



*"DataServer needs little interaction by us in managing the printers. If a printer is down, the software sends the print jobs to the other available printers. We no longer have to be paged to disable printing due to a disabled printer. We can also setup the software to allow the lab managers to control their printers for special circumstances where printing to one or more printers is not desired. In other words, we spend less time on managing the individual printers in the labs and more time on other projects that demand more of our attention."*

*"DataServer provided us with a more reliable system in spreading our print jobs across all our printers in a lab. No one printer gets the majority of the jobs', thus saving us costs in maintenance."*

*Mark Castellon, Senior IT Associate,  
Texas A&M University*

### *Texas A&M University Selects NearStar's DataServer To Manage Print Across the Campus*

*Texas A&M University realizes tremendous gains  
in efficiency and ROI due to DataServer*

- Robust job management*
- Job Leasing and printer fail over*
- Improved overall productivity and efficiency*
- Reduced operational costs associated with remote print distribution*



**Texas A&M University is a land-grant, sea-grant and space-grant institution located in College Station, Texas. The university's enrollment includes approximately 44,000 students studying for degrees in 10 academic colleges.**

### **Working to solve the problem**

Texas A&M's prior environment consisted of in-house software they coded that switched between printer ports in a round-robin sequence within a Windows print queue. There were a variety of printers in three different campus labs that were being serviced ineffectively by this software.

### **Understanding The Issues**

The main issue with the current software Texas A&M deployed was that problems would arise when two or more printers were down due to the time it would take for the software to catch the error status in the print queue and then switch to the next printer port. Even though the printer was down, the software would still have to wait for an error status before switching to the next available printer port. The Texas A&M support team would then get called about jobs backing up in the print queues and they would have to manually disable printing to those specific printers, a full scale manual process.

### **GETTING THE JOB DONE**

NearStar provided Texas A&M with their robust job management solution called DataServer. The job management functionality to "leash" one job at a time to the printer made job recovery and load balancing extremely easy. The system also allowed the ability to assign groups of printers to a print queue as well as being able to add and remove printers without having to stop production printing. This saved time and money since support calls were lessened.

DataServer's automatic printer fail over functionality provided the ability to assign multiple printers as backups of each other so that when one when down, the backup printer would automatically pick up the job load. When the primary printer came back online, it would then assume responsibility for the jobs again.

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NearStar also provided additional functionality for Texas A&M to create banner pages for specific printers that did not have this capability so that end users could quickly find their jobs. The time/date, user-id (at top and bottom of banner) and the name of the submitted job were supplied. Their main output modules were Xerox DP75/90 printers, which have their own internal banner page, while the Xerox N4025/N4525 printers did not. Texas A&M was able to keep their current process in place using their different hardware without having to create something internally.

"DataServer provided us with a more reliable system in spreading our print jobs across all our printers in a lab. No one printer gets the majority of the jobs', thus saving us costs in maintenance."

NearStar's DataServer is currently managing over 30 printers from various vendors across three Texas A&M campus labs.

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