



ACDI ACADEMY

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PaperCut Advanced Technical Training Agenda

PaperCut MF Success
Features · Interactive · Demonstration · Experience · Hands On · Expert

ACDI



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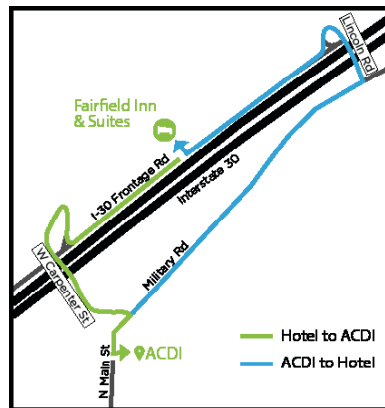
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Please be aware that public transportation | ride-sharing services | taxi services are not available or are limited in this area. Securing a rental car is the most efficient way to ensure a seamless experience.



TRAINING LOCATION

ACDI Headquarters
403 N Main St,
Benton, AR 72015
(800) 990-2234
acd-inc.com



HOTELS NEARBY

You are responsible for the payment of your hotel room and transportation to and from the training location. You are welcome to make arrangements at any hotel you prefer, but we suggest The Fairfield Inn & Suites.

Fairfield Inn & Suites (2.0mi)

17320 Interstate 30 North
Benton, 72019
+1(501) 722-6330
<https://www.marriott.com/hotels/travel/litbn-fairfield-inn-and-suites-little-rock-benton/>



For questions, please call 800.990.2234 or email training@acd-inc.com

TUESDAY

PAPERCUT ADVANCED TECHNICAL TRAINING ITINERARY

Session 1 | Orientation

- 8:00 Welcome**
Introduction | What to expect
- 8:30 Introduction to ACDI**
Who we are and what ACDI offers
- 9:00 PaperCut Ecosystem**
Where everyone fits
- 9:15 PaperCut Reseller Portal**
Downloads and Documentation
Install Archive | Percolator
- 10:00 15-min Break**

Session 2 | PaperCut Enterprise Infrastructures

- 10:15 Enterprise Level Printing**
Instructors: Kris Robertson
- Microsoft**
- Microsoft Print Server optimize
 - Load Balancing
 - Clustering
 - Virtualization
 - Citrix
 - Server Commands
- 12:00 Group Lunch Onsite**
- 1:00 CUPS**
Instructor: Rafael Adjunta
- What is CUPS
 - What systems use it (Mac/Linux)
 - Use cases where CUPS server may be beneficial (Predominantly Mac or Linux environment)
 - How to install PaperCut onto macOS
 - How to access CUPS to setup a Find-Me Print queue
 - Using the printer monitoring command
 - PCMF Secondary Server Installation on macOS with Windows as PC Application Server (Open Discussion)
 - PCMF Site Server Installation on macOS with Windows as PC Application Server (Open Discussion)

- Linux**
Instructor: Rafael Adjunta
- PCMF Application Server Installation on Linux (Ubuntu or CentOS)
 - How to install PaperCut onto Linux (install using Terminal)
 - Syncing Users from OpenLDAP and Active Directory
 - Configuring CUPS to track prints from Linux
 - PCMF Secondary Server Installation on Linux (Ubuntu or CentOS) with Windows as PC Application Server (Open Discussion)
 - PCMF Site Server Installation on Linux (Ubuntu or CentOS) with Windows as PC Application Server (Open Discussion)

- 4:00 HIVE | Introduction**
Instructor: Kris Robertson

- On Boarding**
- Email
 - Auto Deploy (GPO)
 - Auto Link (Intune)

Print and Release

- Mobile
- Desktop

Parts and Pieces

- Edge Mesh
- Printers
- Profiles
- Deploying Printers

App Data Folder

- 4:45 Recap | Q & A**

WEDNESDAY

PAPERCUT ADVANCED TECHNICAL TRAINING ITINERARY

Session 3 | PaperCut Advanced

8:30 Site Servers

Instructor: Kris Robertson

- Use case scenarios
- Installing
- Off Line Policies
- Resiliency
- Site Server roles - Online and Offline

Instructor Installation

- Naming Convention
- Permissions

Class group installation

- Install Site Servers
- Set-up offline policies
- Test offline capabilities
- Authentication via ID or Card
 - Printing
 - Copying

10:30 15-min Break

10:45 Advanced Directory Services

Instructors: Kris Robertson

- Discuss different directory types
- Focus on AD
- Syncing to multiple domains
- Trust needed
- Using AD groups to manage PaperCut

12:00 Group Lunch Onsite

Session 4 | Backups | Database Migrations

1:00 Database Options

Instructor: Kris Robertson

Apache Derby

Limitations

Internal vs. External Database

Use case scenarios

Backup and Restore

Moving the Backup to Network Storage (off-server)

Database Migrations

Moving to SQL Express demonstration

Student Migration

- Backup and restore database
- Complete Database migration to SQL Express

Session 5 | Mobility Print

3:00 Mobility Print | MS | macOS | Android | Chrome

Instructors: Kris Robertson

- Overview
- Installation
- Advanced DNS Configuration
- Off - Network Printing

Session 6 | ACDI Integration Services

4:00 Introduction to Integrations

Instructors: Matt Smith

- When to integrate and why
- Use case scenarios
- Most common setups
- Open discussion

4:45 Recap | Q & A

6:00 Group Dinner

THURSDAY

PAPERCUT ADVANCED TECHNICAL TRAINING ITINERARY

Session 7 | PaperCut Multiverse

Instructor: Kris Robertson

8:30 Overview and Use Case

Adding a Customer

- Account
- System Health

Remote Management

- App Server
- Devices

9:30 PaperCut Mobile Print Options

Instructor: Kris Robertson

- Mobility Print
- Off Network Printing
- iOS
- Web Print
- Email to Print

10:30 15-min Break

10:45 Embedded Advanced

Instructor: Kris Robertson

Advanced Configuration

- Discuss advanced config keys
- When to make a machine change vs. global change
- Fine Grain access and who supports it
- Integration Matrix - Who's who

Customizing Interface

Customizing the End User experience

- Colors
- Logos
- Messages

Complete activities on multiple devices on-hand

12:00 Group Lunch Onsite

Session 8 | Integrated Scanning

1:00 Scanning with PaperCut

Instructor: Kris Robertson

- Permissions
- Service Accounts
- Destinations Available
- Access
- OCR | Cloud vs. On-Prem

Demonstrate email & folder templates

- To oneself
- To pre-defined email
- Allow changes
- Disallow changes

1:30 Advanced Scripting

Instructors: Matt Smith

- Scripting overview
- JavaScript
- Print Script demo
- Print script API
- Use case problem 1 and print script modification
- Have the class make a similar modification
- Use case problem 2 (more difficult)
- Use case problem 3 (most difficult)
- Additional Q & A

Session 9 | Advanced Troubleshooting Techniques

2:30 Advanced Troubleshooting

Instructor: Jeremy Pranger

- How to enable debugging in the Print Provider, Mobility, application, MFD's
- How to read debug logs
- Integrated Scanning to folder/email (permissions)
- How to troubleshoot driver related issues
- Site Server issues - Embed communication to and from the app/site server
- Troubleshooting Print Deploy
- Troubleshooting Mobility Print
- Troubleshooting resource issues (i.e., in logs adding RAM via config file)

5:00 Class Dismissed

Session 10 | Hardware

8:30 Hardware | Card Readers | Coin Ops

Instructor: Seth Ingram

Types of Card Readers

- Proximity
- Mag Stripe
- Bar Code
- Network

Programming Card Readers

- Regular Expressions
- Scripts

EX 2000 BCC

- Overview
- Configuration
- Demonstration

RSX 1000

- Overview
- Configuration
- Demonstration

Session 11 | Print Deploy

10:00 Print Deploy Overview

Instructor: Kris Roberston

- Server Requirements
- Client Requirements
- Driver Requirements
- Determining Print Environment
- Print Server Environment
- Workstations joined/not joined to the local domain
- Serverless Printing Environment (Direct Print)
- Cloner Tool
- Reference Computer(s)
- Print Deploy Client rollout
- Deploying Printers

11:00 Working Lunch

Session 12 | PaperCut HA

11:30 PaperCut : High Availability

Instructor: Kris Robertson

- Application Server Failover
- Active/Passive Mode
- System requirements
- PaperCut NG/MF version 20 or higher
- A Network Load Balancer
- 2+ servers (virtual or physical)
- A highly available external database
- A persistent network drive
- Print Server's running Secondary or Site Server
- Configuration Overview and Best Practices
- Print Server Discussion
- Print Objects
- DNS on Wire