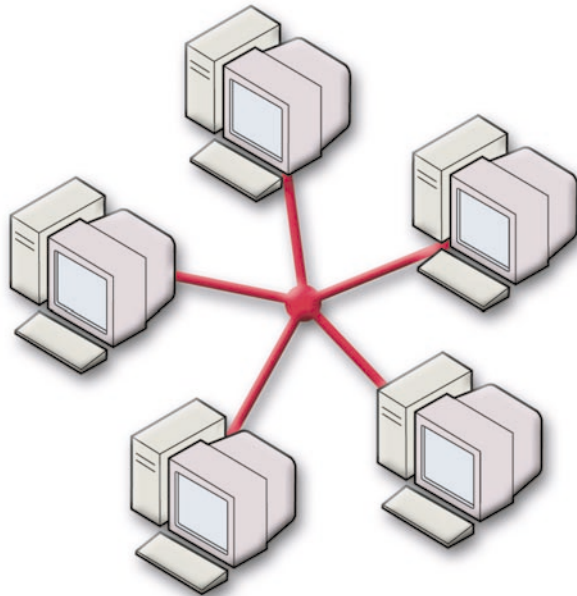




Networking Guide



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Contents

IP Address	1
Overview	1
Automatic IP addressing	1
Other methods of setting the printer's IP address	1
Setting the IP address from the front panel	2
Enabling DHCP on the printer	3
Setting the IP address using CentreWare Internet Services	3
Resetting the printer using CentreWare Internet Services	3
Domain Name Service (DNS)	3
DNS setup using CentreWare Internet Services	4
Dynamic Domain Name Service (DDNS)	4
Printer Management	5
Overview	5
Setting up a connection to your printer	5
Running the Xerox installer	5
Obtaining the printer's URL (network path)	6
Creating an IPP printer	6
Managing printer usage	6
CentreWare DP for NetWare	6
CentreWare MC (Microsoft Management Console)	7
CentreWare Internet Services	7
CentreWare Web	7
Printer management features	8
Job accounting	8
MaiLinX alerts	9
Usage profile reports	9
Printing usage profile reports	10
Sending reports via email	11
Xerox Usage Analysis Tool	12
Windows 95/98/Me Network	13
Preliminary steps	13
Quick CD-ROM install steps	13
Other methods of installation	14
Xerox TCP/IP Port Monitor	14
PhaserPort software	15
Windows 95/98/Me troubleshooting	15

Windows NT 4.x Network	17
Preliminary steps	17
Quick CD-ROM install steps	17
Other methods of installation	18
Quick install steps (Microsoft TCP/IP protocol)	18
Quick install steps (AppleTalk protocol)	19
Xerox TCP/IP Port Monitor	20
Windows NT 4.x troubleshooting (TCP/IP)	21
Windows NT 4.x troubleshooting (AppleTalk)	22
Windows 2000/XP Network	23
Preliminary steps	23
Quick CD-ROM install steps	23
Other methods of installation	24
Quick install steps (Microsoft TCP/IP protocol)	24
Quick install steps (AppleTalk protocol)	25
Xerox TCP/IP Port Monitor	26
Windows 2000/XP troubleshooting (TCP/IP)	27
Windows 2000/XP troubleshooting (AppleTalk)	28
Macintosh EtherTalk Network (MacOS 8.x/9.x/X, version 10.1)	30
Requirements	30
Enabling EtherTalk	30
Quick install steps for MacOS 8.x and 9.x	31
Setting up the Macintosh Ethernet port for TCP/IP	31
Creating an LPR printer with LaserWriter 8.5.1 or higher	31
Creating an AppSocket printer with LaserWriter 8.6	31
PhaserPort for MacOS system requirements	32
Quick install steps for MacOS X, version 10.1	33
Requirements	33
Setting up the Macintosh Ethernet port for TCP/IP or AppleTalk	33
Creating an LPR printer with MacOS X, version 10.1	33
Creating an AppleTalk printer with MacOS X, version 10.1	33
Macintosh troubleshooting (MacOS 8.x/9.x/10.1)	34
Macintosh troubleshooting step-by-step	34

Novell NetWare 3.x/4.x/5.x Network	35
Configuration software for NetWare networks	35
Quick setup	35
Advanced setup	36
NetWare 3.x/4.x/5.x print server setup	36
Setup with CentreWare DP	36
Advanced setup in bindery mode or for NetWare Directory Services (NDS)	36
Novell NetWare Distributed/Enterprise Print Services (NDPS/NEPS)	37
Novell NetWare troubleshooting	37
Requirements	37
Novell NetWare troubleshooting quick check	37
Novell NetWare troubleshooting step-by-step	38
UNIX/Linux Network	41
Overview	41
Quick install steps	41
Additional resources	42
Index	43

IP Address

Overview

An Internet Protocol (IP) address is required to identify your printer on a network. Use the procedures in this section to set your printer's IP address.

- Automatic IP addressing — see page 1.
- Other methods of setting the printer's IP address — see page 1.
- Dynamic Domain Name Service (DDNS) — see page 4.

Other sections of the *Networking Guide* include installation steps for specific operating systems.

Automatic IP addressing

The Xerox installer for Windows sets the printer's IP address under the following conditions:

- The printer has a network connection.
- TCP/IP is installed and configured on the client computer.
- The IP address has not already been assigned, for example, from the printer's front panel or by Dynamic Host Configuration Protocol (DHCP). DHCP is a system in which network servers can dynamically allocate IP addresses. The printer is a DHCP client; when the printer is reset, it receives an IP address from the DHCP server.

During the installation process, you can accept the automatically assigned address or assign a different one. For small networks, the automatically assigned address works in most cases. For large networks, see your network administrator to determine if the suggested address would work.

Other methods of setting the printer's IP address

You can set the printer's IP address by any of the following methods:

- Front panel
- DHCP
- CentreWare Internet Services is a printer administration and support tool using web technology. With CentreWare IS software, you can access printer status and manage your printer over a TCP/IP network using a web browser.
- For UNIX, use a Xerox-provided shell script to prepare a configuration file. Sending the file to the printer stores the IP address information in the printer's memory, where the printer reads it when reset.

- PostScript **Utility files** can be used on hosts that do not have BOOTP or DHCP— see the ReadMe file on the **Printer Installer and Utilities CD-ROM**. The PC *ReadMe* file is in the *UTILS* directory of the **Printer Installer and Utilities CD-ROM**; the Macintosh *ReadMe* file is in the *Network Utilities* folder.

Note

When two or more IP address methods are used simultaneously, the printer uses the first address that it successfully obtains.

Information Required for IP Addressing

Information	Comments
Internet (IP) address for the printer	Format is <i>xxx.xxx.xxx.xxx</i> , where <i>xxx</i> represents a decimal number from 0 - 255.
Network Mask	If you are unsure, leave this blank; the printer chooses an appropriate mask.
Default Router/Gateway address	If you want to communicate with the printer from anywhere other than the local network segment, you need the router address.

Setting the IP address from the front panel

For information about using the front panel, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.

Note

DHCP must be set to **OFF** before you can set the IP address from the printer's front panel.

1. With **Menus** highlighted, press the **OK** key.
2. Press the **Down Arrow** key to scroll to the **Connection Setup Menu** and press the **OK** key.
3. Scroll to **TCP/IP Address Menu** by pressing the **Down Arrow** key and press the **OK** key.
4. Scroll to **TCP/IP Address** by pressing the **Up Arrow** or **Down Arrow** key. Press the **OK** key.
5. Verify the number of characters in the IP address. There should be 12 characters. IP addresses are entered in *xxx.xxx.xxx.xxx* format, where each segment represents a number from 0-255.
6. By pressing the **Up Arrow** or **Down Arrow** key, scroll to the correct number for the first segment of the address. Press the **OK** key to accept that segment.
7. Repeat Step 6 for each remaining segment.
8. Scroll to **TCP/IP Network Mask** by pressing the **Up Arrow** or **Down Arrow** key.
9. By pressing the **Up Arrow** or **Down Arrow** key, scroll to the correct number for the first segment of the address. Press the **OK** key to accept that segment.
10. Repeat Step 9 for each remaining segment.
11. Scroll to **TCP/IP Gateway** by pressing the **Up Arrow** or **Down Arrow** key.
12. Scroll to the correct number for the first segment of the address by pressing the **Up Arrow** or **Down Arrow** key. Press the **OK** key to accept that segment.
13. Repeat Step 12 for each remaining segment.
14. To exit the menu system, scroll to **Exit** and press the **OK** key.

Enabling DHCP on the printer

Make sure that the printer's DHCP protocol is enabled by setting the front panel or using CentreWare IS.

Note

To determine your printer's IP address, select **Printer Identification** using the front panel or print a copy of the Configuration Pages. For information about using the front panel, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD**.

Setting the IP address using CentreWare Internet Services

CentreWare IS is a printer administration and support tool using web technology. With CentreWare IS software, you can access printer status and manage your printer over a TCP/IP network using a web browser. For more information, refer to *CentreWare Internet Services (IS)* in the *Printer Management* section.

After setting the printer's IP address by another method, you can perform the rest of the TCP/IP configuration using CentreWare IS.

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the printer's main CentreWare IS page, click **Properties**.
3. On the left side under **Protocols**, click **TCP/IP**.
4. Enter your printer's settings and click **Save Changes** at the bottom of the page.

Resetting the printer using CentreWare Internet Services

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the main CentreWare IS page, click **Properties**.
3. Under the **General** tab, select **Resets**.
4. Click **Reset Printer**. The printer does not update the web page until it finishes resetting.

Domain Name Service (DNS)

The printer supports DNS through an embedded DNS resolver. The DNS resolver protocol communicates with one or more DNS servers to request the IP address for a given host name or the host name for a given IP address.

To use an IP host name for the printer, the system administrator must have configured one or more DNS servers and a local DNS domain name space database.

To set up the printer for DNS, supply up to two DNS name server IP addresses. There are two ways to set up the printer:

- DHCP
- TCP/IP — See the next section.

DNS setup using CentreWare Internet Services

After setting the printer's IP address, you can set up the printer for DNS using CentreWare IS.

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the main CentreWare IS page, click **Properties**.
3. In the **Protocols** group, click **TCP/IP**.
4. Under **DNS Settings**, select **ON** for **Domain Name Service Resolver**.
5. Enter the following information:
 - Primary Name Server IP Address (required)
 - Second Name Server IP Address (optional)
6. When you are finished entering the settings, click **Save Changes** at the bottom of the screen.

Dynamic Domain Name Service (DDNS)

This printer supports Dynamic DNS through DHCP. You must have DHCP enabled for DDNS to function. To enable DHCP:

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the printer's main CentreWare IS page, click **Properties**.
3. On the left side under **Protocols**, click **TCP/IP**.
4. Set the BOOTP/DHCP option to **ON**.

To enable DDNS, enter the following DDNS/WINS settings information:

- DDNS - Set to **ON**.
 - Release Host Name - Set to **NO**.
 - DDNS/WINS Name - Use the default name provided by Xerox or enter another name.
 - Primary Name Server IP Address (optional)
 - Second Name Server IP Address (optional)
5. When you are finished entering the settings, click **Save Changes** at the bottom of the screen.

Printer Management

Overview

Follow the procedures below to start the Xerox installer for your operating system. The following sections also contain necessary information:

- Managing printer usage — see page 6.
 - CentreWare DP for NetWare — see page 6.
 - CentreWare MC (Microsoft Management Console) — see page 7.
 - CentreWare Internet Services — see page 7.
 - CentreWare Web — see page 7.
- Printer management features — see page 8.
- Job accounting — see page 8.
- Usage profile reports — see page 9.

Setting up a connection to your printer

Running the Xerox installer

A single integrated installer is used to install printer drivers and other software. The Xerox installer automatically performs printer installation tasks and creates a printer. In most cases, you are required to make only a few installation choices, clicking **Next** to move from screen to screen.

Windows 95/98/Me/NT/2000

1. Insert the printer's **Printer Installer and Utilities CD-ROM** into your CD-ROM drive.
 - If the Windows autorun feature is enabled, the CD-ROM launches automatically.
 - If the Windows autorun feature is disabled, double-click **My Computer**, double-click the CD icon to access the CD-ROM, then double-click startup.exe.
2. Follow the on-screen instructions to complete the installation.

Macintosh

1. Insert the printer's **Printer Installer and Utilities CD-ROM** into the CD-ROM drive.
2. Click **Start Me First**.
3. Follow the on-screen instructions to complete the installation.

Obtaining the printer's URL (network path)

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. From the main CentreWare IS page, click **Properties**.
3. In the **Protocols** group on the left side of the screen, click **IPP (Internet Printing Protocol)**. The **Network Path** field on the CentreWare IS IPP page displays the printer's URL.

Creating an IPP printer

1. From your PC, select **Start, then select Settings and select Printers**.
2. Double-click **Add Printer** to launch the Microsoft Add Printer Wizard.
3. When prompted, select **Network Printer**.
4. When prompted for Network Path (Windows 9x) or URL (Windows NT/2000/XP), enter the printer's URL, in the following format:

http://printer-ip-address

5. For *printer-ip-address* substitute your printer's IP address or DNS name. (The printer's URL is displayed on the CentreWare IS IPP page in the **Network Path** field.)

Managing printer usage

CentreWare DP for NetWare

CentreWare DP is easy-to-use printer management software that runs on Windows 95/98/Me, Windows NT 4.x, and Windows 2000/XP. Through point-and-click navigation, you can install, connect, and configure the printer on a network quickly and easily. It provides network administrators with setup procedures and management of networked printers.

The following table lists CentreWare DP key features and benefits.

Feature	Benefit
Setup Wizard	Provides a step-by-step guide to get your printer quickly up and running on the network.
Advanced Setup	Provides a tool to service multiple file servers and queues.
Instant Status	Enables you to select a printer from the Printer List to see what that printer is doing at any given time.
Remote Configuration and Management	Enables you to do most configuration and monitoring tasks from your workstation.
Printer Upgrades	Enables you to upgrade your printer from your workstation (if available for your printer model).

For more specific information about CentreWare DP use and operation, refer to the *CentreWare DP User Guide*. All the CentreWare software and documentation is on your **Advanced Printer Management Tools CD-ROM**.

CentreWare MC (Microsoft Management Console)

CentreWare MC allows IP discovery of printers equipped with an embedded web server. The embedded web server in Xerox printers is called CentreWare Internet Services.

For installing or managing multiple printers on a Windows NT 4.x (Service Pack 6 or higher) or Windows 2000/XP network with the TCP/IP protocol enabled, you can use the Xerox CentreWare MC snap-in to Microsoft Management Console. Refer to the *Xerox CentreWare MC User Guide* on the **Advanced Printer Management Tools CD-ROM**.

CentreWare Internet Services

CentreWare IS is a printer administration and support tool using web technology. With CentreWare IS software, you can access printer status and manage your printer over a TCP/IP network using a web browser.

CentreWare IS gives you the following capabilities:

- Receive printer status and manage printers, independent of network servers and operating systems.
- Define a link to your local web server's support page.
- Access online manuals and technical support information by using built-in links to the Xerox web site.

CentreWare IS provides an easy-to-use, consistent interface that you can use for most of the configuration tasks described throughout this guide.

CentreWare IS requires only a web browser and a TCP/IP connection between the printer and the network (in Windows/Macintosh/UNIX environments). (TCP/IP and HTTP must be enabled in the printer.)

For complete information on using CentreWare IS, see the *CentreWare IS online help*.

CentreWare Web

CentreWare Web is a multi-vendor printer management, installation, and troubleshooting application that can remotely manage, install, and troubleshoot printers on your network using a web browser. Printers are found through network or print server discovery and managed over TCP/IP networks using RFC-1759 SNMP (Simple Network Management Protocol).

Some of the features provided by CentreWare Web:

- Ability to remotely add ports, queues, and drivers to Windows 2000/XP and NT4.x SP6 print servers.
- Install, troubleshoot, upgrade, and clone wizards to aid all users in performing administrative tasks.
- Install CentreWare Web on a server for availability to all clients on the network that have Internet access with a browser.
- Support multiple users and provide for different levels/privileges of user access, such as administrators or guests.
- Discover printers on local and remote subnets.

- Automatically discover printers as scheduled.
- Generate reports.
- Connect to printer web servers for additional printer-specific features, including help.

For more information on the operation and use of CentreWare Web, refer to the *CentreWare Web User Guide* (on the **Advanced Printer Management Tools CD-ROM**) and on-line help.

Printer management features

Job accounting

The printer stores information about jobs printed in a log file. The log file is stored either in the printer's memory or on an optional hard disk, if one is installed in the printer. If the log file is stored in the printer's memory, it is lost when the printer is reset; therefore, it is recommended that a hard disk be used for job accounting.

The log file is a list of job accounting records. Each record contains fields such as user name, job name, pages printed, job times, and toner/ink used. Not all fields are supported by all printers. For details, refer to the CentreWare IS or CentreWare Web online help.

The job accounting values reported vary depending on the protocol and print command used when each job was printed. For example, using NPRINT over NetWare provides the printer with the most information about the job being printed. When using Windows and NetWare, the job name is often LST: or LST:BANNER. Other jobs from other ports may provide even less information about the job.

Job accounting is available through CentreWare IS and CentreWare Web.

Using CentreWare IS

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the main CentreWare IS page, click **Jobs**.

The **Job Accounting Links** page has links that enable you to browse, download, and clear job accounting records.

For complete information on CentreWare IS job accounting, including clearing job information, downloading job information to a file, and job accounting file formats, see the *CentreWare IS online help*.

MaiLinX alerts

MaiLinX alerts allows the printer to automatically send email to the system administrator and others under the following conditions:

- When printer errors, warnings, and alerts occur.
- When the printer requires attention (for example, when service is required or supplies need to be replenished).
- When a reply to a CentreWare IS Remote Internet Printing message is desired. See online help for more information on CentreWare IS Remote Internet printing.

Three designated users can receive messages: SysAdmin, Service, and Key User. Printer messages reporting errors, alerts, and warnings can be individually assigned to any of these users. You can customize the message text and the subject line in the Status Notification messages.

Status Notification is supplied by the printer's SMTP (Simple Mail Transport Protocol) client.

Setting up CentreWare IS status notification

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the main CW IS page, click **Properties**.
3. On the left side of the page, click **Mail Alerts**.
4. Follow the instructions on the page to set up Status Notification.
5. Click **Save Settings** to save your changes.

For complete information on CentreWare IS Status Notification, see the *CentreWare IS online help*.

Usage profile reports

The printer can generate reports detailing printer usage. Usage profile reports track over 100 items, including:

- Unique printer information, such as printer name, date installed, total pages printed, options installed, and network ID.
- Media and tray information, such as how often prints are made on paper compared to transparencies, and how often each tray is used.
- Job characteristics, such as size and timing of jobs.

Types of reports

- **Job report** — The job report contains information on the last printed job. This report can only be emailed; it cannot be printed, because printing it creates a new job that overwrites the report data. The job report is useful in environments where billing for each print job is required.
- **Full report** — The full report contains detailed printer usage information for all jobs printed during the life of the printer. The full report is available in several formats. See the following table for details.

Full Report Formats

Printed	Emailed
Viewable; fields are labeled for easy reading. The following three formats available: <ul style="list-style-type: none"> ■ Empty fields omitted. ■ All fields shown. ■ For optical character recognition. All fields are shown, with labels, but the reports are set up to be readable by optical character recognition equipment. All text is in a monospace font and each data value is in a fixed location on the page. 	The following two formats available: <ul style="list-style-type: none"> ■ For viewing. Empty fields omitted; fields labeled for easy reading. ■ For spreadsheet. All fields shown; for easy import into spreadsheets, most data is numerically encoded, and field labels are omitted.

Setting up usage profile reporting

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the page, click **Jobs**.
3. Select **Usage Profile** on the left, then choose **Usage Profile Properties**.
4. Follow the instructions on the page for setting up reports.
5. Click **Save Changes** to save your changes.

For complete information on Usage Profile reporting, including descriptions of each field in the report, see the *CentreWare IS online help*.

Printing usage profile reports

From the front panel

Note

For information about using the front panel, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.

1. With **Menus** highlighted, press the **OK** key.
2. Scroll to **Support Menu** by pressing the **Up Arrow** or **Down Arrow** key.
3. Press the **OK** key.
4. Scroll to **Usage Profile Menu** pressing the **Up Arrow** or **Down Arrow** key.
5. Press the **OK** key.
6. Scroll to **Print Usage Profile** pressing the **Up Arrow** or **Down Arrow** key.

7. Press the **OK** key.
8. To exit the menu system, scroll to **Exit** and press the **OK** key.

Using CentreWare IS

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the page, click **Jobs**.
3. On the left side of the page, click **Usage Profile**.
4. Click **Print Usage Profile Report** to print a full report with empty fields omitted.

Sending reports via email

From the front panel

Note

To send Usage Profile reports via email, the printer must be properly set up via "CentreWare Internet Services" on page 7.

1. With **Menus** highlighted, press the **OK** key.
2. Scroll to **Support Menu** by pressing the **Up Arrow** or **Down Arrow** key.
3. Press the **OK** key.
4. Scroll to **Usage Profile Menu** by pressing the **Up Arrow** or **Down Arrow** key.
5. Press the **OK** key.
6. Scroll to **Email Full Report** or **Email Job Report** by pressing the **Up Arrow** or **Down Arrow** key.
7. Press the **OK** key.
8. To exit the menu system, scroll to **Exit** and press the **OK** key.

Using CentreWare IS

Note

To send Usage Profile reports via email, the MaiLinX must be properly set up via "MaiLinX alerts" on page 9.

1. Connect to the printer via CentreWare IS by entering your printer's IP address into your browser.
2. On the right side of the main page, click **Jobs**.
3. On the left side of the page, click **Usage Profile**.
4. Enter the desired email address in the **Send to Specific Address** field.
5. Click **Send Usage Profile Report**.

Xerox Usage Analysis Tool

The Xerox Usage Analysis Tool is a Windows client/server application that allows system administrators to automatically track Xerox printer usage and obtain job accounting records. The tool supports large networks, with many users and printers.

Job accounting and printer usage data is stored in a database. The application can be run on multiple clients using a single server. The data can be exported to a spreadsheet for viewing, analysis, and billing.

Complete information on using the Xerox Usage Analysis Tool is provided by the application's online help system.

System requirements

- IP network
- Xerox Phaser printers with Ethernet interface (optional hard disk recommended)
- A PC with at least 32 Mbyte of RAM. At least 1 Gbyte of hard disk space is recommended for the server.
- Supported operating systems: Windows 95/98/Me, Windows NT 4.x, and Windows 2000/XP
- For export to spreadsheet (for graphing, billing, data analysis): Microsoft Excel 97 or Excel 2000

Installation

A web link used to install the Xerox Usage Analysis Tool is on the **Printer Installer and Utilities CD-ROM**. A single integrated installer is used to install printer drivers, the Xerox Usage Analysis Tool, and other software. The same installer is used for client and server installations.

1. Run the Xerox installer.
2. When prompted, make the following selections:
 - a. Select **Printer Management Tools**.
 - b. Select **Windows Tools**.
 - c. Click on **Usage Analysis Tool**. You are directed to a web site where you can complete the installation of the Xerox Usage Analysis Tool.

During installation, additional components may be installed, such as JavaVM, runtime Microsoft Access, and the Windows database interface ODBC (Open Database Connectivity).

Windows 95/98/Me Network

This section provides installation and troubleshooting steps for Windows 95/98/Me:

- Quick CD-ROM install steps — see page 13.
- Other methods of installation — see page 14.
- Windows 95/98/Me troubleshooting — see page 15.

Preliminary steps

1. Print the Configuration Pages and retain them for reference.
2. Check the Configuration Pages and verify that the desired protocol is enabled.
3. If you don't already have a TCP/IP address configured for your PC, contact your system administrator to ensure that the configuration is made according to your company guidelines. If there is no TCP/IP network already in place, configure your PC with a unique address such as 192.1.1.1. To check the IP address for your PC, follow these steps:
 - a. From the **Start** menu, click **Run**.
 - b. Type: **winipcfg**. (If the file is not found, TCP/IP may not be installed.)
 - c. Click **OK**.
 - d. Choose your network adapter from the list. The IP address is listed in the **IP Address** field.

For more information on installing and configuring TCP/IP in Windows environments, see your Microsoft Windows documentation.

4. Proceed to the *Quick CD-ROM install steps* or *Other methods of installation* section for the installation method desired.

Quick CD-ROM install steps

1. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive. If your PC is set to autorun, a Xerox installer should automatically start. If it does not start, do the following:
 - a. Click **Start** and **Run**.
 - b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.
2. Select your desired language from the list.
3. Install the printer drivers for your printer. Within the Xerox installer, select **Printer Drivers**, and then select **Install Xerox Phaser 4400 Laser Printer Drivers**.
4. Click **Yes** to accept the Xerox Software License Agreement.
5. The Xerox installer searches the network and displays the first printer found. Click **Next** to accept this printer.

6. Click **Next** to accept the printer's default name or enter an alternate name, and then click **Save Changes** before clicking **Next**.
7. The information dialog box displays the files to be copied to your system. Click **Next** to install the files and **Finish** to complete the installation.

Other methods of installation

Xerox TCP/IP Port Monitor

The Xerox installer for Windows automatically installs Xerox TCP/IP Port Monitor for those installations using the PCL driver. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

Adding a port using Xerox TCP/IP Port Monitor

1. To add a TCP/IP port, open the **Printer Properties** dialog box for the printer you would like to attach the new TCP/IP port.
 - a. Click **Start**, scroll to **Settings**, and click **Printers**.
 - b. Click your right-mouse button on the printer to which you want to attach the new TCP/IP port, and select **Properties**.
2. Select the **Details** tab, and click the **Add Port** button.
3. In the **Add Port** dialog box, select **Other**.
4. From the list of available printer port monitors, select the **Xerox TCP/IP Port**, and then click the **OK** button.
5. At this point, you enter the **Xerox TCP/IP Printer Port Wizard**. The wizard guides you step-by-step through the following procedures:
 - a. Choosing a name for the new port.
 - b. Identifying a printer by its DNS Name or IP Address.
 - c. (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature. Click **Next** to proceed with the port installation.
6. The wizard verifies the port name and printer address, and automatically configures the remaining port settings for you. Any errors detected in printer identification displays a dialog box requesting **Additional Information**.

In the **Add Xerox TCP/IP Port** window:

- a. Under **Enter a Port Name**, enter a unique name for the port being added.
- b. Under **Enter a printer name or IP address**, enter the printer's host name or IP Address.
- c. Click **Next**.

Note

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, and then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list and click **OK**.

7. After all the port settings have been configured and verified, a **Completing** dialog box appears summarizing all of the settings. You have the opportunity to change any of the settings by clicking the **Back** key. Otherwise, click the **Finish** key to complete the port setup.
8. Click **OK** to exit from **Printer Properties**. This completes the installation of the Xerox TCP/IP Port.

PhaserPort software

Note

PhaserPort is the preferred utility for PostScript installations. For PCL installations, see the section *Xerox TCP/IP Port Monitor*.

The Xerox installer for Windows automatically installs PhaserPort for Windows (for those installations using PostScript drivers). PhaserPort for Windows is a Xerox print monitor for printing over Windows 95/98/Me TCP/IP peer-to-peer networks.

Changing a PhaserPort IP address

If the IP address of the printer is changed, change the IP address of the corresponding port:

1. From the **Start** menu, select **Settings**, then click **Printers**.
2. In the **Printers** window, right-mouse click your printer, then click **Properties**.
3. In the **Properties** dialog, click **Details**.
4. Verify that PhaserPort appears in the **Print to the following port** field and click **Port Settings**.
5. In the **Configure PhaserPort** dialog, enter the correct IP address or DNS name for the printer. If you don't know the printer's IP address or DNS name, click **Browse** to display a list of printers on the network. Double-click the printer you want; PhaserPort automatically enters the information into the **Configure PhaserPort** dialog. To search the network again, click **Refresh**; to expand the search to other subnets, click **Advanced**.
6. Click **OK**.
7. Click **OK** again to apply the changes.

Windows 95/98/Me troubleshooting

This troubleshooting section assumes you have completed the following tasks:

- You have a basic operating knowledge of your Windows version.
 - You have loaded a Phaser printer PCL or PostScript print driver.
 - You have printed and retained a current copy of the Configuration Pages. For information on using the front panel or printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
1. Verify that the printer is plugged in, turned on, and connected to an active network.
 2. Verify that the printer is receiving network traffic by monitoring the LED's on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its traffic LED (amber) is flashing rapidly.

3. From a workstation desktop, use the right-mouse button and select **Network Neighborhood**. With the left-mouse button, select **Properties** from the cascade menu.
4. The Network dialog should appear. Select the **Configuration** tab.
5. Check the list of installed network components for the following items:
 - Client for Microsoft networks
 - Xerox TCP/IP Port Monitor
6. If you have elected to run CentreWare DP, make sure of the following:
 - Novell Networks: You are required to load Novell IntraNetWare Client or Microsoft Client for IPX networks.
 - TCP/IP Networks: No additional software is required, but your printer must have a valid TCP/IP address assigned.
7. If any of the above protocols or services are not installed, install any components necessary and restart the system.
8. Once rebooted, select the **Start** button and **Settings**, then select the **Printers** folder. The Printers window should appear.
9. Verify that you have selected the correct driver for your printer.
10. Right-mouse-click on the printer icon and select **Properties**.
11. Select the **Details** tab.
12. Verify the driver name in the **Print using the following driver** list. If necessary, re-select or install a new driver.
13. Verify the **Port name** in the **Print to the following port** list. If necessary, re-select the correct name.
14. Start an application and send a print job to the printer. If the printer still does not print, access PhaserSMART from the **Troubleshooting** tab of your Windows driver or refer to the Xerox web site at www.xerox.com/officeprinting/support.

Windows NT 4.x Network

This section provides installation and troubleshooting steps for Windows NT 4.x:

- Preliminary steps — see page 17.
- Quick CD-ROM install steps — see page 17.
- Other methods of installation — see page 18.
- Windows NT 4.x troubleshooting (TCP/IP) — see page 21.
- Windows NT 4.x troubleshooting (AppleTalk) — see page 22.

Preliminary steps

The preliminary steps given below must be accomplished for all printers regardless of the method that is being used.

1. Verify that the printer is plugged in, turned on, and connected to an active network.
2. Verify that the printer is receiving network traffic by monitoring the LED's on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its traffic LED (amber) is flashing rapidly.
3. Print the Configuration Pages and retain them for reference. For information on using the front panel or printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* of the **Interactive Documentation CD-ROM**.
4. Check the Configuration Pages and verify that the desired protocol is enabled.
5. Proceed to the *Quick CD-ROM install steps* or *Other methods of installation* section for the installation method desired.

Quick CD-ROM install steps

1. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive. If your PC is set to autorun, a Xerox installer should automatically start. If it does not start, do the following:
 - a. Click **Start** and **Run**.
 - b. In the Run window, type: `<CD drive>:\INSTALL.EXE`.
2. Select your desired language from the list.
3. Install the printer drivers for your printer. Within the Xerox installer, select **Printer Drivers**, and then select **Install Xerox Phaser 4400 Laser Printer Drivers**.
4. Click **Yes** to accept the Xerox Software License Agreement.
5. The Xerox installer searches the network and displays the first printer found. Click **Next** to accept this printer.

6. Click **Next** to accept the printer's default name or enter an alternate name, and then click **Save Changes** before clicking **Next**.
7. The information dialog box displays the files to be copied to your system. Click **Next** to install the files and **Finish** to complete the installation.

Other methods of installation

Your printer can also be installed on a Windows NT network using one of these methods:

- Microsoft TCP/IP protocol
- AppleTalk protocol
- The CentreWare IS program on your **Advanced Printer Management Tools CD-ROM** can also be used to monitor and configure the printer. If your printer is connected to a Windows NT network with the TCP/IP protocol enabled, you can use a web browser to monitor and configure your printer through CentreWare IS.
- For installing or managing multiple printers on a Windows NT network with the TCP/IP protocol enabled, you can use the Xerox CentreWare MC snap-in to Microsoft Management Console. Refer to the *Xerox CentreWare MC User Guide* on the **Advanced Printer Management Tools CD-ROM**.
- You can use Xerox TCP/IP Port Monitor to add or remove TCP/IP ports for installations using the PCL driver.

Quick install steps (Microsoft TCP/IP protocol)

1. At the Desktop, right-mouse-click the Network Neighborhood icon and select **Properties**.
2. Click on the **Protocols** tab and verify that the TCP/IP protocol has been loaded.
3. Select the **Services** tab and verify that **Microsoft TCP/IP Printing** is loaded.
4. If this software is not present, install it using the documentation provided by Microsoft, and then return to this document.
5. Open the **Control Panel** and double-click the **Printers** icon.
6. Double-click **Add Printer**; the **Add Printer Wizard** starts.
7. Verify that **My Computer** is selected and click **Next>**.
8. Click **Add Port**.
9. From the list that appears, select **LPR Port**.
10. Click **New Port**. This opens up the **Add LPR** compatible printer window.
11. Type the IP address of your printer and a printer name of up to 31 characters (no spaces).
12. Select **OK**. The Wizard returns you to the previous dialog. Verify that the new IP address you entered is in the list and is correct. The check box to the left of the address must be checked; if it is not, check it, and then select **Next>**.
13. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive and click **Have Disk**.
14. Click the **Browse** button and select the directory containing the Windows NT drivers.
15. Select the ***.INF** file.

16. Click **Open**. The Wizard returns you to the previous dialog. Verify that the path and filename are correct and click **OK**.
17. At the next dialog, enter a name for the printer and select whether you want that printer to be the default. Click **Next>**.
18. If the printer is not shared, click **Next>**. To share the printer, enter a **Share Name**, check the share checkbox, and then click **Next>**.
19. At the next dialog, it is recommended that you print a test print. Click **Finish**.
20. Wait for the test print to print. A new dialog asks for confirmation of the test print; click **Yes**.
21. Send a print job to the printer.
22. Check the print job for print-quality. If print-quality problems exist or if your job did not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem or access PhaserSMART from the **Troubleshooting** tab of your Windows driver.

Quick install steps (AppleTalk protocol)

Note

Services for Macintosh must be installed for AppleTalk to be available on an NT 4.x server.

1. At the Desktop, right-mouse-click the Network Neighborhood icon and select **Properties**.
2. Click the **Protocols** tab and verify that the **AppleTalk** protocol has been loaded.
3. If the AppleTalk software is not present, install it using the documentation provided by Microsoft, and then return to this document.
4. Open the **Control Panel** and double-click the **Printers** icon.
5. Double-click **Add Printer**; the **Add Printer Wizard** starts.
6. Verify that **My Computer** is selected and click **Next>**.
7. Click **Add Port**.
8. Select the **AppleTalk Printing Devices** and click **New Port**.
9. Click **Ethernet** and select the device.
10. Choose your printer device from the list, then click **OK**.
11. Click **OK**. The Wizard returns you to the previous dialog. Verify that the port name you entered is in the list and is correct. The check box to the left of the port name must be checked; if it is not, check it, and then select **Next>**.
12. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive and click **Have Disk**.
13. Click the **Browse** button and select the directory containing the Windows NT drivers: **<CD Drive>:\instal\winnt40**, and then click **Open**.
14. Select the *.INF file, then click **OK**.
15. The Wizard returns you to the previous dialog. Verify that the path and file name are correct and click **OK**.
16. At the next dialog, enter a name for the printer and select whether you want that printer to be the default, and then click **Next>**.

17. If the printer is not shared, click **Next>**. To share the printer, enter a **Share Name**, check the share checkbox, and then click **Next>**.
18. At the next dialog it is recommended that you print a test print. Click **Finish**.
19. Wait for the test print to print. A new dialog asks for confirmation of the test print; click **Yes**.
20. Send a print job to the printer.
21. Check the print job for print-quality. If print-quality problems exist or if your job did not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem or access PhaserSMART from the **Troubleshooting** tab of your printer driver.

Xerox TCP/IP Port Monitor

The Xerox installer for Windows automatically installs Xerox TCP/IP Port Monitor for those installations using the PCL driver. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

Adding a port using Xerox TCP/IP Port Monitor

1. To add a TCP/IP port, open the **Printer Properties** dialog box for the printer you would like to attach the new TCP/IP port.
 - a. Click **Start**, scroll to **Settings**, and click **Printers**.
 - b. Click your right-mouse button on the printer to which you want to attach the new TCP/IP port, and select **Properties**.
2. Select the **Details** tab, and click the **Add Port** button.
3. In the **Add Port** dialog box, select **Other**.
4. From the list of available printer port monitors, select the **Xerox TCP/IP Port**, and then click the **OK** button.
5. At this point, you enter the **Xerox TCP/IP Printer Port Wizard**. The wizard guides you step-by-step through the following procedures:
 - a. Choosing a name for the new port.
 - b. Identifying a printer by its DNS Name or IP Address.
 - c. (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature. Click **Next** to proceed with the port installation.
6. The wizard verifies the port name and printer address, and automatically configures the remaining port settings for you. Any errors detected in printer identification displays a dialog box requesting **Additional Information**. In the **Add Xerox TCP/IP Port** window:
 - a. Under **Enter a Port Name**, enter a unique name for the port being added.
 - b. Under **Enter a printer name or IP address**, enter the printer's host name or IP Address.
 - c. Click **Next**.

Note

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, and then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list and click **OK**.

7. After all the port settings have been configured and verified, a **Completing** dialog box appears summarizing all of the settings. You have the opportunity to change any of the settings by clicking the **Back** key. Otherwise, click the **Finish** key to complete the port setup.
8. Click **OK** to exit from **Printer Properties**. This completes the installation of the Xerox TCP/IP Port.

Windows NT 4.x troubleshooting (TCP/IP)

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PCL or PostScript print driver.
 - You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
1. Verify these items in the TCP/IP area of the Configuration Pages:
 - IP Address Source is set to DHCP, Front Panel, BOOTP, or Auto IP (depending on your network configuration).
 - Current IP Address is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)
 - Subnet Mask is set correctly (if used).
 - Default Gateway is set correctly (if used).

The LPR setting must be enabled. Check the LPR and AppSocket settings and verify they are set as desired.
 2. Verify the Language in the LPR area of the Configuration Pages:
 - Interpreters: Auto, PCL or PostScript (depending on your driver).
 3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
 4. From the server desktop, use the right-mouse button to click on **Network Neighborhood**. With the left-mouse button, select **Properties** from the cascade menu.
 5. The Network dialog should appear. Select the **Protocols** tab.
 6. Check the list of installed network protocols for TCP/IP Protocol.
 7. As required, click **Add** and install any components not listed and restart the system.
 8. Once rebooted, click on **Start**, select **Settings**, select **Control Panel**, and double-click on **Services**. Find TCP/IP PrintServer. Verify that the Status column reads “Started” and the Startup column reads “automatic”.
 9. Select the **Start** button and **Settings**, then select the **Printers** folder. The Printers window should appear.
 10. Right-mouse-click on the printer icon and select **Properties**.
 11. Verify that you have loaded and selected the correct driver for your printer.
 12. Select the **Ports** tab.

13. Verify that the IP Address in the **Print to the following port** list is the same as the one from the Configuration Pages. If necessary, re-select the TCP/IP number used for your printer.
14. Click on the **General** tab, then click **Print Test Page**. If the printer still does not print, access PhaserSMART from the **Troubleshooting** tab of your printer driver or refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Windows NT 4.x troubleshooting (AppleTalk)

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PostScript print driver.
 - You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
1. Verify these items in the EtherTalk areas of the Configuration Pages:
 - The EtherTalk Name is correct.
 - Enabled is set to **Yes**.
 - Zone contains the desired zone name or * (* = means default local zone).
 2. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
 3. From the server desktop, use the right-mouse button and select **Network Neighborhood**. With the left-mouse button, select **Properties** from the cascade menu.
 4. The Network dialog should appear. Select the **Configuration** tab.
 5. Check the list of installed network components for AppleTalk Protocol.
 6. As required, install any components not listed and restart the system.
 7. Once rebooted, select the **Start** button and **Settings**, then select the **Printers** folder. The Printers window should appear.
 8. Right-mouse-click on the printer icon and select **Properties**.
 9. Verify that you have selected the correct driver for your printer.
 10. Select the **Ports** tab.
 11. Verify the AppleTalk name in the **Print to the following port** list. If necessary, re-select the correct name or, if not listed, **Add a new port**, selecting the Zone, then the name, from Steps 1 and 2 above.
 12. Click on the **General** tab, then click **Print Test Page**. If the printer still does not print, access PhaserSMART from the **Troubleshooting** tab of your printer driver or refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Windows 2000/XP Network

This section provides installation and troubleshooting steps for Windows 2000/XP:

- Preliminary steps — see page 23.
- Quick CD-ROM install steps — see page 23.
- Other methods of installation — see page 24.
- Quick install steps (Microsoft TCP/IP protocol) — see page 24.
- Quick install steps (AppleTalk protocol) — see page 25.
- Xerox TCP/IP Port Monitor — see page 26.
- Windows 2000/XP troubleshooting (TCP/IP) — see page 27.
- Windows 2000/XP troubleshooting (AppleTalk) — see page 28.

Preliminary steps

The preliminary steps given below must be accomplished for all printers regardless of the method that is selected.

1. Print the Configuration Pages and retain them for reference.
2. Verify that the printer is plugged in, turned on, and connected to an active network.
3. Verify that the printer is receiving network traffic by monitoring the LED's on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its traffic LED (amber) is flashing rapidly.
4. Proceed to the *Quick CD-ROM install steps* or *Other methods of installation* sections for the installation method desired.

Quick CD-ROM install steps

1. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive. If your PC is set to autorun, a Xerox installer should automatically start. If it does not start, do the following:
 - a. Click **Start** and **Run**.
 - b. In the Run window, type: `<CD drive>\INSTALL.EXE`.
2. Select your desired language from the list.
3. Install the printer drivers for your printer. Within the Xerox installer, select **Printer Drivers**, and then select **Install Xerox Phaser 4400 Laser Printer Drivers**.
4. Click **Yes** to accept the Xerox Software License Agreement.
5. The Xerox installer searches the network and displays the first printer found. Click **Next** to accept this printer.

6. Click **Next** to accept the printer's default name or enter an alternate name, and then click **Save Changes** before clicking **Next**.
7. The information dialog box displays the files to be copied to your system. Click **Next** to install the files and **Finish** to complete the installation.

Other methods of installation

Your printer can also be installed on a Windows 2000/XP network using one of these methods:

- Microsoft TCP/IP protocol
- AppleTalk protocol
- You can use Xerox TCP/IP Port Monitor to add or remove TCP/IP ports for installations using the PCL driver.

The following methods can also be used to install or configure your printer:

- The CentreWare DP program on your **Advanced Printer Management Tools CD-ROM** can also be used to monitor and configure the printer.
- If your printer is connected to a Windows 2000/XP network with the TCP/IP protocol enabled, you can use a web browser to monitor and configure your printer through CentreWare IS.
- For installing or managing multiple printers on a Windows 2000/XP network with TCP/IP protocol enabled, you can use the Xerox CentreWare MC snap-in to Microsoft Management Console. Refer to the *Xerox CentreWare MC User Guide* on the **Advanced Printer Management Tools CD-ROM**.

The above methods are not discussed in this section. For more information concerning CentreWare IS, CentreWare DP, or CentreWare MC, refer to the *Printer Management* section.

Quick install steps (Microsoft TCP/IP protocol)

Note

For Windows XP, switch to **Classic Look** using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

1. At the Desktop, right-mouse-click the **My Network Places** icon and select **Properties**.
2. Right-mouse-click the **Local Area Connection** icon inside the **Network and Dial-up Connections** window. Select **Properties**.
3. Select the **General** tab and verify that **Internet Protocol (TCP/IP)** is loaded.
4. If the TCP/IP software is not present, install it using the documentation provided by Microsoft, and then return to this document.
5. Open the **Control Panel** and double-click the **Printers** icon.
6. For Windows 2000, double-click **Add Printer**; the **Add Printer Wizard** starts.

For Windows XP, Select the **Printer Tasks** menu and click **Add a Printer**.

7. Click **Next>**.

8. Click the **Local Printer** radio button.
9. Click **Next>**.
10. Click the **Create a New Port** radio button.
11. Select **Standard TCP/IP Port** from the **New Port Type** pull-down menu.
12. Click **Next>**.
13. The wizard now starts the TCP/IP port wizard, click **Next>**.
14. Click in the **Printer Name or IP Address** edit box, and type in the IP Address of the printer you want to use.
15. Click **Next>**.
16. On the **Confirmation** window, click **Finish** if the data is correct. If the data is not correct, click the **<Back** button to correct any errors.
17. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM drive and click **Have Disk**.
18. Click the **Browse** button and select the directory containing the Windows 2000 or XP drivers.
19. Select the ***.INF** file, then click **Open**.
20. The Wizard returns you to the previous dialog. Verify that the path and filename are correct, and click **OK**.
21. At the next dialog, enter a name for the printer and select whether you want that printer to be the default, and then click **Next>**.
22. If the printer is not shared, click **Next>**. To share the printer, enter a **Share Name**, check the share checkbox, and then click **Next>**.
23. At the next dialog, it is recommended that you print a test print. Click **Next>**.
24. The **Completing the Add Printer Wizard** window appears. If all the data presented is correct, click the **Finish** button. If not, click the **<Back** button to correct any errors.
25. Wait for the test print to print. A new dialog asks for confirmation of the test print; click **Yes**.
26. Send a print job to the printer.
27. Check the print job for print-quality. If print-quality problems exist or if the job does not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem or access PhaserSMART from the **Troubleshooting** tab of your printer driver.

Quick install steps (AppleTalk protocol)

1. At the Desktop, right-mouse-click the **My Network Place** icon and select **Properties**.
2. Right-click the **Local Area Connection** icon inside the **Network and Dial-up Connections** window. Select **Properties**.
3. Select the **General** tab, and verify that **AppleTalk Protocol** is loaded.
4. If the AppleTalk software is not present, install it using the documentation provided by Microsoft, and then return to this document.
5. Open the **Control Panel** and double-click the **Printers** icon.
6. Double-click **Add Printer**; the **Add Printer Wizard** starts.
7. Click **Next>**.

8. Click the **Local Printer** radio button.
9. Click **Next>**.
10. Click the **Create a New Port** radio button.
11. Select the **AppleTalk Printing Devices** from the **New Port Type** pull-down menu.
12. You are now presented with a list of zones discovered on the network. Double-click the **Zone Name** your printer is on to expand the list. Now select your printer from the list, and click **OK**.
13. You may now capture the AppleTalk Device. With this action, you prevent others from printing to this device. In most applications it is best to select **No**. If you are installing the printer port on a server that acts as a single print queue for this device, then click **Yes**.
14. Insert your printer's **Printer Installer and Utilities CD-ROM** into your computer's CD-ROM disk drive and click **Have Disk**.
15. Click the **Browse** button and select the directory containing the Windows 2000/XP drivers: **<CD Drive>:\instal\win2k** or **<CD Drive>:\instal\winxp**, and then click **Open**.
16. Select the ***.INF** file, then click **OK**.
17. The Wizard returns you to the previous dialog. Verify that the path and file name are correct, and click **OK**.
18. At the next dialog, enter a name for the printer and select whether you want that printer to be the default, and then click **Next>**.
19. If the printer is not shared, click **Next>**. To share the printer, enter a **Share Name**, check the share checkbox, and then click **Next>**.
20. At the next dialog, it is recommended that you print a test print. Click **Next>**.
21. The **Completing the Add Printer Wizard** window appears. If all the data presented is correct, click the **Finish** button. If not, click the **<Back** button to correct any errors.
22. Wait for the test print to print. A new dialog asks for confirmation of the test print; click **Yes**.
23. Send a print job to the printer.
24. Check the print job for print-quality. If print-quality problems exist or if the job does not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem or access PhaserSMART from the **Troubleshooting** tab of your printer driver.

Xerox TCP/IP Port Monitor

The Xerox installer for Windows automatically installs Xerox TCP/IP Port Monitor for those installations using the PCL driver. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

Adding a port using Xerox TCP/IP Port Monitor

1. To add a TCP/IP port, open the **Printer Properties** dialog box for the printer you would like to attach the new TCP/IP port.
 - a. Click **Start**, scroll to **Settings**, and click **Printers**.
 - b. Click your right-mouse button on the printer to which you want to attach the new TCP/IP port, and select **Properties**.
2. Select the **Details** tab, and click the **Add Port** button.

3. In the **Add Port** dialog box, select **Other**.
4. From the list of available printer port monitors, select the **Xerox TCP/IP Port**, and then click the **OK** button.
5. At this point, you enter the **Xerox TCP/IP Printer Port Wizard**. The wizard guides you step-by-step through the following procedures:
 - a. Choosing a name for the new port.
 - b. Identifying a printer by its DNS Name or IP Address.
 - c. (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature. Click **Next** to proceed with the port installation.
6. The wizard verifies the port name and printer address, and automatically configures the remaining port settings for you. Any errors detected in printer identification displays a dialog box requesting **Additional Information**.

In the **Add Xerox TCP/IP Port** window:

- a. Under **Enter a Port Name**, enter a unique name for the port being added.
- b. Under **Enter a printer name or IP address**, enter the printer's host name or IP Address.
- c. Click **Next**.

Note

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, and then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list and click **OK**.

7. After all the port settings have been configured and verified, a **Completing** dialog box appears summarizing all of the settings. You have the opportunity to change any of the settings by clicking the **Back** key. Otherwise, click the **Finish** key to complete the port setup.
8. Click **OK** to exit from **Printer Properties**. This completes the installation of the Xerox TCP/IP Port.

Windows 2000/XP troubleshooting (TCP/IP)

Note

For Windows XP, switch to **Classic Look** using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PCL or PostScript print driver.
 - You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
1. Verify these items in the TCP/IP area of the Configuration Pages:
 - IP Address Source is set to DHCP, Front Panel, BOOTP, or Auto IP (depending on your network configuration).

- Current IP Address is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)
- Subnet Mask is set correctly (if used).
- Default Gateway is set correctly (if used).

The LPR setting must be enabled. Check the LPR and AppSocket settings and verify they are set as desired.

2. Verify the Language in the LPR area of the Configuration Pages:
 - Interpreters: Auto, PCL or PostScript (depending on your driver).
3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
4. From the server desktop, use the right-mouse button and select **My Network Places**. Use the right-mouse button to select **Properties** from the cascade menu. Select **Local Area Connection**.
5. The Local Area Connection Properties dialog should appear. Select the **General** tab.
6. Check the list of installed network protocols for TCP/IP Internet Protocol. Verify the TCP/IP is configured. For more information, contact your network administrator.
7. As required, click **Install** and install any components not listed and restart the system.
8. Once rebooted, select the **Start** button and **Settings**, then select the **Printers** folder. The printers window should appear.
9. Right-mouse-click on the printer icon and select **Properties**.
10. Click on the **Advanced** tab. Verify that you have loaded and selected the correct driver for your printer.
11. Select the **Ports** tab.
12. Verify that the IP Address in the **Print to the following ports** list is the same as the one from the Configuration Pages. You may need to click on the **Configure Port** button to see the IP dress. If necessary, re-select the TCP/IP number used for your printer.
13. Click on the **General** tab, then click **Print Test Page**. If the printer still does not print, access PhaserSMART from the **Troubleshooting** tab of your printer driver or refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Windows 2000/XP troubleshooting (AppleTalk)

Note

For Windows XP, switch to **Classic Look** using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PostScript print driver.
 - You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
1. Verify that the EtherTalk Name is correct in the EtherTalk area of the Configuration Pages:

2. Verify these items in the EtherTalk area of the Configuration Pages:
 - Enabled is set to **Yes**.
 - Zone contains the desired zone name or * (* = means default local zone).
3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
4. From the server desktop, use the right-mouse button and select **My Network Places**. Use the right-mouse button to select **Properties** from the cascade menu. Select **Local Area Connection**.
5. The Local Area Connection Properties dialog should appear. Select the **Configuration** tab.
6. Check the list of installed network components for AppleTalk Internet Protocol.
7. As required, install any components not listed and restart the system.
8. Once rebooted, select the **Start** button and **Settings**, then select the **Printers** folder. The Printers window should appear.
9. Right-mouse-click on the printer icon and select **Properties**.
10. Select the **Advanced** tab. Verify that you have selected the correct driver for your printer.
11. Select the **Ports** tab.
12. Verify the AppleTalk name in the **Print to the following ports** list. If necessary, re-select the correct name or, if not listed, **Add a new port**, selecting the Zone, then the name, from Steps 1 and 2 above.
13. Click on the **General** tab, then click **Print Test Page**. If printer still does not print, access PhaserSMART from the **Troubleshooting** tab of your printer driver or refer to the Xerox web site at www.xerox.com/officeprinting/support.

Macintosh EtherTalk Network (MacOS 8.x/9.x/X, version 10.1)

This section provides installation and troubleshooting steps for Macintosh (MacOS 8 through X, version 10.1):

- Quick install steps for MacOS 8.x and 9.x — see page 31.
- Quick install steps for MacOS X, version 10.1 — see page 33.
- Setting up the Macintosh Ethernet port for TCP/IP or AppleTalk — see page 33.
- Macintosh troubleshooting step-by-step — see page 34.

Requirements

- A workstation with the appropriate driver installed.
- A working knowledge of the operating system (System 8.0+ or higher) being used on your workstation.
- Proper cabling in use to connect your printer to the network.

Enabling EtherTalk

If you use EtherTalk, Macintosh computers do not require IP addresses.

1. Open the **AppleTalk** Control Panel.
2. Verify that the **Ethernet** port is the selected network port.
3. To install the printer driver, double-click the installer on the **Printer Installer and Utilities CD-ROM**.

Perform the next two steps for MacOS 8.x and 9.x.

1. Open the **Chooser**, select the **LaserWriter** driver.
2. From the right column of the **Chooser**, select the printer. Click **Create** to create the desktop printer.

Perform the next two steps for MacOS X, version 10.1 only.

1. Open **Print Center**.
2. Click **Add Printer**, select the printer, then click **Add**.

For more details, refer to the infoSMART Knowledge Base at www.xerox.com/officeprinting/infoSMART, Document #2562.

Quick install steps for MacOS 8.x and 9.x

Setting up the Macintosh Ethernet port for TCP/IP

If your Macintosh is not already set up for TCP/IP, perform the following procedure:

1. From the **Apple** menu, select **Control Panels**. Select **TCP/IP**.
2. From the **Connect via** menu, select **Ethernet**.
3. Specify how the Macintosh will obtain its IP address: **Manually** or by **DHCP**.
4. If you select **Manually**, specify the IP address in the dialog box. You also need to enter information for the Subnet Mask, Router Address, and Name Server Address.
5. Close the dialog box.

Creating an LPR printer with LaserWriter 8.5.1 or higher

1. Open the **Desktop Printer Utility**. (It, or an alias to it, can be found in the PhaserTools folder.)
2. Under **Create Desktop**, select **Printer (LPR)**. Click **OK**.
3. Under **PostScript Printer Description (PPD) File**, click **Change**. Choose the appropriate PPD from the list and click **Select**. If your printer's PPD is not listed, install it from the printer's **Printer Installer and Utilities CD-ROM**.
4. Under **LPR Printer Selection**, click **Change**.
5. In the **Printer Address** field, enter the printer's IP address or domain name.
6. In the **Queue** field, enter **PS** (all upper-case). Click **OK**.
7. Close the dialog box; when prompted, click **Save**.
8. Under **Save desktop printer as**, type a name for the desktop printer. Click **Save**.

Two methods are available for printing via LPR:

- Use the new Desktop Printer (LPR).
- Use the LaserWriter 8.5.1 driver (any printer can be selected), choose **Print** from the **File** menu, and then choose the appropriate LPR printer in the **Printer** drop-down list.

Creating an AppSocket printer with LaserWriter 8.6

Xerox provides Macintosh AppSocket printing with PhaserPort for MacOS on the printer's **Printer Installer and Utilities CD-ROM**. PhaserPort for MacOS provides a high-speed, bi-directional communications channel using the new plug-in communication architecture of Apple LaserWriter version 8.6.

AppSocket provides feedback on print job status, which is not available through LPR.

PhaserPort for MacOS system requirements

Note

PhaserPort is not supported under MacOS X.

- A Phaser printer installed on a TCP/IP network.
- PowerPC-based Macintosh.
- Apple's LaserWriter version 8.6 or later, with Desktop Printing enabled.
- Open Transport version 1.1 or later networking. TCP/IP networking provided by MacTCP software is not supported. The Macintosh must be properly configured to communicate with the printer.

Files and installation

PhaserPort for MacOS consists of two files:

- *PhaserPortLib*, a special type of shared library recognized by the LaserWriter driver version 8.6.
- *PhaserPort Printer Tool*, a Macintosh PowerPC application for creating desktop printers that communicate with *PhaserPortLib*.

To install PhaserPort for MacOS:

1. Copy **PhaserPortLib** into the folder *System Folder: Extensions: Printing Plug-Ins*.
2. Copy the **PhaserPort Printer Tool** to any folder on the Macintosh.

Creating a desktop printer with PhaserPort for MacOS

1. Launch the *PhaserPort Printer Tool*.
2. In the **Printer Internet Address** field, type the printer's IP address or DNS name.
3. In the **Desktop Printer Name** field, type a name for the desktop printer.
4. Click **Verify** to contact the printer over the TCP/IP network and verify its network configuration.
5. Click **Create** to create the desktop printer.
6. From the File menu, select **Quit** to exit the *PhaserPort Printer Tool*.
7. In the Finder, select the newly created desktop printer icon.
8. In the Finder's Printing menu, select **Change Setup**, then select the **PostScript Printer Description** file and provide configuration information. Alternatively, you can select the **Auto Setup** button to have the Macintosh automatically attempt to determine the correct settings for the Phaser printer.

Note

Certain utilities, such as Adobe Font Downloader, are not compatible with PhaserPort for MacOS software, because they attempt to directly communicate with the printer using the AppleTalk protocol. If you must use this software, create an AppleTalk desktop printer, and then delete this printer after running and quitting the non-compatible software.

Quick install steps for MacOS X, version 10.1

Requirements

Ensure that you are running MacOS X, version 10.1. The previous versions of MacOS X does not fully support PostScript printing and printer features.

Setting up the Macintosh Ethernet port for TCP/IP or AppleTalk

If your Macintosh is not already set up for TCP/IP, perform the following procedure:

1. From the **System Preferences** application, select **Network**. Select **TCP/IP**.
2. From the **Active Ports** menu, check **Built-In Ethernet**.
3. From the **TCP/IP** tab, specify how you will obtain the IP address: **Manually** or by **DHCP**.
4. If you select **Manually**, specify the IP address in the dialog box. You also need to enter information for the Subnet Mask, Router Address, and Name Server Address.
5. If you wish to use **AppleTalk**, select the **AppleTalk** tab and ensure the **Make AppleTalk Active** box is checked.
6. Close the dialog box.

Creating an LPR printer with MacOS X, version 10.1

1. Open the **Print Center Utility**. (This Apple utility is usually found in a directory called **Utilities** in the **Applications** directory.)
2. Select **Add Printer**, then select **LPR Printers Using IP** from the pull-down menu.
3. In the **LPR Printer's Address** field, enter the printer's IP address or host name.
4. In the **Queue** field, enter **PS** (all upper-case). Click **OK**.
5. Under the **Printer Model** pull-down menu, select the appropriate PPD from the list. If your printer's PPD is not listed, install it from the printer's **Printer Installer and Utilities CD-ROM**.
6. Click **Add** to complete the configuration.

Creating an AppleTalk printer with MacOS X, version 10.1

1. Ensure that **AppleTalk** is enabled in **System Preferences**.
2. Open the **Print Center Utility**. (This Apple utility is usually found in a directory called **Utilities** in the **Applications** directory.)
3. Select **Add Printer**, then select **AppleTalk** from the pull-down menu.
4. Select the appropriate zone.
5. Choose your printer from the list provided.
6. Under the **Printer Model** pull-down menu, select the appropriate PPD from the list. If your printer's PPD is not listed, install it from the printer's **Printer Installer and Utilities CD-ROM**.
7. Click **Add** to complete the configuration.

Macintosh troubleshooting (MacOS 8.x/9.x/10.1)

The steps in this procedure should eliminate cabling, communication, and connection problems. Complete these steps, then run a test print from your software application. If the job prints, no further system troubleshooting is necessary. For print quality problems, refer to the *Troubleshooting* section of the **Interactive Documentation CD-ROM**.

Macintosh troubleshooting step-by-step

Perform Steps 1 and 2 if you are using MacOS 8.x or 9.x.

1. Start the Chooser in Operating System 8 or greater software and select the **LaserWriter** driver.
2. If the printer name appears, your printer is communicating through the network. You do not need to perform any of the checks outlined in this section. If your printer name does not appear, proceed to Step 3.
3. Verify that the printer is plugged in, turned on, and connected to an active network.
4. Verify cable connection to the printer from the network.
5. For AppleTalk, follow the steps below. For TCP/IP (MacOS X, version 10.1 only), continue to Step 6.
 - a. From the printer's front panel, verify that EtherTalk is enabled. If not, enable it in the front panel and reset the printer.
 - b. Print the Configuration Pages and verify that EtherTalk is enabled.
 - c. From the Configuration Pages, verify the Zone. If you have multiple zones on your network, be certain your printer appears in the desired zone.

Perform Step 6 only if you are using MacOS X, version 10.1.

6. For TCP/IP, follow the steps below.
 - a. Open the Network Utility and select the **Ping** tab.
 - b. Enter your printer's IP address.
 - c. Click **Ping**. If you do NOT get a response, confirm that your TCP/IP settings are correct for both your printer and Macintosh.
7. If you are still unable to print, refer to the Xerox web site at www.xerox.com/officeprinting/support or access PhaserSMART through CentreWare Internet Services. From a web browser, enter your printer's IP address. Select **Support**. Select the **Technical Support** link to access PhaserSMART.

Novell NetWare 3.x/4.x/5.x Network

This section provides installation and troubleshooting steps for Novell NetWare (3.x/4.x/5.x):

- Quick setup — see page 35.
- Advanced setup — see page 36.
- NetWare 3.x/4.x/5.x print server setup — see page 36.
- Setup with CentreWare DP — see page 36.
- Novell NetWare troubleshooting — see page 37.

Configuration software for NetWare networks

For Windows environments, the following software is available:

- **CentreWare DP** - Use this application to configure the printer and the network when using NetWare 3.x, 4.x and 5.x. Refer to the **Advanced Printer Management Tools CD-ROM** for the CentreWare DP software and documentation.
- **Novell NWAdmin** - Use this utility to manage existing queues on networks running NetWare 4.x or 5.x in NDS or NDPS/NEPS mode.

The Configuration Pages report information that you need for NetWare configuration. On the Configuration Pages, all zeros in the **IPX Networks** fields indicates that the printer does not recognize the network connection; this probably indicates a faulty cable connection, an incorrect frame type, or **Reply to Get Nearest Server** has not been set to **On**. It must be set to **On** for at least one file server or router on the same segment as the printer.

Note

For more information about the Xerox NDPS/NEPS solution, refer to the *CentreWare for NDPS User Guide* on the **Advanced Printer Management Tools CD-ROM** or see the Xerox web site at www.xerox.com/officeprinting/support.

Quick setup

1. Print the Configuration Pages and retain them for reference. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
2. Check the Configuration Pages and verify that **Novell enable=On** and **correct Frame Type** is set.
3. Install CentreWare DP from the **Advanced Printer Management Tools CD-ROM** on a Windows-based workstation.
4. Run the CentreWare DP application and choose **Setup Wizard** from the **Printer** menu. NetWare 3.x users should select the bindery server install and follow the Setup Wizard steps. NetWare 4.x and 5.x users should select the NDS install and follow the Setup Wizard steps.
5. Install print drivers from your printer's **Printer Installer and Utilities CD-ROM**.
6. Send a print job to the printer.

7. Check the print job for print-quality. If print-quality problems exist or if your job did not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem.
8. If you want your printer to service more than one queue, proceed to the next section *Advanced setup*.

Advanced setup

The Advanced Setup option of CentreWare DP gives you a tool to control how your devices are configured in your Novell NetWare network environment. This tool is only necessary for connecting your device to more than one file server or queue. For a connection to a single device and queue, use Setup Wizard.

The Advanced Setup option requires Novell NetWare Client 32 in order to function. This utility is supplied on the **Advanced Printer Management Tools CD-ROM** for your convenience.

Refer to the *CentreWare DP User Guide* on the **Advanced Printer Management Tools CD-ROM** for instructions on using this option.

NetWare 3.x/4.x/5.x print server setup

The Phaser printer defaults, in most cases, enable connection to Novell NetWare without adjustment. Review the Configuration Pages and verify the following settings:

- NetWare is enabled.
- Frame Type matches the frame type of the desired file server.
- PDL is set to your desired PDL (PostScript or PCL) or to Auto. You may wish to set PDL to the desired type if only one PDL is used.
- Desired Novell mode is set: NDS/BEM, NDS, or BEM (Bindery Emulation Mode)
- Print Server Name

Setup with CentreWare DP

The CentreWare DP software supplied on the **Advanced Printer Management Tools CD-ROM** provides you with the quickest and easiest method for installing your printer on a network. Refer to the *CentreWare DP User Guide* on the **Advanced Printer Management Tools CD-ROM** or see CentreWare DP online help.

Advanced setup in bindery mode or for NetWare Directory Services (NDS)

The Advanced Setup option of CentreWare DP gives you an additional tool to control how your printers are configured in your Novell NetWare network environment. This tool is only necessary for connecting your printer to more than one file server or queue.

Novell NetWare Distributed/Enterprise Print Services (NDPS/NEPS)

In order to access Xerox printers in this environment, you need Xerox Gateway software installed on your system. The latest version of the Xerox Gateway Software is available on the Xerox web site at www.xerox.com/officeprinting/support. Instructions are available on the web site for installing your printer using NDPS. The web also contains the *CentreWare for NDPS User Guide*.

Novell NetWare troubleshooting

Troubleshooting for the Windows-based PC consists of both hardware and software procedures. The steps in each of these procedures should eliminate cabling, communication, and connection problems associated with direct-connected ports. Complete one of these procedures (based on the type of port being used), then run a test print from your software application. If the job prints, no further system troubleshooting is necessary. For problems with the appearance of your document, once it has printed, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM**.

Requirements

- You are operating a Windows-based system with the CentreWare DP software and at least one print driver installed.
- You are a NetWare Network Administrator OR administrative person with ADMIN/SUPERVISOR or ADMIN/SUPERVISOR EQUIVALENT login rights to the NetWare Server(s) servicing the Phaser printer.
- The instructions for these troubleshooting tasks assume a base knowledge of NetWare.

Novell NetWare troubleshooting quick check

1. Verify that the printer is plugged in, turned on, and connected to an active network.
2. Verify that the printer is receiving network traffic by monitoring the LEDs on the back of the printer. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its orange traffic LED is flashing rapidly.
3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
4. Verify that the Phaser printer NetWare print queue exists, is accepting jobs, and has a Print Server attached. If not, try using Setup Wizard in CentreWare DP to reconfigure the print queue.
5. Print out the Configuration Pages. Verify that Printer Server is enabled. Try setting the frame type to the frame type your NetWare Server is using.

Note

To determine your NetWare IPX frame type, type config at the Novell console screen. On networks using multiple IPX frame types, it is CRITICAL that the frame type be set correctly.

6. Verify that the Primary Server is set (NetWare 3.1X only). (Primary Server should have been set during initial queue setup and installed using CentreWare DP.) If it is not set, use CentreWare DP to set it and reset the printer.

Note

Setting the Primary Server is extremely important on large networks.

7. If the above quick checks fail to fix the printing problem, refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Novell NetWare troubleshooting step-by-step

The steps in this procedure should eliminate cabling, communication, and connection problems associated with network connected printers. The steps are divided into two groups:

- Hardware Step-by-Step
- Software Step-by-Step

Software Step-by-Step assumes that you are connected to a Novell NetWare network with a Windows OS loaded on the client workstation. Complete both of these procedures, then run a test print from your software application. If the job prints, no further system troubleshooting is necessary.

Novell NetWare hardware step-by-step

1. Check LED activity on the printer. Link (green) LED should be ON whenever it is connected to an active network. Traffic (orange) LED should flicker with data reception.
2. VERIFY cable connections. If possible, substitute a new cable or connectors from a known good system or printer.
3. Check the port to which your printer is attached. Connect a known good network device to it and test.
4. Print the Configuration Pages from your printer. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
5. Review the Connectivity Settings and check for these items:
 - NetWare is enabled.
 - Frame Type matches the frame type of the desired file server.

Note

To determine your NetWare IPX frame type, type config at the Novell console screen. On large networks, using multiple IPX frame types, it is CRITICAL that the frame type be set correctly.

- PDL is set to your desired PDL (PostScript or PCL) or to Auto.
- Primary Server (for NetWare 3.x only) is set to the name of the server which serves the print queue you have assigned to the Phaser printer.

- NDS Tree (for NetWare 4.x NDS and later) is set for the correct NDS tree name.
 - NDS Context (for NetWare 4.x NDS and later) is set for the correct NDS Context.
 - Print Server (PServer) Name is set for the name selected for this Phaser printer to act as a print server.
 - Novell Mode is correctly set.
6. If any changes are made, reset the printer. Once the printer has been reset, allow the printer approximately two minutes to go through self test, and then log into the network server.
 7. Print out another copy of the Configuration Pages to verify the items you modified were set and retained.

Novell NetWare software step-by-step

1. Verify that CentreWare DP and a Phaser printer driver have been loaded on the workstation.
 - In Windows 95/98, Windows NT 4.x, or Windows 2000/XP, double-click on **My Computer** (you may have changed this name). Open the Printers folder to verify that there is an entry for the type of printer you installed.
2. Launch the CentreWare DP software.
 - In Windows 95/98, Windows NT 4.x, or Windows 2000/XP, click on the **Start** button and slide the highlight up to the Programs entry.
 - In the next fold-out window, slide the highlight up or down until you reach the **CentreWare DP** entry. Release the mouse button to launch.
3. If the desired printer's name appears, your printer is communicating through the network. Select the desired printer. If a communications error message appears, your printer is not able to communicate with your workstation. Verify your printer's settings, then return to this procedure.
4. With the printer still selected, select the **Printer** drop-down menu and highlight the **Advanced Setup** entry.
5. Under this menu is a sub-menu for NetWare. Select this option.
6. When the Advanced Setup dialog appears, verify the information contained on this screen against the information contained on the Configuration Pages. Check for these items:
 - Check the queue name the Phaser printer is set to service. If necessary, create a new queue to test the printer.
 - Primary Server has the server name listed on the Configuration Pages.
7. Exit this window and select the **Tools** drop-down menu.
8. Select the **Send File...** menu item.
9. When the dialog box appears, select the proper directory and file for downloading. Be sure this is a known valid file with no errors.
10. Click **OK** to download the file to your printer.
11. Check the printer to verify that the print job has printed. If the job has not printed, check the Novell Menu settings on the Configuration Pages.
12. At the CentreWare DP main screen, select the **Printer** drop-down menu. Highlight the **Properties** entry.
13. Once Properties is selected, highlight **Connections**.

- 14.** Select the **Network Card** tab. A new dialog box is brought to the front and displays information about frame type and connectors.
- 15.** Be certain the printer is enabled and the connector and frame type are correct.
- 16.** If any changes are made, reset the printer from the front panel.
- 17.** Run a test print again. If the test print does not print, refer to the Xerox web site at: www.xerox.com/officeprinting/support.

UNIX/Linux Network

This section provides installation and troubleshooting steps for UNIX and Linux:

- Overview — see page 41.
- Quick install steps — see page 41.
- Additional resources — see page 42.

Overview

Your Phaser printer supports connection to a variety of UNIX platforms. Below is a list of the currently supported versions:

- Solaris
- IBM AIX
- Hewlett-Packard HP-UX
- DEC UNIX
- True UNIX 64 (Compaq)
- Linux (i386)
- Linux (PPC)
- SGI

The procedures contained in this document enable you to connect your printer using any of the supported versions of UNIX or Linux listed above.

Quick install steps

1. Print the Configuration Pages and retain them for reference. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
2. Check the Configuration Pages and verify that both TCP/IP protocol and the proper connector are enabled.
3. Go to the section *IP Address* and perform one of the procedures there, depending on the manner in which you want to set your printer's IP address.
4. **Solaris:** Refer to the *CentreWare Services for Unix Systems User Guide* (English only) included on the **Printer Installer and Utilities CD-ROM** for CentreWare installation and detailed printer setup instructions.

Other UNIX OS: Load printer drivers and configure the printer for one of the Print Models. These drivers are available on the **Printer Installer and Utilities CD-ROM** or from the Xerox web site at www.xerox.com/officeprinting/support.

5. Send a print job to the printer.
6. Check the print job for print-quality. If print-quality problems exist or if your job did not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem or access PhaserSMART through CentreWare Internet Services. From a web browser, enter your printer's IP address. Select **Support**. Select the **Technical Support** link to access PhaserSMART.

Additional resources

For information about the connection and configuration of your printer in UNIX environments, refer to the *CentreWare Services for Unix Systems User Guide* on your **Printer Installer and Utilities CD-ROM**.

Information regarding specific environments can also be found on the Xerox infoSMART™ Knowledge Base at www.xerox.com/officeprinting/infoSMART.

Check the Xerox web site for the latest CentreWare for UNIX drivers at www.xerox.com/officeprinting/support. Select **Download Software Drivers & Utilities**. Select your printer, your platform (UNIX), and the files you want (drivers). Click **Go to Downloads**. Select the appropriate CentreWare driver for your platform.

Index

A

- AppleTalk
 - MacOS X 33
 - quick install steps 19
- AppSocket Printer
 - LaserWriter 31

B

- Bindery Emulation Mode (BEM) 36

C

- CentreWare DP 35
 - features 6
 - Novell NetWare network 36
- CentreWare Internet Services 7
 - DNS 4
 - DNS setup 4
 - job accounting 8
 - resetting printer 4
 - setting IP address 3
 - status notification 9
 - usage profile reports 10, 11
- CentreWare MC 7
- CentreWare Web 7
 - features 7
 - job accounting 8
- connecting
 - UNIX 42

D

- DDNS
 - defined 4
 - enabling 4
- DHCP 3
 - defined 1
 - enabling 3
- DNS
 - CentreWare Internet Services 4
 - defined 3
 - Dynamic DNS 4
 - printer configuration 3
- Dynamic DNS 4

E

- EtherTalk
 - enabling 30

F

- front panel
 - setting IP address 2
 - usage profile reports 11

G

- gateway IP address 2

H

- hardware
 - Novell NetWare network 38

I

- Internet Printing Protocol
 - creating printer 6
- IP address
 - automatic addressing 1
 - CentreWare Internet Services 3
 - from front panel 2
 - gateway address 2
 - information required 2
 - network mask 2
 - other methods 1
 - PostScript utility files 2
 - UNIX 1
 - using DHCP 3

J

- job accounting 8
 - CentreWare Internet Services 8
 - CentreWare Web 8

L

- LaserWriter
 - creating AppSocket printer 31
 - creating LPR printer 31
- Linux network 41
 - additional resources 42
 - overview 41
 - quick install steps 41
- LPR printer
 - LaserWriter 31
 - MacOS X 33

M

- Macintosh
 - setting up port 31
 - TCP/IP Ethernet port 31
 - troubleshooting 34
- Macintosh Ethernet port
 - setting up 33
- Macintosh EtherTalk network 30
 - AppSocket printer 31
 - enabling EtherTalk 30
 - requirements 30
- MacOS 8.x and 9.x
 - quick install steps 31
- MacOS X
 - creating AppleTalk printer 33
 - creating LPR printer 33
 - quick install steps 33
- MaiLinX 9
- managing printer usage
 - CentreWare DP 6
 - CentreWare Internet Services 7
 - CentreWare MC 7
 - CentreWare Web 7
- Microsoft Management Console 7

N

- NetWare Directory Services
 - advanced setup 36
 - bindery mode 36
- NetWare Distributed Print Services 37
- NetWare Enterprise Print Services 37
- NetWare network 35
 - configuration software 35
- network mask 2
- network path 6
- Novell NetWare network 35
 - advanced setup 36
 - bindery mode 36
 - CentreWare DP 36
 - configuration software 35
 - Distributed Print Services 37
 - quick check 37
 - quick setup 35
 - setup 37
 - troubleshooting 37
 - troubleshooting hardware 38
 - troubleshooting software 39

P

- PhaserPort 15
 - changing IP address 15
 - Macintosh 31
- PostScript utility files
 - using to set IP address 2
- printer management 5
 - job accounting 8
- printer usage
 - managing 6

S

- status notification 9

T

- troubleshooting
 - AppleTalk 22, 28
 - Macintosh 34
 - Novell NetWare network 37, 38, 39
 - Windows 2000/XP network 27, 28
 - Windows 95/98/Me network 15
 - Windows NT 4.x network 21, 22

U

- UNIX network 41
 - additional resources 42
 - overview 41
 - quick install steps 41
- URL
 - defined 6
 - Internet Printing Protocol 6
- usage analysis 12
- Usage Analysis Tool 12
 - installation 12
- usage profile reports
 - CentreWare Internet Services 11
 - full report 10
 - job report 10
 - overview 9
 - printing 10
 - sending via email 11
 - setting up 10
 - types 10

W

- Windows 2000/XP network 23
 - AppleTalk 25, 28
 - preliminary steps 23
 - quick CD-ROM install steps 23
 - quick install steps 25
 - quick install steps, TCP/IP 24
 - troubleshooting 27, 28
- Windows 95/98/Me network
 - other methods 14
 - PhaserPort 15
 - preliminary steps 13
 - quick CD-ROM install steps 13
 - troubleshooting 15
- Windows NT 4.x network 17, 22
 - AppleTalk 19, 22
 - other methods 18
 - preliminary steps 17
 - quick CD-ROM install steps 17
 - quick install steps 18
 - TCP/IP 18
 - troubleshooting 21

X

- Xerox installer
 - Macintosh 5
 - running 5
 - Windows 5
- Xerox TCP/IP Port Monitor
 - adding a port 14, 20, 26
 - installation 14, 20, 26