Sending a job to a queue matched to a mono printer will not enforce Alter to B&W Rule when releasing at a colour printer under datastream interpretation

This might result in jobs being printed in colour even though an "alter job to mono" Rule is enforced.

Steps to replicate:

The site has two physical printers. One colour device and one mono device.

Create Shared Devices

1. MonoPrinterA:
   - This printer is not colour capable. The Shared Device record has the colour capable checkbox unticked (Shared Device > **Functions** tab > **Advanced** > **This printer is capable of printing in colour** > unticked).
   - Use datastream interpretation (**Controller** tab > **Controller Type** = **Konica Minolta Integrated** > **Printing** tab > **Tracking method** > **Datastream interpretation**).
   - Enable follow-me (**Printing** tab > **Enable Secure Document Release** ticked > **Pull print group** > Choose **<unallocated>**).
2. ColourPrinterB:
   - This printer can print in colour. The Shared Device record has the colour capable checkbox ticked (Shared Device > **Functions** tab > **Advanced** > **This printer is capable of printing in colour** > ticked).
   - Use datastream interpretation (**Controller** tab > **Controller Type** = **Konica Minolta Integrated** > **Printing** tab > **Tracking method** > **Datastream interpretation**).
   - Enable follow-me (**Printing** tab > **Enable Secure Document Release** ticked > **Pull print group** > Choose **<unallocated>**).

Create print queue matching MonoPrinterA using a colour driver

The print server has a print queue that has the same IP address as the MonoPrinterA but using a colour driver:

- Create a print queue with a TCP/IP port that has an IP address that matches MonoPrinterA.
- Use a colour printer driver.
- Refresh the PDAgent.
- Ensure the queue is matched to MonoPrinterA (**Print Management** > **Print Queue Management** > **Print Queues** > check **Matched device** column).

Create the Alter Job to black & white Rule

Now create a Rule that alters the job to black and white and apply it to the user:

- Open Resource Manager.
- Click on the **Rules** node**.**
- On the right hand side, click the **Add** button.
- In the **New Rule** window, on the **General** tab, type **Alter to black & white** (or any descriptive name you like) into the **Rule name** textbox.
- Ensure the option **Selected users only** is selected in the **Apply this rule to** dropdown.
- In the **Action on rule violation** dropdown choose **Alter job**.
- In the **Notification on violation** frame, choose any method of notifying the user if a violation has occurred.
- Click the **Restrictions** tab.
- Click the **Print/copy** dropdown and choose the option **Allow printing on the selected devices with conditions**:
- Click the **Colour Printing** tab.
- Choose the **Colour printing will incur a violation** option.
- The **Effective period** dropdown is not relevant for replicating.
- In the **Message if violated** textbox, enter any text that you wish to be displayed to the user.
- Click the **Devices** tab. Choose the **All devices** option.
- Click **OK**.

Apply the Rule to a user or users

Now that the Rule has been created, we need to apply it to one or more users.

- Open Resource Manager.
- Navigate to **User Management** > **Users.**
- On the right, select the user (or multi-select users) and click **Edit**.
- Click the **Rules** tab.
- Select the Rule to apply to the user. If more than one user was selected, tick the box to the left of the list of rules to enable it.
- Click **OK**.

Refresh PDServers and PDAgents

To force a refresh immediately, follow these steps:

- On the left, click the **PD Servers** node.
- On the right, highlight all the servers. Right click and choose **Refresh**.
- Now click the **PDAgents** node.
- On the right, highlight all the servers. Right click and choose **Refresh**.

Send a print job to the queue that is matched to MonoPrinterA

Print a document that has colour in it to the print queue that is matched to MonoPrinterA.

Release the job at the ColourPrinterB printer

Now log in to the colour printer and release the job. The job should be printed in colour even though the "alter job" Rule should have changed it to black & white.

Resolution

Always ensure that queues that have a colour driver are matched to a colour device. Only queues with mono drivers should be matched to mono printers.