

F.A.Q for TE100-PS3plus

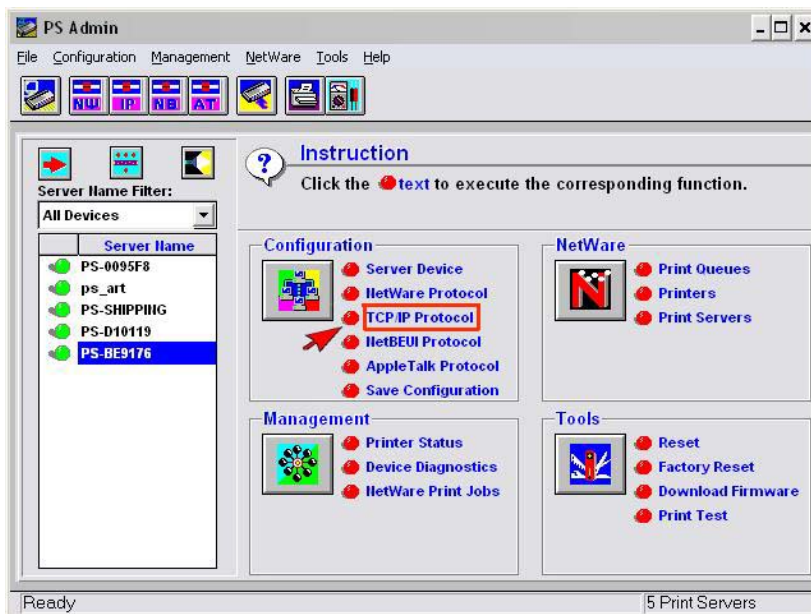
Q: Why doesn't PS-Admin utility detect my print server?

If you are using Windows XP you will have to disable the built in firewall. But for all operating systems you have to disable any other form of firewall software such as Norton Internet Security, Black Ice, and ZoneAlarm.

Make sure that you have "Client Services for Netware" installed, it should automatically install IPX/SPX. IF not please do so. **Note: Windows XP Home edition does not have the capability to install Client Services for Netware.**

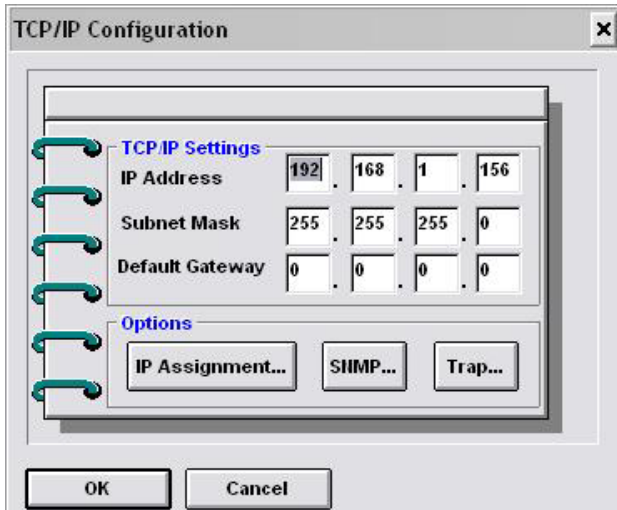
Q: How do I change the IP address of my print server?

Step 1 Open up the PS-Admin Utility and click on TCP IP Protocol.



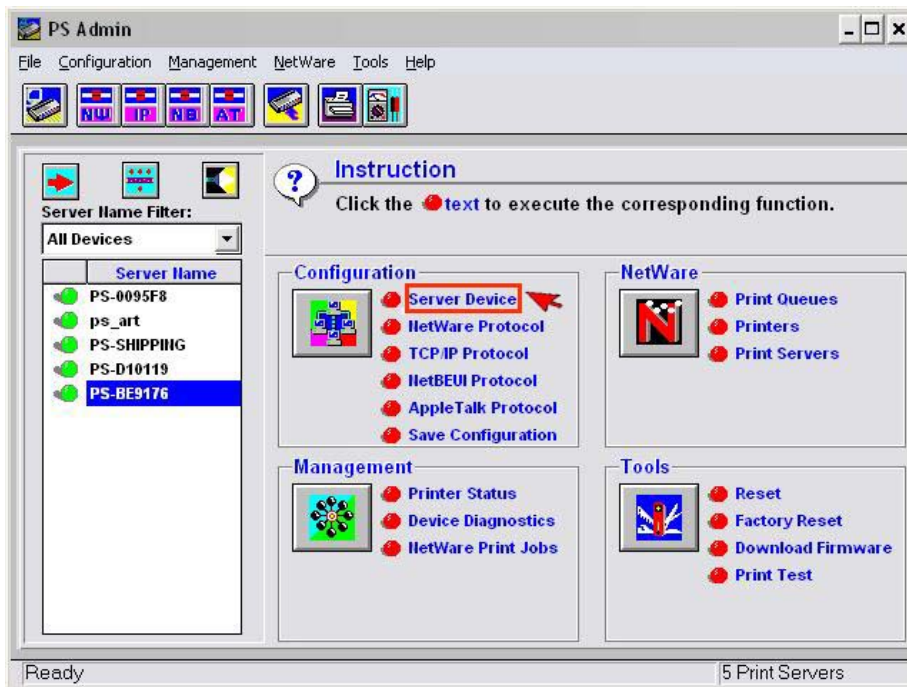
Step 2 Change IP Address:

In this dialog box, you can *Manually Assign*. When completed, click *OK*.

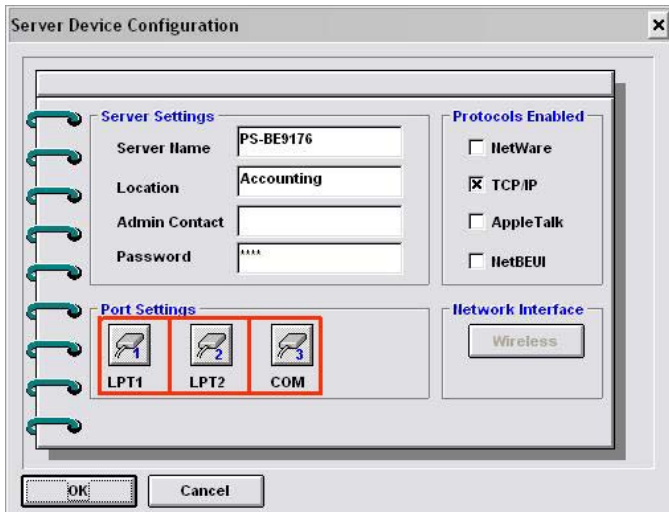


Q: How do I find the Port Name of the Print Server?

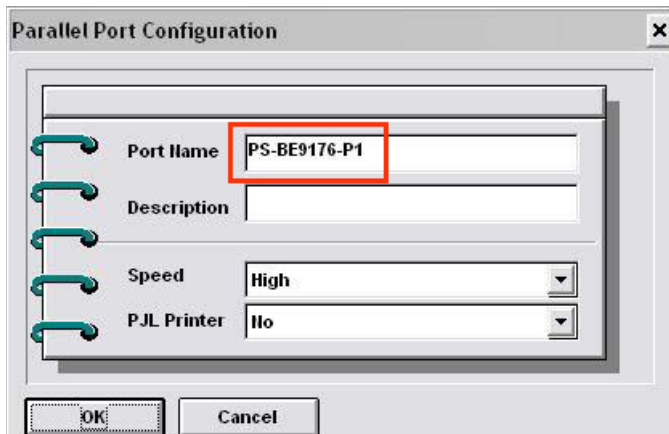
Step 1 Click on Server Device.



Step 2 Click on the port that you have your printer plugged into.



Step 3 Write down the Port Names for future reference.



Q: How do I install my printer on Windows 95/98/ME?

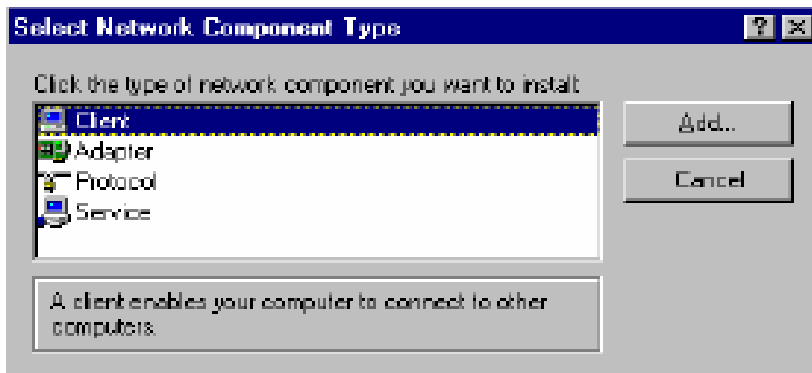
In Windows 98/Me you will need to install the **LPR** client.

For Windows 98/ME you will also need to know the port name that you are printing to (The Port Name is the PS-xxxxxx-P1, x being the actual number listed in the Port Name box).

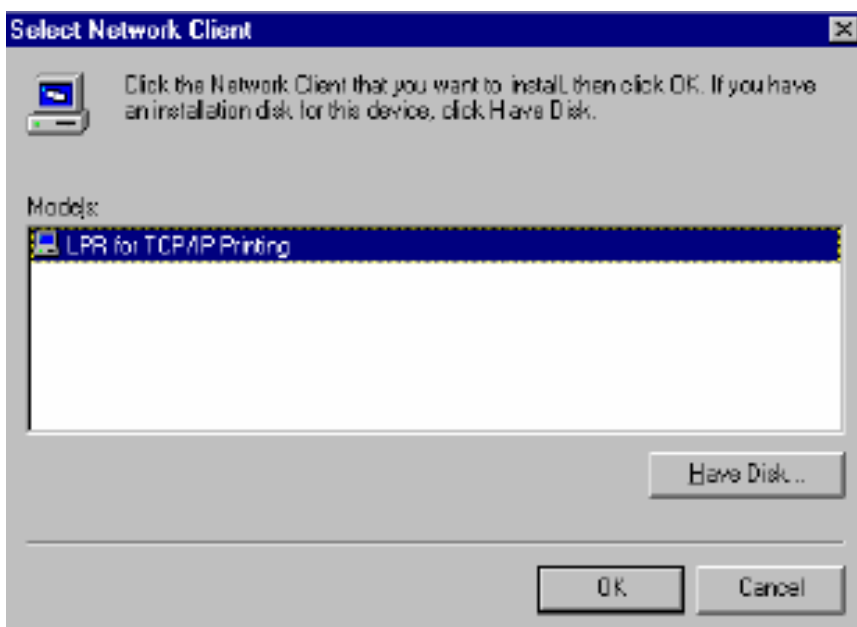
Installing LPR:

Step 1 Once the file is downloaded and extracted, Go to **Start > Settings > Control Panel >** double-click on **Networks**. Click on **Add**

Step 2 Highlight **Client** and click on **Add**.

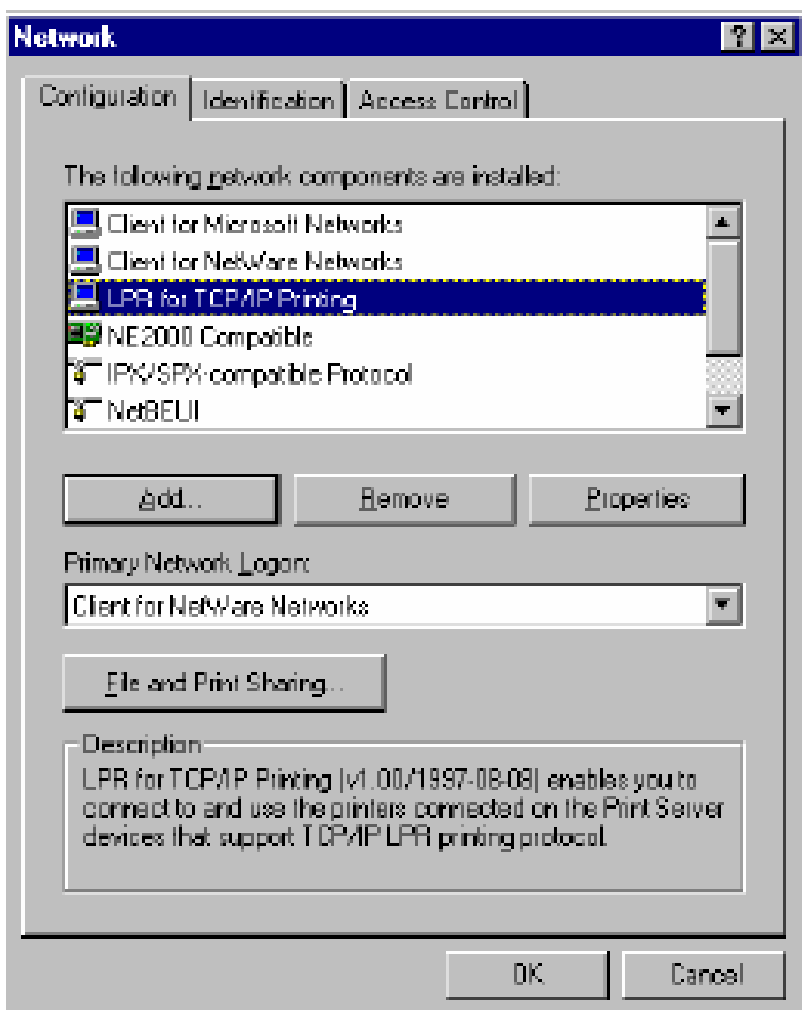


Step 3 Click on **Have Disk** > **Browse**. Browse to the location of the extracted LPR Client.

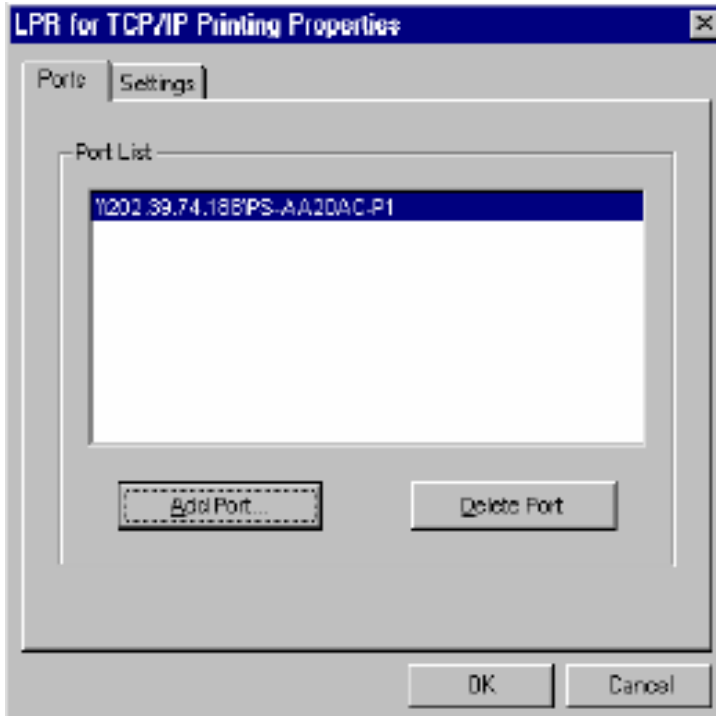


Step 4 Click **OK** 3 times.

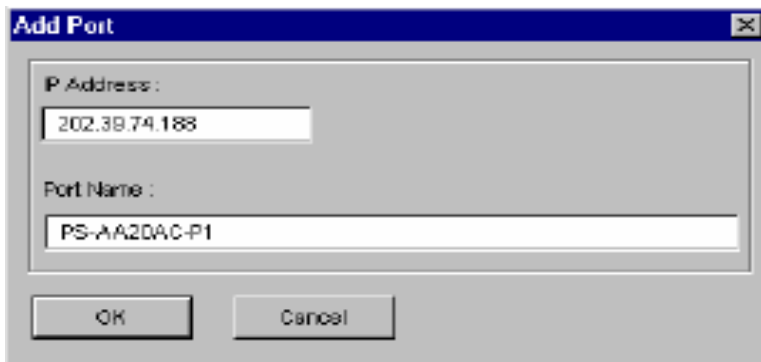
Step 5 From the list highlight **LPR for TCP/IP** and click on **Properties**.



Step 6 Click on **Add Port**



In the top field type in the IP address of your print server. In the bottom field type in the port name of your print server, the Port Name is the PS-xxxxxx-P1, x being the actual number listed in the Port Name box. Click on **OK**



Step 7 Click on **OK**. Windows will ask you to restart. Click **Yes**.

LPR is now properly installed on your computer.

Printer Installation

Step 1 Open your printers folder. Go to Start > Settings > Printers.

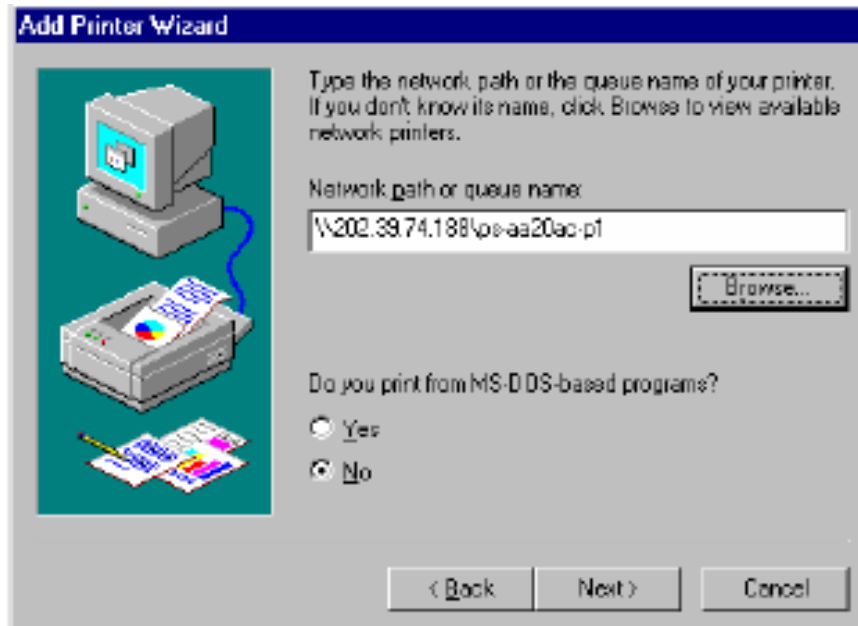
Step 2 Double-click on the Add Printer icon, which will launch the Add Printer Wizard.



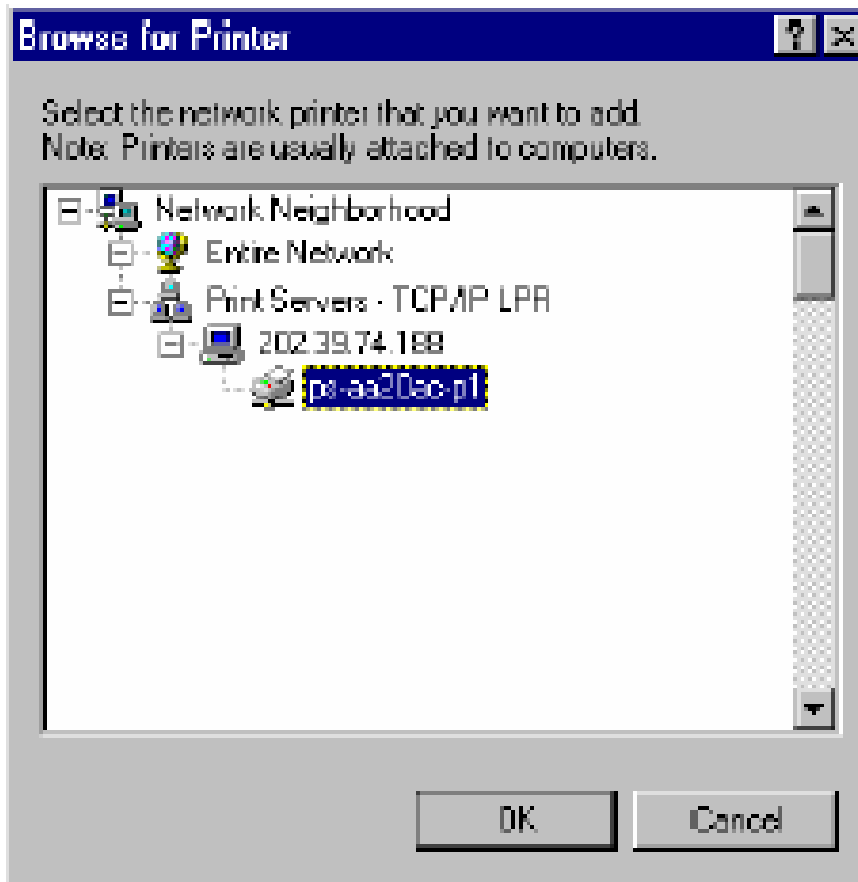
Select **Network Printer** and click on **Next**.



Step 3 Click on the **Browse** button and browse to the print server.

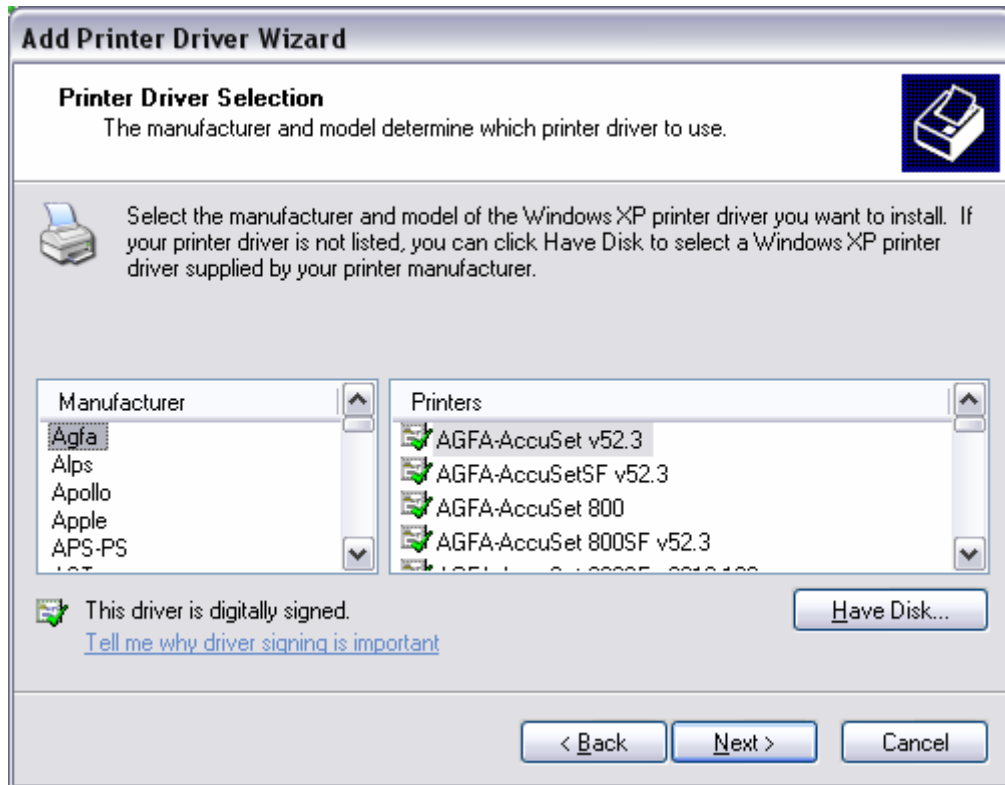


Highlight the Print Server and click on **OK** to return to the Add Printer Wizard.



Click on **Next**. If you are unable to do this you can manually enter the Print Server by using two backslashes, the IP address, one backslash and the port name of you printer.

Step 4 You will now be asked to select a printer to install.



If you cannot find your printer from the list, click on the **Have Disk** button and browse to the printer drivers for your printer (floppy, CD, or downloaded).

Step 5 If you find your printer in the list, click on it and then click on **OK**. Windows will install the drivers.

Step 6 Once the drivers have been installed, click **Finish** to complete the installation. You may be prompted for your Windows CD. If you are prompted for the CD, browse to the Win98 folder on the Windows CD and click on **OK**.

Step 7 After the drivers have been installed for your printer, you will be prompted to print a test page. Select **yes** and click on **Finish**.

Q: How do I install my printer on Windows 2000/XP?

Step 1 Go to **Start>Settings>Printers>Add New Printer** (WinXP - **Start>Printers and Faxes>Add a Printer**).


Step 2 Select **Local Printer**. Make sure to uncheck **Automatically detect and install my plug and play printer**. Click **Next**.

Add Printer Wizard

Local or Network Printer
The wizard needs to know which type of printer to set up.

Select the option that describes the printer you want to use:

Local printer attached to this computer:
 Automatically detect and install my Plug and Play printer
 A network printer, or a printer attached to another computer

 To set up a network printer that is not attached to a print server, use the "Local printer" option.

< Back Next > Cancel

Step 3 Select **Create a New Port** and select **Standard TCP/IP port**. Click **Next**.


Add Printer Wizard

Select a Printer Port
Computers communicate with printers through ports.

Select the port you want your printer to use. If the port is not listed, you can create a new port.

Use the following port: LPT1: (Recommended Printer Port)

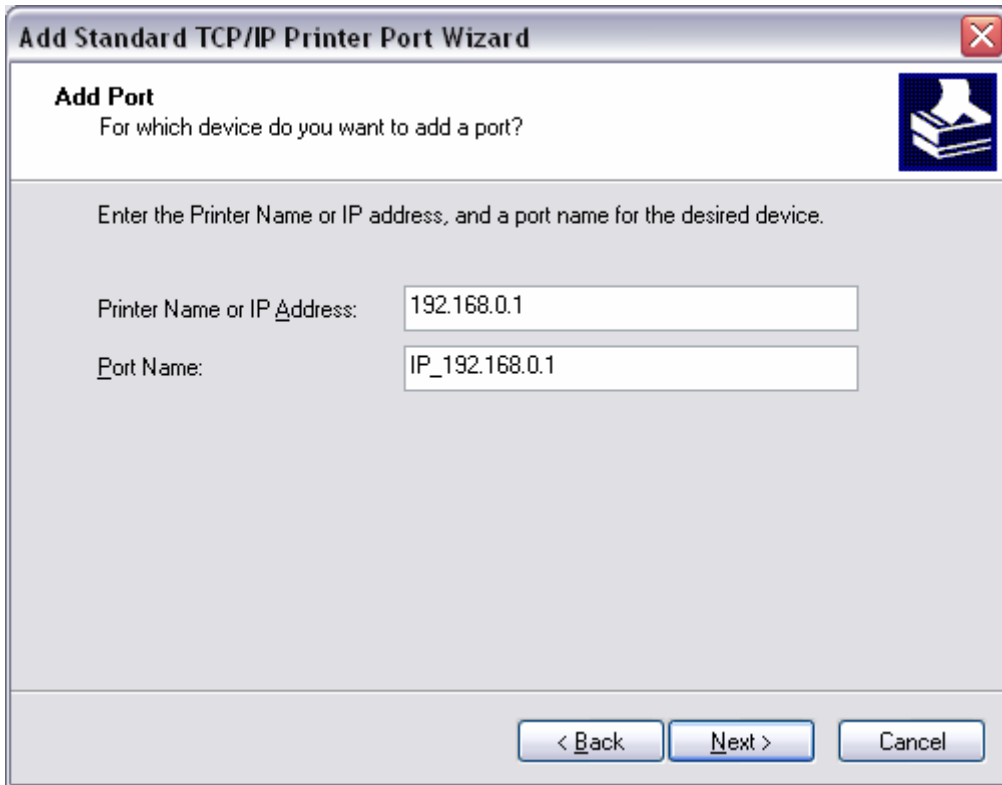
Note: Most computers use the LPT1: port to communicate with a local printer. The connector for this port should look something like this:



Create a new port:
Type of port: Standard TCP/IP Port

< Back Next > Cancel

Step 4 Enter the IP address of the print server (192.168.0.1). Leave the port name with the default name. Click **Next**.



Add Standard TCP/IP Printer Port Wizard

Add Port
For which device do you want to add a port?

Enter the Printer Name or IP address, and a port name for the desired device.

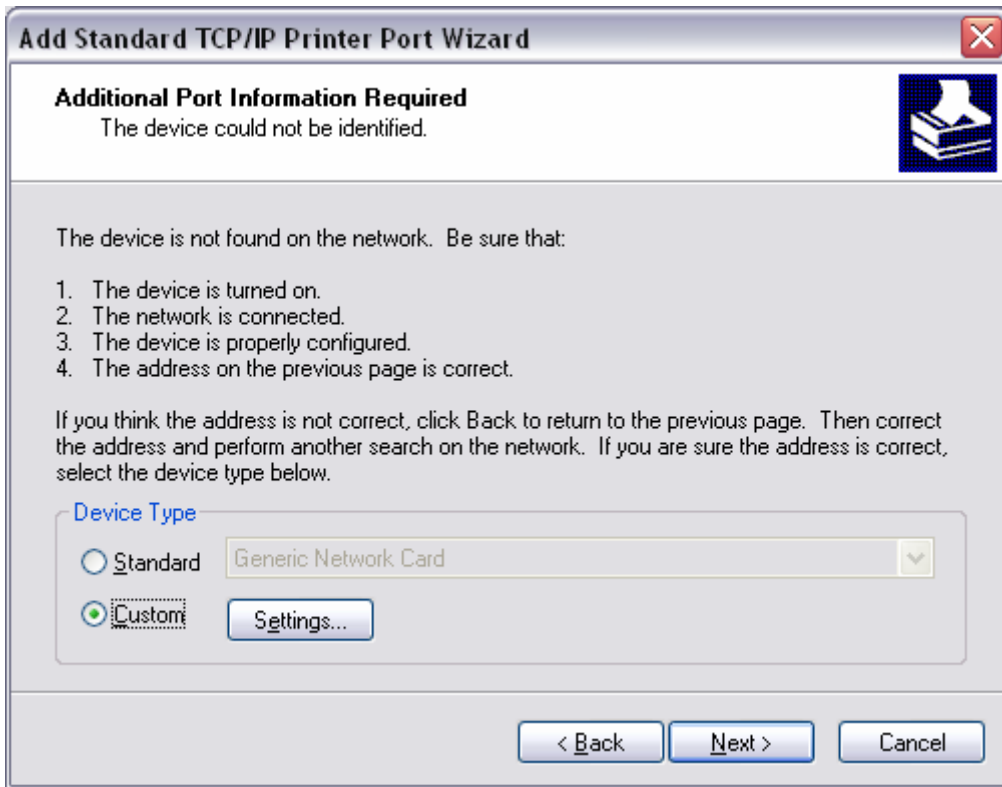
Printer Name or IP Address: 192.168.0.1

Port Name: IP_192.168.0.1

< Back Next > Cancel

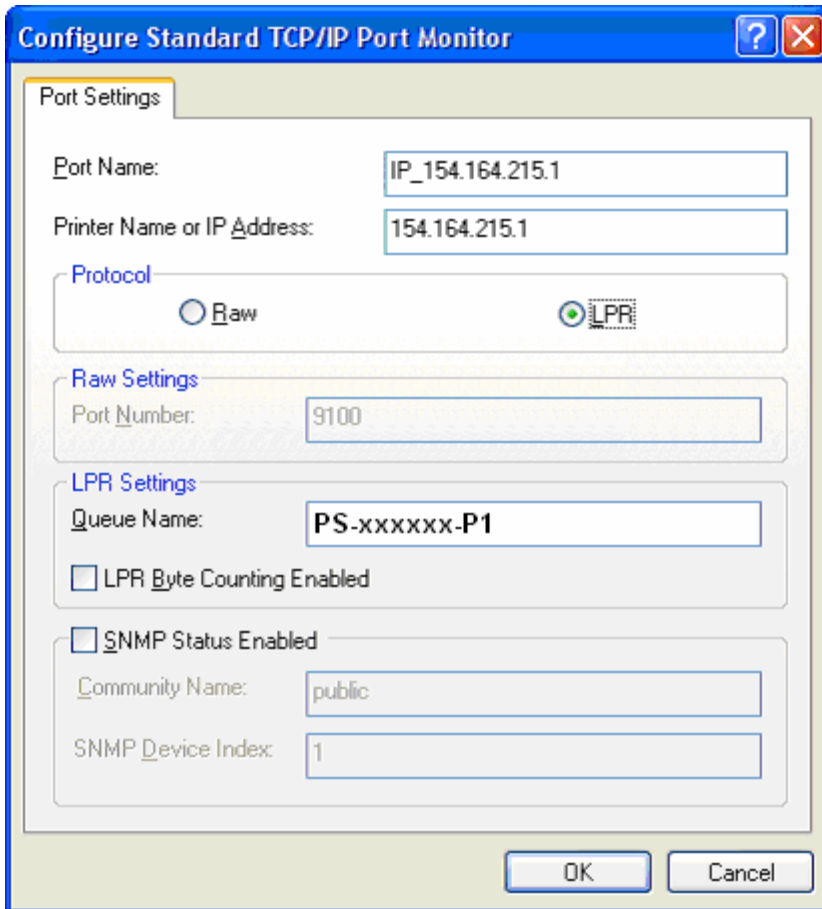
Step 5 You will get a message saying that additional port information required.

Step 6 Select **Custom** and then click **Settings**.



Step 7 Set the Protocol to **LPR**.

Step 8 For the **LPR Settings** for the TE100-PS3 Plus the Queue Name will be PS-xxxxxx-P1, x being the actual number listed in the Port Name box. It is case sensitive!



Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: IP_154.164.215.1

Printer Name or IP Address: 154.164.215.1

Protocol

Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name: PS-xxxxxxx-P1

LPR Byte Counting Enabled

SNMP Status Enabled

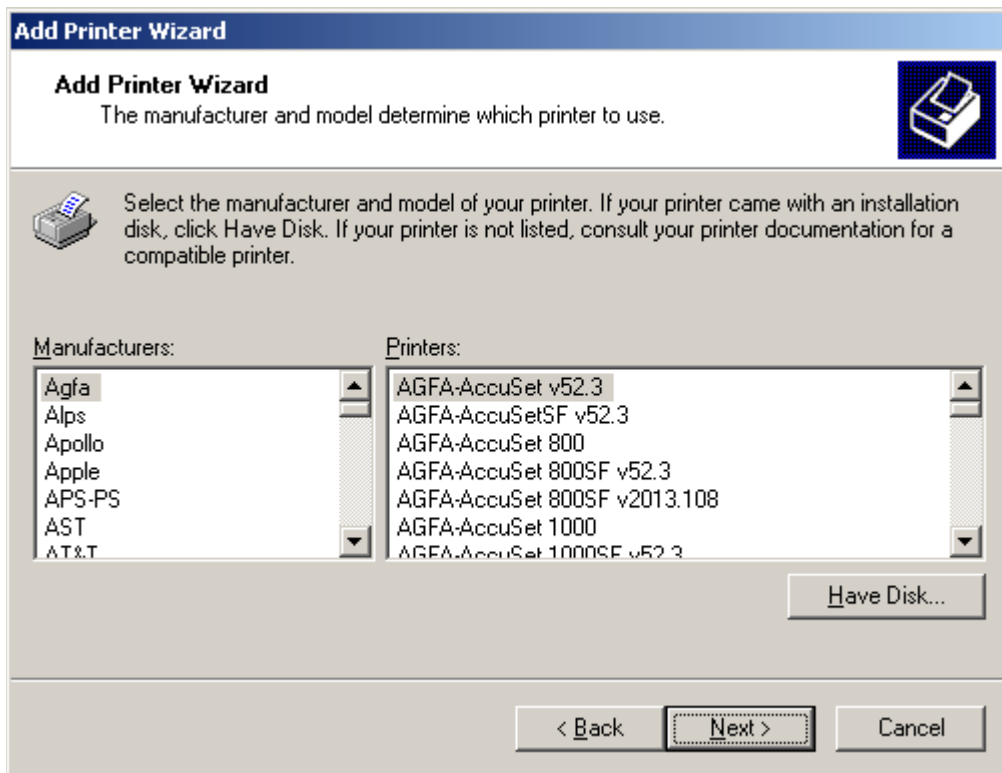
Community Name: public

SNMP Device Index: 1

OK Cancel

Step 9 Select **OK** > **Finish**.

Step 10 Continue with the **Add Printer Wizard**. Choose your printer from the list or click **Have Disk** and point to your printer driver disk.



Q: Does the TE100-PS3 Plus support Macintosh operating systems?

Yes, but you must assign the print server an IP address from a Windows based operating system first. Once that is done you can use LPR or LPD printing for the Macs and you can manage the print server by entering its IP address into a web browser. Also the printer must be a postscript printer. **Note: For a Macintosh the printer must support post script.**

Q: What is the queue name of the TE100-PS3 Plus?

The queue name will be PS-xxxxxx-P1, x being the actual number listed in the Port Name box. It is case sensitive.

Q: Why can't I see my printer status information?

Print servers are IEEE1284 bi-directional compatible. This means that data can be sent and received in both directions between the printer and the print server.

Toner status, paper level, etc., will not be communicated back to the PC. In order to get printer status information, the proprietary printer driver has **embedded code** that needs to be passed on to the print server, decoded, then interpreted by the print server. Trendware

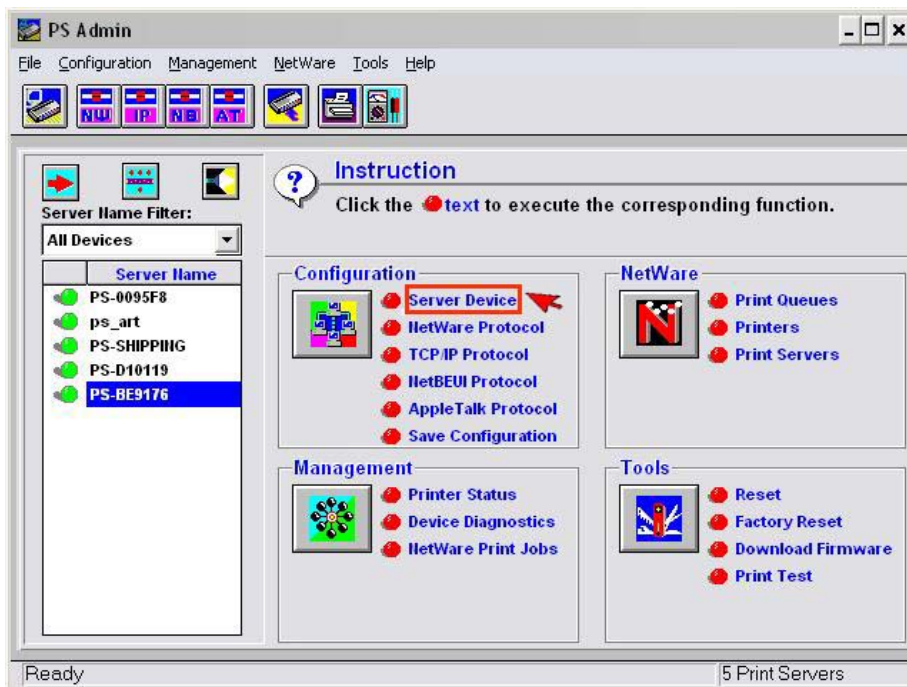
print servers do not support embedded driver codes. Trendware print servers, whether in Gateways or Stand Alone, are plain TCP/IP print servers.

Q: Why is my parallel printer, printing a lot of garbage characters?

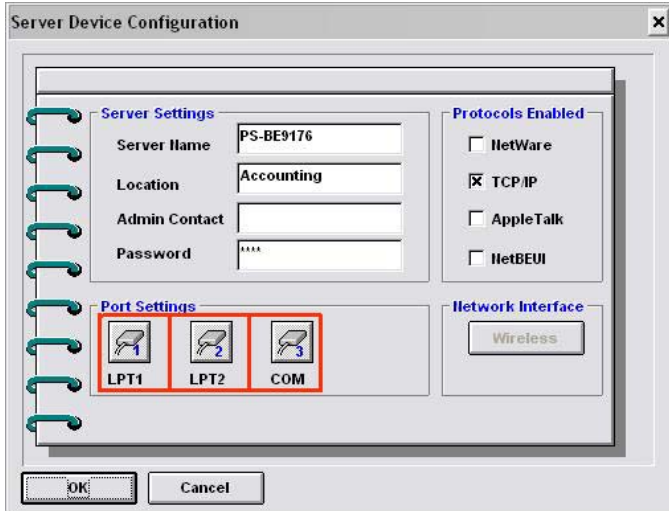
Make sure that you have the latest print drivers for you printer.

You can also try changing the port speed to low from within the PS-Admin Utility to Low.

Step 1 Click on Server Device.



Step 2 Click on the port that you have your printer plugged into.



Step 3 Change the Speed using the drop down menu.

