

# **IPDS Printing Configuration Guide**

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Read this manual carefully before you use this product and keep it handy for future reference.

#### Introduction

This manual contains detailed instructions and notes on the operation and use of this machine. For your safety and benefit, read this manual carefully before using the machine. Keep this manual in a handy place for quick reference.

#### Important

Contents of this manual are subject to change without prior notice. In no event will the company be liable for direct, indirect, special, incidental, or consequential damages as a result of handling or operating the machine.

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# Manuals for the IPDS card

Refer to the manuals that are relevant to what you want to do with the IPDS card.

## ∰Important

- □ Adobe Acrobat Reader/Adobe Reader must be installed in order to view the manuals as PDF files.
- IPDS Supplement (IPDS.pdf)

Explains about how to configure the IPDS card for the machine, and about items selectable from the Web browser.

IPDS Printing Configuration Guide (IPDS\_CONF.pdf) \*English Only Explains about environment necessary for connecting the mainframe to the machine, and performing IPDS printing.

# IPDS Technical Reference (IPDS\_TEC.pdf) \* English Only

Explains about commands necessary for IPDS printing.



□ For details about the necessary environment, and installation of the IPDS card and machine, consult your sales or service representative. For details about necessary environment and operation of the mainframe, consult IBM.

# How to Read This Manual

# Symbols

This manual uses the following symbols:

## **∰I**mportant

Indicates points to pay attention to when using the machine, and explanations of likely causes of paper misfeeds, damage to originals, or loss of data. Be sure to read these explanations.

## 🔗 Note

Indicates supplementary explanations of the machine's functions, and instructions on resolving user errors.

## ₽ Reference

This symbol is located at the end of sections. It indicates where you can find further relevant information.

[]

Indicates the names of keys that appear on the machine's display panel.

# 1. Getting Started

# Book at a Glance

This book is designed to help you configure the Ethernet Attachment for your printer.

# Server-to-Printer Attachments Described in this Book

This book describes the server-to-printer attachments described in the following table. Direct attachment of multiple machines to the printer, without the use of a print server, is also described for Windows systems.

| Server Environment | Server-to-Printer Protocol | Data streams |
|--------------------|----------------------------|--------------|
| AIX                | TCP/IP                     | IPDS         |
| System i           | TCP/IP                     | IPDS         |
| z/OS               | TCP/IP                     | IPDS         |
| Windows            | TCP/IP                     | IPDS         |

## Note

- □ To print IPDS, you will need to install InfoPrint Manager for AIX, InfoPrint Manager for Windows, PSF for z/OS or PSF for i5/OS and OS/400 on the host.
- □ IPDS must use the TCP/IP protocol.

# **Configuration Checklist**

The information in this chapter applies to all users.

**1** Write down the NIC MAC address. The Ethernet MAC address is on the printer controller. If you are using TCP/IP, see the manual explaining the network functions provided by the supplier.

**2** Power off the printer and connect the NIC to the LAN cable.

**E** Power on the printer. Verify the connection to the LAN cable.

Configure your environment. Refer to one of the chapters in the following list.

Windows

#### $\mathcal{P}$ Reference

p.9 "InfoPrint Manager for Windows"

System i

₽ Reference

p.13 "Configuring System i for an IPDS Printer"

\* z/0S

## ₽ Reference

p.29 "Configuring z/OS to Print IPDS Files"

#### ✤ AIX

## ₽ Reference

p.41 "InfoPrint Manager for AIX"

# **Default Parameter Values**

The following lists the default parameter values and other information for a NIC.

| Parameter/Limit       | Values        | Affected Area            |
|-----------------------|---------------|--------------------------|
| LPD port              | TCP port 515  | LPR printing             |
| Raw port for printing | TCP port 2501 | AIX                      |
|                       | TCP port 9100 | System i                 |
| IPDS port             | TCP port 5001 | PSF for z/OS             |
|                       |               | PSF for i5/OS and OS/400 |
|                       |               | InfoPrint Manager        |

# 2. InfoPrint Manager for Windows

# **Requirements - InfoPrint Manager for Windows**

This machine supports the following version of InfoPrint Manager for Windows.

• InfoPrint Manager for Windows V2.2 or later.

## 🖉 Note

When you install the InfoPrint Manager server software, you automatically install the InfoPrint Manager Administration GUI and the InfoPrint Manager Operations GUI on the same system. You can also install either the InfoPrint Manager Administration GUI or the InfoPrint Manager Operations GUI on remote systems. The InfoPrint Manager Operations GUI provides a subset of the functions available in the InfoPrint Manager Administration GUI. This subset includes operator tasks.

# Configuration Checklist - InfoPrint Manager for Windows

Use this chapter to configure InfoPrint Manager to print using your printer.

**1** If you have not already done so, install InfoPrint Manager.

**2** Decide which type of destination you want to define in InfoPrint Manager for this printer. See p.10 "Choosing an InfoPrint Manager Destination Type".

- Define the printer to InfoPrint Manager. See p.11 "Adding a PSF TCP/IP Printer".
- **U**Verify the configuration by submitting a print job.

## **Choosing an InfoPrint Manager Destination Type**

InfoPrint Manager provides various Destination Support Systems (DSSs). The type that is most appropriate for your environment is based on what data stream you want to print (IPDS, PCL, or PostScript). Use the following table to determine what type to use.

| Data Stream From<br>Application                            | Data Stream To Printer | InfoPrint Manager<br>Destination |
|--|------------------------|----------------------------------|
| IPDS, PCL, PS, ASCII, line da-<br>ta, DBCS ASCII, PDF, AFP | IPDS                   | PSF TCP/IP Printer               |

#### Adding a PSF TCP/IP Printer

Create a PSF TCP/IP destination to define a printer that receives IPDS jobs using the TCP/IP protocol.

# **1** Complete the following worksheet:

| Wizard Prompt                | Description   | Value             |
|------------------------------|---|-------------------|
| Name                         | The name for the actual des-<br>tination object (8 character<br>limit).                 |                   |
|                              | <ul> <li>Note</li> <li>This name is case-sensitive.</li> </ul>                          |                   |
| Server                       | The InfoPrint Manager serv-<br>er that controls this actual<br>destination.             |                   |
| TCP/IP address               | The dotted-decimal IP ad-<br>dress used to access this<br>printer.                      |                   |
| TCP/IP port                  | The port used by the printer<br>for communication. (Typical-<br>ly, port 5001 is used.) |                   |
| Logical destination          | The logical destination that directs jobs to this actual des-<br>tination.              | Default<br>Other: |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                   |
| Logical destination's server | The server that contains the logical destination.                                       |                   |
|                              | <ul> <li>Note</li> <li>This name is case-sensitive.</li> </ul>                          |                   |
| Queue                        | The queue for the target printer (actual destination).                                  | Default<br>Other: |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                   |

**2** Launch the InfoPrint Manager Administration GUI.

On the menu bar, select [Printer] -> [Create] -> [PSF] -> [TCP/IP] to start the Create Printer Wizard.

Provide the worksheet information to the wizard. For assistance, refer to the InfoPrint Manager Administration GUI online help.

**5** If you did not enable the printer with the Create Printer Wizard, use the InfoPrint Manager Administration GUI to enable it.

# 3. Configuring System i for an IPDS Printer

# Requirements - System i

This machine supports the following version of PSF for i5/OS and OS/400 (PSF/400).

• PSF for i5/OS and OS/400 (PSF/400) V5.4 or later.

## 🖉 Note

**D** We recommend that you use the latest System i package and related software.

# Printing AFP, IPDS, PDF, PCL, and PostScript Files

Use this chapter to configure the printer on System i as an IPDS printer.

The printer configured as IPDS will print only IPDS files. With the InfoPrint Server for System i, PostScript, PDF, and PCL data streams can be transformed to AFP and printed to the printer as IPDS.

- AFP files are transformed directly by Print Services Facility (PSF/400 an integrated feature of OS/400), which then sends the transformed file to the printer.
- SCS files are transformed into IPDS by one of two conversion paths. The path recommended by IBM a straight SCS to device-independent IPDS transform is controlled by setting the IPDSPASTHR parameter to YES (see step 1 on p.21 "Configuring PSF/400 with CRTPSFCFG"). Setting IPDSPASTHR to YES provides the best performance because IPDS files are sent directly to the printer with no transform. If your SCS file requires any AFP processing, PSF/400 will automatically provide the requisite conversion.

# **Configuration Checklist - System i**

• Authority Level Required All of the following configuration steps carried out on the System i may require "create" or "change" authority.

**U** Make sure the printer is set up. See p.7 "Configuration Checklist".

**2** Using the printer's control panel or Web Image Monitor, set up the printer for IPDS by setting the parameters and values shown in the following table.

| Menu | Item              | Setting |
|------|-------------------|---------|
| IPDS | Emulation Mode    | Native  |
| IPDS | Font Substitution | Off     |

- Set TCP/IP addresses for the printer, such as an IP address, gateway address, or subnet mask. See the manual explaining the network functions provided by the supplier.
- If the printer and System i are not on the same LAN segment, verify that there is a route defined in the TCP/IP route list on the System i. If necessary, use the ADDTCPRTE command on the System i to create a route definition.
- Create or verify the existence of a System i TCP/IP interface for Token Ring or Ethernet. See p.16 "Configuring a System i TCP/IP Interface".

Configure System i with p.19 "Configuring PSF/400 for IPDS".

**2** Vary the printer ON using the VFYCFG command.

Uverify that TCP/IP has been started using the STRTCP command.

Test your configuration. See p.22 "Verifying the IPDS Configuration on System i".

U To share the printer on the network, verify that the necessary parameters have been set correctly. See p.23 "Sharing the PSF/400 Printer on the Network".

## ${}^{\mathcal{P}}$ Reference

If you have problems, refer to p.26 "Resolving System i Problems".

# Configuring a System i TCP/IP Interface

#### ∰Important

Do not enter the IP address of the printer or set the System i interface address to be the same as the printer IP address. Also, do not add the printer to the System i TCP/IP interface list.

## Configuring the System i Interface with ADDTCPIFC

ADDTCPIFC is used to add a TCP/IP interface to System i. This step configures the System i for attachment to a TCP/IP network.

#### At the System i command line, enter a command in the form:

ADDTCPIFC INTNETADR('9.99.15.188') LIND(ETHLAN) SUBNET-MASK('255.255.255.0')

**2** A completed screen should look like the following:

| <i>r</i>             |   |    |   |  |  |  |  |  |   |               |
|----------------------|---|----|---|--|--|--|--|--|---|---------------|
| System: BLDD60       |   |    |   |  |  |  |  |  |   |               |
| Internet address     |   |    |   |  |  |  |  |  | : | 9.99.15.188   |
| Subnet mask          |   |    |   |  |  |  |  |  | : | 255.255.255.0 |
| Line description     |   |    |   |  |  |  |  |  | : | ETHLAN        |
| Line type            |   |    |   |  |  |  |  |  | : | *ELAN         |
| Interface status     |   |    |   |  |  |  |  |  | : | Inactive      |
| Type of service      |   |    |   |  |  |  |  |  | : | *NORMAL       |
| Maximum transmission | u | ni | t |  |  |  |  |  | : | *LIND         |
| Automatic start      |   |    |   |  |  |  |  |  | : | *YES          |
|                      |   |    |   |  |  |  |  |  |   |               |

## **3** The following parameters are required:

Internet Address
 Internet address of the System i Ethernet LAN adapter.

#### Note

**D** Do not enter the IP address of the printer.

Subnet Mask

The subnet mask for this System i TCP/IP interface (for example, 255.255.255.0).

• Line description

The name assigned to the System i line description. Each System i LAN adapter will have its own line description.

# **Configuring a TCP/IP Host Table Entry**

Although optional, we recommend that you create a TCP/IP host table entry. Add the System i name and the IP address of the LAN adapter to the "Host Table Entries". Also, add the hostname and IP address of the printer to the list. You can access the host table entries function by using the CFGTCP command, then selecting option 10 from the menu.

You can also add entries to your host table for both the hostname and the fully qualified network name for your system. The entry should match what you configured for host and domain name. For example, if your hostname is "RCHASM03" and your domain name is "RCHLAND.IBM.COM", your fully qualified network name is "RCHASM03.RCHLAND.IBM.COM". In your host entry table, enter both RCHASM03 and RCHASM03.RCHLAND.IBM.COM.

# **Configuring TCP/IP Keep Alive**

Although optional, we recommend that you set the TCP/IP Keep-Alive time to 1 minute. This is the minimum value that can be set; the default is 120 minutes (2 hours). Setting the value to 1 minute causes System i to detect a lost printer connection faster.

To change the keep alive time, enter the command CHGTCPA. Change the first entry as shown below:

#### TCP keep alive . . . . . 1

#### Note

Please note that changing the TCP/IP Keep-Alive time changes all the System i settings.

# Configuring PSF/400 for IPDS

To configure IPDS on System i, you use the following commands: CRTDEVPRT CRTPSFCFG (Optional)

# Configuring PSF with CRTDEVPRT

This section describes how to set up a device description on System i.

**1** At the System i command line, enter a command in the form:

```
CRTDEVPRT DEVD(2705) DEVCLS(*LAN) TYPE(*IPDS) MODEL(0)
LANATTACH(*IP) AFP(*YES) PORT(5001) FONT(11) FORM-
FEED(*AUTOCUT)
RMTLOCNAME('128.9.12.134') USRDFNOBJ(AFP/NETWRKPRT *PS-
FCFG)
TEXT('printer name')
```

**2** A completed screen looks like this:

| Display Device Descr          | iption    | Page 1                    |
|-------------------------------|-----------|---------------------------|
| 5769SS1 V4R4M0 990521         |           | BLDAS44 01/19/00 13:07:24 |
| Device description            | DEVD      | 2705                      |
| Option                        | OPTION    | *ALL                      |
| Category of device            |           | *PRT                      |
| Device class                  | DEVCLS    | * LAN                     |
| Device type                   | TYPE      | *IPDS                     |
| Device model                  | MODEL     | 0                         |
| LAN attachment                | LANATTACH | *IP                       |
| Advanced function printing :  | AFP       | *YES                      |
| Port number                   | PORT      | 5001                      |
| Online at IPL                 | ONLINE    | *YES                      |
| Font                          | FONT      |                           |
| Identifier                    |           | 011                       |
| Point size                    |           | *NONE                     |
| Form feed                     | FORMFEED  | *AUTOCUT                  |
| Separator drawer              | SEPDRAWER | *FILE                     |
| Separator program             | SEPPGM    | *NONE                     |
| Library                       |           |                           |
| Printer error message :       | PRTERRMSG | *INQ                      |
| Message queue                 | MSGQ      | *CTLD                     |
| Current message queue         |           | QSYSOPR                   |
| Library                       |           | QSYS                      |
| Activation timer              | ACTTMR    | 170                       |
| Image configuration           | IMGCFG    | *NONE                     |
| Maximum pending requests :    | MAXPNDRQS | 6                         |
| Print while converting :      | PRTCVT    | *YES                      |
| Form definition               | FORMDF    | F1C10110                  |
| Library                       |           | *LIBL                     |
| Character identifier          | CHRID     | *SYSVAL                   |
| Remote location               | RMTLOCNAM | E                         |
| Name or address :             |           | 128.9.12.134              |
| New defined all the state     |           | NETHONODI                 |
| User-defined object :         | USRDFNOBJ | NETWRKPRT                 |
| Library                       |           | *PSFCFG                   |
| Object type                   | UCDDTATEN |                           |
| Data transform program :      | USRDTATFM |                           |
| User-defined driver program : | DEPLOCNAM |                           |
| Dependent location name :     | DEPLOCNAM | E *NUNE                   |
| Allocated to:                 |           | ACKCARD.                  |
| Job name                      |           | QSYSARB                   |
| User                          |           | QSYS                      |
| Number                        | TEVT      | 075445                    |
| Text                          | TEXT      | printer name              |
| User-defined options :        | USRDFNOPT |                           |
| User-defined options-         |           |                           |

# **3** Enter values for the following parameters:

- Device Description (DEVD) The device description or name.
- Device Class(DEVCLS) Specify \*LAN.
- Device Type (TYPE) Specify \*IPDS.
- Device Model (MODEL) Specify 0.
- LAN attachment (LANATTACH) Specify \*IP.
- Port Number (PORT) Specify 5001, which is the printer's default port number. Use Web Image Monitor to set or view the IPDS port number.
- Font (FONT) Enter an appropriate value.
- Form Feed (FORMFEED) Specify \*AUTOCUT.
- Activation timer (ACTTMR) This value specifies the number of seconds that PSF/400 waits for a printer to respond to an activation request. If only one system will be using the printer, use the default value (170 seconds). If more than one system will be using the printer, specify \*NOMAX, which will cause PSF/400 to wait indefinitely for a response to an activation request.
- Remote Location (RMTLOCNAME) Enter the IP address or hostname of the printer.
- User-Defined Object (USRDFNOBJ) To use a PSF configuration object, specify its name and library here. The object type must be \*PSFCFG. A single PSF configuration object may be referenced by multiple device descriptions, if required.

# **Configuring PSF/400 with CRTPSFCFG**

The PSF configuration object created with this command is used by PSF/400 when printing IPDS files only if the object is specified with the USRDFNOBJ parameter in the printer device description.

To configure System i for IPDS printing:

**1** At the System i command line, enter a command in the form:

```
CRTPSFCFG PSFCFG(AFP/NETWRKPRT) IPDSPASTHR(*YES)
RLSTMR(*SEC15) TEXT('printer name')
```

**2** A completed screen looks like this:

|   | Page 1                    |
|---|---------------------------|
| 769SS1 V4R4M0 990521                      | BLDAS44 01/19/00 13:17:18 |
| PSF configuration: NETWRKPRT Library: AFP |                           |
| User resource library                     | *JOBLIBL                  |
| IPDS pass through                         | *YES                      |
| Activate release timer                    | *NORDYF                   |
| Release timer                             | *SEC15                    |
| Restart timer                             | *IMMED                    |
| APPC and TCP/IP retry count               | 15                        |
| Delay time between retries                | 90                        |
| Automatic session recovery                | *NO                       |
| Acknowledgment frequency                  | 100                       |
| Blank page                                | *YES                      |
| Page size control                         | *NO                       |
| Resident fonts                            | *YES                      |
| Resource retention                        | *YES                      |
| Edge orient                               | *NO                       |
| Use outline fonts                         | *NO                       |
| PSF defined options:                      |                           |
| *NONE                                     |                           |
| Font substitution messages                | *YES                      |
| Capture host fonts at printer             | *NO                       |
| Cut sheet emulation mode                  | *NONE                     |
| Font resolution for formatting            | *SEARCH                   |
| Font mapping table                        | *NONE                     |
| Library                                   |                           |
| Text description                          |                           |
| Device resource library list:             |                           |
| *DFT                                      |                           |

# **3** The following parameters are recommended:

- PSF configuration (PSFCFG) The name used for this PSF configuration object. The name must match the user-defined object name (USRDFNOBJ) in the printer DEVD.
- IPDS pass through (IPDSPASTHR) To print SCS and IPDS files (which do not use AFP functions) with minimal processing, specify \*YES. PSF/400 transforms SCS into IPDS before printing.
- Activate release timer (ACTRLSTMR) Specifies the point at which the release timer (RLSTMR) is activated. Set to \*NORDYF.
- Release timer (RLSTMR) Specifies the amount of time to wait before a session or dialog is released, without terminating the writer. The ACTRLSTMR parameter specifies when this timer is to be activated. Verify that the IPDS TIMEOUT value on the printer is "0" or "OFF". Set the System i parameter to \*SEC15. This releases the printer to service other jobs from other ports, 15 seconds after the last IPDS job has printed.

# Verifying the IPDS Configuration on System i

To test IPDS printing, do the following:

Vary on the line description if it is not already on. VRYCFG CFGOBJ (line) CFGTYPE (\*LIN) STATUS(\*ON)

**2** To start TCP/IP, enter: **STRTCP** 

**3** Verify that the System i TCP/IP interface is active. Use the command: WRKTCPSTS

and then select option 1.

4 Turn the printer on and wait until the printer's control panel displays READY.

**E** To verify that the printer is connected to System i, ping the printer from a System i workstation with one of the following commands:

PING ip\_address'

or

#### PING hostname

where ip\_address is the TCP/IP address of the remote system printer, and hostname is the hostname you defined for the printer, if any.

If pings are successful, vary on the printer device description with the command:

#### VRYCFG (printer-device) CFGTYPE(\*DEV) STATUS(\*ON)

If the pings are not successful, see p.26 "Printer Cannot be PINGed".

## **1** To use PSF/400 to send an IPDS file to the printer, enter:

#### STRPRTWTR DEV (printer device)

If you have problems printing, do the following:

- Print a network configuration page, see the manual explaining the network functions provided by the supplier.
- Verify that the IPDS port number matches the port number in the device description.

If you are still unable to print IPDS files, contact your service or sales representative.

# Sharing the PSF/400 Printer on the Network

To support printer sharing, the printer automatically switches among all logical ports. Basically, the printer prints one job at a time, and chooses the next job from the highest priority port. If the client does not end a job, then the printer applies the timeout value set for the print port.

To change the "time out" value, update the timeout value on Web Image Monitor for the appropriate port.

See p.51 "Sharing the Printer with IPDS host systems (PSF/400 or z/OS)", for a description of concepts associated with sharing an IPDS printer between multiple host systems.

## Sharing the printer with other non-IPDS host systems using MID

Configure the System i to use MID (Managed IPDS Dialog) in order for the printer to be shared between the IPDS System i system and other non-IPDS systems, such as desktop PCs. The following PSF configuration parameters must be set on the System i in order for it to support MID requests from the printer.

Here is a System i example with MID Enabled:

| PSF configuration:  |                 |
|---|-----------------|
| User resource library:                                    | *JOBLIBL        |
| IPDS pass through   | *N0             |
| +   |                 |
| Activate release timer                                    | *PRTNORDYF      |
| Release timer   | *SEC15          |
| Restart timer   | *IMMED          |
| APPC and TCP/IP retry count<br>Delay time between retries |                 |
| Auto Session Recovery                                     |                 |
| Acknowledge Fequency                                      |                 |
| Blank page:   |                 |
| Page size control:  | *NO             |
| Resident fonts:   |                 |
| Resource retention:                                       |                 |
| Edge orient   |                 |
| Use outline fonts   | *N0             |
| Remote Location:  |                 |
| Text description  |                 |
| Device resource library list                              | (List of names) |

## Sharing the printer with other IPDS host systems

Configure the System i without MID in order for the printer to be shared between multiple IPDS host systems. This configuration can also be used for sharing the printer with desktop PCs. The following PSF configuration does not grant MID requests from the printer.

Here is a System i example without MID:

Activate release timer.: \*NORDYF DISCINTV=25, Release timer.....: \*SEC15 Restart timer..... \*IMMED

| Where Set              | Parameter | Recommended Value | Description   |
|------------------------|-----------|-------------------|---|
| CRTPSFCFG<br>CHGPSFCFG | ACTRLSTMR | *NORDYF           | Specifies the point at<br>which the release tim-<br>er (RLSTMR) is acti-<br>vated. Set to<br>*NORDYF. This<br>means that the release<br>timer is activated<br>when there are no<br>spooled files in the<br>printer's output<br>queue with a status of<br>RDY and the last page<br>of the last spooled file<br>processed has print-<br>ed. *NORDYF is used<br>so that all files with a<br>status of RDY are<br>printed before releas-<br>ing the session (which<br>does not terminate the<br>writer, however). |
| CRTPSFCFG<br>CHGPSFCFG | RLSTMR    | *SEC15            | Specifies the amount<br>of time to wait before<br>a session or dialog is<br>released without ter-<br>minating the writer.<br>The ACTRLSTMR pa-<br>rameter specifies<br>when this timer is to<br>be activated. Set the<br>parameter to a value<br>at least equal to the<br>TIMEOUT value on<br>the printer. We rec-<br>ommend *SEC15.  |

To set up PSF/400 for shared printing without MID, set the following parameters:

| Where Set | Parameter | Recommended Value | Description  |
|-----------|-----------|-------------------|--|
| CRTDEVPRT | ACTTMR    | *NOMAX            | The value specifies<br>the number of sec-<br>onds that PSF/400<br>will wait for a printer<br>to respond to an acti-<br>vation request. If only<br>one system will be us-<br>ing the printer, use<br>the default value (170<br>seconds). If more than<br>one system will be us-<br>ing the printer, set the<br>value to *NOMAX,<br>which will cause<br>PSF/400 to wait in-<br>definitely for a re-<br>sponse to an<br>activation request. |

# **Resolving System i Problems**

Use this section to resolve problems configuring System i on TCP/IP networks.

## **Printer Cannot be PINGed**

If you have problems pinging the printer:

- Verify the configuration of System i, including the printer and any intervening devices such as routers and bridges.
- Verify that the System i line description is varied on and the printer is turned on and displays a status of READY.
- Verify that the System i TCP/IP interface is active.

## If PSF/400 Terminates When Initialized

If PSF/400 terminates when you initialize it for IPDS printing and issues message PQT3603, check for the following error codes.

- 10 means an incorrect RMTLOCNAME has been specified for the printer.
- 15 means that PSF/400 timed out waiting for the printer's response. You should check the value you entered for Activation Timer when using CRT-DEVPRT.
- Codes 20-39 indicate a general communications failure. Make sure all of the components in your network are operational, such as routers.
- Codes 40-59 indicate a logic error between PSF and the printer control unit.

# **Spooled Print File Remains in PND Status**

Check the output queue with the command:

#### WRKOUTQ OUTQ (queuename)

This typically indicates that PSF/400 is waiting for a response from the printer. This can be verified by displaying the QSPL subsystem, WRKACTJOB SBS (QS-PL). If the status of the PDJ job for the printer is SELW, then PSF/400 is waiting for a response from the printer. Make sure that the printer is online and in READY status and that all network connections (for example, routers) between the System i and the printer are active.

# **Spooled Files Disappear Without Printing**

To resolve this problem:

- Check that the correct printer queue name and correct IP address have been used.
- Ping the IP address. If the ping is successful, disconnect the network cable from the printer/print server, and ping the address again. If the ping is still successful, there is another printer with that IP address on the network.

# Data is Being Clipped

To resolve this problem, you may want to set the PSC (Page Size Control) parameter to \*YES in the CRTPSFCFG command.

## Printer Powered Off While Writer is Active

The printer should not be powered off while the PSF writer is active. If this happens, you must stop and then restart the writer.

Optionally, you may specify \*YES for Automatic session recovery in the PSF configuration object. When \*YES is specified and the printer connection is lost (whether caused by accidentally powering off the printer or an unexpected network problem), PSF/400 will attempt to reconnect to the printer and resume printing at the last known point. You may have pages reprinted if the connection can be established. You can control the reprinting of pages by adjusting the value for the acknowledgment frequency parameter in the PSF configuration object.

# 4. Configuring z/OS to Print IPDS Files

# **Requirements - z/OS**

This machine supports the following version of PSF for z/OS.

• PSF for z/OS V4.1.0 or later.

## 🖉 Note

□ To obtain the PTFs associated with these APARs, contact your service or sales representative.

# **Configuration Checklist - z/OS**

Use this chapter to configure z/OS to print IPDS files on your network printer.

• Authority Level Required All of the following configuration steps carried out on z/OS require appropriate RACF authority.

Using the printer's control panel, set up the printer for IPDS by setting the parameters and values shown in the following table.

| Menu | Item              | Setting |
|------|-------------------|---------|
| IPDS | Emulation Mode    | Native  |
| IPDS | Font Substitution | Off     |

**2** Set TCP/IP addresses for the printer, such as an IP address, gateway address, or subnet mask. See the manual explaining the network functions provided by the supplier.

- **E** Configure the host environment. See p.31 "Configuring PSF to Print IPDS Files".
- **4** Verify the configuration. See p.36 "Verifying a TCP/IP-Attached Printer on z/OS".

# Reference

If you want to share the printer, do the procedure in p.38 "Sharing the Network Printers on z/OS".

If you have problems, refer to p.40 "Handling z/OS Connectivity Problems".

# **Configuring PSF to Print IPDS Files**

## **Data Requirements**

You need the IP address of the printer.

# **Configuration Procedure**

Configuring PSF to print IPDS files includes the following steps:

Define the z/OS communications control unit to z/OS. See p.31 "Define the Communications Control Unit to z/OS".

**2** Modify the TCP/IP profile on your z/OS system, if necessary. See p.32 "Modify the TCP/IP Profile in z/OS".

E Ping the printer. See p.33 "Verify the Printer Connection".

Define the printer as a writer-controlled printer to JES. See p.33 "Define the Printer to JES".

Define the printer to PSF with a PRINTDEV statement, including the IP address. See p.34 "Define the Printer to PSF".

#### 🖉 Note

- □ This section does not provide all the information you need to install and configure TCP/IP on your z/OS system.
- The routing of information is determined on the basis of the IP address, and is performed by IP gateways. After the network is configured correctly, the z/OS host communicates directly with the TCP/IP-attached printer.

#### Define the Communications Control Unit to z/OS

If you have not already done so, use a hardware configuration definition (HCD) to define the communications control unit for the z/OS host, such as the 3172 or the 3745 control unit, to z/OS.

#### Modify the TCP/IP Profile in z/OS

The TCP/IP profile contains system configuration statements used to initialize the TCP/IP address space. The following statements in the TCP/IP profile; how-ever, this example is not a complete profile.

#### 🖉 Note

If you change any of the values in the TCP/IP profile, restart TCP/IP to pick up the changes.

Sample Parameters in the TCP/IP Profile.



This example is not a complete TCP/IP profile.

The statements require special considerations when you are printing from PSF on TCP/IP-attached printers:

• TCPIPCONFIG

The TCPIPCONFIG statement defines the interval between keep-alive transmissions. PSF relies on TCP to detect when a connection with a TCP/IP-attached printer or an i-data 7913 IPDS<sup>TM</sup> Printer LAN Attachment is no longer usable. When no data has been exchanged between PSF and its connection partner, TCP sends keep-alive probes to the connection partner periodically. These periodic probes, called keep-alive transmissions, enable TCP to discover when a connection is no longer usable even if the connection partner is abruptly powered off or is no longer accessible through the network.

The frequency of keep-alive transmissions is controlled by the INTERVAL parameter on the TCPIPCONFIG statement. The frequency applies to all TCP applications that direct TCP to send keep-alive transmissions. The default frequency is after about two hours of inactivity.

For printing on TCP/IP-attached printers, we recommend that you specify a shorter interval than the default, such as 1 minute, for the interval between keep-alive transmissions.

Also, if any target host requires that the keep-alive packet contain data, specify SENDGARBAGE TRUE. For example:

#### TCPIPCONFIG INTERVAL 1 SENDGARBAGE FALSE GATEWAY

• GATEWAY

The GATEWAY statement defines a static route to the printer.

#### Verify the Printer Connection

To verify that z/OS can establish a connection with the TCP/IP-attached printer, ping the printer from the z/OS system.

From a TSO session, enter the following command:

#### TSO PING ip\_address

In a TSO session, enter the following command from the Interactive System Productivity Facility (ISPF) command menu.

#### ping ip\_address

• ip\_address

Specifies the IP address or host name of the printer. Here are examples of a successful ping and an unsuccessful ping. Successful ping:

```
EZA0458I Ping V3R1: Pinging host 9.99.12.33 (Use ATTN to interrupt.)
```

EZA0463I PING: Ping #1 response took 0.084 seconds. Successes so far = 1.

Unsuccessful ping:

EZA0458I Ping V3R1: Pinging host 9.99.12.33 (Use ATTN to interrupt.) EZA0464I PING: Ping #1 timed out

#### 🖉 Note

If you have problems pinging a printer, see p.40 "Handling z/OS Connectivity Problems".

#### Define the Printer to JES

When a TCP/IP-attached printer is to be used with JES, it must be defined for spool printing mode with JES2 parameter.

• JES2 Printer Definitions:

The following example shows the JES2 printer definition initialization member, located in the system PARMLIB.

```
FSS(FSS1), PROC=PSFPROC, HASPFSSM=HASPFSSM
```

```
PRT1 FSS=FSS1,MODE=FSS,PRMODE=(LINE,PAGE,SOSI1),
CLASS=C,UCS=0,SEP=YES,SEPDS=NO,CKPTPAGE=100,
START=NO,MARK=YES,TRKCELL=YES
```

• JES3 Printer Definitions:

The following shows an example of a JES3 printer definition. This example is not executable, but it is intended to help the JES3 systems programmer define the printer to the OS/390 host.

```
FSSDEF,TYPE=WTR,FSSNAME=FSS1,PNAME=PSFPROC,
SYSTEM=SYS1,TERM=NO DEVICE,JNAME=PRT1,
JUNIT=(,SYS1,,OFF),FSSNAME=FSS1,
MODE=FSS,PM=(LINE,PAGE,SOSI1),CHARS=(YES,GT12),DTYPE=PRTAF
P1 CARRIAGE=(YES,A868),CKPNTPG=100,HEADER=YES,WC=(C)
```

#### Define the Printer to PSF

Each TCP/IP-attached printer must be defined to PSF with a PRINTDEV statement in the PSF startup procedure.

The following proc shows a sample procedure, PSFPROC that you can modify to suit your installation. The PRINTDEV statement shows the required IPADDR keyword.

No network printer-specific writer procedure is currently supplied. You can, however, copy the APSWPROT sample from the APAR medium and modify it for the network printers.

//PSEPROC PROC //YPSFNGC PROC //\* IBM NETWORK PRINTERS WRITER PROCEDURE \*\*\*\*\*\*\*\*\*\*\*\*\* //\*01\* MODULE-NAME = PSFPROC //\*01\* DESCRIPTIVE-NAME = START PROCEDURE FOR PSF: //\* TCP/IP ATTACHED IBM NETWORK PRINTERS //\*01∗ NOTES = THE FULL NAME OF THE DEFAULT PAGEDEF IS PIAG6462. THE FULL NAME OF THE DEFAULT FORMDEF IS FIAID110. THE FULL NAMES OF THE DEFAULT FONTS ARE X06F10, X06S10, X07U10, AND X06U10. THE FULL NAME OF THE SEPARATOR PAGE PAGEDEF IS PIV06483. THE FULL NAME OF THE SEPARATOR PAGE FONT IS X06T15. 11+ P1406462 //\* //\* 11\* //\* '//\* //\* //\*01\* CHANGE-ACTIVITY : //\*\*\*\* END OF SPECIFICATIONS \*\*\*/ //\*\*\*\* END OF SPECIFICATIONS \*\*\*/ //STEPI ExEC PGM-APSPIEP.PEGION-4096K,TIME-1440,PARM+(...,TCPIP) / //JOBHDR OUTPUT PAGEDEF-V06483, /\* JOB SEPARATOR PAGEDEF \*/ //OMDEF-A10110,CHARS-6T15 /\* JOB SEPARATOR FORMDEF \*/ //JOBTLR OUTPUT PAGEDEF-V06483, /\* JOB SEPARATOR FORMDEF \*/ //DOBMCEF-A10110,CHARS-6T15 /\* JOB SEPARATOR FORMDEF \*/ //DSUPUT PAGEDEF-V06483, /\* JOB SEPARATOR PAGEDEF \*/ //DSUPUT PAGEDEF-V66433, /\* JOB SEPARATOR FORMDEF \*/ //DSUPUT PAGEDEF-V66433, /\* JOB SEPARATOR FORMDEF \*/ //DSUPUT PAGEDEF-V66433, /\* JOB SEPARATOR FORMDEF \*/ //MGDS OUTPUT PAGEDEF-V66432, /\* JOS SEPARATOR FORMDEF \*/ //MGDS OUTPUT PAGEDEF-V66432, /\* JOS SEPARATOR FORMDEF \*/ //DSUPUT PAGEDEF-V66432, /\* JOS SEPARATOR FORMDEF \*/ //DSUPUT PAGEDEF-V66452, /\* MESSAGE DATASET FORMDEF \*/ //DSUPUT PAGEDEF-V66452, /\* SYSTEM PAGE SEGMENTS \*/ //DSUPUT PAGEDEF-SUPUT. //DAVOI DD DSN-SYSI.VCERLIB, /\* SYSTEM PAGE SEGMENTS \*/ //DESN=SNI.POEFLIB, /\* SYSTEM PAGEDEFS \*/ // DISP=SHR /\* STSIEM MEDIUM OV //PDEF01 DD DSN=SYS1.PDEFLIB, /\* SYSTEM PAGEDEFS DISP=SHR /\* ///FDEF01 DD DSN=SYS1.FDEFLIB, /\* SYSTEM FORMDEFS // DISP=SHR \*/ PRINTDEY

CMT
PRINTDEV FONTDD-+,FONT300,/\* 300 PEL FONT LIBRARY DD
OVLYDD-+.OLAYOI, /\* OVERLAY LIBRARY DD
PSEGDD--,PSEGOI, /\* SEGMENT LIBRARY DD
PDEFDD--,DDEFOI, /\* FORMDEF LIBRARY DD
JOBHDR-+.JOBHDR, /\* JOB HADER SEPARATOR
JOBHDR-+.JOBHLR, /\* JOB HADER SEPARATOR
DSHDR-+.JOBHLR, /\* OUTPUT
DSHDR-+.JOBHLR, /\* SEPARATOR
MESSAGE-+.MSGDS, /\* SEPARATOR
MESSAGE-+.MSGDS, /\* DEVICE PAGEDEF DEFAULT
CHARS-(GFI0, /\* DEVICE
DATACK-BLOCK, /\* REPORS
TRACE-YES, /\* CREATE INTERNAL TRACE
FAILURE-WCONNECT, /\* PSF ACTION ON TIMEOUT
THEOUT-REDTIVE, /\* PSF ACTION ON TIMEOUT
DISCINTV-15, /\* DISCONNECT INTERVAL IN
/\* SECONDS PRINTDEV \*/ \*/ // PRT1 IPADDR='xxx.xxx.xxx' /\* IP ADDRESS FOR TCP/IP ENDCNTL

## 🖉 Note

□ To specify a TCP/IP address space name other than the default, TCPIP, code the following exec statement in the writer procedure:

#### //STEP01 EXEC PGM=APSPPIEP, REGION=4096K,PARM=(,,,,tcpip\_name)

□ where tcpip\_name is the name of the TCP/IP address space. If this parameter is not coded, PSF uses the default name, "TCPIP".

- □ The IP address is the only required parameter. Other parameters may be set to facilitate printer sharing as described in p.38 "Sharing the Network Printers on z/OS".
  - IPADDR

Specifies the IP address for the printer NIC, in dotted-decimal notation. The hostname can be specified in place of the dotted-decimal address.

## Verifying a TCP/IP-Attached Printer on z/OS

To operate a TCP/IP-attached printer, you use JES operator commands.

## Starting a TCP/IP-attached Printer

To start a TCP/IP-attached printer, do the following:

Start TCP/IP.

- **2** Power on the printer.
- **U** Start the printer FSA.
  - On JES2, the command is:
    - \$Sprinter-name
  - On JES3, the command is: \*CALL WTR,OUT=printer-name

## Stopping a TCP/IP-attached Printer

You can stop a TCP/IP-attached printer in several ways:

**1** The preferred method is to first stop the PSF FSA for the printer by entering the following command from the z/OS operator panel:

JES2:

## \$Pprinter-name

JES3:

\*VARY, printer-name, OFF \*CANCEL, printer-name

where printer-name specifies the name of the printer FSA.

**2** Then you can turn off power to the printer.

• To end the PSF FSA for the printer, use the JES commands. If you are unable to purge or cancel the printer by use of the JES commands, enter the following command:

MODIFY FSSname, FORCE, printer-name

## **Resolving IPDS Printing Problems**

If you have problems printing, do the following:

- Print a network configuration page, see the manual explaining the network functions provided by the supplier.
- Verify that the port number specified for the IPDS port matches either the port number specified in the Port number parameter in the printer inventory, or the port number specified in the PORT parameter in the PRINTDEV statement under the PSF start procedure. You can use Web Image Monitor to view or change the IPDS port number.

## Sharing the Network Printers on z/OS

See p.51 "Sharing the Printer with IPDS host systems (PSF/400 or z/OS)" for a description of concepts associated with sharing an IPDS printer between multiple host systems.

The printer may be shared with PSF in one of two ways:

- Sharing the printer with other non-IPDS host systems using MID and the JES Spool.
- Sharing the printer with other IPDS host systems, without MID. This method also shares the printer with non-IPDS host systems.

# Sharing the printer with other IPDS host systems, without MID JES Spool Printer Sharing

JES spool printer sharing is valid for TCP/IP attached network printers. A session with the printer is maintained while there is output on the JES spool and the printer is available. When there is no more output on the spool and the disconnect interval expires, PSF ends the session with the printer. This allows any other IPDS host, such as System i to share this printer. PSF attempts to restart the session when there is more work on the spool for the printer. After the session is restarted, PSF must reload the resources required for the print jobs. When using this method of network printer sharing, PSF cannot determine if another printer driver is active.

You can request this method of network printer sharing by specifying the following parameters in the PSF Startup Proc.

#### MGMTMODE=OUTAVAIL FAILURE=WCONNECT TIMEOUT=REDRIVE DISCINTV=nn

• MGMTMODE

Set this parameter to "OUTAVAIL". "OUTAVAIL" requests that PSF start a communications session with the printer only when output is available on the JES spool.

• FAILURE

Specifies the action PSF is to take after a printer failure or a TCP/IP network failure. If FAILURE=WCONNECT and the printer is connected to another host when PSF attempts to establish a connection on TCP/IP, PSF continuously retries (up to the limit specified by CONNINTV) until the printer becomes available. If FAILURE=STOP, PSF must be restarted by an operator command.

## • TIMEOUT

Specifies the action that PSF is to take after a timeout when no output is available on JES. The DISCINTV parameter specifies the timeout interval. TIME-OUT=REDRIVE requests that PSF redrive the printer FSA using the value of the MGMTMODE parameter. TIMEOUT=STOP requests that PSF stop the printer FSA, which can then be restarted only by an operator command.

#### • DISCINTV

Specifies the disconnect interval in seconds. The value can range from zero to 86400. We suggest you set the value to "15". When no output is available from JES for this time period, PSF ends the session with the network printer. If the value is set to zero, PSF does not end the session because of lack of output, and other IPDS hosts will not be able to share the printer.

## Handling z/OS Connectivity Problems

If you encounter problems when pinging a network printer from z/OS, here is how to resolve them.

## Ping is Not Successful

If the ping is not successful, verify the following:

- The printer is powered on.
- The IP address is unique in the TCP/IP network.

If the IP address of the printer is not unique, see your network administrator to resolve the IP address problem.

If problems remain, consult your TCP/IP network administrator about a possible network problem.

## Ping is Successful

A successful ping usually indicates that the z/OS system can communicate with the printer; however, you might receive a successful ping even though the IP address of the TCP/IP-attached printer is a duplicate of another IP address.

If PSF is unable to establish a network connection with the TCP/IP-attached printer or if PSF output for this printer prints elsewhere, follow these steps to determine whether the IP address of the printer is unique:

## **U** Turn the printer off.

**2** Wait at least 5 minutes for TCP/IP to clear the Address Resolution Protocol (ARP) tables. (If your installation specified a longer interval on the ARP-AGE configuration statement in the TCP/IP profile, you may need to wait longer.)

**E** Enter the ping command again from the z/OS system.

## 🖉 Note

□ If you receive a successful response to the ping command, there is a duplicate IP address. Consult your TCP/IP network administrator.

# 5. InfoPrint Manager for AIX

## **Requirements - InfoPrint Manager for AIX**

This machine supports the following version of InfoPrint Manager for AIX.

• InfoPrint Manager for AIX V4.2 or later.

# Configuration Checklist - InfoPrint Manager for AIX

Set TCP/IP addresses for the printer, such as an IP address, gateway address, or subnet mask. See the manual explaining the network functions provided by the supplier.

**2** Define the printer to InfoPrint Manager as described in the next section, p.43 "Defining Printers to InfoPrint Manager".

## **Defining Printers to InfoPrint Manager**

The configuration procedure to use depends on what data stream you want to send:

• To send IPDS to the printer, configure InfoPrint Manager for a PSF TCP/IPattached printer. See p.43 "Configuring Network Printers as PSF TCP/IP-Attached Printer".

## **Configuring Network Printers as PSF TCP/IP-Attached Printer**

Create a PSF TCP/IP destination to define a printer that receives IPDS jobs using the TCP/IP protocol.

| Wizard Prompt                | Description   | Value                     |  |  |  |
|------------------------------|---|---------------------------|--|--|--|
| Name                         | The name for the actual desti-<br>nation object (8 character limit).                    |                           |  |  |  |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                           |  |  |  |
| Server                       | The InfoPrint Manager serv-<br>er that controls this actual<br>destination.             | that controls this actual |  |  |  |
| Model                        | The printer model, for exam-<br>ple InfoPrint2090.                                      |                           |  |  |  |
| TCP/IP address               | The dotted-decimal IP address used to access this printer.                              |                           |  |  |  |
| TCP/IP port                  | The port used by the printer<br>for communication. (Typical-<br>ly, port 5001 is used.) |                           |  |  |  |
| Logical destination          | The logical destination that directs jobs to this actual des-<br>tination.              | Default<br>Other:         |  |  |  |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                           |  |  |  |
| Logical destination's server | The server that contains the logical destination.                                       |                           |  |  |  |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                           |  |  |  |
| Queue                        | The queue for the target printer (actual destination).                                  | Default<br>Other:         |  |  |  |
|                              | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>                             |                           |  |  |  |

## Complete the following work sheet:

2 On the menu bar, select Printer-> Create-> PSF- TCP/IP to start the Create Printer Wizard.

Provide the worksheet information to the wizard. For assistance, refer to the InfoPrint Manager Administration GUI online help.

If you did not enable the printer with the Create Printer Wizard, use the InfoPrint Manager Administration GUI to enable it.

## Adding an AIX Printer

Create an AIX printer to represent a printer that will accept the data stream that comes out of the printer driver without transforming it. For example, to send the output of a PostScript driver to a PostScript printer.

| Wizard Prompt       | Description  | Value   |  |
|---------------------|--|---|--|
| Name                | The name for the actual desti-<br>nation object (8 character limit).   |   |  |
|                     | <ul> <li>Note</li> <li>This name is case-sensitive.</li> </ul>   |   |  |
| Server              | The server that controls this<br>actual destination. The server<br>name is the same as the name<br>of the host system where the<br>server is installed.  |   |  |
|                     | <ul><li>Note</li><li>This name is case-sensitive.</li></ul>  |   |  |
| Model               | Select the printer model from<br>the pull-down list in the Info-<br>Print Manager Administra-<br>tion GUI. If the printer you are<br>working with is not in the<br>pull-down list, enter the name<br>as it appears on the printer. |   |  |
| SNMP TCP/IP address | The dotted-decimal IP ad-<br>dress used to access this print-<br>er. This value is used only for<br>SNMP printers.   |   |  |
| Device              | The name of the printer  | Specify the printer queue<br>name that was created before-<br>hand with AIX.  |  |
| Printer Command     | The command that InfoPrint<br>Manager issues to send a job<br>to this printer.   | uusr/lib/lpd/pio/etc/pioib-<br>mnpm <the listed<br="" value="" you="">for server above&gt; or<br/>SNMPTC/IP address</the> |  |

| Wizard Prompt                | Description   | Value             |  |  |
|------------------------------|---|-------------------|--|--|
| Data stream                  | The data stream expected by<br>the printer (for example, PCL5<br>or PPDS).      |                   |  |  |
| Logical destination          | The logical destination that di-<br>rects jobs to this actual desti-<br>nation. | Default<br>Other: |  |  |
|                              | <ul><li>Note</li><li>The name is case-sensitive.</li></ul>                      |                   |  |  |
| Logical destination's server | The server that contains the logical destination.                               |                   |  |  |
|                              | <ul><li>Note</li><li>The name is case-sensitive.</li></ul>                      |                   |  |  |
| Queue                        | The queue for the target print-<br>er (actual destination).                     | Default<br>Other: |  |  |
|                              | <ul><li>Note</li><li>The name is case-sensitive.</li></ul>                      |                   |  |  |

To create this type of printer, use the Create Printer Wizard in the InfoPrint Administration GUI. On the menu bar, click **[Printers]**-> **[Create]**-> **[AIX]**. Referring to the work sheet above, provide the information as prompted by the wizard. For assistance, refer to the online help.

If you did not enable the printer with the Create Printer Wizard, use the Info-Print Manager Administration GUI to enable it.

# 6. Handling Network Problems

## Introduction

Use this chapter as a guide for finding and resolving printer and NIC printing problems on TCP/IP networks.

The following types of problems are described here:

- Hardware
- Connectivity
- Formatting
- Printing

## **Network Setup**

Before doing anything else to try to resolve problems, you should verify that you have entered the correct configuration data.

## ✓ Reference

For details about network configuration, see the manual explaining the network functions provided by the supplier.

## **Hardware Problems**

When printing problems occur, the first task is to check the physical condition of the printer and related hardware.

## Hardware Problems Introduction

The hardware is where diagnosis of printer problems begins. The hardware includes the following elements:

- The printer itself
- The physical connection of the hardware to the network
- The cabling system
- The network interface

## **Resolving Hardware Problems**

To determine whether a problem is a hardware problem or not, check the following:

- Verify that power is going to the printer by checking the printer's control panel.
- Verify that the printer is connected to the network.
- Verify that the printer is Ready.

## **Connectivity Problems**

The network/transport level of a network provides the capability of routing packets from one device to another device on the network or to a different network on an internetwork system.

If you have trouble connecting with the network, refer to the following:

- Verify that there is no duplicate IP address on the network by:
  - Disconnecting the printer from the network.
  - Using the Ping command to try to communicate with the IP address of the printer.
- Connect the printer to the network and ping the printer to verify that there is a connection to the network.
- Printing problems may occur if the subnet mask has not been set correctly. Verify that the subnet mask is correct either by printing a network configuration page or checking with the network administrator.
- A related problem is that the gateway address may be incorrect. Verify the gateway address from the network configuration page.
- Verify that the printer is configured to accept print jobs from your client system by checking the "Accept IP Jobs From" heading in the IP section on the network configuration page. The IP addresses from which jobs are accepted can be set on **[Access Control]** in Web Image Monitor.

## **Ethernet Connectivity Problems**

The Ethernet adapter supports Auto-negotiation and fixed settings for speed and duplex. The IEEE standard does not provide the ability to auto-detect the speed or duplex settings of the connected partner (a hub or switch) in a number of configurations. In these cases, the following conditions may occur:

- The Link light falsely appears on the printer adapter. No communication is established.
- The Link light appears and communication is established, but communication may be very slow due to collisions or lost packets.

The table below identifies various printer and switch or hub configuration settings. OK indicates that a good Link is established and normal communications should occur. These are the only supported configurations. NG indicates that a Link is established, but a speed or duplex mismatch occurs. The mismatched configuration cannot be detected by the printer. Communications may or may not work. If communications appear to work, data transfers may be slow due to collisions and lost packets. These configurations are particularly bad because they cannot be detected by either partner. Administrators must be aware of these situations and avoid these configurations. The cells marked as "No Connection" are detectable invalid configurations and no link is established.

| Printer Set-           | Ethernet Switch or Hub Setting  |   |   |  |  |  |
|------------------------|---------------------------------|---|---|--|--|--|
| ting                   | Auto                            | 10 HD   | 10 FD   | 100 HD   | 100 FD   |  |
| Auto Select            | OK<br>(100 Full)<br>(1000 Full) | OK<br>(10 Half)                                   | NG<br>(10 Half /<br>Full)<br>duplex mis-<br>match | OK<br>(100 Half)   | NG<br>(100 Half /<br>Full)<br>duplex<br>mismatch                           |  |
| 10Mbps Half<br>Duplex  | OK<br>(10 Half)                 | OK<br>(10 Half)                                   | NG<br>(10 Half /<br>Full)<br>duplex<br>mismatch   | NG, Link<br>light is false.<br>Speed<br>mismatch, no<br>communica-<br>tion | NG, Link<br>light is false.<br>Speed<br>mismatch, no<br>communica-<br>tion |  |
| 10Mbps Full<br>Duplex  | OK<br>(10 Full)                 | NG<br>(10 Full /<br>Half)<br>duplex mis-<br>match | OK<br>(10 Full)                                   | NG, Link<br>light is false.<br>Speed<br>mismatch, no<br>communica-<br>tion | NG, Link<br>light is false.<br>Speed<br>mismatch, no<br>communica-<br>tion |  |
| 100MbpsHalf<br>Duplex  | OK<br>(100 Half)                | No<br>connection                                  | No<br>connection                                  | OK<br>(100 Half)   | NG<br>(100 Half /<br>Full)<br>duplex<br>mismatch                           |  |
| 100Mbps Full<br>Duplex | OK<br>(100 Full)                | No<br>connection                                  | No<br>connection                                  | NG<br>(100 Full /<br>Half)<br>duplex<br>mismatch                           | OK<br>(100 Full)   |  |

## 🖉 Note

□ To run the 10/100/1000 Ethernet Adapter at 1000 MB/sec, you must select the Auto/Auto setting.

## **Formatting Problems**

One possible problem is the value of the Personality item for the TCP/IP port. The Personality value is set for each TCP/IP port using the Data stream item on Web Image Monitor. The possible values are **[Auto]** (default value), **[PCL]**, and **[PS]**. If the Personality value is set to **[PCL]** or **[PS]**, all data coming in through this port will be interpreted as that data stream (for example, PostScript data received when the Personality value is set to **[PCL]** will not print correctly). Ensure that the Personality value is set to **[Auto]** if more than one data stream will be received through this port.

## 7. Appendix

# Sharing the Printer with IPDS host systems (PSF/400 or z/OS)

- The printer accepts jobs from multiple logical ports (such as TCP/IP LPR, Port 2501, or IPDS). The printer automatically chooses the next job to print from the highest priority port that has a job ready to print. The printer chooses the next job when the client closes the port that was used for the previous job. If the client does not close the port, the printer automatically closes it after a period of time called the timeout interval. For details, see the Web Image Monitor Help.
- Unlike PostScript and PCL, the IPDS data stream is tightly controlled by the host system. For proper operation when printing IPDS, the host system must terminate the TCP/IP connection. Host system output writers post an error if the printer closes the port. Therefore, for printing IPDS, the printer must be configured for an infinite timeout, and the host system is configured to close the connection after the output queue is empty for some period of time.
- The drawback of this method is that the IPDS host system must retransmit downloaded PSF resources each time a new connection with the printer is established. This issue can be corrected by using a feature called MID (Managed IPDS Dialog). MID allows the TCP/IP connection to remain active and it allows the printer to retain the IPDS resources while freeing the printer to process PostScript and PCL jobs from other ports. Only z/OS and the System i host systems support MID. (It is not supported by AIX or InfoPrint Manager).
- For more information, see p.23 "Sharing the printer with other non-IPDS host systems using MID" for z/OS.
- MID is a negotiated sequence between the printer and the host system. The printer requests the suspension of IPDS activity. At an appropriate time the host system grants the request. When suspended, the IPDS TCP/IP connection between the host and the printer remains open, and the downloaded IPDS resources are retained by the printer. When the printer receives the grant it is free to process PostScript and PCL jobs from other ports. IPDS activity resumes when the host system has another IPDS job to print.
- The MID feature should not be used if multiple IPDS host systems send jobs to the same printer because the first IPDS host system that gains access to the printer will block the other IPDS host systems from obtaining an IPDS TCP/IP connection to the printer.

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# **IPDS Printing Configuration Guide**

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