



INTELLscribe in a Cluster Environment

- » INTELLscribe
- » Node Management
- » Installation & Usage
- » Removal

» Intended Audience

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

» Prior to Installation

Configure the following resources on the cluster prior to installing the software.

- ◇ IP Address
- ◇ Network Name
- ◇ Physical Disk
- ◇ Print Spooler

INTRODUCTION Microsoft cluster services are available on Windows 2000 Advanced Server and Windows Server 2003 Enterprise Edition. Microsoft cluster services allow multiple computers (nodes) to work together as a single computer, providing a means for its resources, including services, 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.

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

INTELLscribe 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:\INTELLscribe). After installation on the first node in the cluster, create your INTELLscribe virtual printer ports.

Note: A license of INTELLscribe 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 unlocking the software and starting it for the first time.

A "Generic Service" resource must be added for INTELLscribe. The following registry keys need to be replicated by the service:

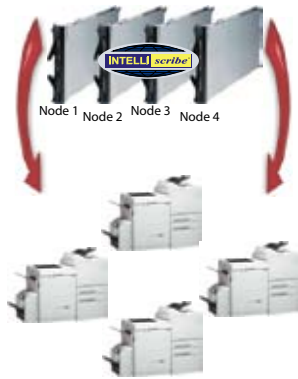
- (1) SOFTWARE\Brooks Internet Software\INTELLscribe
- (2) SYSTEM\ControlSet001\Control\Print\Monitors\INTELLscribe Virtual Port\Ports

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

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

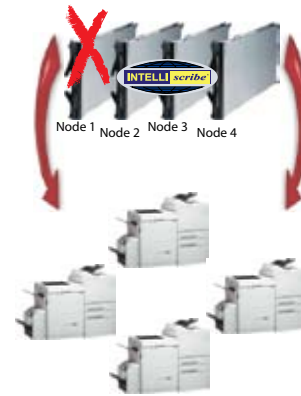
System Requirements

- ◇ Windows 2000 Advanced Server
- ◇ Windows Server 2003 Enterprise Edition
- ◇ Windows Server 2003 R2 Enterprise Edition
- ◇ INTELLscribe 4.0 or later



INTELLiscribe Support in Cluster Environments

Left: This cluster is made up of 4 nodes (servers). Node 1 is active and the remaining nodes are running in a passive state. INTELLiscribe is running on node 1 and is distributing print documents among 4 printers.



Right: The same cluster is in use; however, node 1 has failed. Microsoft cluster services detected this problem and node 2 became the active node, automatically starting the INTELLiscribe service, and continued printing 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).



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INTELLiscribe
Improving document Workflows