Printing with PRISM Using Remote Print Manager – 5.0.70.4

User Guide
April 2010
## CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>About Printing with Prism</td>
<td>1</td>
</tr>
<tr>
<td>Requesting a Prism Print Queue</td>
<td>1</td>
</tr>
<tr>
<td>RPM Installation Version 5.0.70.4</td>
<td>5</td>
</tr>
<tr>
<td>Configuration</td>
<td>8</td>
</tr>
<tr>
<td>Local Computer Firewall Exceptions</td>
<td>15</td>
</tr>
<tr>
<td>Network Administration</td>
<td>17</td>
</tr>
<tr>
<td>Printer Access</td>
<td>17</td>
</tr>
<tr>
<td>FAQ's</td>
<td>18</td>
</tr>
</tbody>
</table>
ABOUT PRINTING WITH PRISM

FIS Technical Services creates a unique queue for each individual during the printing setup. After receiving and processing the print job, the server sends the report back to your PC based on your queue information. After the report is directed back to your PC, the print job is processed by Remote Print Manager (RPM) to a local or Network printer that is installed on your PC.

In order to print from PRISM, RPM Remote Print Manager must be installed on your computer and used with an assigned Prism Print Queue. The following information details how to install RPM, how to configure RPM and how to obtain a Prism Print Queue. RPM allows for users to choose which printer they want to print.

In order for RPM to work properly with Windows 7, please install RPM with administrator rights.

In order for RPM to work with network printers, the user must have managed rights. Please have your Network Administrator review the end of the document for network instructions.

REQUESTING A PRISM PRINT QUEUE

Completing these steps before submitting a PRISM printer installation request will substantially decrease the time it takes to complete the process. These steps might require the assistance of your technical support team and may require administrative privileges to your PC and network. Please check with your department’s technical support before attempting to perform these steps.

Step 1:

1. Confirm that your PRISM account is active by logging into PRISM via https://my.pitt.edu/ or with the following link. https://eagle.p3.pitt.edu:9032/oa_servlets/AppsLogin
   a. PRISM accounts and passwords are managed by the CSSD Technology Help Desk.
   b. Call 412-624-HELP (4-4357) if you need assistance logging into the PRISM system.

Step 2:

1. Verify that your HOST name address is registered in the Domain Name System (DNS). Prism printing is based upon the host name of your computer. If your host name does not resolve properly in DNS, you will not be able to print PRISM reports.
   a. Run the following applet to determine your IP Address and Remote Host name.

   http://www.fis.pitt.edu/customers/ipfinder.php

   b. Please record this information. You will need to refer to the IP Address and Remote Host during the PRISM printing setup.
2. If there is no output provided below “Your remote host:”, then you may not be properly registered in the domain. Contact your department’s technical support before proceeding with the PRISM printing request.

**Step 3:**

1. Process of PRISM print jobs:

   a. When a PRISM report is generated and submitted for printing, it is directed to a server controlled by CSSD.
      i. This server stores each person’s unique PRISM queue information.
      ii. FIS Technical Services creates a unique queue for each individual during the printing setup.

   b. After receiving and processing the print job, the server sends the report back to your PC based on your queue information.

   c. After the report is directed back to your PC, the print job is processed by Remote Print Manager (RPM) to a local or IP address printer that is installed on your PC.
      i. FIS Technical Services will provide guidance to your technical service team if needed while installing RPM software on your PC.
         1. If this program is not installed, you will be unable to print reports in PRISM.

   d. If your PC is behind a local or departmental firewall, the server will be unable to communicate with your PC. This will cause the submitted PRISM reports to not print successfully.
      i. If your PC is behind a firewall, contact your technical support before proceeding with the PRISM printing request.
      ii. Please notify your technical support that port 515 (utilized by RPM) must be open in order for communication to occur between your PC and the servers listed below:

         1. lpdserver.cssd.pitt.edu
         2. p3dbprd01.p3.pitt.edu
         3. p3dbprd02.p3.pitt.edu

      iii. If you use Microsoft XP SP2 then you will need to make an exception to the local firewall:
          1. Click the Start button and select Control Panel.
2. Double click the **Network Connections** icon. (The Control Panel may appear differently depending on your Operating System and configuration. Contact your IT staff for assistance).

3. Right click on your **Local Area Network Connection** icon and select **Properties** from the submenu.

4. At the **Local Area Connection Properties** window, select the **Advanced** tab and then click the **Settings** button.
5. At the Windows Firewall window, make sure that there is NOT a checkmark in the Don’t allow exceptions option. Then, select the Exceptions tab. From the Exceptions tab, click the Add Port button.

6. At the Add a Port window, type in the information as show in the figure below. Click OK when finished.

7. You should see the new exception setup and selected in the Exceptions tab like the image below. Click OK until you are out of all windows.
Step 4:
1. If you have completed the steps above and are ready to submit a PRISM printing request, do one of the following:
   a. Call the CSSD Technology Help Desk at 412-624-HELP (4-4357).
2. Please inform the Technology Help Desk that this is a request to establish a queue for PRISM printing and provide them the following information:
   a. Users name
   b. Host Name of the computer
   c. IP Address
   d. Users phone number
   e. Location
   f. Department

Step 5:
1. Once your PRISM queue has been established, follow the instructions in your PRISM training material for setting your PRISM profile for your new queue. If you do not make this change, your reports will NOT be directed to your printer. For assistance, contact the CSSD Technology Help Desk at 412-624-HELP (4-4357) or visit [http://www.bc.pitt.edu/prism](http://www.bc.pitt.edu/prism) for additional information.

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

**RPM INSTALLATION VERSION 5.0.70.4**

**Steps for Installation (Internet Download)**

1. Create a new folder on your desktop named RPM (You can do this by right clicking on an empty space on your desktop and choosing “new” and then “folder”).
2. Visit [http://www.fis.pitt.edu/upittsburgh-select-vista.zip](http://www.fis.pitt.edu/upittsburgh-select-vista.zip) to download Remote Print Manager version 5.0.70.4. Copy and paste this link into the address bar of your browser.
3. Choose to *Save* the program and place it in the new RPM folder on your Desktop. To locate the RPM folder:
   a. Navigate to your *Desktop* using the drop down menu next to the *Save in* text box as in the image below.
b. Double click on the RPM folder to open it. The RPM folder will now replace Desktop text in the Save in drop down list.

![Save As screenshot]

```
Double click on the RPM folder to open it. The RPM folder will now replace Desktop text in the Save in drop down list.
```

c. Click on the Save button. The following window will appear.

![Download complete screenshot]

```
c. Click on the Save button. The following window will appear.
```

4. After the download completes, return to the Desktop, locate the RPM folder, and open it by double clicking on the folder.
5. Use your file extractor program to extract the files. Double click the zip file located in the folder. If you are using WinZip the files should automatically appear in a list in WinZip.
6. From this list, right click on the RpmSelect.exe file and choose “Run as administrator” to begin the installation.

![Right-click screenshot]

```
4. After the download completes, return to the Desktop, locate the RPM folder, and open it by double clicking on the folder.
5. Use your file extractor program to extract the files. Double click the zip file located in the folder. If you are using WinZip the files should automatically appear in a list in WinZip.
6. From this list, right click on the RpmSelect.exe file and choose “Run as administrator” to begin the installation.
```
7. Maintain the defaults throughout the program. To do this choose either “yes” or “next” and accept the license agreement throughout program installation until you reach finish.

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

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

Adding a print queue:

Click on the create queue button. Type queue name in the pop up box and click create.

The queue will now be listed on the left hand side.
In order for the queue to communicate with your printer, you must make several additional changes.

Please click on the queue so it is highlighted and go to view and add the following tabs: Queue Settings, Devices, General Settings and Log.

![Image of Queue Settings][1]

**Tabs: Queue Settings**

Please click on the **Queue Settings** tab. In this section, we will choose the printer that the jobs will go to and how the jobs will be handled, i.e. how the print outs will look when received from PRISM.

**1. Where should RPM send your print jobs?**
   a. Click ‘add’
   b. The create action box will appear.
      i. At **Type of action**, click the down arrow and choose **‘Text printer’**

      *If you will be using a local printer, skip step ii and go directly to step iii.*

   ii. At Device Credentials, click update. You will receive an additional pop up box.
      1. Please input your user name, password and domain into the box. Click ‘OK’. You will use the password and username that you use when you log into your computer.
      2. You may want to contact your network administrator to determine if an account has been set up for printer access with RPM

*Please be aware...if you are required to change your password on a regular basis and your network administrator has not provided you with a password for this purpose, you will need to change the password here when you change your log on password. If you do not, you will not be able to print.*
iii. Printer: click the drop down arrow and choose your printer.

iv. Click ‘Save’ to save the settings. If you click , none of the settings will be saved and you will have to go back and make all of the selections again.

Upon clicking save, you will be sent back to the Queue Setting tab. You should see your printer listed. Next you will need to set up the transforms. Transforms are used by RPM to modify incoming print documents prior to outputting them to the printer. Without the transforms in place, your printouts will be formatted incorrectly and may be unreadable.

2. What special tasks would you like to perform on incoming print jobs?
   a. Click Add. The Create Transform box will appear.
   b. Click the drop down arrow.
   c. Go to Removal and click on Remove PCL, click on Save. Click add.
d. Go to Transform and click on Text markup
   i. All margins must be set to: **0.25**
   ii. Font selection must be **Courier New 12**. Do not type in the box. Click on Font and choose the font from the dialogue box.
   iii. The input codepage must be **Windows-1252 ANSI Latin 1**.
   iv. Place a check mark in box ‘Fit’ and type in **66** lines per inch.
   v. Place a check mark in ‘Fit’ and type in **180** columns per line.
   vi. Change the page orientation to landscape.
   vii. Select Remove control characters.
   viii. Select Suppress blank pages.
   ix. Click on Save. Click Add.
When completed, the Transforms box should resemble the following:

<table>
<thead>
<tr>
<th>Transform Type</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove PCL</td>
<td>Remove PCL and PJL commands from the data</td>
</tr>
<tr>
<td>Text markup</td>
<td>Convert plain text to text markup</td>
</tr>
</tbody>
</table>

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**Tabs: Devices**

The Devices View shows a list of devices that are associated with your print queue. This is where you can determine if your device has an error. You cannot edit the devices from this view. You must return to the Queue Settings tab to change device (printer) that is being used with your queue.
Tabs: General Settings

The General Settings do not have to be changed in any way for Prism to work. All the defaults can be kept as is.

The General Settings tab contains the following settings for each icon:
Tabs: Log

The log tab enables you to view your Queue activity. The newly designed log allows you to choose how much detail and what type of information you would like to view. After selecting the information you would like to view, click update.

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

You are now ready to print!
LOCAL COMPUTER FIREWALL EXCEPTIONS FOR WINDOWS 7

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

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

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

9. Select Allow the connection and click Next.
10. Select Domain and click Next.

11. Type a name for the rule (i.e. Unix Print Services) and a description if desired.
12. Click Finish.
Network administrators will need to create a user account for the RPM connection to run under. The account will need to be configured with a non-expiring password that can be provided to the user setting up the RPM software. The account will need to have **Manage Printer** access to the print queue.

If administrators choose to not create a generic account, the users account can be used; however when the user’s password expires and is required to set a new password, the RPM software will need to be **updated** as well. (See page 3.)

As a network administrator, if you would like to eliminate the use of RPM, it is possible to do so. If you have several users that print to a network printer, an LPD Prism print queue would be set up that would print directly to the printer. All users would use the same print queue. Port 9100 must be open on the printer and we would need you to provide us with the printers’ full name, as it would be the host for the printouts. Once this queue is created, your users must change the print queue profile information that is set in Prism.

Additionally, Prism Printing is based upon the host name of the computer, NOT the IP address. If the computer has been rebuilt or has received a new hard drive, the queue will have to be updated. Also, a QIP update must occur before the host is updated, otherwise when the queue is tested, it will not work.

Port 515 (utilized by RPM) must be open in order for communication to occur between your PC and the servers listed below:

1. lpdservcr.ccssd.pitt.edu
2. p3dbprd01.p3.pitt.edu
3. p3dbprd02.p3.pitt.edu
1. How to find your IP address and host name
   a. Run the following applet to determine your IP address and remote host name.
      http://www.fis.pitt.edu/customers/ipfinder.php
   b. Additionally, you can:
      i. Go to “Start”, Run and type in “Command”, hit enter.
      ii. At the prompt, type in ipconfig /all

   ![Windows IP Configuration](image)

2. I received a new computer and now I cannot print
   a. Make sure RPM was installed and configured on your computer
   b. Place a ticket to have your host name updated

3. I changed my local printer to a network printer and now I cannot print
   a. Reconfigure RPM to reflect the new printer.

4. I am getting a license expired error when I launch RPM
   a. Uninstall and re-install/configure RPM

5. After installing RPM, the suspended box is checked and cannot be unchecked.
   a. Restart computer and relaunch RPM. Attempt to uncheck suspend.
   b. If ‘a’ doesn’t correct the problem, place a ticket to have your PRISM queue checked for a stalled print job