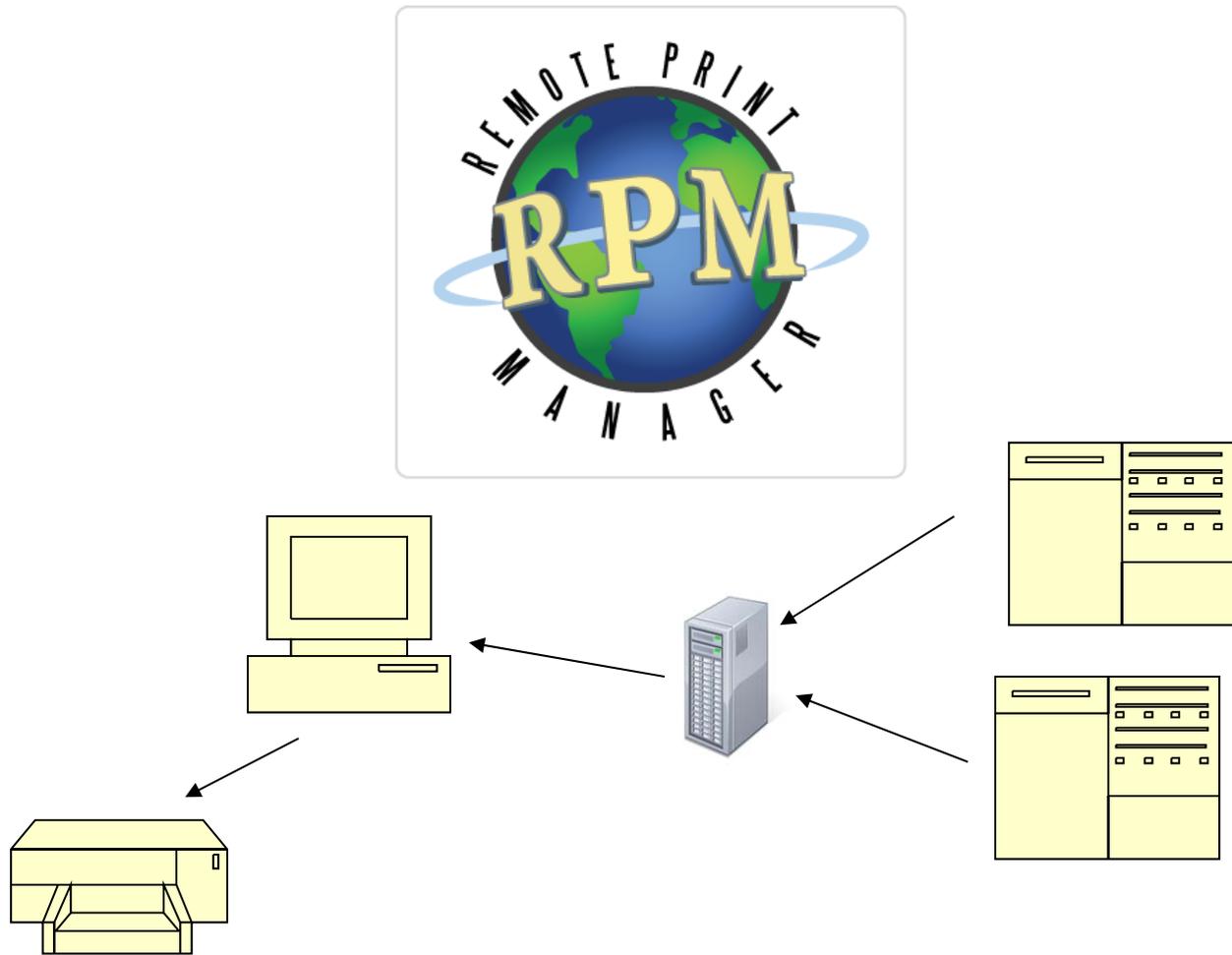


Printing with PRISM Using Remote Print Manager – 6



User Guide

May 2015

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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>

**Your current IP address:
130.49.196.165**

**Your remote host:
FIST-86.bc.pitt.edu**

- 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

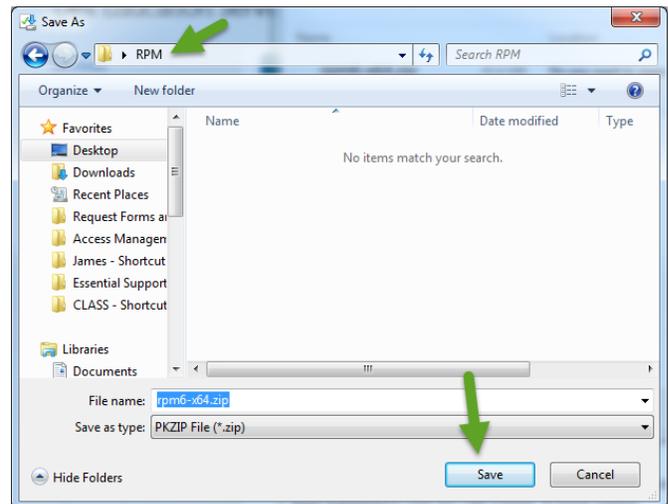
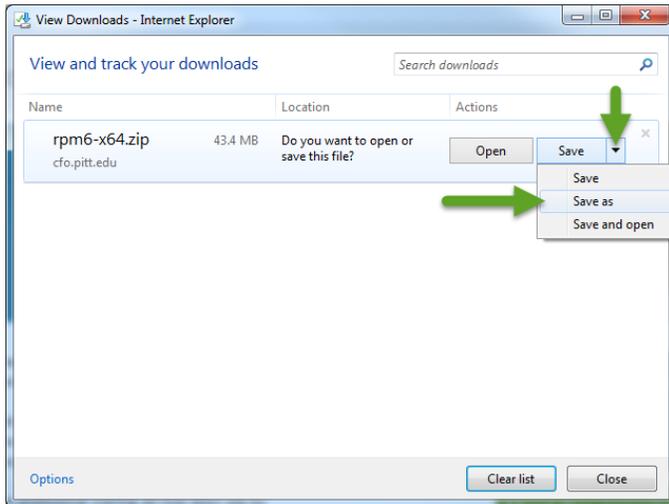
Step 5:

1. 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.

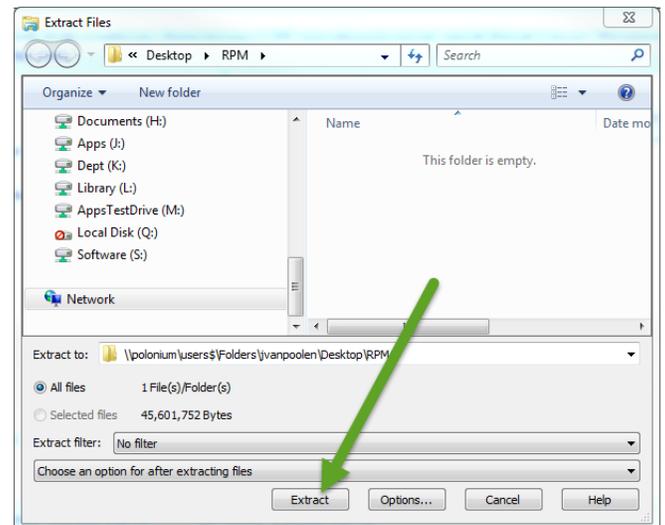
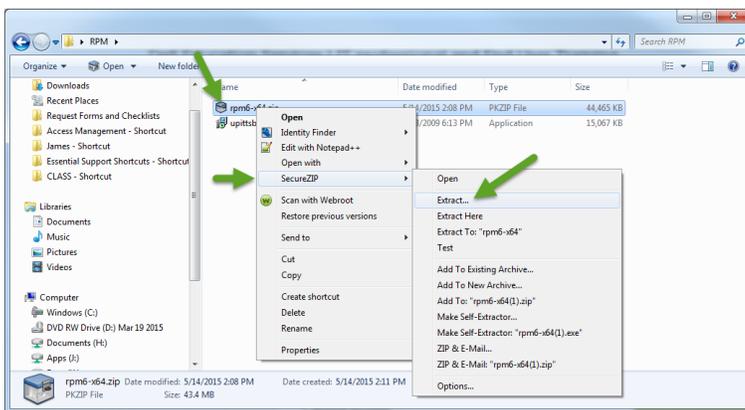
When we have received all the above information, your print queue will be created and you will be contacted.

Steps for Installation (Internet Download)

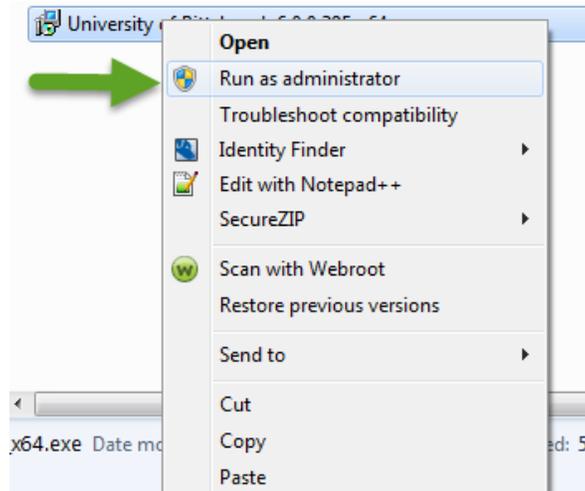
1. Create a new folder on your desktop named RPM (You can do this by right clicking on an empty space on your desktop and choosing "new" and then "folder").
2. Visit <http://www.cfo.pitt.edu/prism/documents/rpm6-x64.zip> to download Remote Print Manager version 6 for 64 bit operating systems. For 32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



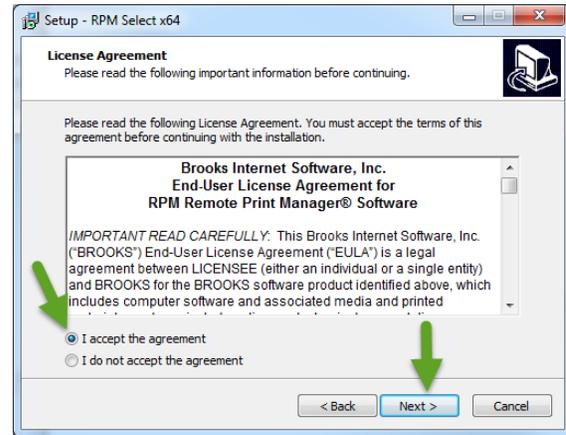
4. Open the RPM folder on your desktop and right click the rpm6-x64.zip file (x32 if this is on a 32 bit operating system). Select extract using your preferred zip utility. In the example we use SecureZip. Click Extract to unzip the file.



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.



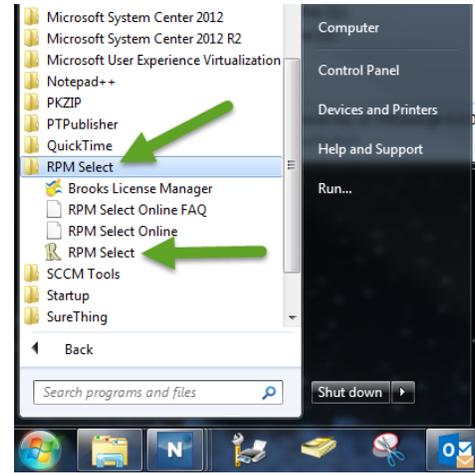
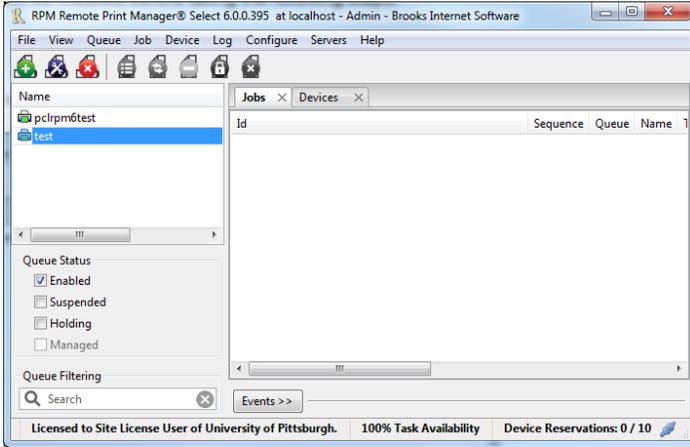
7. Maintain the defaults throughout the program. To do this choose either “yes” or “next” and accept the license agreement throughout program installation until you reach finish.



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

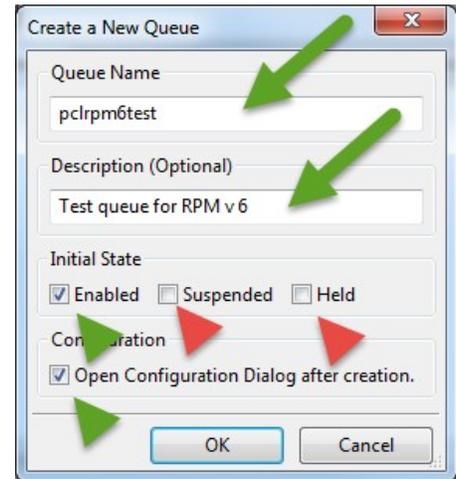
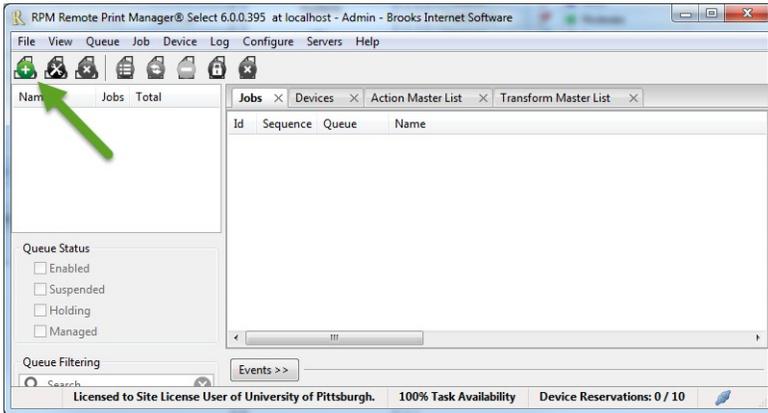
CONFIGURATION

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

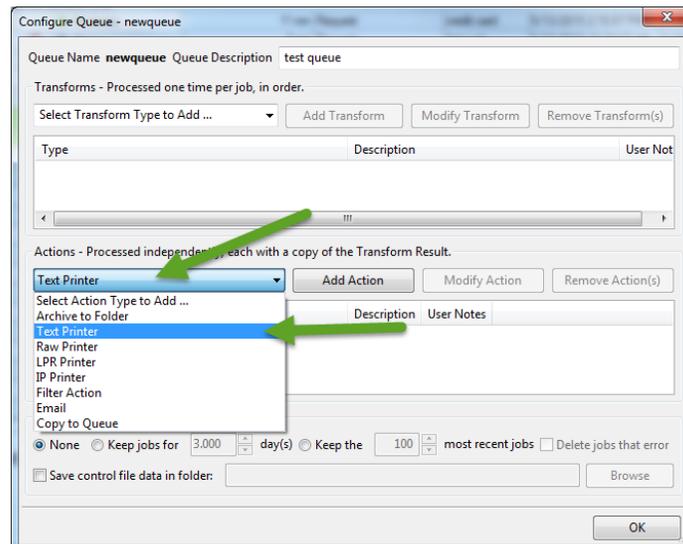


Adding a print queue:

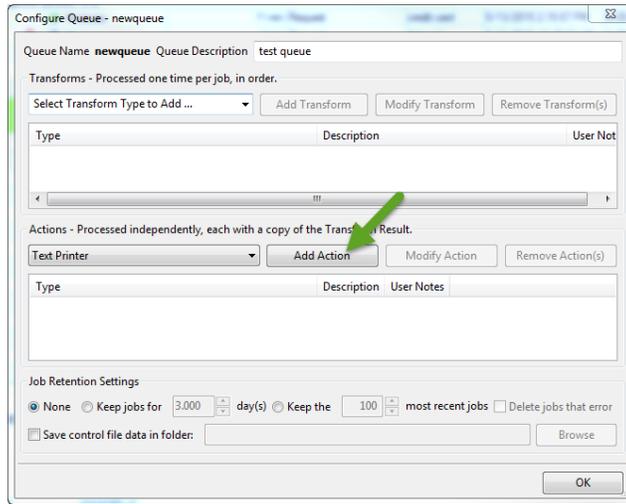
Click on the create queue button. Type queue name in the pop up box and add an optional description if desired. Ensure that the Initial State is set to Enabled and that the "Open Configuration Dialog after creation" box is checked.



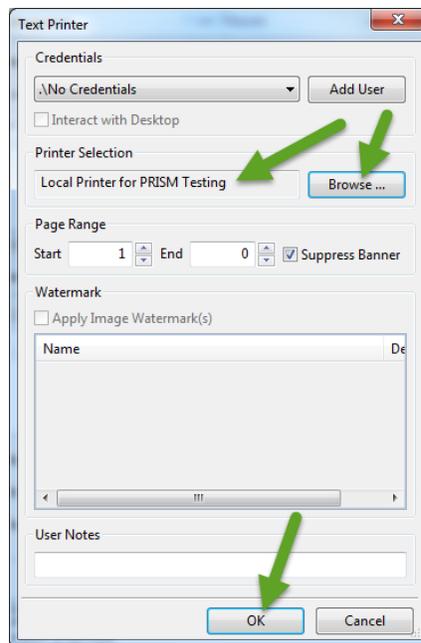
The Configure Queue window will now open. Click Select Action Type to Add... and click Text Printer.



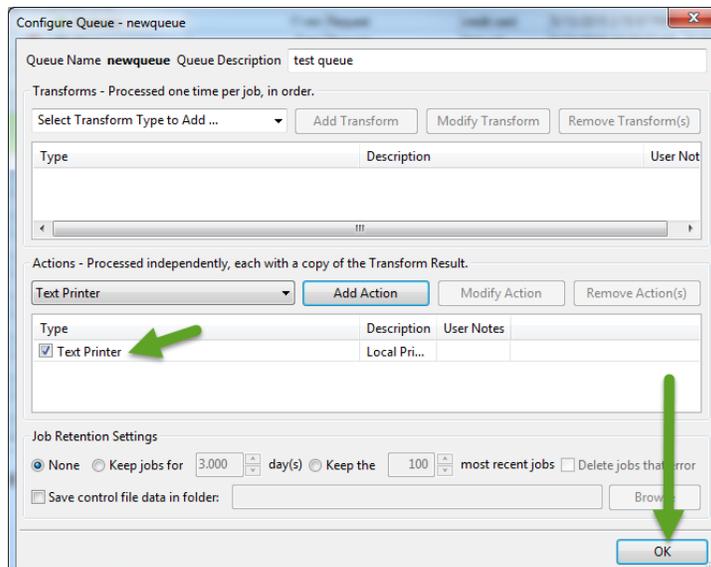
With Text Printer as the Selection, click on Add Action.



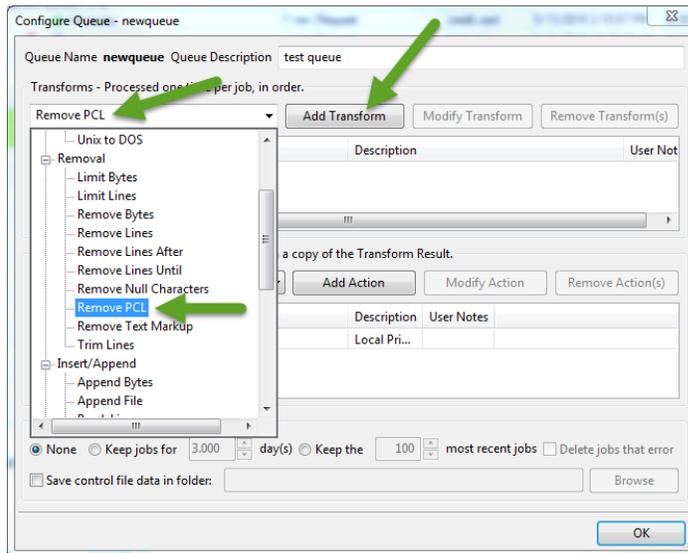
The Text Printer window will pop up. Use the browse to select your local printer. With your local printer selected, click OK.



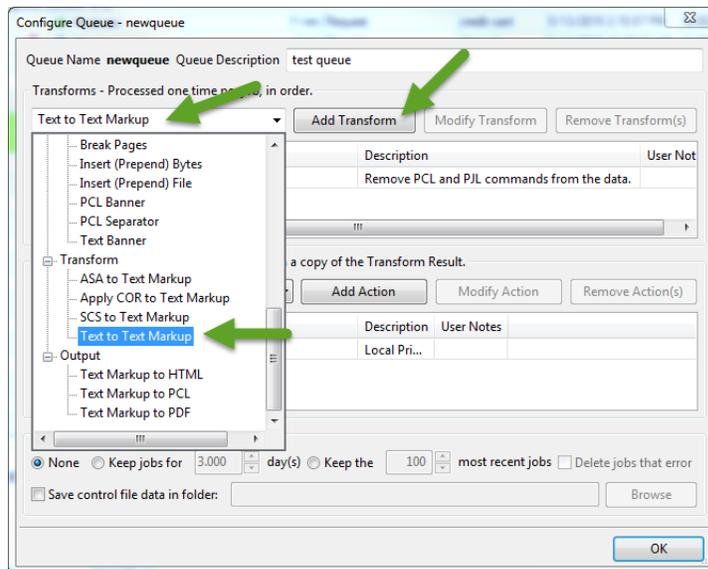
Verify that Text Printer is selected in the Configure Queue page and click OK.



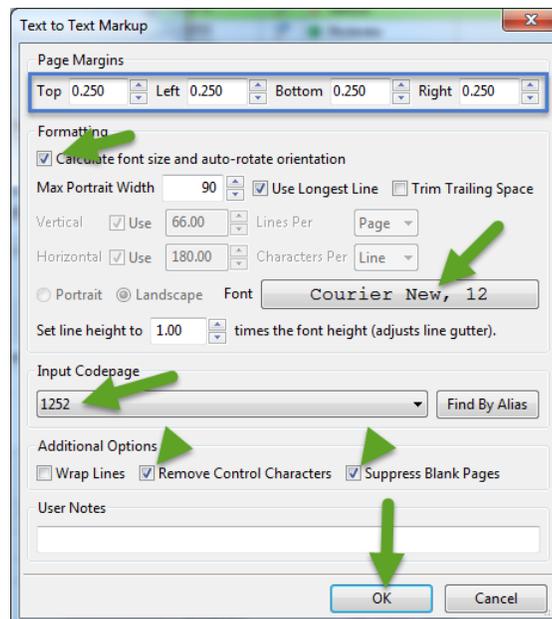
Under the Transforms drop down menu, select Remove PCL and click Add Transform.



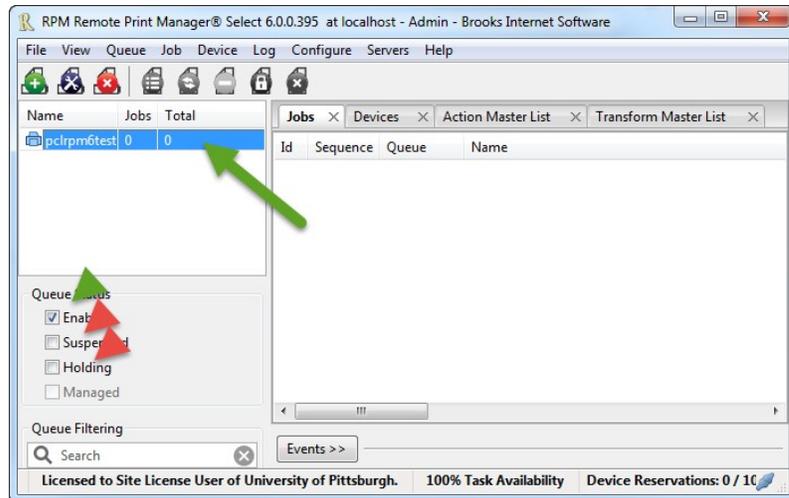
Add a second Transform. Under the Transforms drop down menu, select Text to Text Markup and click Add Transform.



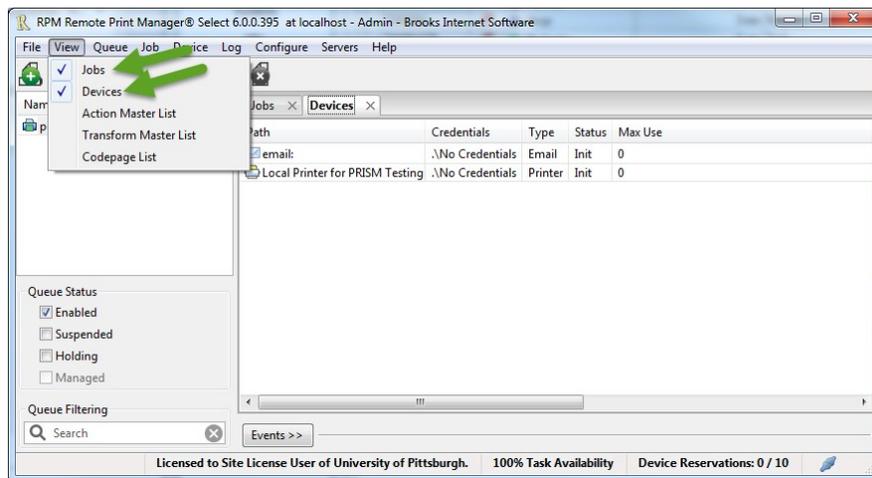
The Text to Text Markup page will pop up. Set all margins to 0.25. Uncheck the "Calculate font size and auto rotate orientation" box. Select the "Landscape" radial. Re-check the "Calculate font size and auto rotate orientation" box. Set the Font to Courier New, 12. Under Input Coedpage select 1252. Under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



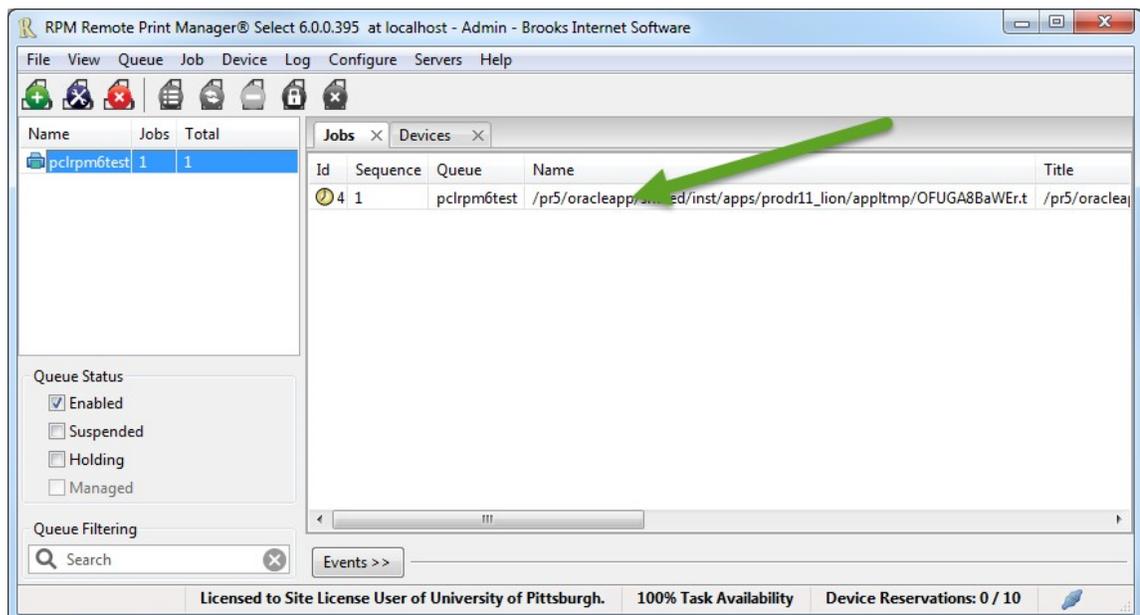
Verify your queue settings as displayed in the screenshot as shown below.



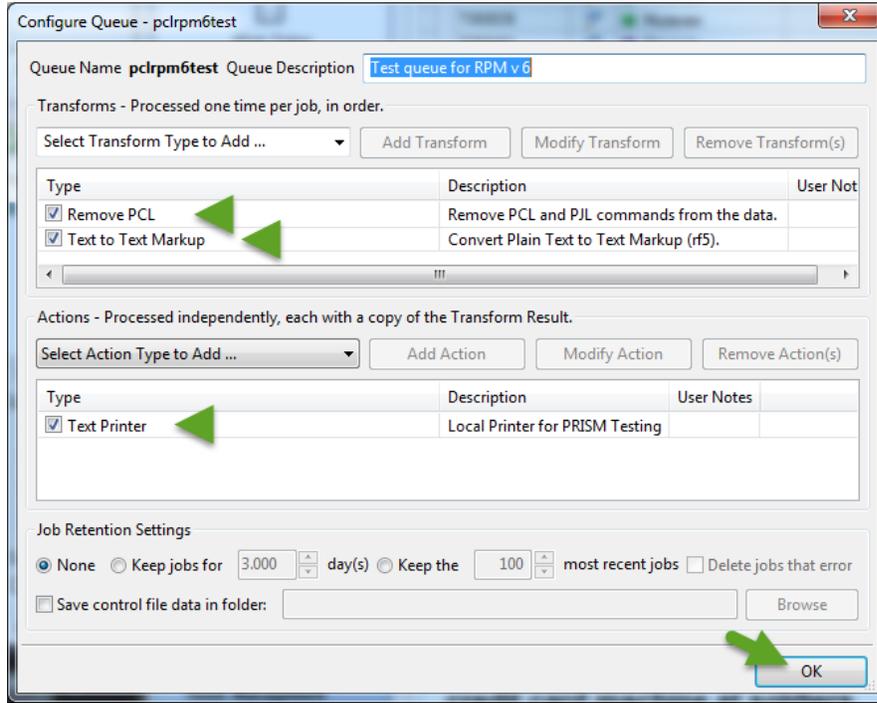
In order to view the status of your print jobs, click on View in the ribbon and check both Jobs and Devices. This will bring up both Jobs and Devices tabs when you click on your queue.



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

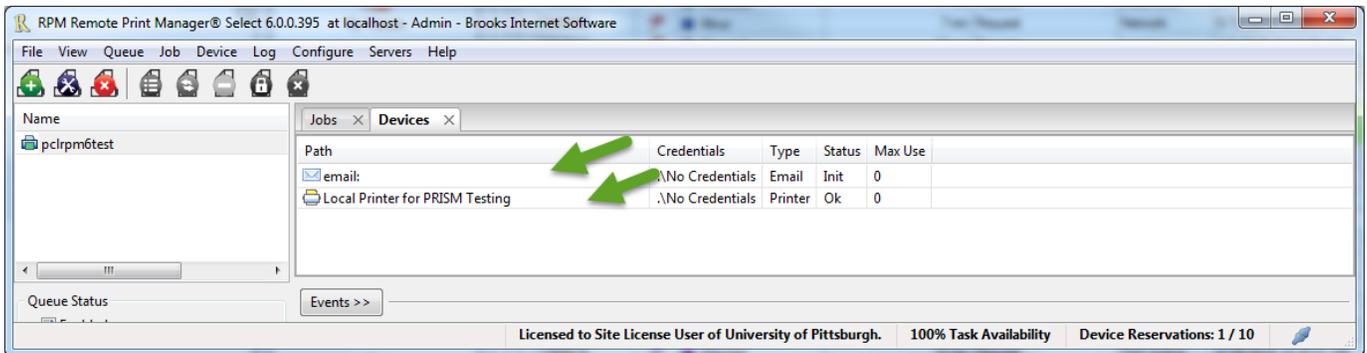


When completed, the queue settings should look like the following screenshot.



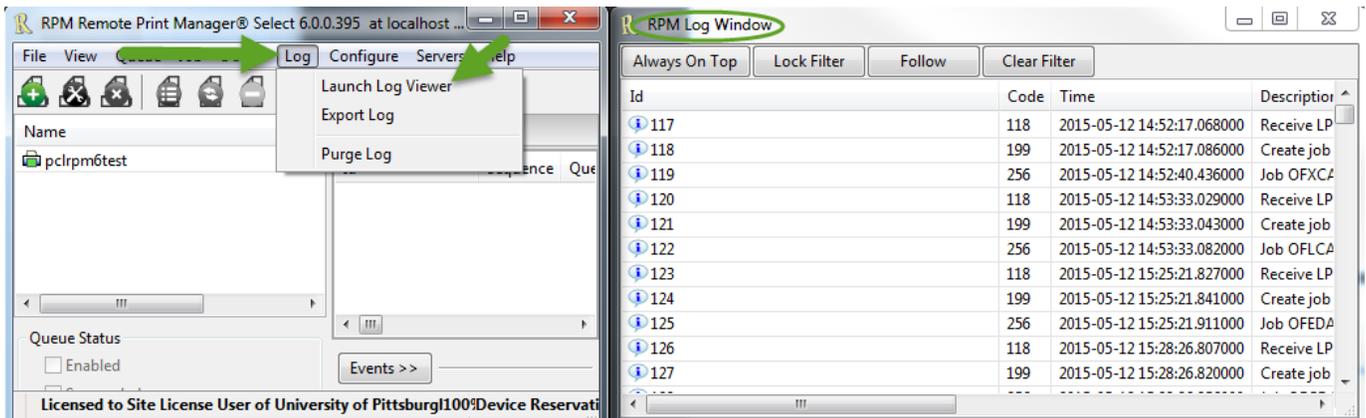
Tabs: Devices

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.

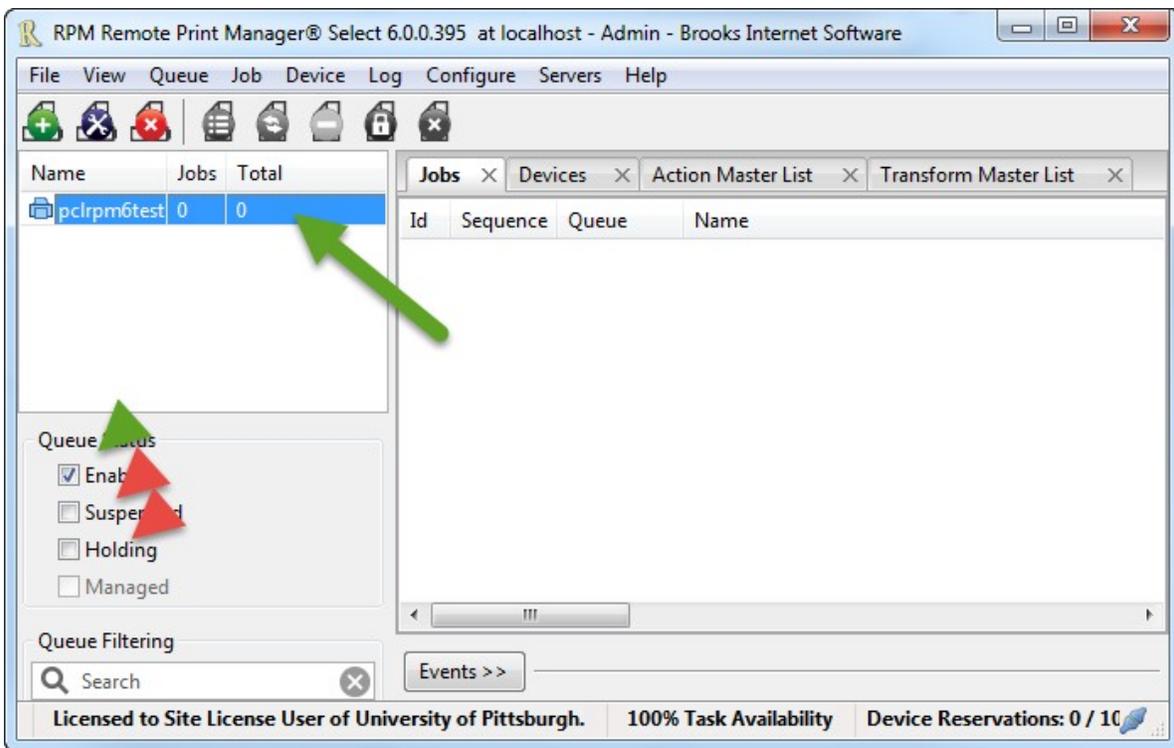


Log

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.



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

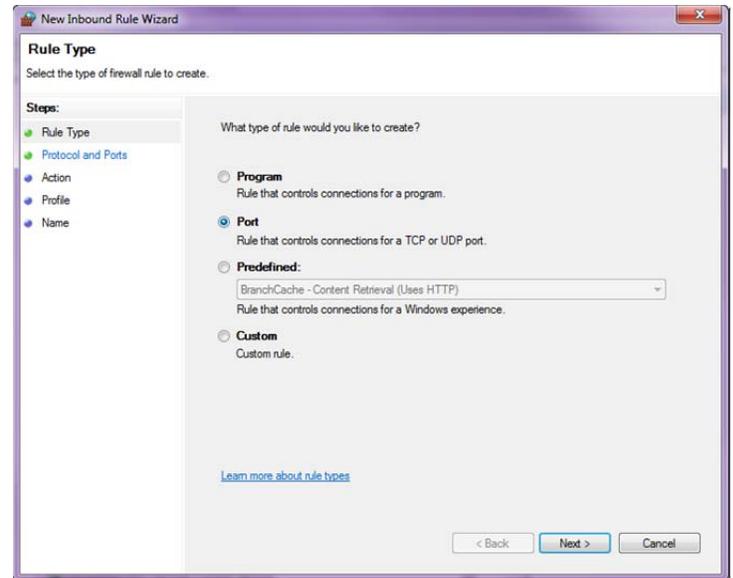


You are now ready to print!

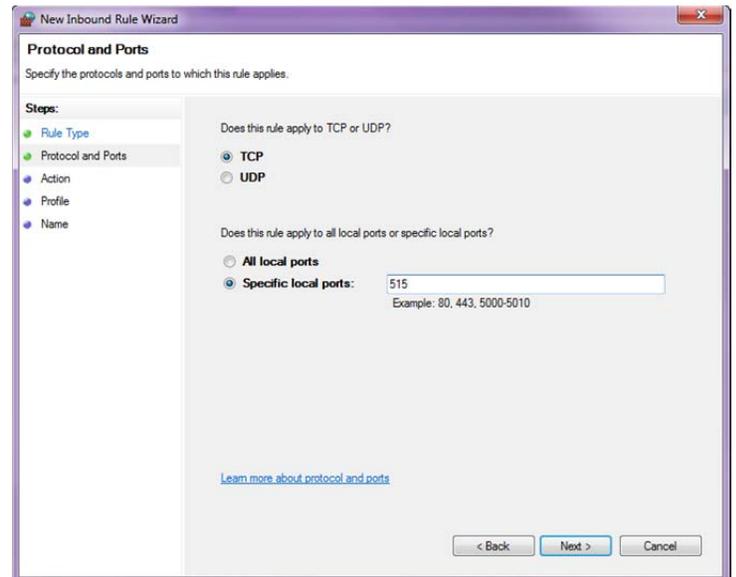
LOCAL COMPUTER FIREWALL EXCEPTIONS FOR WINDOWS 7

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

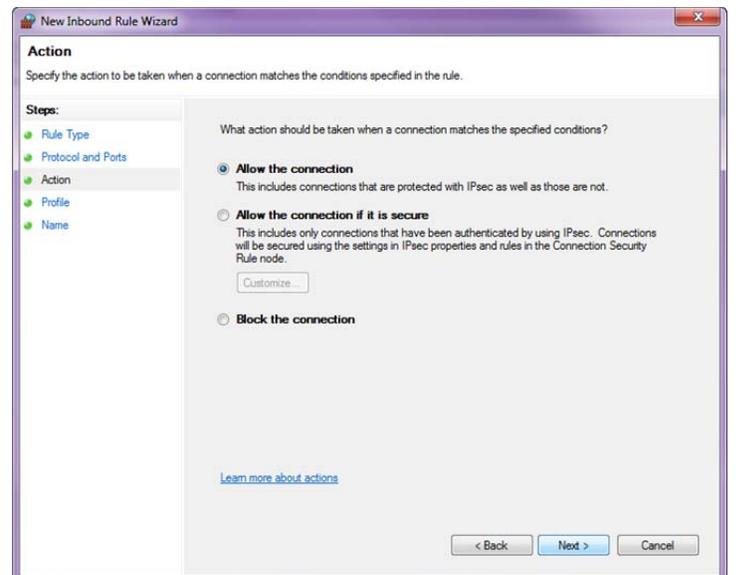
1. Click the Start button then click Control Panel.
2. Click on Windows Firewall. (You may need to have the View By setting as large or small icons rather than by Category. Otherwise you can search for Windows Firewall in the Search box)
3. Click Advanced Settings on the left menu.
4. Click Inbound Rules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



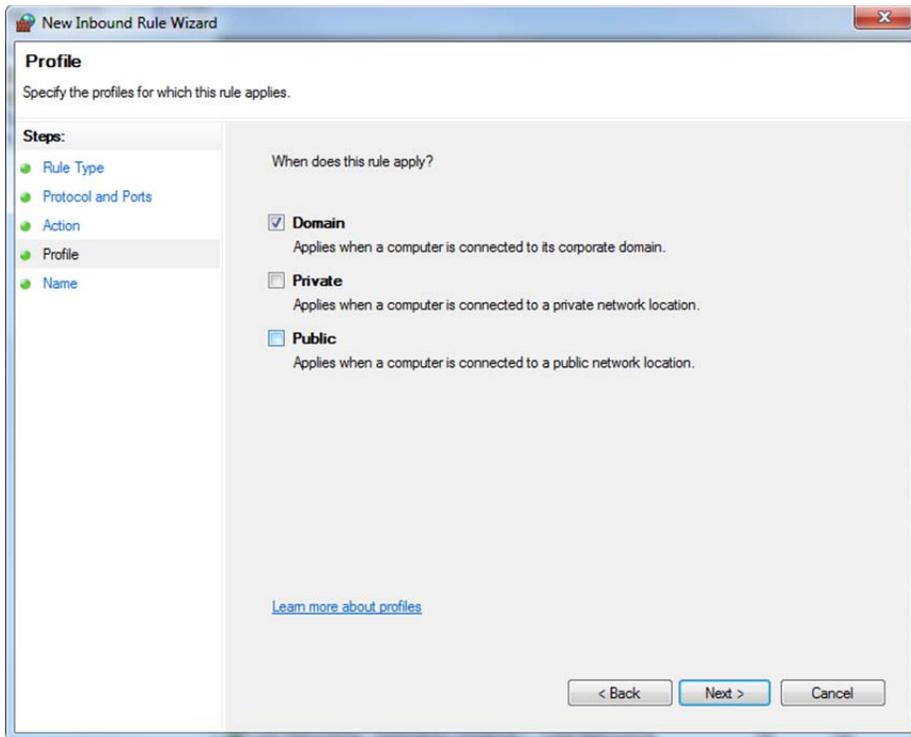
7. Select TCP and Specific local ports.
8. Type 515 in the field next to specific local ports and click Next.



9. Select Allow the connection and click Next.

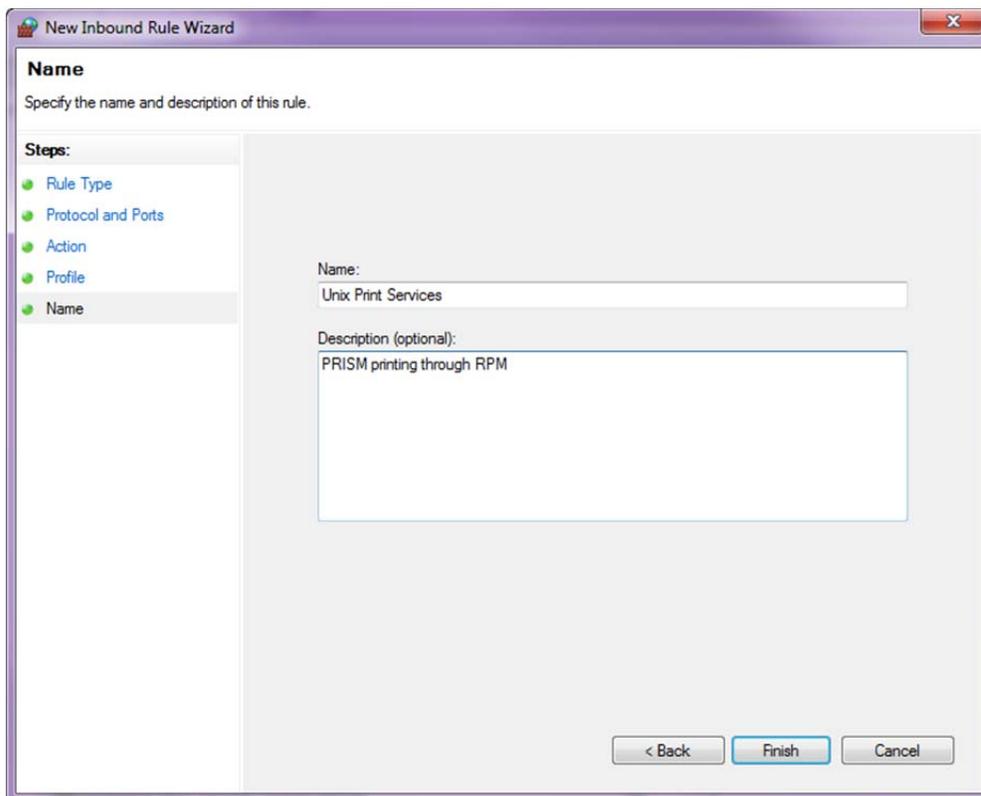


10. Select Domain and click Next.



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

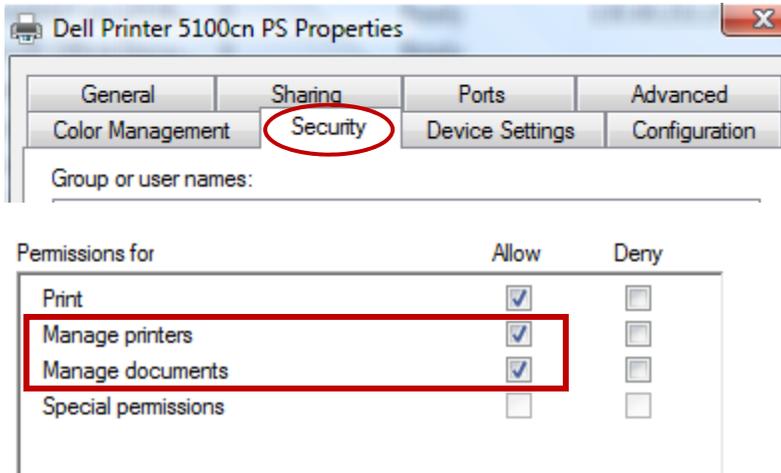
12. Click Finish.



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.)



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

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

```
C:\Users\██████████>ipconfig /all
Windows IP Configuration

Host Name . . . . . : ██████████
Primary Dns Suffix . . . . . : bc.nt.pitt.edu
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : bc.nt.pitt.edu
                                   bc.pitt.edu
                                   nt.pitt.edu
                                   pitt.edu
```

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