SAP Printing: SAP username in spool data

When SAP prints to a Windows print queue through the **SAPSprint** service, the jobs arrive with the user name the service runs as, normally **SYSTEM**. The PDAgent would then record them as SYSTEM, not the person who printed. To match SAP jobs to the right user:

- Stop the PDAgent's LPD service clashing with SAPSprint.
- Make sure each user's SAP user name is on their user record.
- Set the print server's PDAgent to take the SAP user name from the job.
- Set up SAP to put the user name in the job.

Avoid a port clash with SAPSprint

SAPSprint uses TCP port 515, the same port as the PDAgent's LPD service. If you cannot change the SAPSprint port, change the PDAgent's:

1. In Resource Manager, click **PD Agents**, and double-click the print server's PDAgent.
2. On the **Print services** tab, under **IPP & LPD services**, change the LPD **Port** to *58515*.
3. Click **OK + Refresh**.

Windows does not let you create a print queue with a custom LPR port by hand, but the PDAgent can: use the queue's port setting in Print Queue Management, or a Queue Deployment.

Put the SAP user name on the user record

Usually a user's SAP user name differs from their Windows account name, because the two are managed separately. For example, Windows *JohnDoe* is in **Login name**, but the SAP user name is *john_doe*:

1. In **User Management** > **Users**, double-click the user.
2. On the **Advanced** tab, enter the SAP user name in **Secondary login name**.
3. Click **OK**.

Jobs from their computer and from SAP are then both matched to them, and they release both with the same PIN or card. (If SAP user names already match the Windows account names, skip this step.)

Take the SAP user name from the job

1. In **PD Agents**, double-click the print server's PDAgent, and click the **Print services** tab.
2. Click **Extract job owner username from job**.
3. Tick the ready-made item **SAP user in spool data with @PJL SET COMMENT SAP_USER = " prefix and " suffix with spaces or no spaces either side of the equals sign**.
4. Click **OK**, and **OK + Refresh**.

This item searches the print data for a line such as *@PJL COMMENT SAP_USER="john_doe"*, and matches the name to a user. It only checks jobs whose owner is **SYSTEM**, so other jobs are not slowed down. If SAPSprint runs as a service account instead (for example *svc_sapsprint*), double-click the item and change the job owner it checks to that account.

Set up SAP to put the user name in the PJL header

Your SAP administrator does this, in the SAP GUI (the steps may differ slightly between SAP versions):

1. Run transaction **SPAD** (Spool Administration), and click **Full Administration**.
2. On the **Device Types** tab, find the device type to change, or click **Create** to make a new one based on an existing type.
3. On the **Print Controls** tab, click **Change**.
4. Find the print control for the PJL header (for example *%X_START_PJL*), or click **New Entries** to add one, and add this line: *@PJL COMMENT SAP_USER="&SAP_USER"*
5. Save. If you created or changed a device type, assign it to the output devices on the **Output Devices** tab.

Send a test job from SAP and check that it is recorded against the right user.

Related articles

- *SAP Printing: SAP username in document name*
- *How to manually create a User*

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