

COSprint eXpress

Print spooling and output management for high volume ticket and contract printing

COSprint is recognised as the most scalable print spooling and output management software currently available for distributed systems. It is used by organizations printing up to 25,000 contracts per hour, with guaranteed delivery times to point of printing in as little as three seconds. In order to facilitate the specific requirements for users generating large volumes of small print requests, OSM has produced an optional extension to **COSprint** known as **COSprint eXpress**.

COSprint eXpress is designed for organizations with a requirement to print a large quantity of small documents to many printers, probably widely distributed geographically. It is particularly useful when the speed of delivery is paramount. Examples of its application are found in car rental companies, stock traders and similar types of operations.

In a traditional environment where **COSprint** is in use, all output requests from enterprise users are directed to **COSprint** Servers, spooled, and delivered according to the attributes associated with the print request. However, where an organization has several thousand workstations generating output destined for a similar number of printers, perhaps governed by a Service Level Agreement that mandates printing within a few seconds, then *spooling* all print requests may not be the answer – even with a print spooler with the performance of **COSprint**.

Because most of the print requests are for single copies and each source typically requests a single destination, printing without spooling may be acceptable. **COSprint eXpress** therefore enables the process of direct printing which bypasses the spooling system for the majority of print requests. This approach can

produce significant performance improvements.

COSprint eXpress adds a new functional layer to the standard **COSprint** software. The normal **COSprint lp** and **lpr** commands are replaced by a **COSprint eXpress** alternative which resides on the **COSprint** Server. This takes the

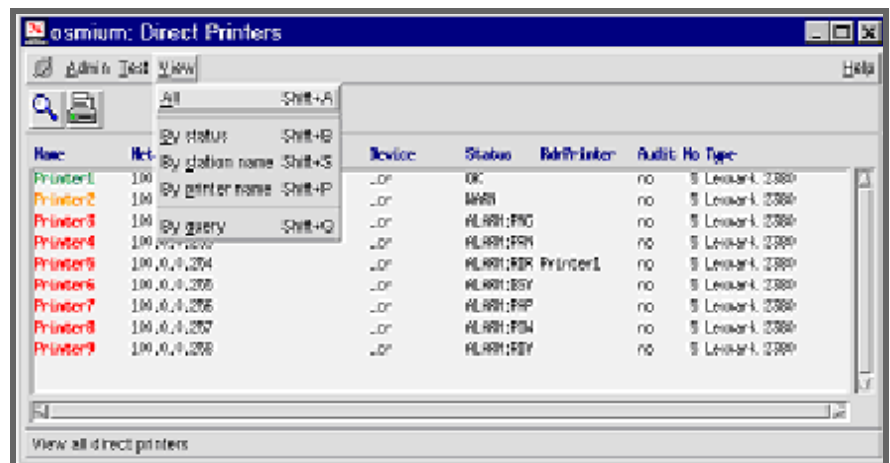


Figure 1 – viewing direct printers

form of a wrapper around the normal **COSprint** commands. The print requests are automatically routed directly to the appropriate printer and the details of the job logged in the normal manner.

In the event that there is a problem with the printer then the job is spooled to a queue residing on the **COSprint** Server, from where it can be released for printing when the appropriate printer, or an acceptable alternative becomes free.

At the same time as being spooled an alarm is

generated which logs the status of the printer. This log file can be monitored from within *COSprint eXpress* or via third party monitoring tools such as BMC Software's PATROL, HP OpenView IT/Operations or IBM Tivoli Monitoring.

The alarm logs indicate why a direct printer has failed to process a print request. This might include being turned off, being out of paper, out of toner etc. – status information which is available provided that the printer is SNMP enabled.

Normal behaviour is that print requests are printed directly when possible, along with full logging information. When they cannot be printed directly, *eXpress* print requests are spooled and subject to the same controls as the conventional ones handled by the *COSprint* Server.

Availability

Sun Solaris, IBM AIX, HP-UX, Linux 2.4 and 2.6.

Other versions of UNIX and Linux subject to request.

Summary

COSprint eXpress provides the following benefits:

- very high throughput rates for small print requests
- improved service levels due to faster delivery to point of need combined with full logging of delivery information
- inbuilt load balancing and failover improves service levels
- a better customer experience



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