated against Active Directory or LDAP to provide a unified Single Sign On (SSO) authentication</p>		●	●	●
<p><b>Non-Interactive Printing Module</b> With non-interactive printing (push printing) users can print, and their print jobs will be automatically printed at the printer</p>		○	●	●
<p><b>File Transfer Protocol (FTP)</b> Automated systems or users can transfer print jobs to the system via the FTP protocol</p>			●	●
<p><b>Online Payment Service Provider Integration</b> Students can purchase credits via integrations with online payment service providers (PSPs) such as PayPal and WPM Education's Payment Pathways</p> <p><b>NOTE:</b> Integration with WPM Education's Payment Pathway's is only available in the United Kingdom &amp; Ireland</p>			●	
<p><b>Apple AirPrint (available Q3 2012)</b> Integrated support for Apple's AirPrint, allows wireless printing from Apple iOS based devices such as the iPhone and iPad without any software installation</p>	○	○	○	○
<p><b>Automation</b> Day to day tasks are simplified with dynamic user imports and other schedules tasks</p>				
<p><b>Automatic Printer Creation</b> In the event an embedded printer does not exist in the system the software can automatically create the printer</p> <p><b>NOTE:</b> This feature is printer manufacturer dependent</p>	●	●	●	●
<p><b>Automatic User Creation</b> In the event a user does not exist in the system the software can automatically create the user based on the credentials provided</p> <p>When creating users the solution can also query an Active Directory or LDAP server to obtain the user specific details, such as first and last name as well as their e-mail address</p>	●	●	●	●
<p><b>User Import</b> Wizard driven import interfaces facilitate importing users from Active Directory, LDAP, CSV and XML</p>	◐	●	●	●

<p><b>Cost Code Import</b> The intuitive cost code import offers a wizard driven CSV and XML import routine for cost codes</p>		●	●	●
<p><b>Printer Imports</b> During implementation it is useful to import existing printers from the local or remote server removing the need to setup and configure each printer profile individually</p>		●	●	●
<p><b>Print Job Retention Policies</b> System-wide print job retention policies can be applied so that print jobs older than X days can automatically be purged from the system</p>		●	●	●
<p><b>Shared User Import</b> The wizard driven import allows shared users to be imported from CSV directly</p>			●	●
<p><b>Business Intelligence Engine</b> Intelligently deliver policy driven decisions to restrict, convert as well as rules &amp; routing</p>				
<p><b>Business Logic</b> The integrated event driven business logic can be applied so that policies and routing conditions are executed at various events levels not limited only to print jobs workflows  Logic can be applied to areas such as authentication, auditing and printing</p>	○	●	●	●
<p><b>Active Days and Times</b> Define when specific policies and rules should be executed</p>	○	●	●	●
<p><b>Policies</b> Printing policies allow for organization-wide controls to be implemented centrally to control printing costs as well as automation features reduce the need for manual user intervention</p>	○	◐	●	●
<p><b>Rules and Routing</b> Output can be intelligently routed dependent on policies and rule conditions  Rules based printing allows for print jobs to be forwarded to the most suitable printer, re-queued, copied, deleted or that printing is retried in the event of a printing failure</p>	○	◐	●	●
<p><b>Automatic PIN Creation</b> Using the automatic PIN creation action users can have their PIN number automatically generated for new users  <b>NOTE:</b> This action should be used in conjunction with other conditions and actions such as e-mail to send the user their generated PIN number</p>	○	◐	●	●
<p><b>PJL Modification</b> With PJL actions, policies can be used to convert print jobs to black &amp; white dynamically for printing from e-mail application  Other PJL overrides can be used to set staple options on the fly or add customer specific PJL headers as needed</p>	○	◐	●	●
<p><b>E-Mail Notifications</b> For policies and routing events notifications can be done via e-mail to inform users that a specific event was triggered</p>	○	◐	●	●

<p><b>Custom Rules</b> Utilizing the integrated VBScript engine the custom rules engine provides the ability to extend the business intelligence engine to meet all implementation requirements</p> <p>The use of custom rules can be extended to manipulate all system objects for a particular workflow, including direct database queries and execution of 3<sup>rd</sup> party or system libraries from VBScript directly</p>	○	○	●	●
<p><b>Banner Page Printing</b> By utilizing the custom rules action, banner pages can be printed dynamically to help inform users of policies or rules being applied</p>	○	○	●	●
<p><b>Enhanced Laser Printing (ELP)</b> The enhanced laser printing manipulation engine for PCL5 based print jobs expands the capabilities of print job manipulation</p> <p>Offering functionality for generating multiple copies, changing collation, as well as manipulation of paper (size, source, type), output (output bin), finishing (duplex, orientation) and color (grayscale) options all at a PCL5 language level, rather than conventional PjL header changes</p> <p>The ELP engine also offers a macro forms overlays feature that can be used to automatically apply company letterheads or terms &amp; conditions to output reducing the need for pre-printed stationary</p>	○	○	●	●
<p><b>Encryption</b> The FollowMe architecture takes encryption into account at all levels, meaning encryption is a the core of all communications, storage and optionally the print output as well</p>				
<p><b>PIN Number Hashing</b> Users PIN numbers can be hashed directly to the database ensuring no administrator has access to user PIN numbers</p>	●	●	●	●
<p><b>Encrypted Communications</b> All communications in FollowMe are secured using AES-256bit strength encryption</p>	●	●	●	●
<p><b>Encrypted Storage</b> Store print jobs encrypted on the servers hard drive, ensuring administrators cannot view RAW print job data</p>		●	●	●
<p><b>Encrypted Printing</b> Optionally printing can be encrypted as well from both the client, all the way through to the print output device</p> <p><b>NOTE:</b> This feature requires the FollowMe Windows Client or an IPP printer for inbound encrypted printing and for outbound printing to a printer a FollowMe E-Line controller would be required</p>	○	○	○	○
<p><b>Peering</b> Easily scale the infrastructure with application-level clustering, making adding new servers and locations with peered servers simple, as well as providing failover and load balancing capabilities</p>				
<p><b>Windows Cluster Support</b> Direct integration through a Windows cluster resource enables the FollowMe Q-Server to benefit from the cluster failover functionality</p> <p><b>NOTE:</b> While the FollowMe cluster resource is available the sending server IP address feature from the peered servers configuration is not available in Standard and Professional editions</p>	◐	◐	●	●



<p><b>Load Balancing</b> Utilizing scalable design the FollowMe Q-Server can be implemented in a load balanced configuration</p> <p><b>NOTE:</b> When implementing a non-appliance based load balanced configuration the data directory and database should be common across all servers</p>	◐	◐	●	●
<p><b>Always On High-Availability</b> Built with high-availability in mind the FollowMe Q-Server features from a robust secure printing architecture</p> <p>Using FollowMe peering technology multiple FollowMe Q-Server instances can be linked together to provide fail-over and load balancing features without the need for a Windows Cluster</p>			●	●
<p><b>Inter-Site Connectivity</b> Seamlessly provision multiple sites using the peering technology</p>			●	●
<p><b>Scalable Platform</b> Using FollowMe' peering technology organizations can easily scalable servers in phases, without needing to provision the entire environment in the initial implementation phase</p>			●	●
<p><b>Embedded</b> Embedded clients integrate directly into printers and MFPs to provide a unified user experience</p>				
<p><b>Authentication &amp; Single Sign On (SSO)</b> Unified authentication architecture with integrated Single Sign On (SSO) for both internal native or 3<sup>rd</sup> party scanning applications</p>	●	●	●	●
<p><b>Card Reader &amp; Biometric Support</b> The embedded clients can work with all industry standard RFID card technologies, including many others technologies such as barcode and biometric fingerprint</p> <p><b>NOTE:</b> Fingerprint reader support requires a FollowMe E-Line controller</p>	●	●	●	●
<p><b>On-Screen PIN Support</b> Users can authenticate using an alphanumeric or numeric PIN to gain access to MFP services</p> <p>This option can be used in conjunction with card readers to provide a backup authentication in the event a user forgets their card</p>	●	●	●	●
<p><b>Self-Enrolment</b> In environments where users card numbers are not stored centrally and cannot be imported users have the option to use the self-enrolment feature to assign cards without administrator intervention</p>	●	●	●	●
<p><b>Print Job Management</b> Users can optionally manage their print jobs directly from the MFP front panel, where they can delete, pause or retain their print jobs as needed without needing to return to their workstations</p>	●	●	●	●
<p><b>Function Level Access Control</b> Embedded clients feature from a per user function level access control feature, which allows users to be restricted to specific functions only</p> <p>For example a user can be restricted to only perform print and copy operations while other users may also be granted access to e-mail</p>	●	●	●	●
<p><b>Device Personalization</b> Automatically insert users e-mail address and network home folder into native device functions providing scan to myself functionality without requiring users to type in their e-mail address or expose a security hole</p>	●	●	●	●

<p><b>Live Accounting of Device Services</b> Users activity for all services such as copy, print, fax and scan can be tracked and audited so that costs can be correctly allocated</p>	●	●	●	●
<p><b>Remote Deployment &amp; Management</b> As part of the FollowMe Q-Server a remote deployment and management tools exist to facility the installation of embedded clients and configure settings on multiple devices simultaneously</p>	●	●	●	●
<p><b>Encrypted Communications</b> All communications in FollowMe are secured using AES-256bit strength encryption</p>	●	●	●	●
<p><b>On-Screen Username &amp; Password Support</b> Users can authenticate using their domain, username and password to gain access to MFP services  This option can be used in conjunction with card readers to provide a backup authentication in the event a user forgets their card</p>	◐	●	●	●
<p><b>Cost Code Assignment</b> All user actions can be assigned to cost codes for billing to specific customers or projects and assigning specific costs based for each  Users are optionally provided the cost code at time of authentication, allowing them to select their cost code for use during their session</p>		●	●	●

**NOTE:** Some embedded features may vary depending on the embedded printer manufacturer, and if the device is a printer or MFP with a front panel

**Modules**

The FollowMe Q-Server offers for a number of additional modules which can be added to extend the functionality of a particular software edition

<p><b>Extended Policy Engine Module</b> The extended business intelligence engine provides enhanced policy controlled rules based printing including addition actions to help simplify the printing environment</p>	○	○	●	●
<p><b>Non-Interactive Printing Module</b> The non-interactive printing (push printing) module enables users to print in the same way they have done for decades  The exception is that print jobs now flow through the FollowMe Q-Server where business intelligence can be applied and all user actions and print data can be audited and billed</p>	○	○	●	●
<p><b>PDF and XPS Printing Module</b> Supports printing from PDF and XPS document formats</p>	○	○	●	●
<p><b>Office, PDF and XPS Printing Module</b> Supports printing from Office, PDF and XPS document formats</p>	○	○	○	○
<p><b>Advanced Fingerprint Matching Module</b> The advanced fingerprint matching module provides improved fingerprint matching compared to the standard fingerprinting module and is recommended for most environments to improve the first time matching quality and user satisfaction</p>	○	○	○	○
<p><b>Ricoh GlobalScan NX Plug-in Module</b> For Ricoh a dedicated GlobalScan NX plug-in module has been created allowing for unified FollowMe authentication and auditing directly from Ricoh's GlobalScan NX product</p>	○	○	○	○

Full support ● | Partial support ◐ | Optional support ○

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