



ScrewDrivers Pro and Enterprise
User Guide
Version 7.0

Release Info

This version of the *ScrewDrivers Pro/Enterprise User Guide* is applicable for all software versions of ScrewDrivers 7.0 and is current until replaced.

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Table of Contents

Preface	8
Chapter 1: The ScrewDrivers Endpoint Client Application ...	10
Introduction	12
Printers Tab	14
General Settings Tab	17
Logging Tab	19
About Tab	20
Chapter 2: The ScrewDrivers Scanning Client Application ..	22
Introduction	24
Scanning Settings Tab	26
Scanners Tab.....	28
Camera Tab	30
Logging Tab	31
About Tab	32
Chapter 3: Using the ScrewDrivers Scanning Client.....	34
Using ScrewDrivers Scanning	35
To use ScrewDrivers Scanning.....	35
Chapter 4: Using ScrewDrivers Printers (Windows).....	40
Opening ScrewDrivers Printers.....	41
Managing the Printers List	43
To set the printer as your default printer	44
To remove the printer from your current session	44
To view information about the printer.....	45

To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session	46
Managing ScrewDrivers Printers Settings	48
To specify the columns (information) that are shown in the Current and Available Printers lists	48
To hide maps in the Maps list	49
To refresh print queues	49
Working with a Printer Map in ScrewDrivers Printers	51
To filter the Maps list	51
To view a printer location map	52
To add or remove a printer for a session	53
Chapter 5: Using ScrewDrivers Printers (Mac).....	56
Opening ScrewDrivers Printers.....	57
Managing the Printers List	59
To set the printer as your default printer	60
To remove the printer from your current session	60
To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session	61
Managing ScrewDrivers Printers Settings	63
To specify your login and connection credentials	63
To refresh print queues	63
To specify the columns (information) that are shown in the Current and Available Printers lists	64
To hide maps in the Maps list	65
Working with a Printer Map in ScrewDrivers Printers	66
To filter the Maps list	66
To view a printer location map	67

To add or remove a printer for a session	68
Chapter 6: The ScrewDrivers Endpoint TCP Client	
Application.....	70
Starting Endpoint TCP Client.....	72
To start Endpoint TCP Client	72
The Endpoint TCP Client Context Menu.....	74

Preface

Welcome to the *ScrewDrivers Pro/Enterprise User Guide*. The purpose of the *ScrewDrivers Essentials User Guide* is to answer your questions and guide you through the procedures necessary to use ScrewDrivers Endpoint, ScrewDrivers Scanning, and ScrewDrivers Direct efficiently and effectively.

Conventions used in the manual

The *ScrewDrivers Pro/Enterprise User Guide* uses the following conventions:

- Information that can vary in a command—variable information—is indicated by alphanumeric characters enclosed in angle brackets; for example, <Server>. Do not type the angle brackets when you specify the variable information.
- A new term, or term that must be emphasized for clarity of procedures, is *italicized*.
- Page numbering is “online friendly.” Pages are numbered from 1 to x, *starting with the cover*, and ending on the last page of the guide.

Although numbering begins on the cover page, this number is not visible on the cover page or front matter pages. Page numbers are visible beginning with the first page of the Table of Contents.

- This manual is intended for both print and online viewing.
 - If information appears in [blue](#), it is a hyperlink. Table of Contents entries are also hyperlinks. Click the hyperlink to advance to the referenced information.

Organization of the manual

In addition to this Preface, the *ScrewDrivers Pro/Enterprise User Guide* contains the following chapters:

- [Chapter 1, “The ScrewDrivers Endpoint Client Application,” on page 10](#) details the functions that are available to you in the ScrewDrivers Endpoint Client app.
- [Chapter 2, “The ScrewDrivers Scanning Client Application,” on page 22](#) details the functions that are available to you in the ScrewDrivers Scanning Client app.
- [Chapter 3, “Using the ScrewDrivers Scanning Client,” on page 34](#) guides you through the procedures for using the ScrewDrivers Scanning client.
- [Chapter 4, “Using ScrewDrivers Printers \(Windows\),” on page 40](#) details the use of ScrewDrivers Printers for the self-servicing of all printers for a Windows client during a ScrewDrivers Direct or ScrewDrivers Print Server session.
- [Chapter 5, “Using ScrewDrivers Printers \(Mac\),” on page 56](#) details the use of

Preface

ScrewDrivers Printers for the self-servicing of all printers for a MacOS client during a ScrewDrivers Direct or ScrewDrivers Print Server session.

- [Chapter 6, “The ScrewDrivers Endpoint TCP Client Application,” on page 70](#) details the ScrewDrivers Endpoint TCP Client application, including its purpose, how to log in and start the application, and the options that are available for the application.

Chapter 1

The ScrewDrivers Endpoint Client Application

The ScrewDrivers Endpoint client does not require you to configure your printers for a remote session. As long as the ScrewDrivers Endpoint client is installed on the connecting workstations and the ScrewDrivers Session Agent is installed on the remote machine, then your printers are built. You access the settings for the ScrewDrivers Endpoint client through the ScrewDrivers Endpoint Client application (app). The app contains the settings for the defining and configuring of the client printers that are to be made available to the remote machine. This chapter details the functions that are available to you in the ScrewDrivers Endpoint Client app.



The ScrewDrivers Session Agent dictates the client settings. A client setting is applicable only if the ScrewDrivers Session Agent allows (Force or Suggest) it.

This chapter covers the following topics:

- [“Introduction” on page 12.](#)
- [“Printers Tab” on page 14.](#)
- [“General Settings Tab” on page 17.](#)
- [“Logging Tab” on page 19.](#)
- [“About Tab” on page 20.](#)

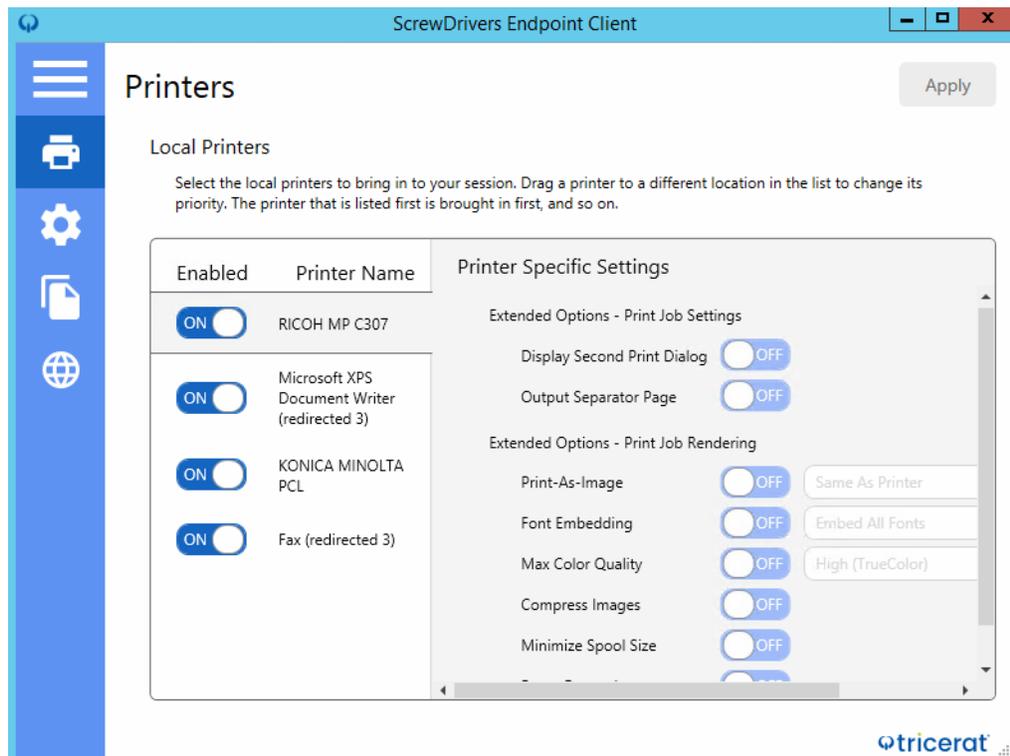
Chapter 1
The ScrewDrivers Endpoint Client Application

Introduction

The ScrewDrivers Endpoint client is installed on every client workstation that your users are using to log in to the remote machine. You access the settings ScrewDrivers Endpoint client through the ScrewDrivers Endpoint Client app. The app contains the settings for the defining and configuring of the client printers that are to be made available to the remote machine. To open the ScrewDrivers Endpoint Client app, do the following:

Open the Start menu, and then under Programs, click ScrewDrivers Endpoint Client.

Figure 1-1: ScrewDrivers Endpoint Client app



Chapter 1
The ScrewDrivers Endpoint Client Application

The ScrewDrivers Endpoint Client app has four tabs for managing your client functions. Each tab is represented by an icon on a Tab bar that is displayed on the left side of the main window. Click an icon to view the corresponding tab.

Tab	Description
<p>Tip: When the ScrewDrivers Endpoint Client app first opens, the Tab bar is collapsed. You can hold your cursor over an icon on the Tab bar to display a tooltip that shows the name of the corresponding tab, or you can click the Hamburger icon to expand the Tab bar and view the complete name of each tab.</p>	
	<p>Printers tab - Contains options for the configuration of the printers in your users' environments. See "Printers Tab" on page 14.</p>
	<p>General Settings tab - Contains options for configuring your users' remote sessions and options for specifying the printer data cache method. See "General Settings Tab" on page 17.</p>
	<p>Logging tab - Provides options for diagnostic logging from the ScrewDrivers Endpoint Client. See "Logging Tab" on page 19.</p>
	<p>About tab - Provides information about the ScrewDrivers Endpoint client. See "About Tab" on page 20.</p>

With the exception of the About tab, all the tabs have the following features in common:

- After you make a change to any value on any tab, you must click Apply (displayed in the top right corner of the app) to save the change. All current values on all tabs are saved when you click Apply. You cannot save changes on a per tab basis.

Figure 1-2: Apply button



- After you have made and applied all the needed changes for your ScrewDrivers Endpoint client, click Close (x) in the upper right corner of the app to close and exit out of the app.

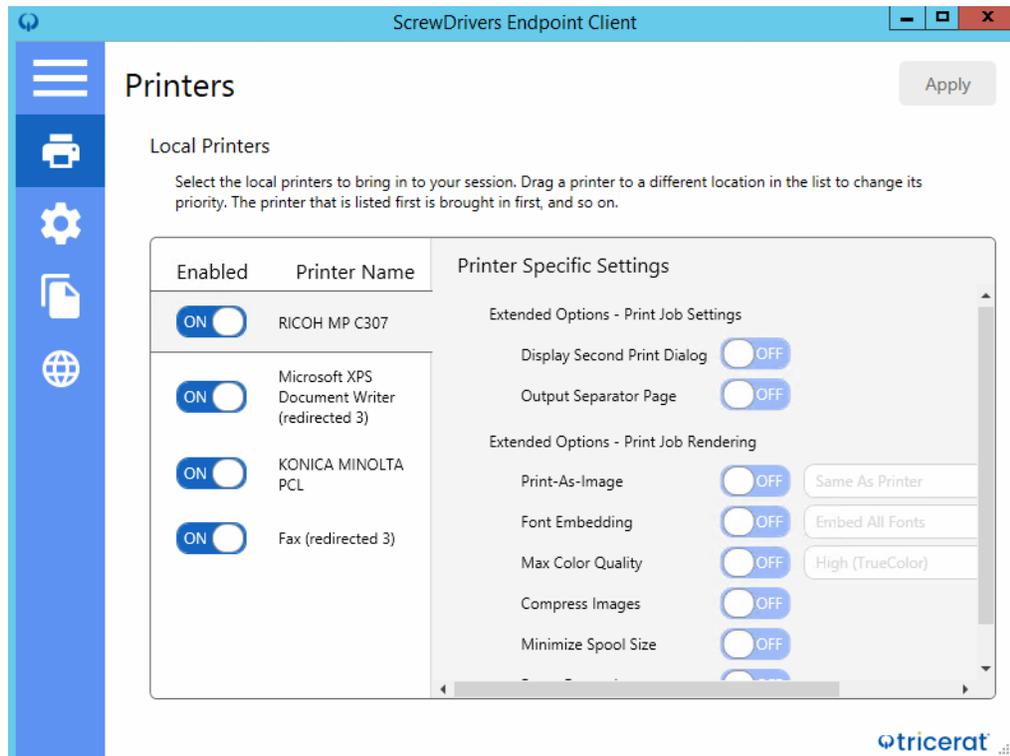


If you make any changes to the client settings on a tab, and do not immediately apply these changes, then you are prompted to do so before opening another tab or exiting the app.

Printers Tab

When the ScrewDrivers Endpoint Client app first opens, the Printers tab is the open tab. The tab contains options for the configuration of the client printers in your users' environments.

Figure 1-3: ScrewDrivers Endpoint Client app, Printers tab



The Printers tab displays a list of all the printers (locally attached and network) that are available for the client workstation and turned on on the remote machine. The list is arranged in order of decreasing printer priority. To change the priority of a printer, click and drag the printer to a different location in the list. You can also turn on and turn off the availability of a printer, regardless of its priority. If a printer is turned on, then after a user logs in to a remote session, the Session Agent makes the printer available to the user during the session.

Chapter 1
The ScrewDrivers Endpoint Client Application

You can apply printer-specific settings to each printer on the Printers tab. To apply any of the following printer-specific settings to a printer, select the printer, and then enable or disable the settings as appropriate.

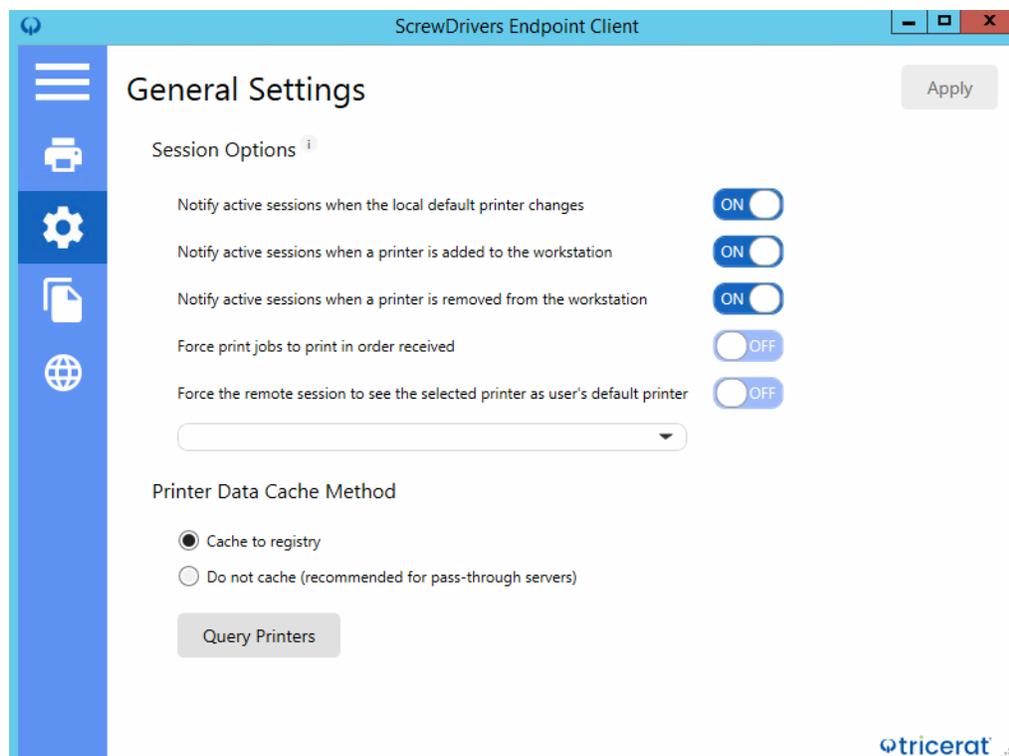
Option	Description
Extended Options - Print Job Settings	
Display Second Print Dialog	The second print dialog box is the Client Print Spooler dialog box, and by default, this dialog box is not displayed. If turned on, then this dialog box is displayed when a print job begins to spool on the client, and your users can carry out advanced printing functions such as stapling, booklet printing, hole punching, and so on.
Output Separator Page	If turned on, then an additional page that contains information about the print job, such as the name of the user who submitted the job, is printed.
Extend Options - Print Job Rendering: Enable these options to implement workarounds when your users encounter printing issues related to font, scaling, and/or graphics.	
Print-As-Image	<p>If turned on, then ScrewDrivers Endpoint converts each page of the print job to a BMP.</p> <p>Note: Although enabling this option can resolve output issues such as font issues, uncompressed printing can also use a significant amount of bandwidth.</p> <p>Caution: Do not automatically choose the default DPI as the DPI for a job. Because each doubling of DPI results in four times the amount of data that is sent, select the lowest possible DPI that results in acceptable output. Typically, 300DPI is sufficient.</p>
Font Embedding	<p>If turned on, ScrewDrivers Endpoint embeds a temporary copy of the font or font data in the print jobs.</p> <ul style="list-style-type: none"> • Embed All Fonts - The default setting. If turned on, and the fonts that are used in the print job are not available on the client, then ScrewDrivers Endpoint sends a temporary copy of each font to the client with the print job. After the print job is complete, then ScrewDrivers Endpoint removes the temporary copies from the client. • Pre-Render Embedded - If turned on, and the fonts that are used in the print job are not available on the client, then ScrewDrivers Endpoint sends these fonts as images to the client, and then integrates the corresponding text back into the job file. • Pre-Render All - If turned on, then ScrewDrivers Endpoint sends <i>all</i> fonts as images to the client (it does not matter whether the font is available on the client or not), and then integrates the corresponding text back into the job file. <p>Note: Typically, you select Pre-Render All only when Tricerat support directs you to do so. This option is useful for situations in which the client's fonts are unreliable or incomplete, or there are font mismatches between the ScrewDrivers Session Agent and client.</p>

Option	Description
Max Color Quality	<p>If turned on, then, by default, ScrewDrivers Endpoint renders images in High (TrueColor), which is 24-bit. You can select a different default value:</p> <ul style="list-style-type: none"> • Medium (HighColor), which is 16-bit • Low, which is 8-bit. • Monochrome, which is 1-bit. (True black and white). <p>Note: If you lower the color quality, then the document spool size is reduced; however, the quality of the output is affected. The difference between 24-bit and 16-bit is negligible, but the difference becomes more pronounced as you continue to lower the color quality.</p>
Compress Images	<p>If turned on, then a lossy compression algorithm is carried out for images in the document for additional reduction in spool size.</p>
Minimize spool	<p>Turned on by default. Breaks large images up into multiple smaller images, which allows data to be streamed to the printer faster and also allows the printer to discard the “data chunks” as they are rendered, resulting in less memory in use at any given time.</p>
Force Grayscale	<p>If turned on, then all images in the document are converted to grayscale, which is 8-bit gray and reduces file size.</p>

General Settings Tab

The General Settings tab on the ScrewDrivers Endpoint Client app contains options for configuring your users' remote sessions and options for specifying the printer data cache method.

Figure 1-4: ScrewDrivers Endpoint Client app, General Settings tab



Option	Description
Session Options - Use only if Terminal Server allows.	
Notify active sessions when the local default printer changes	If turned on, then a notification is sent to the remote machine anytime any information about the default printer changes during a remote session, including if another printer is set as the default printer on the client workstation.
Notify active sessions when a printer is added to the workstation	If turned on, then a notification is sent to the remote machine when any new printer is added to the client workstation during a remote session.
Notify active sessions when a printer is removed from the workstation	If turned on, then a notification is sent to the remote machine when any printer is removed from the client workstation during a remote session.
Force print jobs to print in order received	If turned on, then the local print spool is forced to process print jobs in the order in which they were received, instead of printing the spooled documents first.

Option	Description
Force the remote session to see the selected printer as user's default printer	If turned on, then a dropdown list opens that displays all the available printers for the client workstation. Select the appropriate printer on this list that is to be the default printer during the remote session instead of the printer that is set as the default printer on the client workstation.
Printer Data Cache Method	
Cache to registry	If selected, then the printer data is stored in the client workstation registry, and is sent to the remote machine after a user logs in to the workstation.
Do not cache (recommended for pass-through servers)	Selected by default. Printer data is not cached. Instead, ScrewDrivers Endpoint queries the printers at log in. Note: If this option is selected, then slower printer creation is the result; however, this option is recommended for pass through servers, for example, when users nest multiple remote sessions.
Query Printers	Click to query all enabled printers and save to the registry.

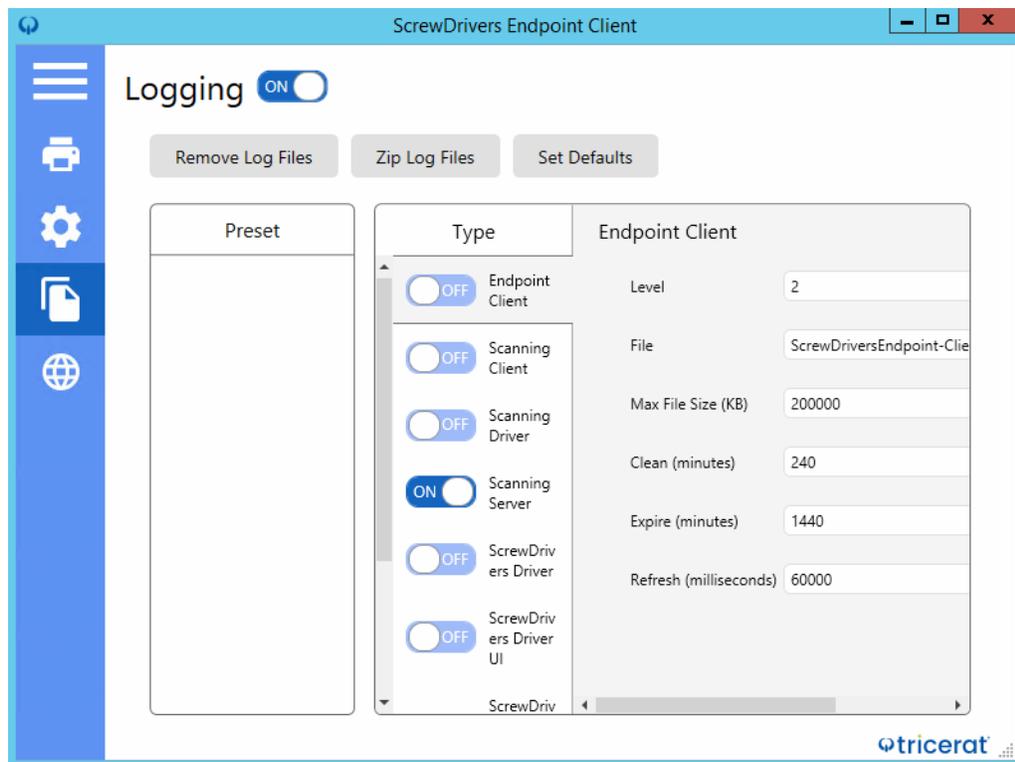
Logging Tab

The Logging tab on the ScrewDrivers Endpoint Client app provides options for diagnostic logging from a ScrewDrivers Endpoint client workstation. This logging information is used for debugging or problem tracking purposes.



Because Tricerat support primarily uses this information, you should not change any of the default values or use any of the commands on this tab unless Tricerat Support instructs you to do so.

Figure 1-5: ScrewDrivers Endpoint Client app, Logging tab



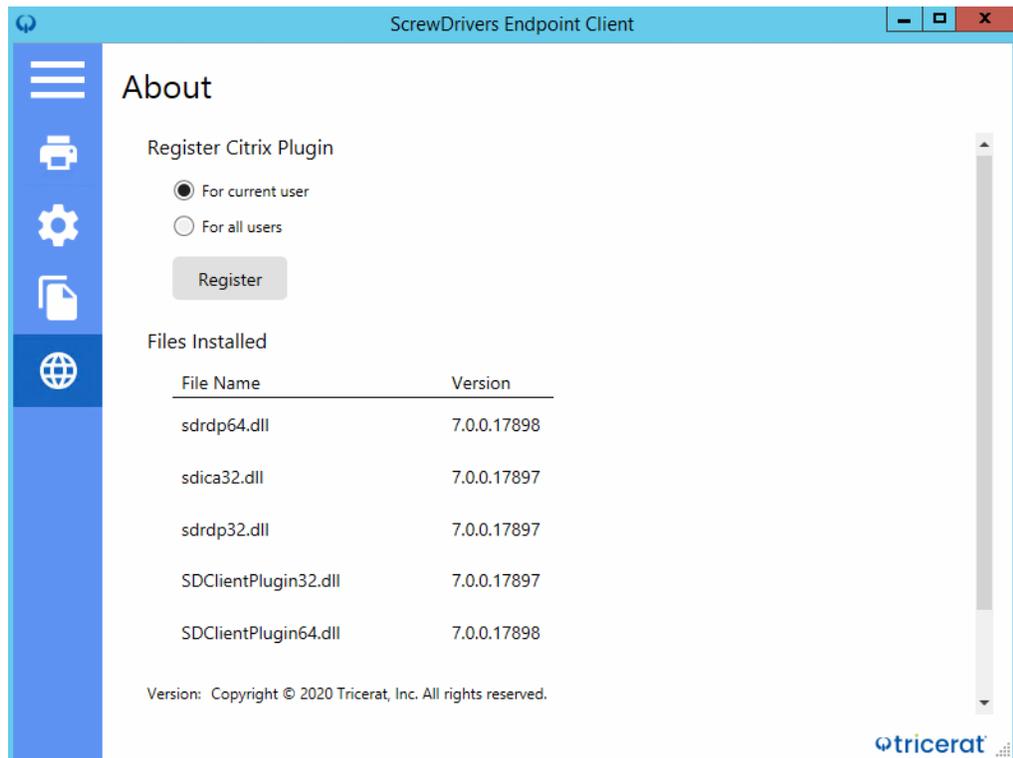
About Tab

The About tab on the ScrewDrivers Endpoint Client app contains an option for registering Tricerat's Citrix plugin, either for the currently logged in user, or for all users.* The tab also displays all the dlls, alphabetically by name, that were installed for the ScrewDrivers Endpoint client. The version number for each dll is also displayed. Hold your mouse pointer over the name of a dll to open a tooltip that displays the full path to the installation directory for the dll. The tab also displays a Help link for documentation and support.



**If you must re-register the Citrix plugin, then generally, the "For all users" option is the better selection as the typical end user does not have the correct permissions to execute this action.*

Figure 1-6: ScrewDrivers Endpoint Client app, About tab



Chapter 1
The ScrewDrivers Endpoint Client Application

Chapter 2

The ScrewDrivers Scanning Client Application

The ScrewDrivers Scanning client does not require you to configure your scanners for a remote session. As long as the ScrewDrivers Scanning client is installed on your connecting workstation and the ScrewDrivers Session Agent is installed on the remote machine, then your scanners are built. You access the ScrewDrivers Scanning client through the ScrewDrivers Scanning application (app). The app contains the settings for the defining and configuring of the client scanners that are to be made available to the remote machine. The client supports both major scanning protocols, TWAIN and WIA, as well as a proprietary protocol, RPOS, that Tricerat has developed. This chapter details the configuration settings and functions that are available to you in the ScrewDrivers Scanning Client app.

This chapter covers the following topics:

- [“Introduction” on page 24.](#)
- [“Scanning Settings Tab” on page 26.](#)
- [“Scanners Tab” on page 28.](#)
- [“Camera Tab” on page 30.](#)
- [“Logging Tab” on page 31.](#)
- [“About Tab” on page 32.](#)

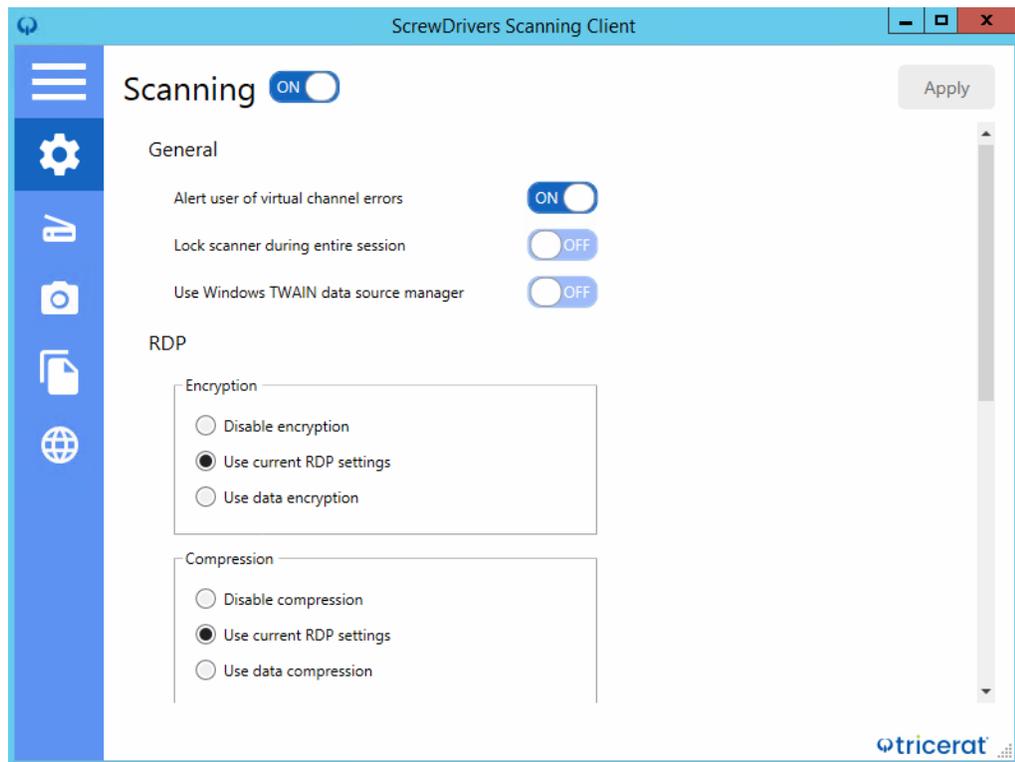
Chapter 2
The ScrewDrivers Scanning Client Application

Introduction

The ScrewDrivers Scanning client is installed on every client workstation that your users are using to log in to the Session Agent. You access the settings for the ScrewDrivers Scanning client through the ScrewDrivers Scanning application (app). The app contains the settings for the defining and configuring of the client scanners that are to be made available to the remote machine. To open the ScrewDrivers Scanning Client app, do the following:

Open the Start menu, and then under Programs, click ScrewDrivers Scanning Client.

Figure 2-1: ScrewDrivers Scanning Client app



Chapter 2 The ScrewDrivers Scanning Client Application

The ScrewDrivers Scanning Client app has five tabs for managing your client functions. Each tab is represented by an icon on a Tab bar that is displayed on the left side of the main window. Click an icon to view the corresponding tab.

Tab	Description
<p>Tip: When the ScrewDrivers Scanning Client app first opens, the Tab bar is collapsed. You can hold your cursor over an icon on the Tab bar to display a tooltip that shows the name of the corresponding tab, or you can click the Hamburger icon to expand the Tab bar and view the complete name of each tab.</p>	
	<p>Scanning Settings tab - Contains options for specifying the settings for a user's remote scanning session. See "Scanning Settings Tab" on page 26.</p>
	<p>Scanners tab - Displays all the scanner drivers, by name, that were detected on the client or client's network. See "Scanners Tab" on page 28.</p>
	<p>Camera tab - Contains the options for configuring the settings for a digital camera that a ScrewDrivers Scanning client is using. See "Camera Tab" on page 30.</p>
	<p>Logging tab - Provides options for diagnostic logging from the ScrewDrivers Scanning client. See "Logging Tab" on page 31.</p>
	<p>About tab - Provides information about the ScrewDrivers Scanning client. See "About Tab" on page 32.</p>

With the exception of the About tab, all the tabs have the following features in common:

- After you make a change to any value on any tab, you must click Apply (displayed in the top right corner of the app) to save the change. All current values on all tabs are saved when you click Apply. You cannot save changes on a per tab basis.

Figure 2-2: Apply button



- After you have made and applied all the needed changes for your ScrewDrivers Scanning client, click Close (x) in the upper right corner of the app to close and exit out of the app.



If you make any changes to the client settings on a tab, and do not immediately apply these changes, then you are prompted to do so before opening another tab or exiting the app.

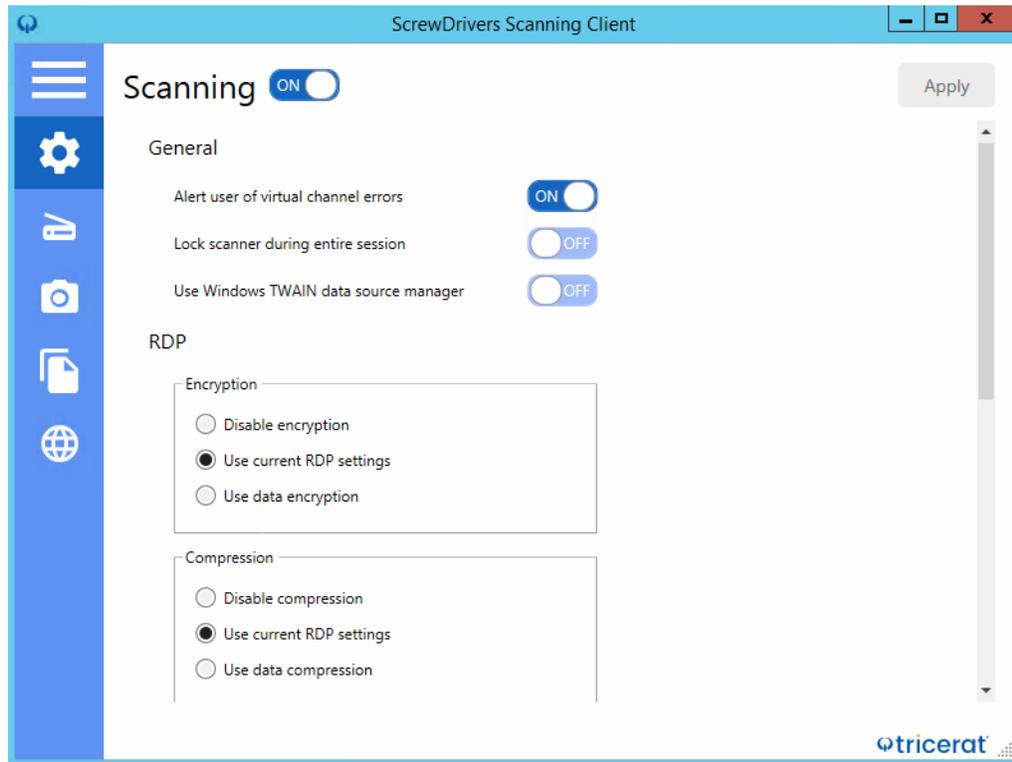
Scanning Settings Tab

When the ScrewDrivers Scanning Client app first opens, the Scanning Settings tab is the open tab. The tab contains options for configuring a user’s remote scanning session.



Contact your ScrewDrivers Administrator for assistance with these settings.

Figure 2-3: ScrewDrivers Scanning Client app, Scanning tab



Option	Description
Scanning	By default, Scanning is turned on for a client. If you turn off Scanning, then all users are prevented from scanning on the client.
General	
Alert user of virtual channel errors	Turned on by default. Leave this option selected to display a notification to the user anytime an error in communication between the ScrewDrivers remote machine and client occurs.
Lock scanner during entire session	Typically, a scanner driver is locked before a scan and unlocked after a scan. Select this option to keep the scanner driver locked for the entire user session. Note: This option is useful for some network scanner drivers.
Use TWAIN data source manager (DSM)	Enable only if Tricerat support directs you to do so.

Chapter 2
The ScrewDrivers Scanning Client Application

Option	Description
RDP	
Encryption - You can select only one option at a time.	
<ul style="list-style-type: none"> • Disable encryption 	<ul style="list-style-type: none"> • Forces the disabling of RDP encryption.
<ul style="list-style-type: none"> • Use current RDP settings 	<ul style="list-style-type: none"> • Turned on by default. Use the RDP encryption settings as specified by the ScrewDrivers Administrator.
<ul style="list-style-type: none"> • Use data encryption 	<ul style="list-style-type: none"> • Forces the enabling of RDP encryption.
Compression - You can select only one option at a time.	
<ul style="list-style-type: none"> • Disable compression 	<ul style="list-style-type: none"> • Forces the disabling of RDP compression..
<ul style="list-style-type: none"> • Use current RDP settings 	<ul style="list-style-type: none"> • Turned on by default. Use the RDP compression settings as specified by the ScrewDrivers Administrator.
<ul style="list-style-type: none"> • Use data compression 	<ul style="list-style-type: none"> • Forces the enabling of RDP compression.
Duplex	
Detect and skip blank second page	Turned on by default. During a duplex scan, use the current threshold setting to detect blank second pages. Blank second pages are not sent to the remote machine.
Threshold	Adjust the Threshold setting to set the percentage of white or black pixels that determine if a page is blank or not.
Margins	Specify the margin size for the paper. You can do one of the following: <ul style="list-style-type: none"> • Select from a pre-defined list (Narrow, Normal, or Wide). • Set a margin other than a pre-defined value. To do so, select Other, and then enter the margin values. Any data that falls outside the specified margins is not evaluated.

Scanners Tab

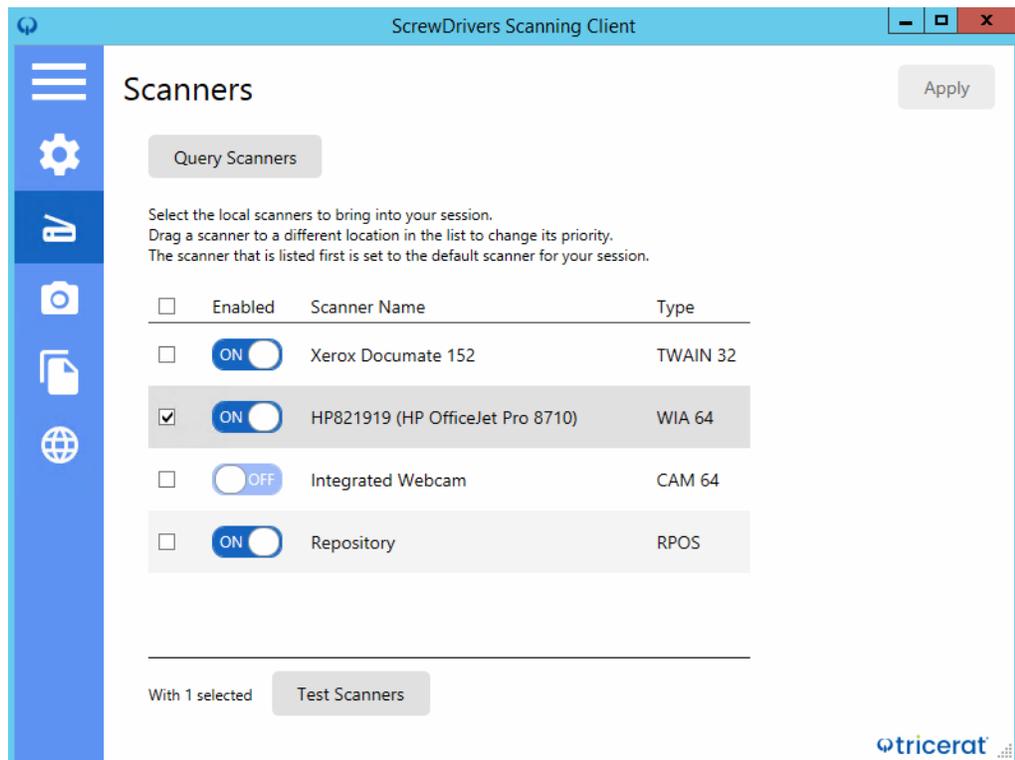
The Scanners tab on the ScrewDrivers Scanning Client app displays all the scanner drivers, by name, that were detected on your client or client's network that can be brought in to your session. The Type column for each scanner indicates the protocol, TWAIN, WIA, or CAM that the scanner uses. RPOS, which stands for Repository, is always displayed on the tab, and it is a proprietary protocol developed by Tricerat. If this protocol is selected, then you can "scan" an image that is currently stored elsewhere; for example, on an external and connected USB drive, the C: drive of the client, or a digital camera's storage location when the digital camera is connected to the ScrewDrivers Scanning client by USB and using a file browser to select the image and digitally transfer it.



Currently, the RPOS protocol supports only bitmap (.bmp) images.

The list of available scanners is displayed in decreasing priority of scanners. The first scanner that is displayed in the list of available scanners is *always* set to the default scanner for your session.

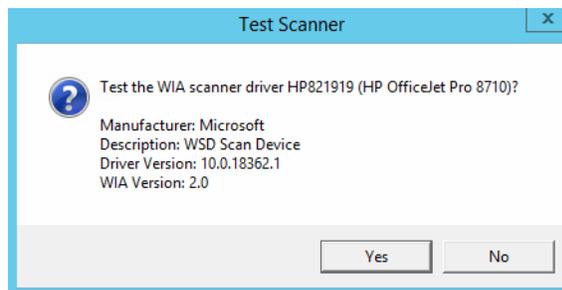
Figure 2-4: ScrewDrivers Scanning Client app, Scanners tab



You can do any or all of the following for the list of available scanners:

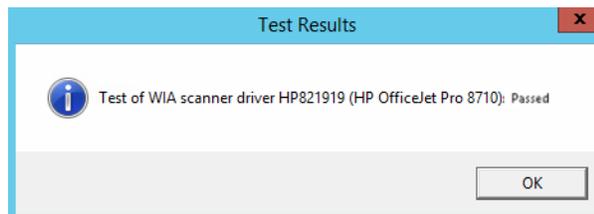
- Change the order of scanners that are displayed in the list of available scanners. Select a scanner, and then drag the scanner to a new location in the list. If you drag a scanner to the first position in the list of scanners, then the scanner is automatically set as the default scanner for your session.
- View information about a scanner. Select a scanner, and then click Test Scanners to open a Test Scanner dialog box. The dialog box displays name of the scanner's manufacturer, the scanner's product name and product family, its current version, and the scanning protocol that it uses. The dialog box also prompts you about testing the scanner.

Figure 2-5: Test Scanner dialog box



- To test a scanner before opening a scanner session, open a Test Scanner dialog box (see [Figure 2-5](#) above), and then click Yes. The results of the test are displayed in a Test Results dialog box.

Figure 2-6: Test Results dialog box

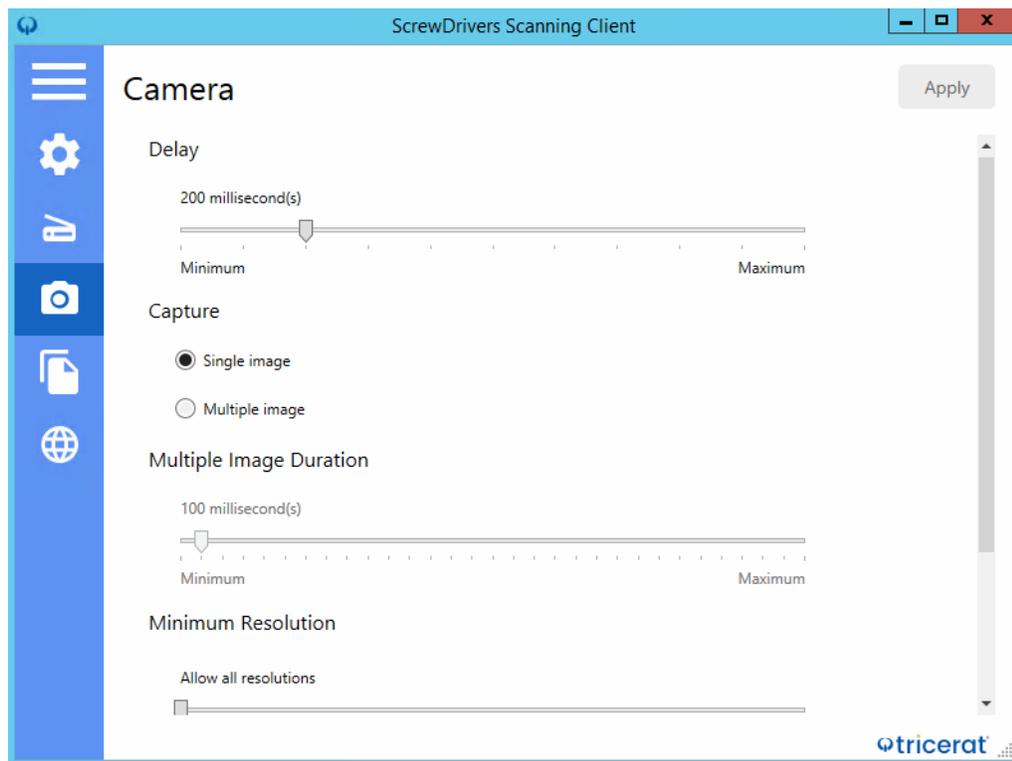


- To update the information about the scanners that are installed on your client, click Query Scanners. Note that after you query your installed scanners, the order of the scanners that are displayed in the list of available scanners might change. Also, if any scanner driver fails this simple query, then after the query is complete, the scanner is turned off.

Camera Tab

In addition to traditional scanners, ScrewDrivers Scanning client supports digital camera output. For example, the camera can be connected via USB to a client on which the ScrewDrivers Scanning client is installed, or the camera can be an integrated camera as is common on many laptops. The Camera tab on the ScrewDrivers Scanning Client app contains the options for configuring the settings for a digital camera that is being used with the ScrewDrivers Scanning client.

Figure 2-7: ScrewDrivers Scanning Client app, Camera tab



Option	Description
Delay	The time to delay before capturing a picture with the camera.
Capture	You can select only one option. <ul style="list-style-type: none"> • Single image • Multiple images
Duration	Turned on only for multiple images. The duration for capturing multiple images, which are collated from a video.
Min Resolution	The minimum resolution required for pictures. You can adjust the value on the slider bar to allow for all camera resolutions all the way to the highest resolution for the camera.
Use a custom minimum resolution	Turn on this option, and then enter the appropriate DPIs (height and width) for the minimum resolution.

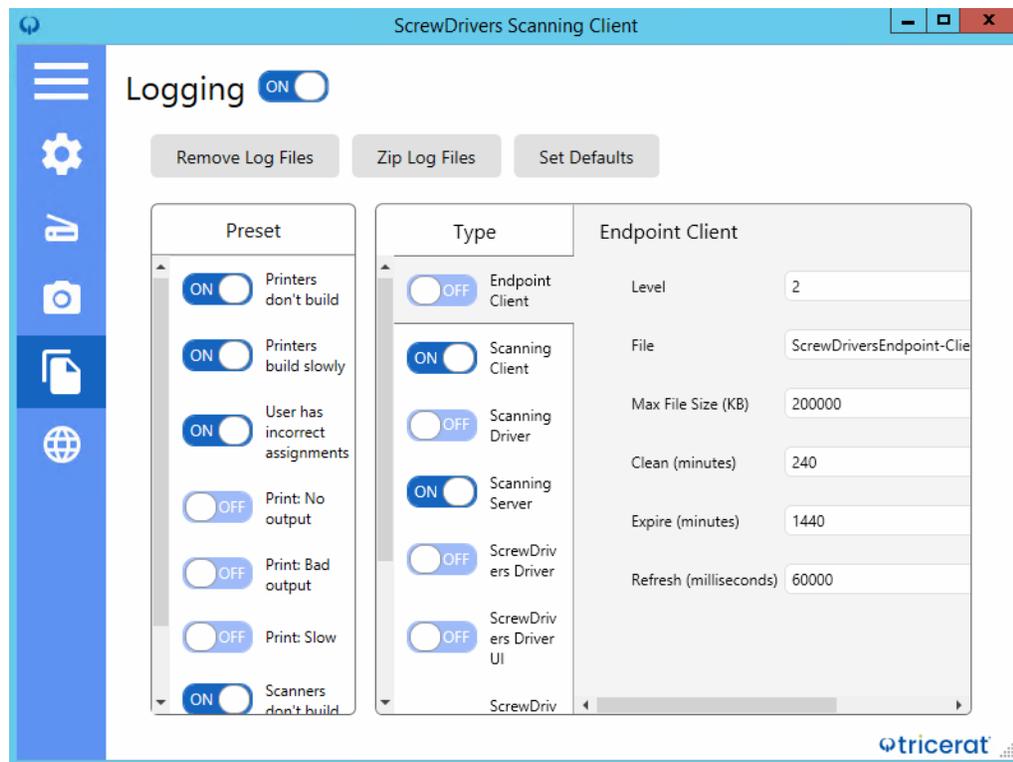
Logging Tab

The Logging tab on the ScrewDrivers Scanning Client app provides options for diagnostic logging from the ScrewDrivers Scanning client. This logging information is used for debugging or problem tracking purposes.



Because Tricerat support primarily uses this information, you should not change any of the default values or use any of the commands on this tab unless Tricerat Support instructs you to do so.

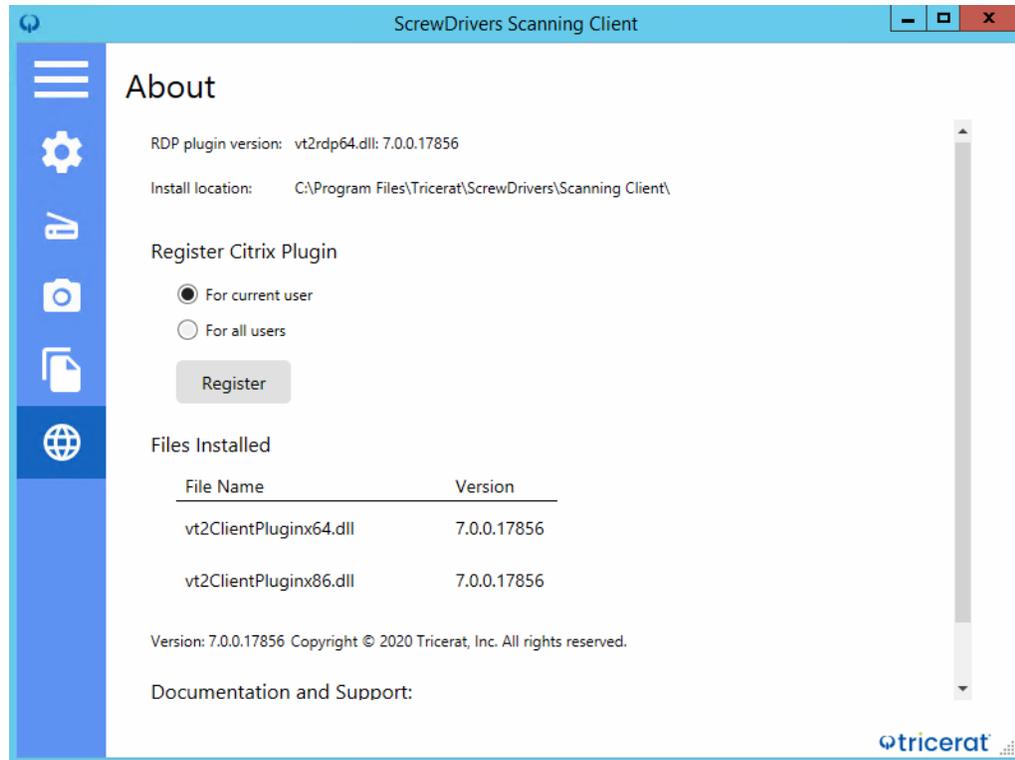
Figure 2-8: ScrewDrivers Scanning Client app, Logging tab



About Tab

The About tab on the ScrewDrivers Scanning Client app displays critical information about the ScrewDrivers Scanning client software. The tab also displays a Help link for documentation and support.

Figure 2-9: ScrewDrivers Scanning Client app, About tab



Option	Description
RDP Plugin Version	The version of the RDP plugin dll that the ScrewDrivers Scanning client software uses.
Install location	The detected installation location for the ScrewDrivers Scanning client.
Register Citrix Plugin	If you update the Citrix app after installing ScrewDrivers Scanning, then you might need to register the Tricerat plug-in again. You can register the plug-in for the current user or for all users. Tip: If you must re-register the Citrix plugin, then generally, the “For all users” option is the better selection as the typical end user does not have the correct permissions to execute this action.
Files Installed	A list of all the plugins (name and version) that the ScrewDrivers Session Agent automatically downloaded to the client for the purpose of upgrading the client and keeping the versions on the remote machine and the client in sync.

Chapter 2
The ScrewDrivers Scanning Client Application

Option	Description
Version	The major version for the ScrewDrivers Scanning client software.
Note: The RDP Plugin Version and the ScrewDrivers Scanning version should be identical. If they are not, then contact support@Tricerat .	

Chapter 3

Using the ScrewDrivers Scanning Client

ScrewDrivers Scanning is a remote desktop scanning management solution that uses a universal “virtual” scanner driver that queries local scanners for their capabilities, such as resolution and supported paper sizes, and then forwards these scanner properties to be virtualized on a remote server or virtual desktop. ScrewDrivers Scanning compresses data to decrease network bandwidth consumption and achieve the scanning. By creating a single point with the virtual scanner driver, ScrewDrivers Scanning provides you full access to problem-free, remote desktop scanning across your environment. This chapter guides you through the procedures for using the ScrewDrivers Scanning client.

This chapter covers the following topics:

- [“Using ScrewDrivers Scanning” on page 35.](#)

Using ScrewDrivers Scanning

How you interact with the Simplify Scanning client and the specific steps that you must carry out are dependent on the selected scanning application, referred to as the *calling application*. Therefore, the following is a high-level procedure that provides the fundamentals for how you [use](#) ScrewDrivers Scanning to carry out a scan job. If you have questions about a specific step, or need assistance with your specific calling application, contact your ScrewDrivers Scanning system administrator.

To use ScrewDrivers Scanning

1. On the ScrewDrivers Scanning client computer, use a pre-established protocol such as Microsoft RDP to log on to the server where ScrewDrivers Scanning is installed.
2. Open the server Start menu and select the appropriate scanning program.

Depending on the selected program, the ScrewDrivers Scanning data source might be automatically selected, or you might have to select the ScrewDrivers Scanning data source manually.



Because ScrewDrivers Scanning virtualizes all the scanner drivers that it has detected on your client computer and provides them as a single point of contact, the Sources list does not list all your individual scanner drivers. Instead, it displays only the ScrewDrivers Scanning single point of contact.

Figure 3-1: Select Source dialog box



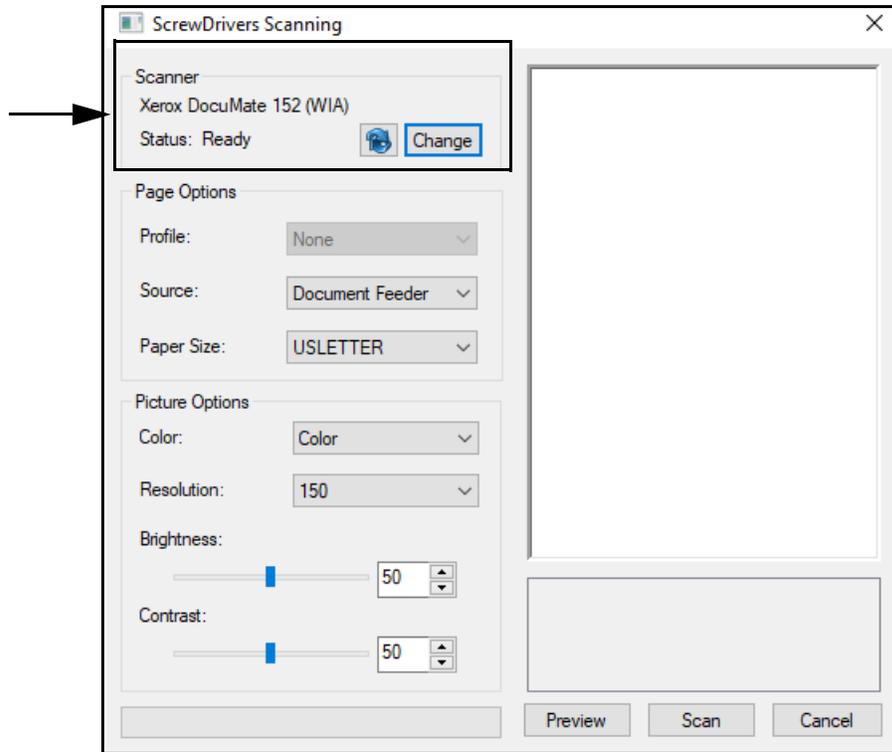
3. Acquire your image.

The ScrewDrivers Scanning dialog box opens. The Scanner (top left) pane displays the scanner driver that is listed first in the list of available scanners for your client. Unless you select another scanner, by default, this is the scanner to which your scanning jobs are sent. See [Figure 3-2 on page 36](#).



Remember, you can rearrange the order of the scanners, or you can turn on or turn off the availability of a scanner on the Scanners tab of the ScrewDrivers Scanning Client app. See [“Scanners Tab” on page 28](#).

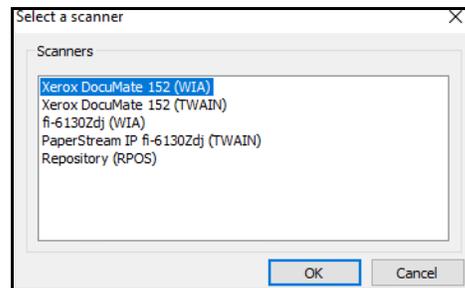
Figure 3-2: ScrewDrivers Scanning dialog box



To initialize a client scanner, click the Refresh icon in the Scanner pane. For example, you forgot to turn on a scanner and it is listed in an Offline status. After you turn the scanner on, click Refresh to initialize the scanner.

4. Optionally, to select a different scanner, in the Scanner pane, click Change and in the Select Scanner dialog box that opens, select a different scanner, and then click OK.

Figure 3-3: Select Scanner dialog box



The Select Scanner dialog box closes. The ScrewDrivers Scanning dialog box remains open.

5. Do one of the following:
 - If your ScrewDrivers Scanning administrator has not set up any scanning profiles for your client, then a single profile named Default is displayed in the Profiles list.
 - If your ScrewDrivers Scanning administrator has set up scanning profiles for your client, then all these profiles are displayed, by name, in the Profiles list, and you can select the profile that is appropriate for your scan job.
6. Specify the scan job options. When specifying the job options for a selected profile, note the following:
 - The available values for a scan job option such as Duplex for Source depend upon the capabilities of the selected scanner. Not all values are available for all scan job options.
 - The selected profile determines which scan job options are available for editing and which are set to specific values. For example, your ScrewDrivers Scanning administrator might have set up a Default profile, which makes all the scan job options available for editing and another profile such as Welcome Letter that sets the Source to Duplex and the Paper Size to USLetter, and you cannot change these values.



If the correct profile is not available, contact your ScrewDrivers Scanning administrator.

7. To send the scan job immediately to the calling application, click Scan; otherwise, to preview the scan job results and, if necessary, make adjustments before you send the job to the calling application, click Preview.

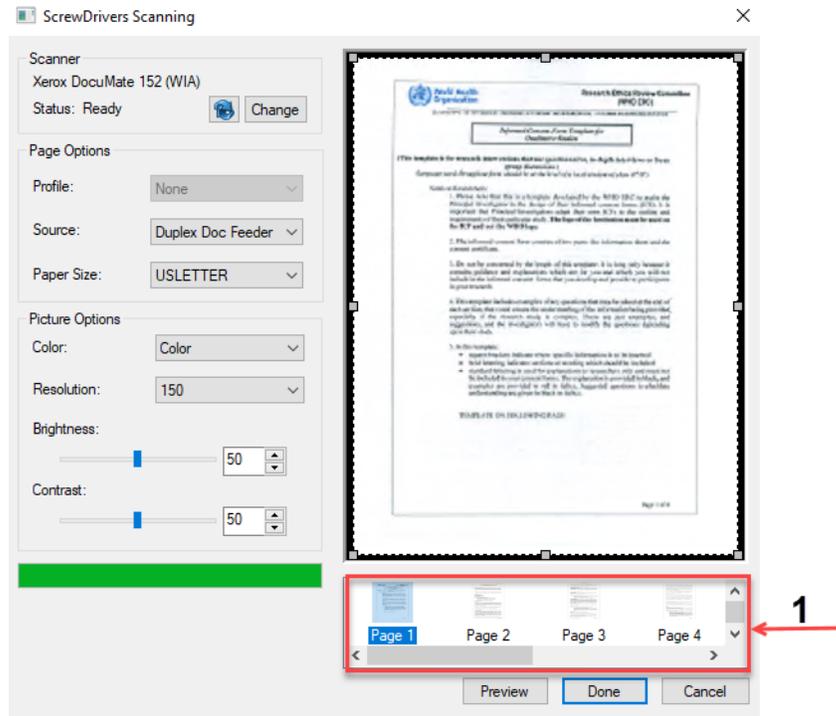
A preview of the completed scan job is displayed in the Preview (right) pane of the ScrewDrivers Scanning dialog box. If the scan job is a multi-page or duplex job, then, by default, the first page of the job is displayed with crop marks in the pane, and (1) thumbnails of the other pages are displayed below the Preview pane. You can click a thumbnail to open a preview of the scanned page in the Preview pane. See [Figure 3-4 on page 38](#).



You can also double-click an image thumbnail to enable it for editing.

- If you are satisfied with the preview of the scan job, then click Done to send the scan job to the calling application,
- If you must edit the scan job results before sending the scan job to the calling application, then continue to [Step 8](#).

Figure 3-4: ScrewDrivers Scanning dialog box, standard scan job display in Preview pane



8. To edit the scan job results, do any or all of the following as appropriate.
 - To resize the image/rest the portion of the page that is to be scanned, in the Preview pane, click and drag the appropriate crop marks.
 - To adjust the brightness or contrast of a page, right-click the image, and on the context menu that opens, click Edit, and then in the left pane of the dialog box, use the slider bars to adjust the brightness and/or contrast, or manually enter the values.
 - To rotate a selected page by a user-specified value, right-click the image, and on the context menu that opens, click Edit, and then in the left pane of the dialog box, in the Rotation Angle field, enter the rotation value. A positive value rotates the page to the right, and a negative value rotates the page to left.
 - To rotate a selected page by a set amount (90° left or right or 180°), right-click the image, and on the context menu that opens, click Edit, and then at the bottom of the Simplify Scanning dialog box, click the appropriate Rotate Page icon.

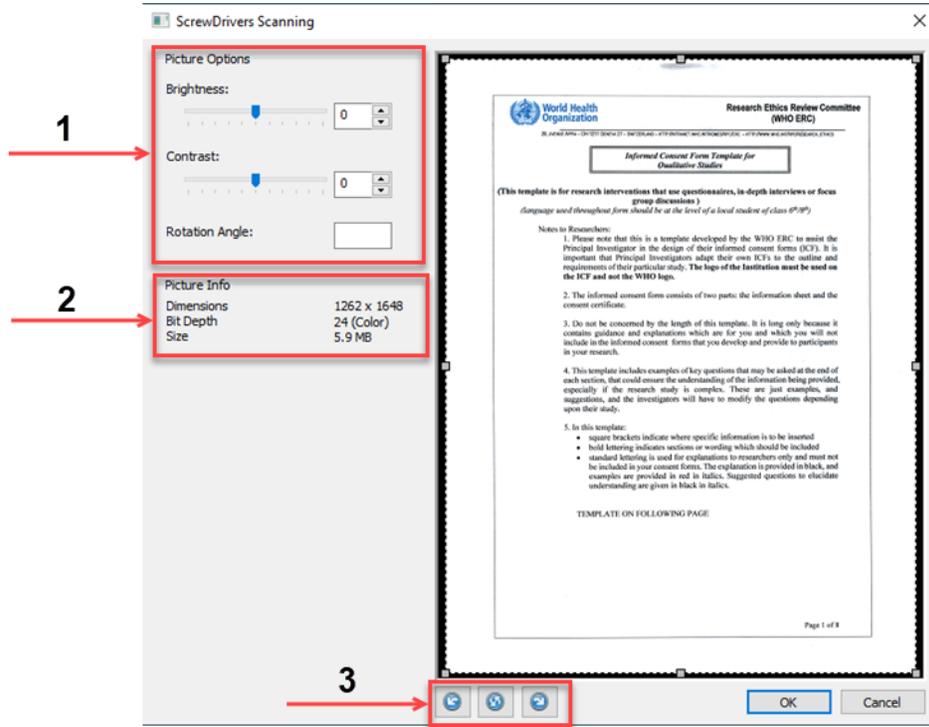
See [Figure 3-5 on page 39](#).



After you enable an image for editing, information about the image (Dimensions, Bit Depth and Size) is displayed in the left pane of the dialog box.

- To delete a page from a scan, right-click the thumbnail image, and on the context menu that opens, click Delete.

Figure 3-5: ScrewDrivers Scanning dialog box, thumbnail display in enlarged Preview pane



Option	Description
1	Brightness, contrast, and manual rotation
2	Image information
3	Rotate Page icons

9. After you have satisfactorily edited the scan job, click OK to apply the changes, and return to the standard scan job display for the scanned image. See [Figure 3-4 on page 38](#).

10. Click Done to send the edited scan job to the calling application.

Chapter 4

Using ScrewDrivers Printers (Windows)

You use ScrewDrivers Printers for the self-servicing of all printers during a ScrewDrivers Direct or ScrewDrivers Print Server session, which includes specifying the printers that are to be built for a session, the printers that are to be removed for a session or removed permanently, and the printer that is to be your default printer.

This chapter covers the following topics:

- [“Opening ScrewDrivers Printers” on page 41.](#)
- [“Managing the Printers List” on page 43.](#)
- [“Managing ScrewDrivers Printers Settings” on page 48.](#)
- [“Working with a Printer Map in ScrewDrivers Printers” on page 51.](#)

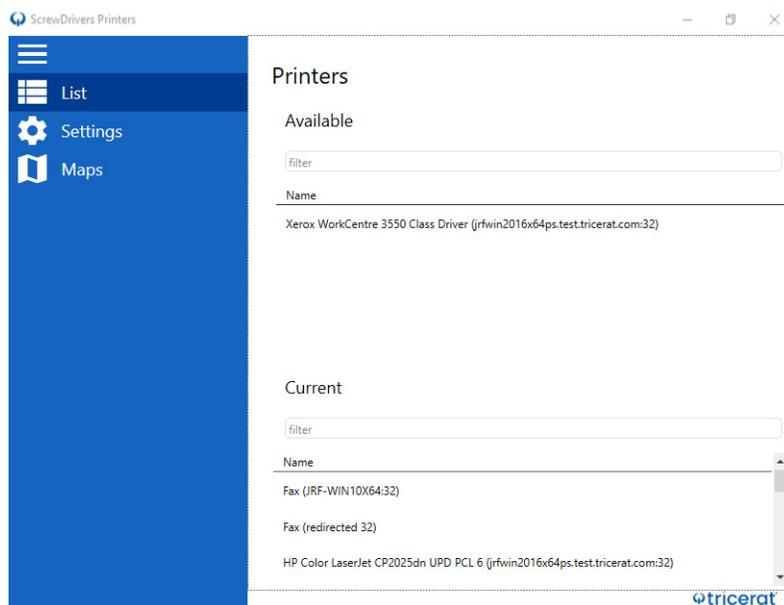
Opening ScrewDrivers Printers

Because ScrewDrivers Printers is a desktop application, you open it from the Start menu: Tricerat > ScrewDrivers Printers. When the application opens, the Printers tab is the open tab.



The current printers view of ScrewDrivers Printers should match the operating system's control panel view of local printers that are available to the user.

Figure 4-1: ScrewDrivers Printers main window, Printers tab



The ScrewDrivers Printers main window has three tabs for managing your printer assignment functions. Each tab is represented by an icon on a Tab bar that is displayed on the left side of the main window. Click an icon to view the corresponding tab.

Tab	Description
<p>Tip: When ScrewDrivers Printers first opens, the Tab bar is collapsed. You can hold your cursor over an icon on the Tab bar to display a tooltip that shows the name of the corresponding tab, or you can click the Hamburger icon to expand the Tab bar and view the complete name of each tab.</p>	
	<p>Printers tab - Opens the Printers tab, which displays a list of all Tricerat and non-Tricerat printers by name that are available for managing for your current ScrewDrivers Direct or ScrewDrivers Print Server session. A checkmark denotes the printer that is currently specified as your default printer. See “Managing the Printers List” on page 43.</p>

Tab	Description
	Settings tab - Opens the Settings tab, which provides options for specifying the columns (information) that are to be displayed in the Printers lists on the Printers tab, hiding selected maps without printers, and refreshing the printer queues for Tricerat printers. The Settings tab also displays the read-only current ScrewDrivers Printers version information. See "Managing ScrewDrivers Printers Settings" on page 48.
	Maps tab - After select a map in the list of available printer maps, the map is displayed on the Maps tab. See "Working with a Printer Map in ScrewDrivers Printers" on page 51.

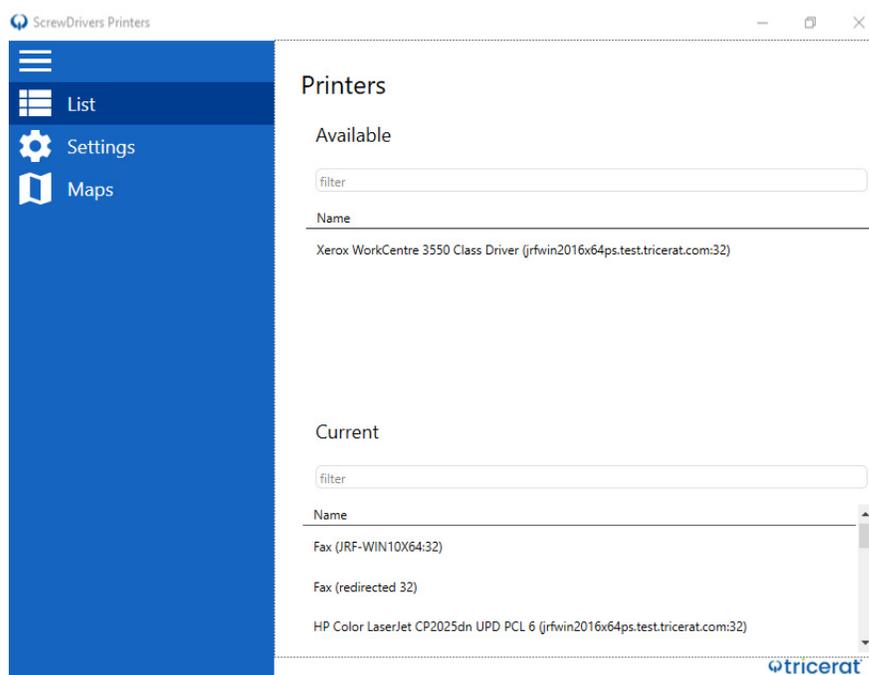
Managing the Printers List

The Printers tab displays two lists: The Available (top) list displays all the printers that are available for self-assignment for your current ScrewDrivers Direct or ScrewDrivers Print Server session. The Current (bottom) list displays the all printers by name that have already been added for your current ScrewDrivers Direct or ScrewDrivers Print Server session. A checkmark denotes the printer that is currently set as your default printer.



For information about changing the Printers List display, see [“Managing ScrewDrivers Printers Settings” on page 48](#).

Figure 4-2: ScrewDrivers Printers main window, Printers tab



You can do the following for the Current Printers list:

- Filter the Current Printers list: In the blank filter field above the Current Printers list, enter a search string. As you enter the search string, the list of printers that meet the criteria is dynamically updated.
 - The string is sensitive only to the columns that are visible. (For information about showing and/or hiding the columns (information) that are displayed in the Current Printers list, see [“Managing ScrewDrivers Printers Settings” on page 48](#).)
 - The string is limited to the exact order of the characters in the string, but the string is not case-sensitive and the search string can be found anywhere in the results. For example, a search string of **JET** would return printers with names such as HP INK**JET**, **JETSON** MFC2121, and so on.

- Show options for a selected printer: If you hold your cursor over a printer in the Current Printers list, then the printer name is expanded to show the following three options for the printer: Printer Info, Set Default, and Remove.



Remove is enabled only for certain Tricerat printers as configured by your system administrator.

Figure 4-3: Printer options for a printer in the Current Printers list



The following options are available for the selected printer in the Current Printers List:

- [Setting](#) the printer as your default printer.
- [Removing](#) the printer from your current ScrewDrivers Direct or ScrewDrivers Print Server session.
- [Viewing](#) information about the printer.
- [Adding](#) a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session

To set the printer as your default printer

To set the printer as your default printer, click Set Default.



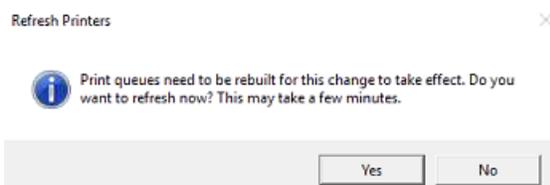
You can also set a printer as the default printer from the map on which the printer is located. See [“To remove a user printer from your current session”](#) on page 54.

To remove the printer from your current session

1. To remove the printer, click Remove.

A message opens stating that print queues must be rebuilt for the Remove Printer action to take effect, and asking you if you want to refresh now.

Figure 4-4: Refresh Printers message

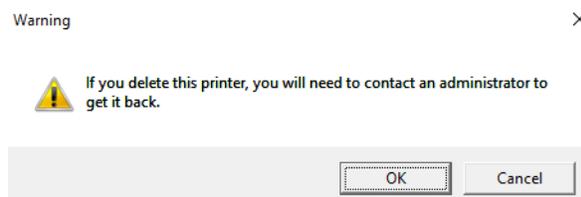


2. Click Yes.

Depending on how your administrator has configured the printer one of two results is possible:

- The Refresh Printers message closes and the printer is removed from the Current Printers list. You can always add this printer again. See [“To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session”](#) on page 46.
- A Warning message opens, indicating that if you delete the printer, you must contact your administrator to add it back. Continue to [Step 3](#).

Figure 4-5: Warning message about deleting a printer



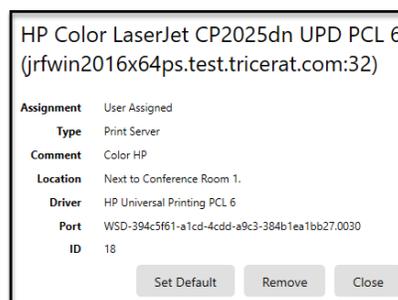
3. Do one of the following:

- To close the message *without* removing the printer, click Cancel.
- To close the message and remove the printer, click OK.

To view information about the printer

To view information about the printer, click Printer Info. A Printer Info dialog box opens. The dialog box displays information about the printer such as its Assignment, its driver, and so on. The dialog box also displays Set Default and Remove printer options. These options work identically to the Set Default and Remove options that are displayed when you hold your cursor over the printer in the Current Printers list.

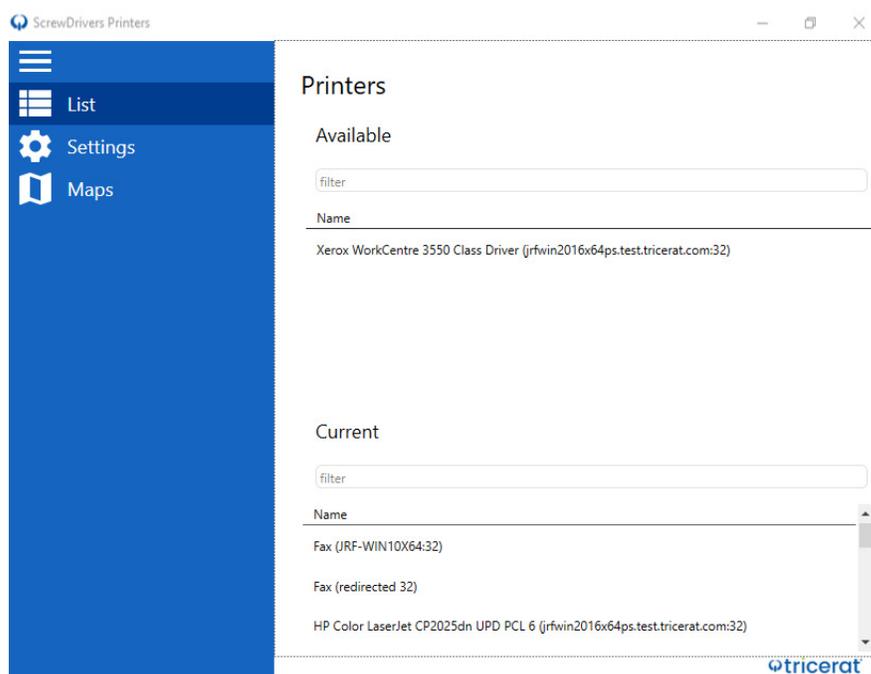
Figure 4-6: Printer Info dialog box



To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session

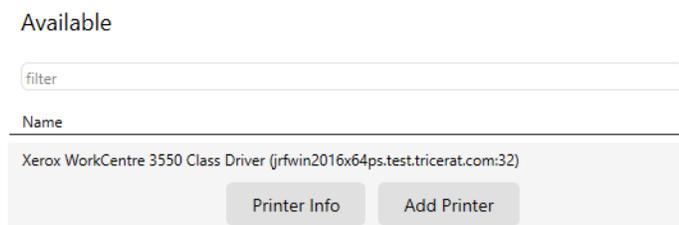
1. Click Add Printer.

Figure 4-7: Available and Current Printers list



2. In the Available Printers list, hold your cursor over the printer that you are adding.
The printer name is expanded to show two options: Printer Info and Add Printer.

Figure 4-8:



3. Click Add Printer.

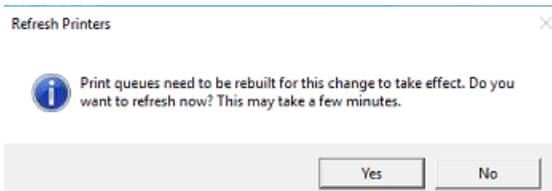
The expanded information closes and a Refresh Printers message opens. The message states that print queues must be rebuilt for the Add Printer action to take effect, and asking you if you want to refresh now. See [Figure 4-9 on page 47](#).



You can also click Printer Info to open a Printer Info dialog box that contains an Add Printer option.

Chapter 4
Using ScrewDrivers Printers (Windows)

Figure 4-9: Refresh Printers message



4. Click Yes.

The Refresh Printers message closes and the printer is added to the Current Printers list.

Managing ScrewDrivers Printers Settings

The Settings tab provides options for [specifying](#) the columns (information) that are to be displayed in the Printers lists on the Printers tab, [hiding](#) selected maps without printers, and [refreshing](#) the printer queues for Tricerat printers. The Settings tab also displays the read-only current ScrewDrivers Printers version information.

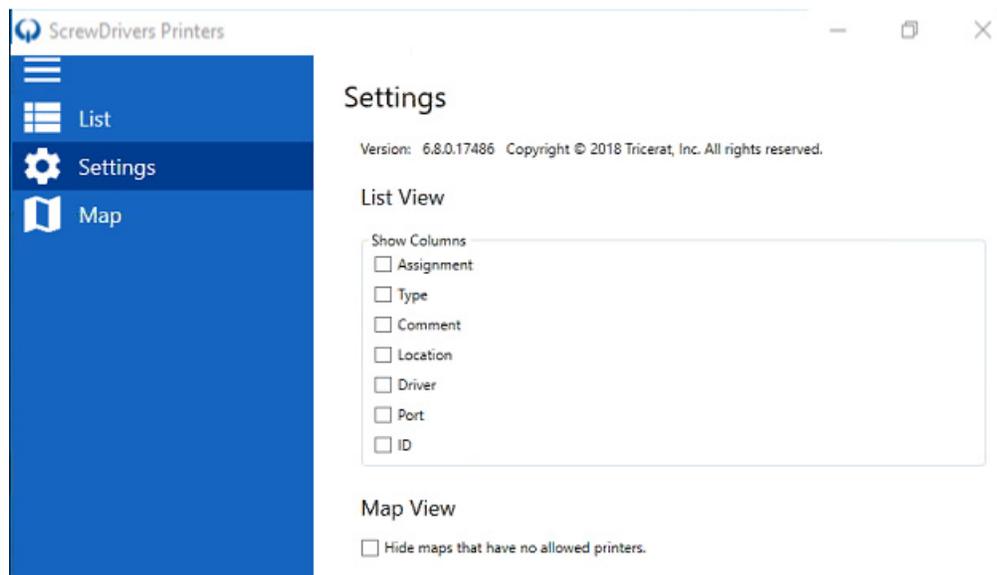
To specify the columns (information) that are shown in the Current and Available Printers lists

The Printers tab displays a list of all printers by name that are available for managing your current ScrewDrivers Direct or ScrewDrivers Print Server session. (See [Figure 4-1 on page 41.](#)) To display additional information for the current or available printers, do the following:

1. In the ScrewDrivers Printers menu, click Settings.

The Settings tab opens. The List View (top) section displays a list of columns (information) that you can select for display in the Current and Available Printers lists.

Figure 4-10: ScrewDrivers Printers Settings tab



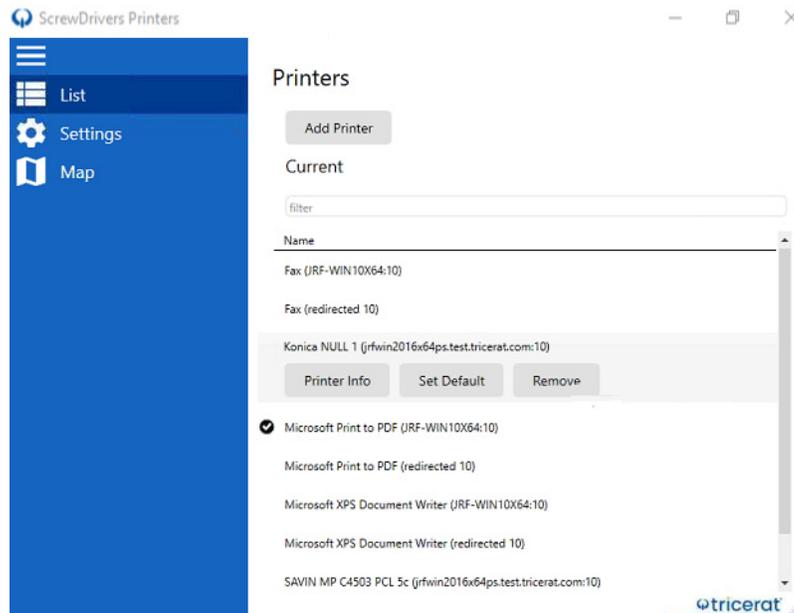
2. In the List View section, select the columns (information) that are to be displayed for the current and available printers, and clear the columns (information) that are not to be displayed.

The selections are applied immediately. On the main menu, you can click List to return to the Current Printers list and view the results. See [Figure 4-11 on page 49.](#)



These same columns are displayed for a printer in the Available Printers list after you click Add Printer.

Figure 4-11: Current Printers list with selected information displayed



3. Optionally, you can use standard Windows functions to reorder and/or resize the columns. Any changes that you make to column order and/or size are persistent across sessions.

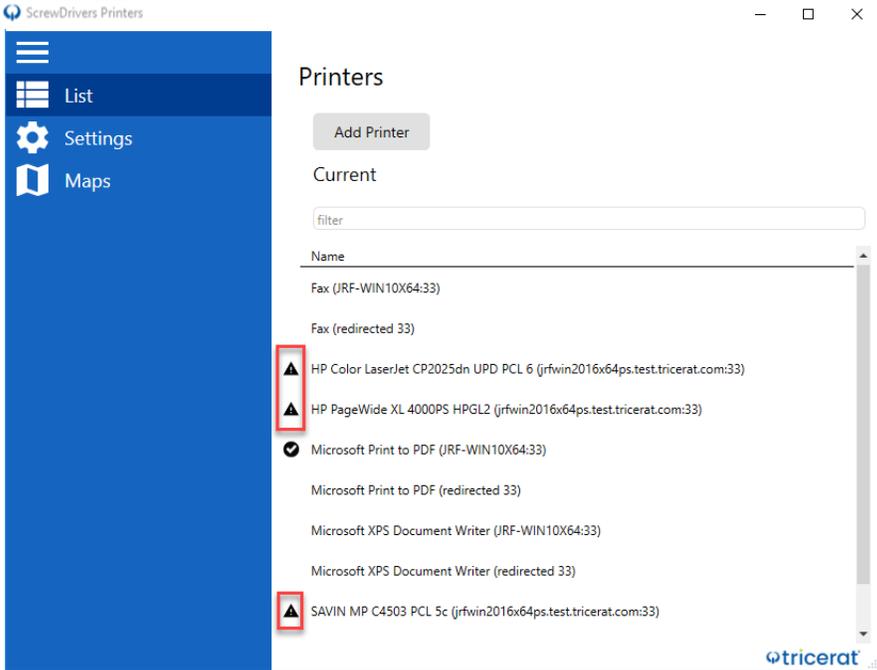
To hide maps in the Maps list

Your system administrator uses ScrewDrivers Maps to assist you in locating the printers that are available for self-assignment. All the maps that your system administrator has made available to you are displayed in the Maps list. To hide the maps that have no printers available for self-assignment, click “Hide maps that do not have allowed printers.”

To refresh print queues

If you are experiencing problems with any Tricerat printers during your current ScrewDrivers Direct or ScrewDrivers Print Server session (for example, expected Tricerat printers are missing from the list of available printers, or a Tricerat printer is simply not working), then you can click Refresh Printers to refresh the list of all Tricerat printers for the session. When you click Refresh Printers, the print queues for all Tricerat printers for the session are removed and then created again, which, depending on the number of print queues that are being rebuilt, can take a few minutes to complete. If a print queue fails to rebuild, then a Warning icon is displayed for the printer in the Printers list. See [Figure 4-12 on page 50](#).

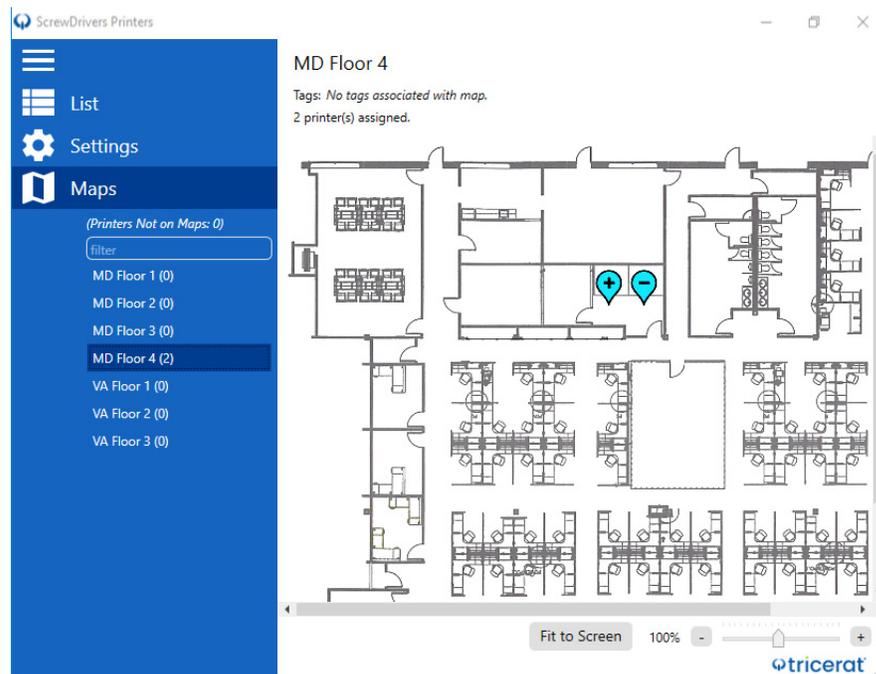
Figure 4-12: Warning displayed for Tricerat print queues that failed to rebuild



Working with a Printer Map in ScrewDrivers Printers

A list of all printer locations maps that your system administrator had added to the database is displayed under Maps. (If your system administrator has not added any maps to the database, then the Maps option is not displayed on the ScrewDrivers Printers menu.) To view a list of the available maps, click Maps. The maps in the list are ordered alphabetically by name, and the number in parenthesis after each name indicates the number of printers that have been added to the map that you can self-assign. At the top of the Maps list, the message “Printers Not on Maps” is displayed. If there is a number in parenthesis that is displayed after the message, then this indicates the number of printers that your system administrator has assigned to you but has not shown their locations on any of the maps. As result, you must use the Printers tab to manage *all* your assigned printers

Figure 4-13: Maps list



You can [filter](#) the maps list, you can [view](#) a map, and you can [add](#) user printers to or remove user printers from a map.

To filter the Maps list

You can filter the maps list. In the blank filter field above the list, enter a search string. Note the following about the string:

- The search string is sensitive to both the name of the map and any tags that have been specified for the map.

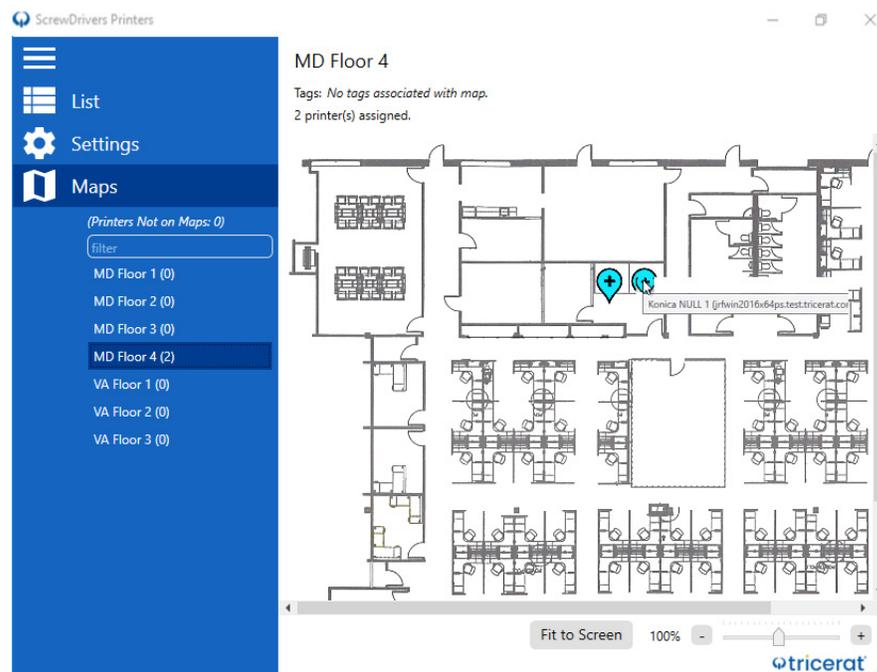
- As you enter the search string, the list of maps that meet the criteria is dynamically updated.
- The string is limited to the exact order of the characters in the string, but the string is not case-sensitive and the search string can be found anywhere in the results. For example, a search string of **PLAN** would return maps with names such as **PLANET INDUSTRIES**, Floor **Plan** #1, and so on.

To view a printer location map

You can view a read-only version of the map with its printer locations. In the Maps list, click the map name to display the map in the work area. From top to bottom, the following information is displayed for the map:

- The map name.
- Any tags that have been specified for the map.
- The number of printers assigned to the map.
- If printers have been added to the map, then their locations are shown as blue icons on the map. You can place your cursor over an icon to open a tooltip that displays the printer name. If the printer has not yet been assigned to you, then a plus (+) sign is displayed on the icon; otherwise, a minus (-) is displayed.

Figure 4-14: Printer location map



Standard Windows scroll and zoom features are available for viewing the displayed map.

To add or remove a printer for a session

If printers have been added to the map, then their locations are shown as blue icons on the map. If the printer has not yet been assigned to you, then a plus (+) sign is displayed on the icon; otherwise, a minus sign (-) is displayed. You can [add](#) and [remove](#) some printers as needed during a ScrewDrivers Direct or ScrewDrivers Print Server session. Depending upon how your administrator has configured the printers, after you remove some printers, you cannot add them again.

To add a user printer for your current session

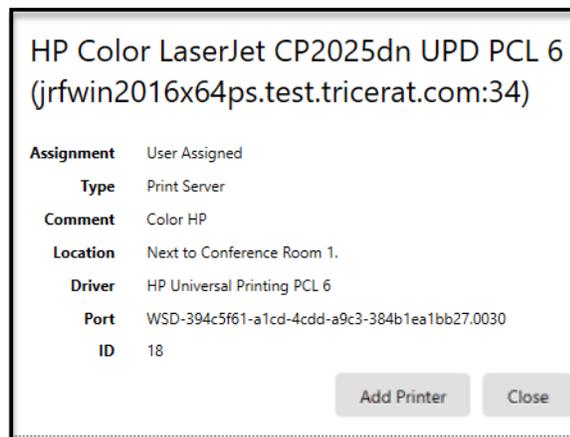
1. In the Maps list, click the name of the appropriate map.

The map is displayed in the work area.

2. For the printer that you are adding, click the plus (+) sign .

A Printer Info dialog box opens. The dialog box has an Add Printer option.

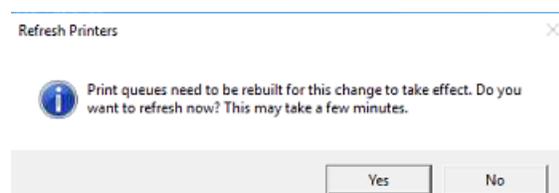
Figure 4-15: Printer Info dialog box with Add Printer option



3. Click Add Printer.

The Printer Info dialog box closes and a Refresh Printers message opens. The message states that print queues must be rebuilt for the Add Printer action to take effect, and asking you if you want to refresh now.

Figure 4-16: Refresh Printers message



4. Click Yes.

The Refresh Printers message closes. A minus (-) sign is now displayed on the Printer icon, indicating that the printer has been added.

To remove a user printer from your current session



You can set a printer that has already been added for the session as your default printer. See [Step 2](#) below.

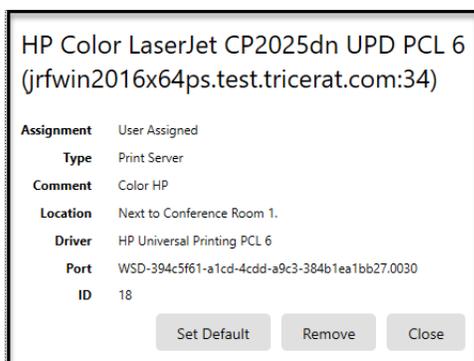
1. In the Maps list, click the name of the appropriate map.

The map is displayed in the work area.

2. For the printer that you are removing, click the minus (-) sign .

A Printer Info dialog box opens. The dialog box has Remove and Set Default options.

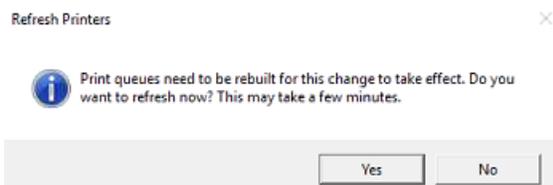
Figure 4-17: Printer Info dialog box with Remove option



3. Click Remove.

The Printer Info dialog box closes and a Refresh Printers message opens. The message states that print queues must be rebuilt for the Add Printer action to take effect, and asking you if you want to refresh now.

Figure 4-18: Refresh Printers message



Chapter 4

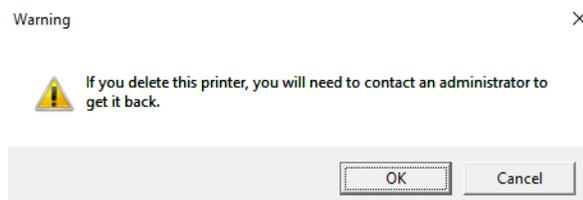
Using ScrewDrivers Printers (Windows)

4. Click Yes.

The Refresh Printers message closes and you return to the map display. Depending on how your administrator has configured the printer, one of two results is possible:

- A plus (+) sign is now displayed on the Printer icon, indicating that the printer can be added.
- A Warning message opens indicating that if you delete the printer, you must contact your administrator to add it back. Continue to [Step 5](#).

Figure 4-19: Warning message about deleting a printer



5. Do one of the following:

- To close the message *without* removing the printer, click Cancel.
- To close the message and remove the printer, click OK.

Chapter 5

Using ScrewDrivers Printers (Mac)

You use ScrewDrivers Printers for the self-servicing of all printers during a ScrewDrivers Direct or ScrewDrivers Print Server session, which includes specifying the printers that are to be built for a session, the printers that are to be removed for a session or removed permanently, and the printer that is to be your default printer.

This chapter covers the following topics:

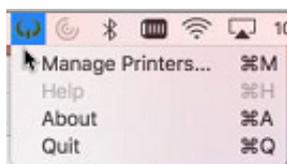
- [“Opening ScrewDrivers Printers” on page 57.](#)
- [“Managing the Printers List” on page 59.](#)
- [“Managing ScrewDrivers Printers Settings” on page 63.](#)
- [“Working with a Printer Map in ScrewDrivers Printers” on page 66.](#)

Opening ScrewDrivers Printers

Because ScrewDrivers Printers is a desktop application, you can open it from the application launcher: ScrewDrivers Printers. After you open ScrewDrivers Printers, its Tray icon is displayed. Click the icon to open a dropdown menu with the following options:

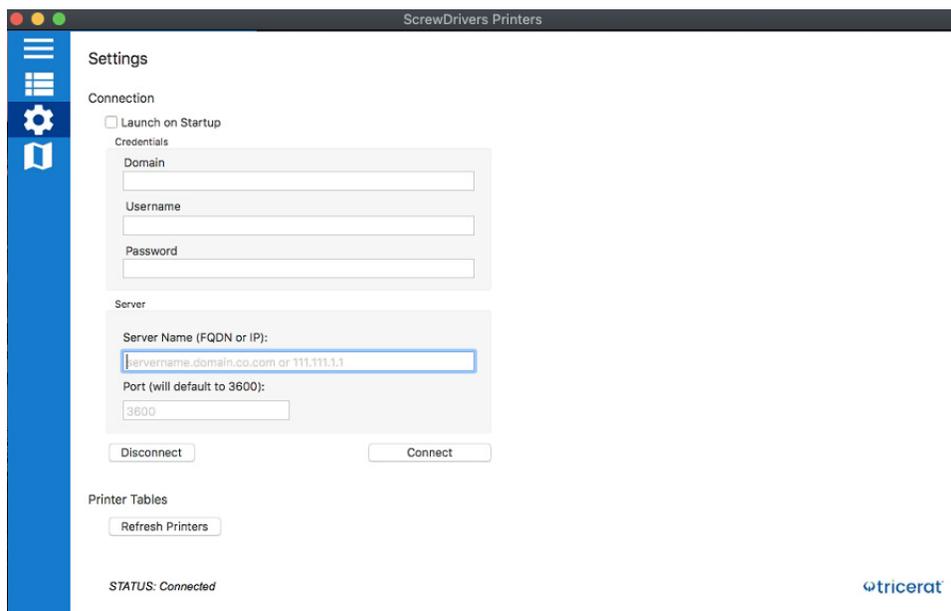
- Manage Printers - Provides access to all the Managing Printers functions that are available in ScrewDrivers Printers.
- About - Opens the About window, which details information about ScrewDrivers Printers such as version and copyright.
- Quit - Closes and exits ScrewDrivers Printers.

Figure 5-1: ScrewDrivers Printers Tray icon



The first time that you log in to ScrewDrivers Printers, the Settings tab opens. You must enter the appropriate login credentials, including the server that you are connecting to, and then click Connect before the tool opens. You can enter the IP address or the Fully Qualified Domain Name (FQDN) for the server, and unless instructed otherwise by your administrator, leave the server port set to the default value of 3600.

Figure 5-2: ScrewDrivers Printers Settings tab



The ScrewDrivers Printers main window has three tabs for managing your printer assignment functions. Each tab is represented by an icon on a Tab bar that is displayed on

the left side of the main window. Click an icon to view the corresponding tab.

Tab	Description
<p>Tip: When ScrewDrivers Printers first opens, the Tab bar is collapsed. You can hold your cursor over an icon on the Tab bar to display a tooltip that shows the name of the corresponding tab, or you can click the Hamburger icon to expand the Tab bar and view the complete name of each tab.</p>	
	<p>Printers tab - Opens the Printers tab, which displays a list of all Tricerat and non-Tricerat printers by name that are available for managing for your current ScrewDrivers Direct or ScrewDrivers Print Server session. A checkmark denotes the printer that is currently specified as your default printer. See “Managing the Printers List” on page 59.</p>
	<p>Settings tab - Opens the Settings tab, which provides options for specifying the columns (information) that are to be displayed in the Printers lists on the Printers tab, hiding selected maps without printers, and refreshing the printer queues for Tricerat printers. The Settings tab also displays the read-only current ScrewDrivers Printers version information. See “Managing ScrewDrivers Printers Settings” on page 63.</p>
	<p>Maps tab - After select a map in the list of available printer maps, the map is displayed on the Maps tab. See “Working with a Printer Map in ScrewDrivers Printers” on page 66.</p>

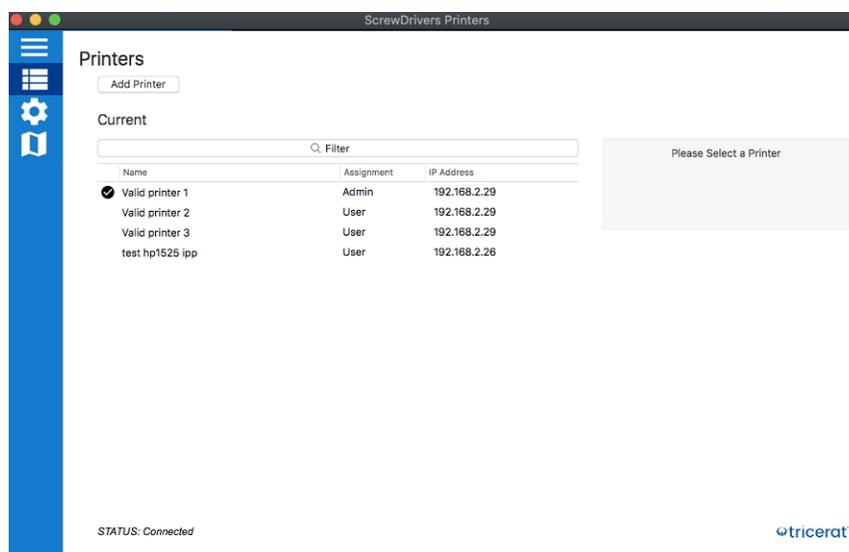
Managing the Printers List

The Printers tab displays all Tricerat and non-Tricerat printers by name that are available for self-assignment during your current ScrewDrivers Direct or ScrewDrivers Print Server session. A checkmark denotes the printer that has been specified as your default printer. An Add Printer option is displayed at the top of the window.



For information about changing the Printers List display, see [“Managing ScrewDrivers Printers Settings” on page 63](#).

Figure 5-3: ScrewDrivers Printers main window



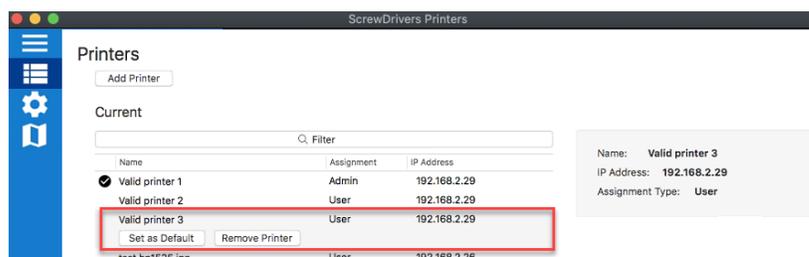
You can do the following for the Current Printers list:

- Filter the Current Printers list: in the blank Filter field above the Current Printers list, enter a search string. As you enter the search string, the list of printers that meet the criteria is dynamically updated.
 - The string is sensitive only to the columns that are visible. (For information about showing and/or hiding the columns (information) that are displayed in the Current Printers list, see [“Managing ScrewDrivers Printers Settings” on page 63](#).)
 - The string is limited to the exact order of the characters in the string, but the string is not case-sensitive and the search string can be found anywhere in the results. For example, a search string of JET would return printers with names such as HP INKJET, JETSON MFC2121, and so on.
- Show options for a selected printer. If you select a printer in the Current Printers list, then the printer name is expanded to show the following two options for the printer: Set as Default and Remove Printer, and information about the printer is displayed to the right of the printer.



Remove is enabled only for certain Tricerat printers as configured by your system administrator.

Figure 5-4: Printers tab with options and information displayed for a selected printer



The following options are available for the selected printer in the Current Printers List:

- [Setting](#) the printer as your default printer.
- [Removing](#) the printer from your current ScrewDrivers Direct or ScrewDrivers Printers session.
- [Adding](#) a printer for your current session.

To set the printer as your default printer

To set the printer as your default printer, click Set as Default.



You can also set a printer as the default printer from the map on which the printer is located. See [“To remove a user printer from your current session”](#) on page 68.

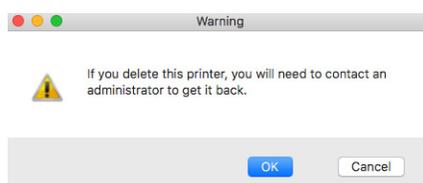
To remove the printer from your current session

1. To remove a printer, click Remove Printer.

Depending on how your administrator has configured the printer one of two results is possible:

- The printer is removed from the Current Printers list. You can always add this printer again. See [“To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session”](#) on page 61.
- A Warning message opens, indicating that if you delete the printer, you must contact your administrator to add it back. Continue to [Step 2](#).

Figure 5-5: Warning message



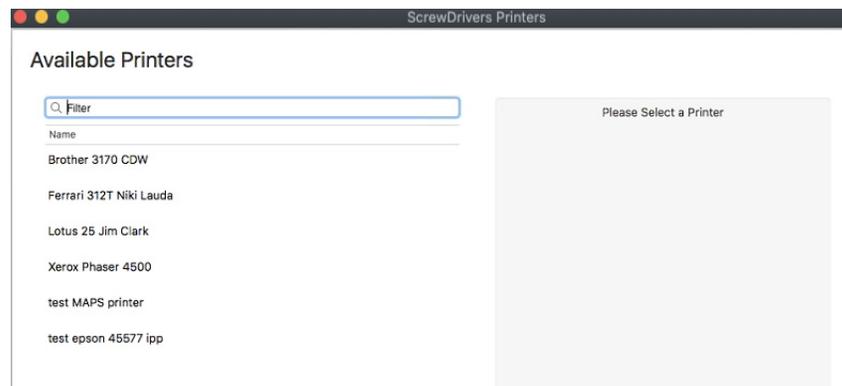
2. Do one of the following.
 - To close the message *without* removing the printer, click Cancel.
 - To close the message and remove the printer, click OK.

To add a printer for your current ScrewDrivers Direct or ScrewDrivers Print Server session

1. Click Add Printer.

The Available Printers window opens. The window lists all the printers that are available for adding for your current ScrewDrivers Direct or ScrewDrivers Print Server session.

Figure 5-6: Available Printers dialog box



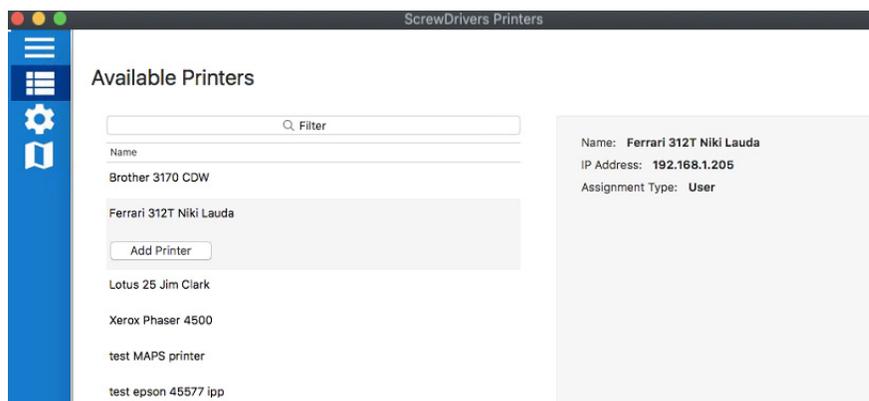
2. In the Available Printers list, select the printer that you are adding.

The printer name is expanded to show an Add Printer option and information about the printer is displayed to the right of the printer.



To assist you in locating the correct printer, you can always filter the list. See [“Managing the Printers List” on page 59](#).

Figure 5-7: Available printer with Add option



3. Click Add Printer.

The Available Printers window closes and the printer is added to the Current Printers list.

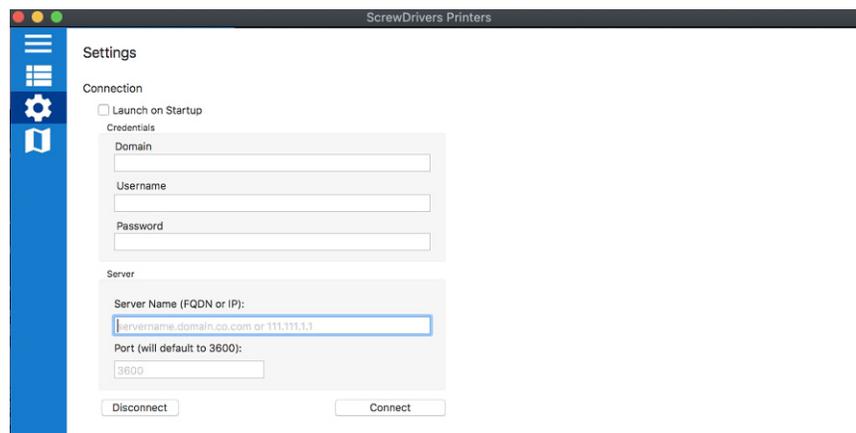
Managing ScrewDrivers Printers Settings

You manage the settings for ScrewDrivers Printers on the Settings tab. The tab provides options for [specifying](#) your login and connection settings, setting, [refreshing](#) the printer queues for Tricerat printers, [specifying](#) the columns that are shown in the Current and Available Printers lists, and [hiding](#) maps in the Maps list. The Settings tab also displays the read-only current ScrewDrivers Printers version information and the ScrewDrivers Printers connections status at the bottom of the window. You can manage the settings for ScrewDrivers Printers whether you are logged in to the application or not.

To specify your login and connection credentials

The first time that you log in ScrewDrivers Printersto, the Settings tab opens. In the Connections section, you must enter the appropriate login credentials, including the server that you are connecting to, before the tool opens. For the vast majority of users, specifying the login credentials, including the server information, is a one time setup and for subsequent logins, the ScrewDrivers Printers main window opens; however, in the event that you must edit your credentials, you can always click the Settings icon on the main menu to open the Settings tab and in the Connections section, edit your credentials as appropriate.

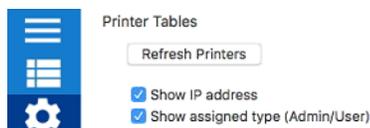
Figure 5-8: ScrewDrivers Printers Settings tab



To refresh print queues

If you are experiencing problems with any Tricerat printers during your current ScrewDrivers Direct or ScrewDrivers Print Server session (for example, expected Tricerat printers are missing from the list of available printers, or a Tricerat printer is simply not working), then you can open the Settings window and scroll to the Printer Tables section, which contains a Refresh Printers option.

Figure 5-9: ScrewDrivers Printers Settings tab, Printer Tables section



Click Refresh Printers to refresh the list of all Tricerat printers for the session. When you click Refresh Printers, the print queues for all Tricerat printers for the session are removed and then created again, which, depending on the number of print queues that are being rebuilt, can take a few minutes to complete. If a print queue fails to rebuild, then a Warning icon is displayed for the printer in the Current Printers list.

Figure 5-10: Warning displayed for Tricerat print queues that failed to rebuild

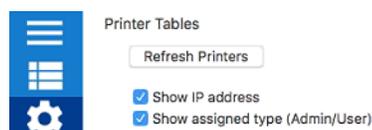


To specify the columns (information) that are shown in the Current and Available Printers lists

When ScrewDrivers Printers opens, the Printers tab displays a list of all Tricerat and non-Tricerat printers by name that are available for managing for your current ScrewDrivers Direct or ScrewDrivers Print Server session. By default, the IP address and the Assignment Type (Admin/User) is also displayed for each printer. To specify the information that is shown or hidden in the Current Printers list or Available Printers list, do the following:

1. Open the Settings tab.
2. Scroll to the Printer Tables section.

Figure 5-11: ScrewDrivers Printers Settings tab, Printer Tables section



3. To hide all information other than the printer name in the Current Printers list, clear both default options (Show IP address and Show assigned type (Admin/User)); otherwise, leave one or both options selected to show the indicated information.

The selections are applied immediately. On the main menu, you can click List to return to the Current Printers list and view the results.



These same columns are displayed for a printer in the Available Printers window after you select a printer for adding.

To set the column order

After you specify the columns (information) that are to displayed for a printer, you can use standard table functions to reorder and/or resize the columns. Any changes that you make to column order and/or size are persistent across sessions.

1. Open the Settings window.
2. Scroll to the Set Column Order section.

Figure 5-12: ScrewDrivers Printers Settings tab, Set Column Order section

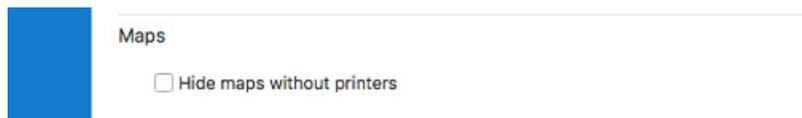


3. Use standard table functions to reorder and/or resize the columns

To hide maps in the Maps list

Your system administrator uses ScrewDrivers Maps to assist you in locating the printers that are available for self-assignment. All the maps that your system administrator has made available to you are displayed in the Maps list. To hide the maps that do not have any printers available for self-assignment, open the Settings window and scroll to the Maps section, and then click “Hide maps without printers.”

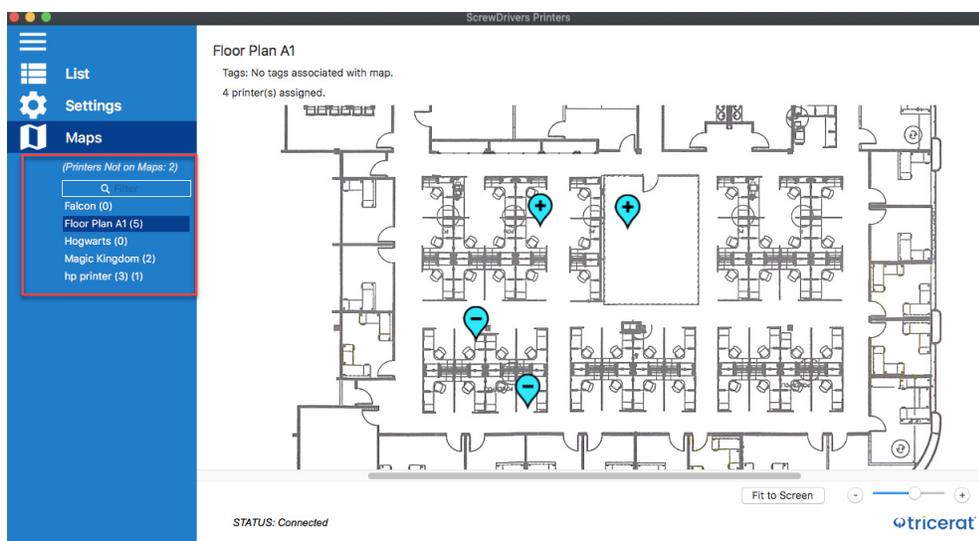
Figure 5-13: ScrewDrivers Printers Settings tab, Maps section



Working with a Printer Map in ScrewDrivers Printers

A list of all printer locations maps that your system administrator had added to the ScrewDrivers database is displayed under Maps. (If your system administrator has not added any maps to the ScrewDrivers database, then the Maps option is not displayed on the ScrewDrivers Printers main menu.) To view a list of the available maps, click Maps. The maps in the list are ordered alphabetically by name, and the number in parenthesis after each name indicates the number of printers that have been added to the map that you can self-assign. At the top of the Maps list, the message “Printers Not on Maps” is displayed. If there is a number in parenthesis that is displayed after the message, then this indicates the number of printers that your system administrator has assigned to you but not has not shown their locations in any of the maps. As result, you must use the Printers tab to manage *all* your assigned printers.

Figure 5-14: Maps list



You can [filter](#) the maps list, you [can](#) view a map, and you can [add](#) or [delete](#) user printers on a map.

To filter the Maps list

You can filter the maps list. In the blank filter field above the list, enter a search string.

- The search string is sensitive to both the name of the map and any tags that have been specified for the map.
- As you enter the search string, the list of maps that meet the criteria is dynamically updated.
- The string is limited to the exact order of the characters in the string, but the string is not case-sensitive and the search string can be found anywhere in the results. For example,

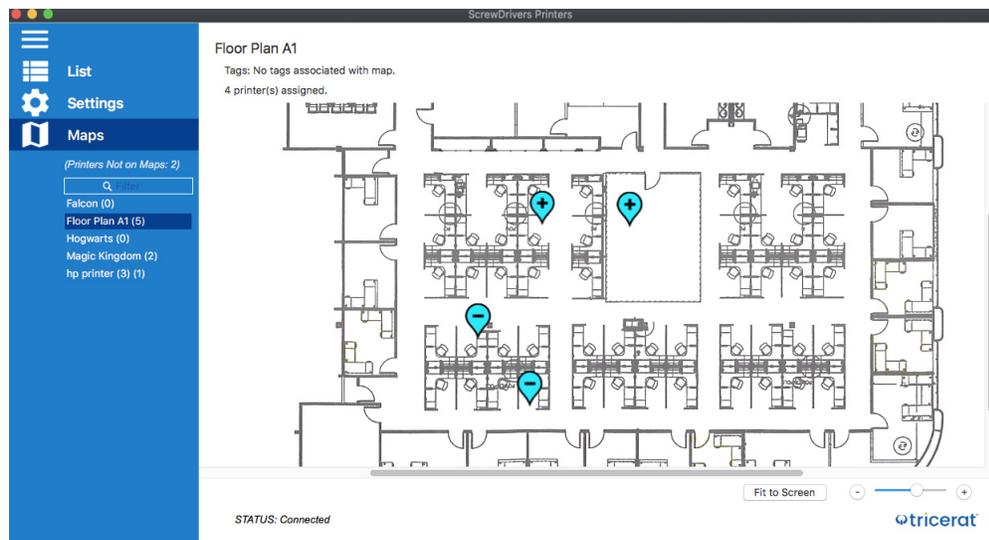
a search string of **PLAN** would return maps with names such as **PLANET INDUSTRIES**, Floor **Plan #1**, and so on.

To view a printer location map

You can view a read-only version of the map with its printer locations. In the Maps list, click the map name to display the map in the work area. From top to bottom, the following information is displayed for the map:

- The map name.
- Any tags that have been specified for the map.
- The number of printers assigned to the map.
- If printers have been added to the map, then their locations are shown as blue icons on the map. You can place your cursor over an icon to open a tooltip that displays the printer name. If the printer has not yet been assigned to you, then a plus (+) sign is displayed on the icon; otherwise, a minus sign (-) is displayed.

Figure 5-15: Printer location map



Standard scroll and zoom features are available for viewing the displayed map.

To add or remove a printer for a session

If printers have been added to the map, then their locations are shown as blue icons on the map. If the printer has not yet been assigned to you, then a plus (+) sign is displayed on the icon; otherwise, a minus sign (-) is displayed. You can [add](#) and [remove](#) some printers as needed during a ScrewDrivers Direct or ScrewDrivers Print Server session. Depending upon how your administrator has configured the printers, after you remove some printers, you cannot add them again.

To add a user printer for your current session

1. In the Maps list, click the name of the appropriate map.

The map is displayed in the work area.

2. For the printer that you are adding, click the plus (+) sign.

A Printer Info dialog box opens. The dialog box has an Add Printer option.

Figure 5-16: Printer Info dialog box with Add Printer option



3. Click Add Printer.

The Printer Info dialog box closes. A minus (-) sign is now displayed on the Printer icon, indicating that the printer has been added.

To remove a user printer from your current session



You can set a printer that has already been added for the session as your default printer. See [Step 2](#) below.

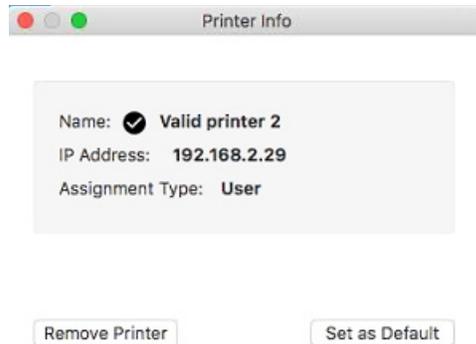
1. In the Maps list, click the name of the appropriate map.

The map is displayed in the work area.

2. For the printer that you are removing, click the minus (-) sign.

A Printer Info dialog box opens. The dialog box has a Remove Printer option and a Set as Default option. See [Figure 5-17 on page 69](#).

Figure 5-17: Printer Info dialog box with Remove Printer option

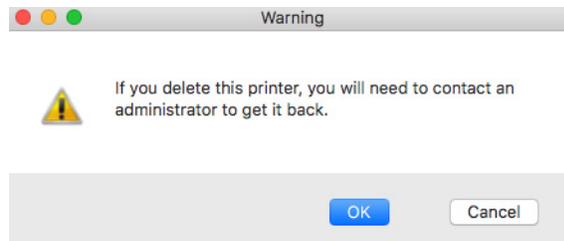


3. Click Remove Printer.

Depending on how your administrator has configured the printer, one of two results is possible:

- The Printer Info dialog box closes and you return to the map display. A plus (+) sign is now displayed on the Printer icon, indicating that the printer can be added again
- A Warning message opens indicating that if you delete the printer, you must contact your administrator to add it back. Continue to [Step 4](#).

Figure 5-18: Warning message



4. Do one of the following.

- To close the message *without* removing the printer, click Cancel.
- To close the message and remove the printer, click OK.

Chapter 6

The ScrewDrivers Endpoint TCP Client Application

In situations where virtual channel communication is not possible, such as RDP, Citrix, ICA, VMware, and PCoIP, you can use the ScrewDrivers Endpoint TCP Client application to replace this communication. The Endpoint TCP Client, which is a socket, connects to a Gateway server to collect the standard information from the Notify over this connection, instead of through the virtual channels, for both printing and notifications (print job messages).

This chapter covers the following topics:

- [“Starting Endpoint TCP Client” on page 72.](#)
- [“The Endpoint TCP Client Context Menu” on page 74.](#)

Chapter 6
The ScrewDrivers Endpoint TCP Client Application

Starting Endpoint TCP Client

The Endpoint TCP Client application is a Windows Tray application, which means that you open the application from an icon that is displayed in the client system tray

To start Endpoint TCP Client

1. On the client desktop, double-click the Endpoint TCP Client icon.

Figure 6-1: ScrewDrivers Connector desktop icon



A Tricerat application icon that represents the Endpoint TCP Client is displayed in the client system tray.

Figure 6-2: Endpoint TCP Client system tray icon

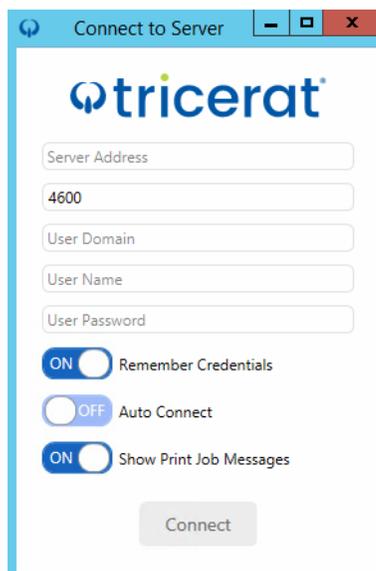


Although the Endpoint TCP Client is a Tray application, it does not auto-start and run in the background after you double-click the desktop shortcut. You must still log in to the client. If you place your cursor over the Tray icon, a "Login required" tooltip opens.

2. Right-click the Tray icon, and on the context menu that opens, click Login.

The Connect to Server window opens.

Figure 6-3: Connect to Server window



Chapter 6
The ScrewDrivers Endpoint TCP Client Application

3. Enter the credentials to connect to the Gateway server.

Option	Description
Server Address	The IP address to the Gateway server, or the fully qualified domain name (FQDN).
<Port value>	Gateway server port. The default value is 4600.
User Domain/User Name/User Password	The identical credentials that you use to log in to the service (for example, "RDP to the server").
Remember Credentials	Turned on by default. Includes your user password.
Auto Connect	Turned off by default. If Remember Credentials is turned on, then after your first successful connection to the Gateway server, you can turn on the Auto Connect option. Going forward, after you click Login on the Endpoint TCP Client context menu, the Connect to Server window is automatically populated with your saved credentials and the server connection information, and the connection to the Gateway server is completed.
Show Print Job Messages	Turned on by default. When print jobs are processed through the Gateway server, popup notifications/messages (tooltips) are automatically displayed when a print job starts and when a print job finishes.

4. Click Connect.



After you establish a connection to the server, if you hold your cursor over the Tray icon, the tooltip now displays "Connected" and the Tray icon context menu displays "Disconnect."

The Endpoint TCP Client Context Menu

All options for Endpoint TCP Client are available from the Tray icon context menu.

Menu option	Description
Login/Disconnect	Log in to a selected Gateway server or disconnect from the currently connected Gateway server. Tip: To disconnect from the currently connected Gateway server without exiting the client, (which allows you to make a connection to a different server), then click Disconnect. To disconnect from the currently connected Gateway server <i>and</i> exit the client, then click Exit.
Settings	Opens the ScrewDrivers Endpoint Client application. See Chapter 1, "The ScrewDrivers Endpoint Client Application," on page 10.
About	Opens the About dialog box, which displays the version for the currently installed Endpoint TCP Client.
Exit	Disconnects you from the currently connected Gateway server and closes the application. You must log back in to the client to connect to a Gateway server. See "Starting Endpoint TCP Client" on page 72.

Chapter 6
The ScrewDrivers Endpoint TCP Client Application