



Printing with PRISM Using Remote Print Manager – 6

User Guide



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ABOUT PRINTING WITH PRISM

FIS Technical Services creates a unique queue for each individual during the printing setup. After receiving and processing the print job, the server sends the report back to your PC based on your queue information. After the report is directed back to your PC, the print job is processed by Remote Print Manager (RPM) to a local printer that is installed on your PC.

In order to print from PRISM to a local printer, RPM Remote Print manager must be installed on your computer and used with an assigned Prism Print Queue. The following information details how to install RPM, how to configure RPM, and how to obtain a Prism Print Queue. RPM allows for users to choose which printer they want to print to.

In order for RPM to work properly with Windows 7, please install RPM with administrator rights.

If RPM must be used with a network printer, please have your Network Administrator review the end of the document for network administration printer access instructions.

REQUESTING A PRISM PRINT QUEUE

Completing these steps before submitting a PRISM printer installation request will substantially decrease the time it takes to complete the process. These steps might require the assistance of your technical support team and may require administrative privileges to your PC and network. Please check with your department's technical support before attempting to perform these steps.

Step 1:

- 1. Confirm that your PRISM account is active by logging into PRISM via https://my.pitt.edu/.
 - a. PRISM accounts and passwords are managed by the CSSD Technology Help Desk.
 - b. Call 412-624-HELP (4-4357) if you need assistance logging into the PRISM system.

Step 2:

1. Verify that your HOST name address is registered in the Domain Name System (DNS). Prism printing is based upon the host name of your computer. If your host name does not resolve properly in DNS, you will not be able to print PRISM reports.

a. Run the following applet to determine your IP Address and Remote Host name.

http://www.fis.pitt.edu/customers/ipfinder.php



b. Please record this information. You will need to refer to the *IP Address* and *Remote Host* during the PRISM printing setup.

2. If there is no output provided below "Your remote host:", then you may not be properly registered in the domain. Contact your department's technical support before proceeding with the PRISM printing request.

Step 3:

- 1. Process of PRISM print jobs:
 - a. When a PRISM report is generated and submitted for printing, it is directed to a server controlled by CSSD.
 - i. This server stores each person's unique PRISM queue information.
 - ii. FIS Technical Services creates a unique queue for each individual during the printing setup.
 - b. After receiving and processing the print job, the server sends the report back to your PC based on your queue information.
 - c. After the report is directed back to your PC, the print job is processed by Remote Print Manager (RPM) to a local or IP address printer that is installed on your PC.
 - i. FIS Technical Services will provide guidance to your technical service team if needed while installing RPM software on your PC.
 - 1. If this program is not installed, you will be unable to print reports in PRISM.
 - d. If your PC is behind a local or departmental firewall, the server will be unable to communicate with your PC. This will cause the submitted PRISM reports to not print successfully.
 - i. If your PC is behind a firewall, contact your technical support before proceeding with the PRISM printing request.
 - ii. Please notify your technical support that port 515 (utilized by RPM) must be open in order for communication to occur between your PC and the servers listed below:
 - 1. lpdserver.cssd.pitt.edu
 - 2. p3dbprd01.p3.pitt.edu
 - 3. p3dbprd02.p3.pitt.edu

Step 4:

- 1. If you have completed the steps above and are ready to submit a PRISM printing request, do one of the following:
 - a. Call the CSSD Technology Help Desk at 412-624-HELP (4-4357).
 - b. Complete an online form found at http://technology.pitt.edu/helprequest/ on the Problem Report Form link.
- 2. Please inform the Technology Help Desk that this is a request to establish a queue for PRISM printing and provide them the following information:
 - a. Users name
 - b. Host Name of the computer
 - c. IP Address
 - d. Users phone number
 - e. Location
 - f. Department

Step 5:

 Once your PRISM queue has been established, follow the instructions in your PRISM training material for setting your PRISM profile for your new queue. If you do not make this change, your reports will NOT be directed to your printer. For assistance, contact the CSSD Technology Help Desk at 412-624-HELP (4-4357) or visit http://www.cfo.pitt.edu/prism/ for additional information.

When we have received all the above information, your print queue will be created and you will be contacted.

Steps for Installation (Internet Download)

- 1. Create a new folder on your desktop named RPM (You can do this by right clicking on an empty space on your desktop and choosing "new" and then "folder").
- 2. Visit <u>http://www.cfo.pitt.edu/prism/documents/rpm6-x64.zip</u> to download Remote Print Manager version 6 for 64 bit operating systems. For 32 bit operating systems, visit <u>http://www.cfo.pitt.edu/prism/documents/rpm6-x32.zip</u>.
- 3. Choose to *Save As* and place it in the new RPM folder on your Desktop.

🛃 View Downloads - Internet Explorer			🛃 Save As	×
View and track your downloads	Search download	is P	C ▼ ↓ RPM	✓ 4→ Search RPM
Name	Location Action	IS	Organize 🔻 New folder	
rpm6-x64.zip 43.4 MB cfo.pitt.edu	Do you want to open or save this file? Op	en Save Save Save as Save and open	 ★ Favorites ▶ Desktop ▶ Downloads ₩ Request Forms an ▶ Access Managen ▶ James - Shortcut ▶ Essential Support ▶ CLASS - Shortcut 	Date modified Type
Options		Clear list Close	Calibraries Concurrents File name: rpm6=x64.zip Save as type: PKZIP File (*.zip) Calibraries Mide Folders	III +

4. Open the RPM folder on your desktop and right click the rpm6-x64.zip file (x32 if this is on a 32 bit operating system). Select extract using your preferred zip utility. In the example we use SecureZip. Click Extract to unzip the file.

				Call Extract Files	23
		↓ 4	Search RPM	· · · · · · · · · · · · · · · · · · ·	- 4 Search P
Organize 👻 😽 Open 👻 New fold	den		H 🕶 🔟 🔞		
👪 Downloads	^ ame	Date modified Type Size		Organize 🔻 New folder	=
Secont Places	😑 rpm6-y ⁶⁴⁻ⁱⁿ			Documents (Hi)	^
Request Forms and Checklists	ing upittsb Open	2/2009 6:13 PM Application 15,067 KB		Documents (n.)	ne Date mo
Access Management - Shortcut	Identity Finder	•		🖵 Apps (J:)	
James - Shortcut Essential Support Shortcuts - Shortcut	Edit with Notepad++			🖵 Dept (K:)	This folder is empty.
LASS - Shortcut	SecureZIP	Open		🖵 Library (L:)	
🕞 Libraries	E Scan with Webroot	Extract		AppsTestDrive (M:)	
Documents	Restore previous versio	ns Extract Here		A Local Disk (O·)	
J Music	Send to	 Extract To: "rpm6-x64" 			
E Pictures	Cut	Test		Software (S:)	
H Videos	Сору	Add To Existing Archive		=	
Computer	Create shortcut	Add To New Archive		📬 Network	
Windows (C)	Delete	Add To: "rpm6-x64(1).zip"			
DVD RW Drive (D:) Mar 19 2015	Bename	Make Self-Extractor		▼	• • •
Documents (H:)		Make Self-Extractor: "rpmb-xb4(1).exe" 70. 8: 6: Maul		Extract to: 🔛 \\nolonium\users\$\Eolders\ivannoolen\Desk	ton\RPM
🖵 Apps (J:)	Properties	ZIP & E-Mail: "rom6-y64(1) zin"			
rpm6-x64.zip Date modified: 5/3	/14/2015 2:08 PM Date created: 5/14/201	5 2:11 PM Ontions		All files 1 File(s)/Folder(s)	
PKZIP File Size: 43	3.4 MB			Selected files 45.601.752 Bytes	
				Extract filter: No filter	✓

Help

Extract

Options... Cancel

5. You will now have the file University of Pittsburgh 6.0.0.395_x64.exe in the RPM folder. Right click that file and select Run as administrator to begin the installation process.



7. Maintain the defaults throughout the program. To do this choose either "yes" or "next" and accept the license agreement throughout program installation until you reach finish.

😽 Setup - RPM Select x64		Setup - RPM Select x64	
	Welcome to the RPM Select x64 Setup Wizard	License Agreement Please read the following important information before continuing.	
	This will install RPM Select x64 6.0.0.395 on your computer.	Please read the following License Agreement. You must accept the terms o agreement before continuing with the installation.	fthis
	continuing.	Brooks Internet Software, Inc.	<u> </u>
	Click Next to continue, or Cancel to exit Setup.	RPM Remote Print Manager® Software	
友		IMPORTANT READ CAREFULLY. This Brooks Internet Software, ('BROOKS') End-User License Agreement ('EULA') is a legal agreement between LICENSEE (either an individual or a single e and BROOKS for the BROOKS software product identified above, includes computer software and associated media and printed	Inc. ntity) which
		I accept the agreement I do not accept the agreement	
	Next > Cancel	< Back Next >	Cancel

Note: Destination install folder is: C:\Program Files\Brooks Internet Software\RPMSelect and an RPM Select program icon will be available from the Program Folder menu.

CONFIGURATION

Launch RPM Select by clicking on the RPM Select icon in your All Programs listing:

r	_				
RPM Remote Print Manager® Select	5.0.0.395 at localhost -	Admin - Brooks Internet Sof	tware		×
File View Queue Job Device Lo	g Configure Servers	Help			
🚨 🗟 🤷 🙆 🙆 🉆					
Name	Jobs × Devices	×			
apclrpm6test	Id		Sequence	Queue I	Name
🖨 test					
Queue Status					
C Enabled					
Suspended					
Holding					
Managed					
	٠ m				•
Queue Filtering					
Q Search 😢	Events >>				
Licensed to Site License User of Univ	versity of Pittsburgh.	100% Task Availability	Device Reserva	tions: 0 / 1	0 🥖



Adding a print queue:

Click on the create queue button. Type queue name in the pop up box and add an optional description if desired. Ensure that the Initial State is set to Enabled and that the "Open Configuration Dialog after creation" box is checked.





The Configure Queue window will now open. Click Select Action Type to Add... and click Text Printer.

Configure Queue - newqueue	Contraction of the local division of the loc	_	
Queue Name newqueue Queue Description	test queue		
Transforms - Processed one time per job, in o	rder.		
Select Transform Type to Add	Add Transform	Modify Transform	Remove Transform(s)
Туре	Descripti	on	User Not
Actions - Processed independent, each with Text Printer	a copy of the Transfor Add Action	m Result. Modify Action	Remove Action(s)
Select Action Type to Add Archive to Folder Text Printer	Descripti	on User Notes	
Raw Printer LPR Printer IP Printer Filter Action Email	<u> </u>		
Copy to Queue None Keep jobs for 3.000 day	(s) O Keep the 1	00 🚔 most recent jobs	Delete jobs that error
Save control file data in folder:			Browse
			ОК

With Text Printer as the Selection, click on Add Action.

Select Transform Type to Add	✓ Add Transform	Modify Transform	Remove Transform(s)
Туре	Description		User No
stiens. Decessed independently, each	with a completion Transf	Parult	
each a choicessed independently, each		Nesur.	
Fext Printer	 Add Action 	Modify Action	Remove Action(s)
Type	Add Action Description	User Notes	Remove Action(s)
Text Printer Type	Description	User Notes	Remove Action(s)
lext Printer Type	Add Action Description	User Notes	Kemove Action(s)
lext Printer Type ph Retention Settings	Add Action Description	User Notes	Remove Action(s)
lext Printer Type ob Retention Settings	Add Action Description day(s) © Keen the 100	Modify Action User Notes most recent infi	Delete inforthet error

The Text Printer window will pop up. Use the browse to select your local printer. With your local printer selected, click OK.

Text Printer	x
Credentials	
.\No Credentials	
Interact with Desktop	
Printer Selection	
Local Printer for PRISM Testing Browse	
Page Range Start 1 x End 0 x V Suppress Banne	er
Watermark	
Name	De
4 111	4
Urar Natar	
OK Cancel	

Verify that Text Printer is selected in the Configure Queue page and click OK.

Configure Queue - newqueue	Con Name	and and	X
Queue Name newqueue Queue Description	test queue		
Transforms - Processed one time per job, in o	rder.		
Select Transform Type to Add 👻	Add Transform	Modify Transform	Remove Transform(s)
Туре	Descriptio	n	User Not
•	III		•
Actions - Processed independently, each with	a copy of the Transform	n Result.	
Text Printer 🗸	Add Action	Modify Action	Remove Action(s)
Туре	Descriptio	n User Notes	
Text Printer	Local Pri		
Lab Retartion Cattings			
None Keenicht for 3000 Aug	(s) Keep the 10	most recent jobs	Delete jobs that year
		- most recent jobs	
Save control file data in folder:			Brow
			ОК

Under the Transforms drop down menu, select Remove PCL and click Add Transform.

Configure Queue - newqueue	to Paul	-	X
Queue Name newqueue Queue Description	test queue		
Transforms - Processed one the per job, in o	rder.]
Remove PCL 🔶	Add Transform	Modify Transform	Remove Transform(s)
Unix to DOS	Description		User Not
– Limit Bytes – Limit Lines Remove Byter			
Remove Lines Remove Lines After	a copy of the Transform R	lesult.	•
Remove Lines Until Remove Null Characters	Add Action	Modify Action	Remove Action(s)
Remove PCL Remove Text Markup	Description	User Notes	
- Insert/Append Append Bytes			
Append File			
None	(s) 🔘 Keep the 100	most recent jobs	Delete jobs that error
Save control file data in folder:			Browse
			ОК

Add a second Transform. Under the Transforms drop down menu, select Text to Text Markup and click Add Transform.

Configure Queue - newqueue	- Paul			23
Queue Name newqueue Queue Description	test queue			
Transforms - Processed one time processed, in o	rder.			
Text to Text Markup 🗸 🗸	Add Transform	Modify Transform	Remove Trans	form(s)
Break Pages Insert (Prenend) Bytes	Description			User Not
Insert (Prepend) File	Remove PCI	and PJL commands	from the data.	
PCL Banner PCL Separator				•
Transform	a copy of the Transform F	Result.		
ASA to Text Markup Apply COR to Text Markup	Add Action	Modify Action	Remove Ac	tion(s)
	Description	User Notes		
Output	Local Pri			
- Text Markup to FI ML - Text Markup to PCL - Text Markup to PDF				
None ○ Keep jobs for 3.000 ▲ day day	(s) 🔘 Keep the 100	most recent jobs	🗌 Delete jobs t	hat error
Save control file data in folder:			Br	owse
				ОК

The Text to Text Markup page will pop up. Set all margins to 0.25. Uncheck the "Calculate font size and auto rotate orientation" box. Select the "Landscape" radial. Re-check the "Calculate font size and auto rotate orientation" box. Set the Font to Courier New, 12. Under Input Coedpage select 1252. Under Additional Options select Remove Control Characters and Suppress Blank Pages.

Text to Text Markup	X
Page Margins	
Top 0.250 Left 0.250 Bottom 0.250 Right 0.250	×
Formatting	
Calculate font size and auto-rotate orientation	
Max Portrait Width 90 🐺 🗹 Use Longest Line 🔲 Trim Trailing S	pace
Vertical 🕢 Use 66.00 💌 Lines Per Page 💌	
Horizontal 🗸 Use 180.00 🛎 Characters Per Line 💌	
○ Portrait	
Set line height to 1.00 💌 times the font height (adjusts line gutter).	
Input Codepage	
1252 Find By A	lias
Additional Options	
Wrap Lines Remove Control Characters Suppress Blank Pages	
User Notes	
OK Can	cel

Verify your queue settings as displayed in the screenshot as shown below.

File View Queue Job Devic	ce Log Configure Servers Help
🚨 🗟 🙆 🖨 🤮	6 6
Name Jobs Total	$\fbox{Jobs \times Devices \times Action Master List \times Transform Master List \times}$
🖻 pclrpm6test 0 0	Id Sequence Queue Name
Queue wuus	
Queue acos	
Queue acous V Enat Susperand Holding	
Queue wos V Enat Susperend Holding Managed	
Queue coos V Enat Susper d Holding Managed	<

In order to view the status of your print jobs, click on View in the robbon and check both Jobs and Devices. This will bring up both Jobs and Devices tabs when you click on your queue.

File View Queue Job Device Lor	.0.0.395 at localhost - Admin - Broo Configure Servers Help	oks Internet Softwa	are			
Jobs	×					
Nam Oction Master List	Jobs × Devices ×					
p Transform Master List	Path	Credentials	Туре	Status	Max Use	
Codepage List	🖉 email:	.\No Credentials	Email	Init	0	
	Local Printer for PRISM Testing	.\No Credentials	Printer	Init	0	
Queue Status Enabled						
Suspended Holding Managed Queue Filtering	۲					
© Suspended © Holding © Managed Queue Filtering Q Search	< III					

When you submit a print job via PRISM, the job will show up in the Jobs tab as demonstrated in the below screenshot.

RPM Remote Print Manager® Select 6	0.0.395 at localhost - Admin - Brooks Ir	ternet Software	
File View Queue Job Device Log	Configure Servers Help		
666666			
Name Jobs Total	Jobs × Devices ×		
pclrpm6test 1 1	Id Sequence Queue Name		Title
	Ø 4 1 pclrpm6test /pr5/or	acleapp; ed/inst/apps/prodr11_lion/appltmp/OFUGA8BaWEr.t	/pr5/oraclea
Queue Status V Enabled Suspended Holding Managed	<		
Queue Filtering			
Q Search 🛞	Events >>		
Licensed to Site	License User of University of Pittsbur	gh. 100% Task Availability Device Reservations: 0 / 10	<i>a</i>

When completed, the queue settings should look like the following screenshot.

Configure Queue - pclrpm6test			×
Queue Name pclrpm6test Queue Description Test qu	eue for RPM v 6		
Transforms - Processed one time per job, in order.			
Select Transform Type to Add Add T	ransform Modify Transform	Remove Tran	isform(s)
Туре	Description		User Not
Remove PCL	Remove PCL and PJL command	is from the data.	
Text to Text Markup	Convert Plain Text to Text Mark	up (rf5).	
•			•
Select Action Type to Add Actions - Processed independently, each with a copy of Action Type to Add	Id Action Modify Action	Remove A	Action(s)
Text Printer	Local Printer for PRISM Testing		
Job Retention Settings None Keep jobs for 3.000 day(s) Keep Save control file data in folder:	p the 100 x most recent jo	bs Delete jobs	that error rowse
			ОК

Tabs: Devices

The Devices View shows a list of devices that are associated with your print queue. This is where you can determine if your device has an error. You cannot edit the devices from this view. You must return to the Queue Settings tab to change device (printer) that is being used with your queue.

RPM Remote Print Manager® Select 6.0.	0.395 at localhost - Admin - Brooks Inte	rnet Software				Trans (Responde	Taxaa A	
File View Queue Job Device Log	Configure Servers Help							
🕰 🗟 🙆 🖨 🙆								
Name	Jobs × Devices ×							
🖨 pclrpmбtest	Path	Credentials	Туре	Status	Max Use			
	🖂 email:	No Credenti	ls Email	Init	0			
	🖨 Local Printer for PRISM Testing	.\No Credenti	ls Printer	Ok	0			
4								
Queue Status	Events >>							
	Lic	ensed to Site License User of Un	versity of	Pittsburg	yh. 100	0% Task Availability	Device Reservation	s: 1 / 10 💋 👔

Log

The log enables you to view your Queue activity. The newly designed log allows you to filter how much detail and what type of

information you would like to view.

RPM Remote Print Manager® Select 6	.0.0.395 at localhost 💶 💷 💻	RPM Log Window	
File View Quantum Log	Configure Servers elp	Always On Top Lock Filter Follow	Clear Filter
🚯 🚳 🙆 🙆 🙆	Launch Log Viewer	Id	Code Time Description
Name	Export Log	117	118 2015-05-12 14:52:17.068000 Receive LP
	Purge Log	118	199 2015-05-1214:52:17.086000 Create job
a perpriotest	Ence Que	J 119	256 2015-05-12 14:52:40.436000 Job OFXCA
		J 120	118 2015-05-12 14:53:33.029000 Receive LP
		121	199 2015-05-12 14:53:33.043000 Create job
		J 122	256 2015-05-12 14:53:33.082000 Job OFLCA
		123	118 2015-05-12 15:25:21.827000 Receive LP
< III	F	124	199 2015-05-12 15:25:21.841000 Create job
		J 125	256 2015-05-1215:25:21.911000 Job OFEDA
Queue Status		126	118 2015-05-12 15:28:26.807000 Receive LP
Enabled	Events >>	127	199 2015-05-12 15:28:26.820000 Create job 🖕
Licensed to Site License User of Univ	ersity of Pittsburgl1009Device Reservati	III	

When you have completed setting up RPM, please be sure that the queue is 'Enabled', **NOT** Suspended or Holding.

RPM Remote Print Manager® Select 6	5.0.0.395 at localhost - Admin - Brooks Internet Software
File View Queue Job Device Lo	g Configure Servers Help
🚯 🚳 🙆 🙆 🙆 🙆	
Name Jobs Total	Jobs × Devices × Action Master List × Transform Master List ×
pclrpm6test 0 0	Id Sequence Queue Name
Queue Cous Carlos Ca	
Queue Filtering	۲ ۲
Q Search	Events >>
Licensed to Site License User of Univ	versity of Pittsburgh. 100% Task Availability Device Reservations: 0 / 10 🍠

You are now ready to print!

LOCAL COMPUTER FIREWALL EXCEPTIONS FOR WINDOWS 7

During installation, RPM adds a firewall rule exception to the local computer. You will also want to add an exception for UNIX Print Services.

- 1. Click the Start button the click Control Panel.
- 2. Click on Windows Firewall. (You may need to have the View By setting as large or small icons rather than by Category. Otherwise you can search for Windows Firewall in the Search box)
- 3. Click Advanced Settings on the left menu.
- 4. Click Inbound Rules in the left menu.
- 5. Click New Rule on the right menu.
- 6. Select Port as the Rule Type then click Next.



- 7. Select TCP and Specific local ports.
- 8. Type 515 in the field next to specific local ports and click Next.

P New Inbound Rule Wizar	d	
Protocol and Ports		
Specify the protocols and ports	to which this rule applies.	
Steps:		
Rule Type	Does this rule apply to TCP or U	IDP?
Protocol and Ports	TCP	
Action	O UDP	
Profile		
Name	Does this rule apply to all local p	orts or specific local ports?
	All local porte	
	 Specific local ports; 	515
		Example: 80, 443, 5000-5010
	Learn more about protocol and p	cots Cancel
P New Inbound Rule Wizar	d	
Action		
Specify the action to be taken a	when a connection matches the conditions	specified in the rule.
Steps:		
Rule Type	What action should be taken whether whether the taken whether the taken whether the taken whether ta	nen a connection matches the specified conditions?
Protocol and Ports	Allow the connection	
Action	This includes connections th	at are protected with IPsec as well as those are not.
Profile	Allow the constant of	
a Manua	Allow the connection if	It is secure

This includes only connections that have been authenticated by using IPsec. Connections will be secured using the settings in IPsec properties and rules in the Connection Security Rule node.

< Back Next > Cancel

Customize Block the connection

Learn more about actions

9. Select Allow the connection and click Next.

Name

10. Select Domain and click Next.

Pow Inbound Rule Wiza	d Sector Se
Profile Specify the profiles for which the	is rule applies.
Steps: Rule Type Protocol and Ports Action Profile	When does this rule apply? Image: Domain Applies when a computer is connected to its corporate domain.
• Name	 Private Applies when a computer is connected to a private network location. Public Applies when a computer is connected to a public network location.
	Learn more about profiles < Back

11. Type a name for the rule (i.e. Unix Print Services) and a description if desired.

12. Click Finish.

Name	
Specify the name and description	of this rule.
Steps:	
 Rule Type Protocol and Ports Action 	
Profile	Name:
Name	Unix Print Services
	Description (optional):
	< Back Finish Cancel

PRINTER ACCESS

Network administrators will need to create a user account for the RPM connection to run under. The account will need to be configured with a non-expiring password that can be provided to the user setting up the RPM software. The account will need to have **Manage Printer** access to the print queue.

If administrators choose to not create a generic account, the users account can be used; however when the user's password expires and is required to set a new password, the RPM software will need to be **updated** as well. (See page 3.)

General	Sharing	Ports	Advanced
Color Management	Security	Device Settings	Configuration
Group or user names	:		
Permissions for		Allow	Deny
Print			
Manage printers		V	
Manage documents			

As a network administrator, if you would like to eliminate the use of RPM, it is possible to do so. If you have several users that print to a network printer, an LPD Prism print queue would be set up that would print directly to the printer. All users would use the same print queue. Port 9100 must be open on the printer and we would need you to provide us with the printers' full name, as it would be the host for the printouts. Once this queue is created, your users must change the print queue profile information that is set in Prism.

Additionally, Prism Printing is based upon the host name of the computer, NOT the IP address. If the computer has been rebuilt or has received a new hard drive, the queue will have to be updated. Also, a QIP update must occur before the host is updated, otherwise when the queue is tested, it will not work.

Port 515 (utilized by RPM) must be open in order for communication to occur between your PC and the servers listed below:

- 1. lpdserver.cssd.pitt.edu
- 2. p3dbprd01.p3.pitt.edu
- 3. p3dbprd02.p3.pitt.edu

FAQ'S

- 1. How to find your IP address and host name
 - a. Run the following applet to determine your IP address and remote host name. http://www.fis.pitt.edu/customers/ipfinder.php
 - b. Additionally, you can:
 - i. Go to "Start", Run and type in "Command", hit enter.
 - ii. At the prompt, type in ipconfig /all



- 2. I received a new computer and now I cannot print
 - a. Make sure RPM was installed and configured on your computer
 - b. Place a ticket to have your host name updated
- 3. I changed my local printer to a network printer and now I cannot print
 - a. Reconfigure RPM to reflect the new printer.
- 4. I am getting a license expired error when I launch RPM
 - a. Uninstall and re-install/configure RPM
- 5. After installing RPM, the suspended box is checked and cannot be unchecked.
 - a. Restart computer and relaunch RPM. Attempt to uncheck suspend.
 - b. If 'a' doesn't correct the problem, place a ticket to have your PRISM queue checked for a stalled print job