**Tom Gagliano, Stephen Shields, Dalia Sok user feedback 03/17/16**

**Broad ranging/general:**

* Need to include other servers besides ASAP
* Monitor print queues individually
* Power shells
* Having better visibility on the actual servers
* Pulling queue status
* Pdf print queue works fine

**Comments on PDF Print Queue:**

* [if branch server] Ops monitor pdf print queue and will alert support if something sitting beyond a couple hours.
* [Stephen Shields from a dev support standpoint] useful if status of actual spooler service was displayed
* PDF Print Queueu is only specific to printing - watchdog covers a lot of other functions
* Only pays attention to top portion
* Not resolving the name right – would be nice to see what it is resolving to. Half the issues seem to be DNS

**Thoughts on a Monitor/Manage Dashboard**

* Would be nice to search or filter by branch, IP address, or by printer name
* Search queue by document type
* For dashboard, maybe include what branches have auctions or auction schedule. This idea can be extended to list computers being used for auctions, ie. PC name (Primary and secondary doesn’t mean much) or maybe something to the effect of first one uploaded.

Users additionally asked to fill out a questionnaire on the same topic and to return when completed. Will wait about a week for those and hopefully will have more feedback