PaperCut Hive Successful Implementation Checklist

Discovery

End-user printing behavior 🔗

- ☐ **Finishing:** Stapling? Hole Punch? Everybody or just select users?

- ☐ **Print Volumes:** High or low?

- ☐ **Print Job Profile:** High end color graphics, things that might require special drivers

- ☐ **Applications**: Looking for things like enterprise systems/ back-end printing

The technology landscape

- ☐ **Network Topology:** 🔗

  - ○ Can computers talk to each other?

  - ○ Can computers reach printers?

  - ○ Can computers reach the hive cloud endpoints?

- ☐ **Printer Brands:** 🔗

  - ○ Check which ones support the Lite or Full App.

  - ○ It's good to confirm if IPP is enabled and supported (can also confirm during UAT).

- ☐ **Operating systems:** 🔗

  - ○ Hive is cross platform, but at least one Mac or Windows node must exist in the mesh.

Why these questions?

These questions will help you decide whether the customer needs super nodes to allow communication to printers, or if their end user machines (Standard Nodes) can handle printing. You also will be able to determine which delivery method is best for each printer because queue printing excels with finishing/high volume whereas IPP is great for simple, driverless printing. If the customer has complex back-end printing, Hive may not be the best fit as of the writing of this document.

Testing and UAT

Put Hive through real-world testing

- ☐ **Test User Experience**:

  - ○ Try to include non-IT / tricky users and depts.

  - ○ Are users happy to adapt to hold/release printing?

  - ○ Fiery printing? Check printers? Other? Should those be excluded from Hive?

☐ **Test against important / exceptional applications:**

   ○ You've found the apps - can they print with it?

   ○ If not, are they comfortable with tracking only?

Run through the usual POC tests:

☐ **Confirm MFD installation works & test features:**

   ○ Can you embed the app, or do some settings need to change?

☐ **Validate your delivery:**

   ○ Is IPP working as expected, or will some printers need queues & drivers?

   ○ Promote a supernode - does it improve print reliability?

☐ **Check Sales-critical features:**

   ○ Does Hive meet their "must-have" requirements

   ○ Is the customer expecting integration with their BI solution?

   ○ What about onboarding and deployment solutions?

Why UAT?

We've found that partners and customers sometimes skip the pilot phase altogether or they just test the product in the customer's IT Dept. This can sometimes lead to complications later on. By elevating the Pilot into User Acceptance Testing, you can increase your chances for success, ensuring real users' needs are accounted for before deployment.

Scaling to production

Preparing the Network Environment

☐ **Confirm printer access and routing (cross VLAN access):**

   ○ Do your clients either have access to the printers directly, or a supernode with access to the printer?

☐ **Confirm permanent firewall & network settings are in place:**

   ○ If the customer wants to change to a least-privilege configuration, we need to make sure that they don't block anything that's necessary for a particular subnet.

   ○ If things were opened up more broadly for testing are those changes okay to stay permanently?

☐ **Cross your eyes and dot your T's - wait a minute…**

   ○ Are you prepared for deployment via Intune/Jamf or other bulk management tools?

   ○ Is the card reader activated for each embedded device?

   ○ Is integrated scanning configured?

   ○ How about printing policy and restrictions?

Does this sound familiar?

It should! If you've run through the checklist up to this point, you should be well-equipped to move forward to production. The main consideration for this part is to make sure that the variables from the trial are the same across the organization. Making sure that the rules you tested with are consistently implemented across the production environment is a key part of scaling successfully.