ROC Rhapsody™ and Native Spoolers

When companies make major changes to their IT or application infrastructure, considerations about reliable output often take a back seat to core application features and functions. To manage output, many organizations default to the spooling features native to UNIX, Linux and Windows. While these native spoolers are either open source or included with the operating system, they are anything but free. Their bare-bones functionality makes the job of ensuring reliable output extremely time intensive, especially in today's complex and geographically dispersed network environments.

ROC Rhapsody is an alternative to the native spooler that provides a single point of control for all output (printed and electronic) on any server, platform or device. Through a simple browser interface, Rhapsody automates basic administrative tasks and allows for precise control of how, when and where output gets delivered.

ROC Rhapsody Benefits over Native Spoolers

- :: Spend less time managing output
- :: Improve reliability of enterprise output
- :: Reduce output costs

Spend Less Time Managing Output

The single biggest benefit of Rhapsody over a native spooler is the amount of time it saves IT staff in managing output issues and supporting the output infrastructure. Today's complex networks simply overwhelm the basic functionality of native spoolers. With dozens of applications across physical and virtual servers, hundreds of devices and thousands of users, output management becomes a full-time job. With native spoolers, administrative tasks such as configuring new devices or managing user permissions are done manually on a device-by-device basis. Rhapsody, on the other hand, helps automate administrative tasks with features like two-way SNMP device communication for easy configuration, and LDAP integration for easy user and permission management.

Native spoolers offer no tools to help diagnose and resolve output problems. With a large, dispersed network, simply identifying a problem server or device can require multiple logins, especially in cross-platform environments. A device failure can require a visit to the device or a manual reconfiguration of the spooler to redirect output to another device. Other problems typically require a manual stop/restart of the spooler, forcing users to recreate all their output jobs. Rhapsody provides a central, browser-based point of control over all output servers, queues, devices and jobs, making it easy to diagnose and resolve most problems with just a few clicks. If a device fails, you can easily redirect output to a working device, and recover and reprint any lost output, all through Rhapsody.

For more complex or chronic output issues, technical support for native spoolers is strictly self-service, limited to online forums and discussion boards. Rhapsody customers turn to the outstanding technical support team at ROC Software, and can always speak with an actual person who will work on their specific issues. With more than 4,000 customers around the world, ROC's experienced support team has the depth and breadth of knowledge to solve even the most challenging cross-platform output issues.

Rhapsody Features Unavailable in Native Spooler:

- Centralized device, job and queue control
- Recover previously printed jobs
- Print a range of pages
- View job on the screen
- Move a print job from one device to another
- Schedule a job for unattended printing
- Despool only when a proper form has been loaded
- Split large jobs into smaller ones with different destinations
- Auto-discovery of new devices
- User authentication via existing applications such as LDAP
- Track actual usage by user, department, time
- Automatic server failover
- Outstanding technical support

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Improve Reliability of Output

Native spoolers allow an error at any point in the chain of applications, queues or devices to cause an output failure that generates a support call and requires the print job to be recreated. ROC Rhapsody has a range of features that can proactively alert you to potential problems before they cause service disruptions and can automatically deal with errors or failures when they do occur. Best of all, Rhapsody can automatically archive output jobs making it easy to recover and reprint any job.

For business-critical processes that require fault-tolerance, native spoolers are simply unworkable. If a server or device fails, native spoolers do not have the ability to automatically recover or redirect output. ROC Rhapsody works easily with high-availability architectures with features like automatic server failover, load balancing and resource pooling, to prevent issues on the back end from affecting users.

Reduce Output Costs

When it comes to saving hard dollars on paper, forms and other consumables, native spoolers not only lack features, they actually increase costs. With a native spooler, reprinting a job is an all-or-nothing proposition. If five pages of a 1,000 page sales report are missing, native spoolers require all 1,000 pages to be reprinted. Additionally, native spoolers don't allow jobs to be viewed or distributed online, and certainly don't offer any of Rhapsody's advanced bursting features that let you split up large reports for customized delivery to different destinations.

Native spoolers also lack the ability to measure actual print usage to identify potential areas of savings. With Rhapsody, you can track usage by user, department, group or device over any time period. Rhapsody's flexible destination types allow for process re-engineering to deliver output electronically via email or to a shared drive or intranet rather than a printer – further decreasing costs.

Easy Installation

While some companies understand the value of an output management solution like ROC Rhapsody, they fear the difficulty of "recreating" their existing complex web of output servers, queues and devices in a new system. Actually, ROC Rhapsody is surprisingly easy to implement, and includes a host of features to simplify implementation. As an example, Rhapsody uses SNMP device communication to automatically discover new devices, allowing for the bulk creation of literally hundreds of devices at a time. Most companies can be up and running with Rhapsody in less than an hour.

Try ROC Rhapsody Today FREE

To see how ROC Rhapsody can help you spend less time on output issues, improve reliability and reduce costs, download a FREE TRIAL of Rhapsody today at the ROC Software website, www.rocsoftware.com. You can also contact ROC via email at sales@rocsoftware.com or call us at 512-336-4200.

ROC Rhapsody OS Compatibility

- Windows Server®
- Solaris®
- HP-UX®
- SCO UnixWare®
- AIX®
- NCR®
- Red Hat Linux®
- SUSE Linux®

About ROC Software

ROC Software develops enterprise output management and job scheduling solutions to help IT organization save valuable time and money in managing their business-critical operations. ROC solutions are easy to install on most major platforms including UNIX, Linux, Windows and HP e3000. More than 4,000 customers worldwide depend upon ROC Software for innovative enterprise solutions, rock-solid reliability and award-winning support. ROC Software is headquartered in Austin, Texas.

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