

NetWare 3.x configuration: Windows environments

Use this procedure to perform a quick configuration using the default parameters supplied by the PhaserShare Administrator.

Log on to the file server as supervisor

The PhaserShare Administrator starts up only if you are logged on to the default NetWare file server as SUPERVISOR. Many of the operations performed using the PhaserShare Administrator require SUPERVISOR privileges (for example, creating queues).

Start the PhaserShare Administrator

To start the PhaserShare Administrator, double-click on the PhaserShare Administrator icon. Refer to your Windows documentation for complete information on how to start applications.

When you start the PhaserShare Administrator, the **Main** window is displayed.

Select a print server

1. In the **Main** window **Printer List**, click on the print server name/printer name.

Note *If the printer does not show up in the list of available printers, you could have a network hardware problem or an incorrect frame type (see "Printer does not appear in the Main window printer list").*

2. Click the **Configure Network** button; this displays the **Configure Network** dialog box.
3. In the **Configure Network** dialog box, click on the name of the file server that you want to set up queues on; you must be logged in as supervisor on the file server you select.

Configure queues

Click the **Configure Queue(s)** button; this displays the **Configure Queue(s)** dialog box.

Designating existing queues to be serviced by the printer

1. In the **Configure Queue(s)** dialog box, find the list of **Available Queues**. Look through the list to find the queue that you want to be serviced by the printer; click on it to select it.
2. Click the **Add** button. The selected queue is added to the list of **Serviced Queues**, with a yellow dot to the left of the queue name. The yellow dot indicates that the queue is ready to be serviced, but the print server is not yet reset.
3. The **Reset Print Server** dialog box is displayed. Click the **OK** button to reset the print server. After the print server resets, the dot to the left of the queue name changes from yellow to green, indicating that the queue is now servicing the selected printer.

Creating a new queue to be serviced by the printer

1. In the **Configure Queue(s)** dialog box, click the **Create New Queue** button; this displays the **Create New Queue** dialog box.
2. In the **Create New Queue** dialog box, enter the name for the new queue. When you are finished, click **OK**; this returns you to the **Configure Queue(s)** dialog box.
3. In the **Configure Queue(s)** dialog box, find the name of the new queue in the **Available Queues** list. Click the name of the new queue to select it.
4. Click the **Add** button. The new queue is displayed in the list of **Serviced Queues**, with a yellow dot to the left of the queue name. The yellow dot indicates that the queue is available to be serviced.
5. Click the **OK** button; this displays the **Reset Print Server** dialog box.
6. In the **Reset Print Server** dialog box, click the **OK** button to reset the print server protocol stack to make the new queue a serviced queue.

When finished, click the **OK** button to return to the **Configure Queue(s)** dialog box. In the **Configure Queue(s)** dialog box, click the **OK** button to return to the **Configure Network** dialog box. In the **Configure Network** dialog box, click the **OK** button to return to the Main window.

If necessary, refer to your printer's drivers and utilities manual to configure the Tektronix driver to the printer's print queue.

Default printer parameters

The quick start procedure uses the default print server and queue parameters listed in the following two tables. If these default parameters are not acceptable, use the PhaserShare Administrator for further configuration.

Default print server parameters – Print Server tab

Parameter	Default value
Frame Type	Adaptive (printer uses the frame type of the first file server that responds to a broadcast from the printer)
Print Server Name	TEK xxxxxx where xxxxxx represents the last six hex digits of the printer's hardware address (Printer ID)
Scan Interval	15 seconds
Language	AutoSelect
Filtering	None
Enable Print Server	Checked
Enable Error Notification	Disabled (not checked)
Delayed Output Close	Checked
Login password	None

Default queue parameters set by quick configuration

Parameter	Default value
Queue name	Set during quick configuration
Queue operators	SUPERVISOR or ADMIN (NetWare 4.x)
Queue servers	Set during quick configuration
Queue users	EVERYONE
Banner Page	Checked (banner pages enabled)
Configuration File Server	Automatically set during quick configuration
Notify list	Empty
File server(s) to service	Set during quick configuration
Queue(s) to service	Set during quick configuration

Toubleshooting Windows configurations

Printer does not appear in the Main window printer list

1. Make sure that the printer is turned on and properly connected to the network.
2. Verify that the frame type used by the printer is supported by the NetWare file server. The configuration page reports the frame type stored in the printer's non-volatile memory. For information on printing a configuration page, see the web topic "Your printer's configuration page."

If the frame type is set to **Adaptive**, the printer uses the frame type of the first file server that responds to a broadcast from the printer. The printer broadcasts packets in the following order:

For NetWare Ethernet frame types

- IEEE Ethernet 802.3
- IEEE Ethernet 802.2
- DIX Ethernet II
- IEEE Ethernet 802.3-SNAP

For NetWare Token Ring frame types

- IEEE Token Ring 802.5
- IEEE Token Ring 802.5-SNAP

See the *NetWare Administrator's Manual* for more information on frame types.

3. Make sure that NetWare is enabled on the printer. This is reported on the printer's configuration page. If NetWare is enabled, a series of NetWare parameters is listed in the **NetWare PrintServer** area on the right side of the configuration page; if NetWare is disabled, the word *Disabled* is listed in the **NetWare PrintServer** area.
4. If your network uses a router, make sure that your router is configured to not suppress NetWare SAP (Service Advertising Protocol) packets.

Note *A 0 in the **Network** field on the printer's configuration page indicates that the printer does not recognize the network connection; this probably indicates a bad cable connection.*

The following steps provide a simple test of the Administrator:

1. Click the **Search Options** button.
2. Click the **Sort by** button.
3. Click **OK**.

Look at the list of printers. If the **Printer Name** is listed as **<Information Not Available>**, the Administrator is unable to communicate with the printer using SNMP over IPX. This indicates that either the printer selected is an unsupported printer or the network configuration is incorrect. If the printer is not listed at all, check the printer's configuration page for network errors.

Testing the file server-to-printer connection

1. To test the file server-to-printer connection, first use the **CAPTURE** command to redirect output sent to a port to a network queue. For example:

```
CAPTURE NB NFF NT Q=PHASER L=1
```

where:

NB specifies **NO BANNER**

NFF specifies **NO FORM FEED**

NT specifies **NO TABS**

Q=PHASER specifies **PHASER** as the queue name

L=1 specifies port **LPT1**

2. Use any text editor to create a two-line ASCII file with the following contents:

```
%!  
showpage
```

3. Use the **COPY** command to send the file to the printer. For example, if the file is called *SHOWPAGE*, and the printer is assigned to LPT1, type:

```
COPY SHOWPAGE LPT1:
```

If the file server-to-printer connection is functional, the printer ejects a blank page.

Cannot submit job to a queue

Use the PhaserShare Administrator to verify that the user is a queue user.

1. In the **Main** window, click the **Configure Network** button. The **Configure Network** dialog box is displayed.
2. In the **Configure Network** dialog box, click on the file server that services the queue you are trying to connect to.
3. Click the **Configure Queue(s)** button. The **Configure Queue(s)** dialog box is displayed.
4. Verify that the queue you are trying to print to is in the list of serviced queues. If it is not in the list, follow these steps:
 - a. Click on the queue name in the **Available Queues** list.
 - b. Click the **Add** button to add the queue to the list of **Serviced Queues**.
 - c. The **Reset Print Server** dialog box is displayed. Click the **OK** button to reset the print server protocol stack.

Job appears in queue, but printer does not service it

Check the following items:

1. Verify that the printer has been set up to service the queue.
 - a. In the Administrator's **Main** window, find the printer's name in the **Printer List**. Click on the name to select it.
 - b. Click the **Configure Network** button to display the **Configure Network** dialog box. In the **Configure Network** dialog box, click the **Configure Queue(s)** button to display the **Configure Queue(s)** dialog box.
 - c. In the **Configure Queue(s)** dialog box, find the queue in the list of **Serviced Queues**. There should be a green dot to the left of the queue name. If the dot is yellow, you need to reset the print server.

Note *To reset the print server, turn the printer off, then on again, or send the file RESET.PS to the printer (the file is on the PC version of your printer's network utilities diskettes).*

2. Check that the printer was able to log in to the file server:
 - a. At the file server's console, type:

load monitor
 - b. Select **Connection Information** from the **Available Options** menu.

If the printer has logged in, its print server name is displayed in the list. If the print server name is not on the list, continue with Steps 3 through 5.

3. Verify that there was an available connection slot for the printer. Since the printer consumes a login connection, the file server may need an available connection for the printer to log in.

4. Verify that the password the printer saved (if one was set) is the same as the one on the file server. Mismatched passwords can result if **PCONSOLE**, rather than the PhaserShare Administrator, is used to set the password. Use the PhaserShare Administrator to enter a new password to ensure that they are the same. To set a password, click the **Set Password** button in the **Print Server** tab. This displays the **Set Password** dialog box. Enter the password in both fields and click the **OK** button.
5. Verify that the printer's print server name matches the one created (using **PCONSOLE**) on the file server. The configuration page reports the printer's print server name. For information on printing a configuration page, see the web topic "Your printer's configuration page."
6. Verify that the frame type the printer is using is supported by the file server.

Job is serviced, but does not print

- Use the PhaserShare Status Monitor to check the printer's status.
- You can also check the PhaserShare Administrator **Printer Info** dialog box for reported error conditions.
- Download the PostScript Error Handler to the printer. For information on using the Tektronix PostScript Error Handler, see your printer's drivers and utilities manual.
- Make sure that you are using the correct Tektronix driver for your networked printer.
- Verify that the Print Server protocol has been enabled. Use the printer's front panel or check the Administrator's **Print Server** tab.