# INTELLIscribe in a Cluster Environment

» INTELLIscribe

» Node Management
» Installation & Usage
» Removal

## » Intended Audience

This document is intended for skilled administrators who understand and can manage a Windows® cluster.

**INTRODUCTION**   Microsoft cluster services are available on Windows 2000 Advanced Server and Windows Server 2003 and Server 2008 Enterprise Editions. Microsoft cluster services allow multiple computers, called nodes, to work together as a single computer, providing a means for its services and other resources to be highly available. If the master node in a cluster fails, another node takes its place providing minimal to no down time of mission critical software.

## System Requirements

◊  Windows 2000 Advanced Server
◊  Windows Server 2003 Enterprise Edition
◊  Windows Server 2003 R2 Enterprise Edition
◊  Windows Server 2008 Enterprise Edition
◊  Windows Server 2008 R2 Enterprise Edition
◊  INTELLIscribe 4.0 or later

**INSTALLATION**   INTELLIscribe can be installed within a Microsoft cluster to fully provide broadcast, failover, round robin, and destination balancing capabilities.

INTELLIscribe must be installed to a Physical Disk shared by all nodes in the cluster. Install the software on each node when the node has master control of the physical disk. Also, install it to the same location on the shared physical disk (i.e.  R:\INTELLIscribe). After installation on the first node in the cluster, create your INTELLIscribe virtual printer ports.

Note: A license of INTELLIscribe is required for each node in the cluster.

During installation at the Select Additional Tasks step, deselect Add a startup icon. Immediately following installation, we recommend activating the software and starting it for the first time.

A "Generic Service" resource must be added for INTELLIscribe. The following registry keys need to be replicated by the service:
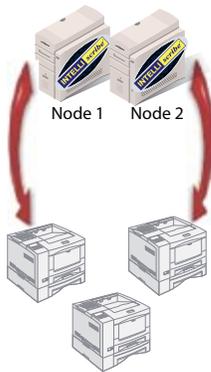
(1) SOFTWARE\Brooks Internet Software\INTELLIscribe
(2) SYSTEM\ControlSet001\Control\Print\Monitors\INTELLIscribe Virtual Port\Ports

Note: Do not replicate the entire Brooks Internet Software subkey. If so, each time a new master node takes over, the INTELLIscribe license will expire.

**Prior to installation,  the following resources must be configured on the cluster.**

»    IP Address
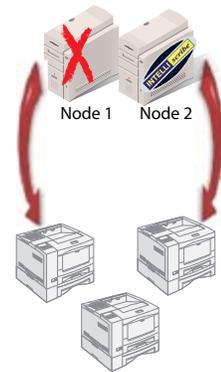»    Network Name
»    Physical Disk
»    Print Spooler

**USAGE**   After the virtual ports have been created, login to a computer that is not a node in the cluster, or connect to the Printers & Faxes share on the Print Spooler's

## INTELLIscribe Support in a Cluster Environment

**Left**: This cluster is made up of two nodes (servers). Node 1 is the active node and the remaining nodes are running in a passive state. INTELLIscribe is running only on Node 1 and is distributing documents among three printers.

**Right**: The same cluster is shown; however, node 1 has failed. Microsoft cluster services detected this and node 2 became the active node and the INTELLIscribe service was started automatically and printing continued without interruption.

DNS name (i.e. \\PRINT-CLUSTER\Printers & Faxes). Create a shared printer on the cluster, selecting one of the virtual printer ports created previously.

Now when a node fails, or the cluster services are stopped on the master node, another node will take over. INTELLIscribe will seamlessly failover to the node that takes over. New print jobs sent to INTELLIscribe will continue to print.

UNINSTALLATION   In order for INTELLIscribe to be removed properly, you need to uninstall it from each node in the cluster when that node has control of the shared physical disk.

(1) Make a copy of the folder where INTELLIscribe is installed. For example, copy R:\INTELLIscribe to R:\Copy of INTELLIscribe.

(2) Uninstall INTELLIscribe from the node that has control of the shared physical disk using the Add or Remove Programs control panel utility.

(3) Copy R:\Copy of INTELLIscribe to the original installation location: R:\INTELLIscribe.

(4) Failover to the next node in the cluster so it has control of the shared physical disk and uninstall using the Add or Remove Programs control panel utility.

(5) Repeat these steps for each cluster node where INTELLIscribe was installed. When finished, delete the folder where INTELLIscribe was copied (i.e. R:\Copy of INTELLIscribe).

## BROOKS
INTERNET SOFTWARE, INC.

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