

PRINTRONIX®

Remote Printer Management Utility (RPMU) Administrator's Manual

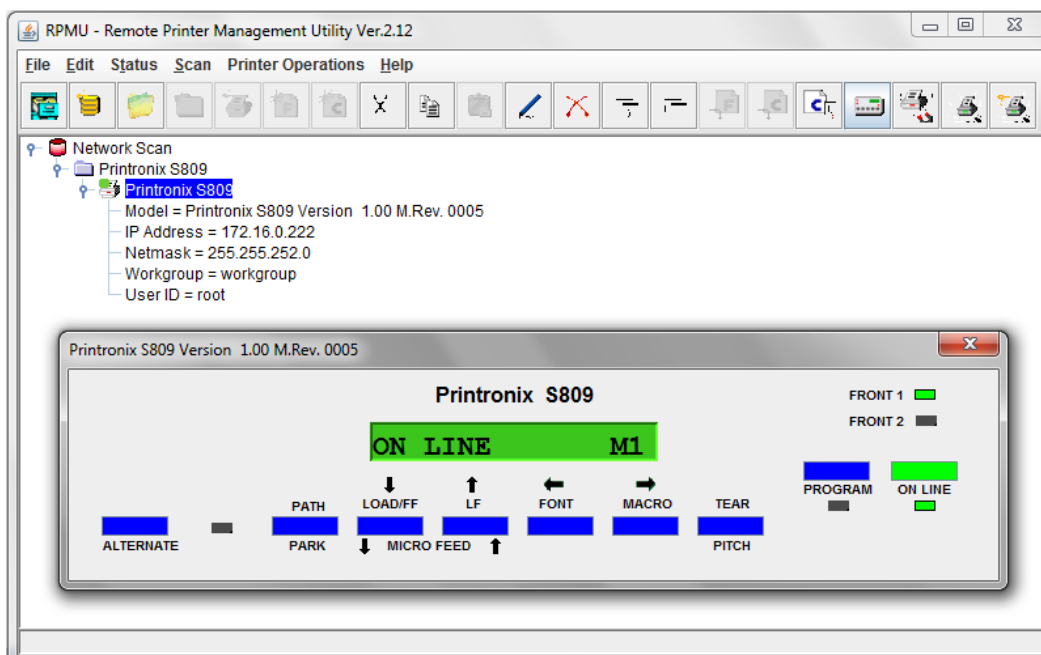


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Remote Printer Management Utility (RPMU) Administrator's Manual

Chapter 1 Introduction

1.1 General Information

The Remote Printer Management Utility, shortly named RPMU, is a software tool for network administrators that allows the configuration and control of Printronix Serial Dot Matrix S809 and S828 remotely connected to the Ethernet LAN.

With this tool the installed printers may be controlled, configured and organized easily. The main features are the following:

- Device Discovery: searches for the devices within a range of IP addresses.
- Printer Organization: the printers connected to the network can be organized into logical groups in a hierarchically structured tree.
- Printer Status Report: checks the printer's status and reports alarms.
- Printer Configuration: the remotely connected printers may be configured as needed from the administrator's workstation.
- Firmware Updating: provides a firmware downloading function to upgrade both the base and the LAN card firmware.
- Remote Operator Panel Management: provides a virtual operator panel for the remotely connected printer at the administrator's workstation that allows to perform all functions normally achieved pressing the operator panel keys.

The RPMU also provides the basic status management for third-party printers compliant to the standard MIB objects.

1.2 Operating System Compatibility

The RPMU is a Java based application and can be run on any platform supporting the Java Run Time Environment version 6 or newer.

1.3 Printer Firmware Compatibility

The RPMU release 2.12 can be used with the Serial Matrix Printers S809 and S828 only.

Chapter 2 Installing the RPMU in Windows Environment

2.1 Installation Steps

1) The RPMU needs Java Virtual Machine (JVM) fully version 6 compliant, which can be downloaded from <http://javacom> web site and the Printronix installation file which can be downloaded from <http://Printronix.com> for the specific operating system.

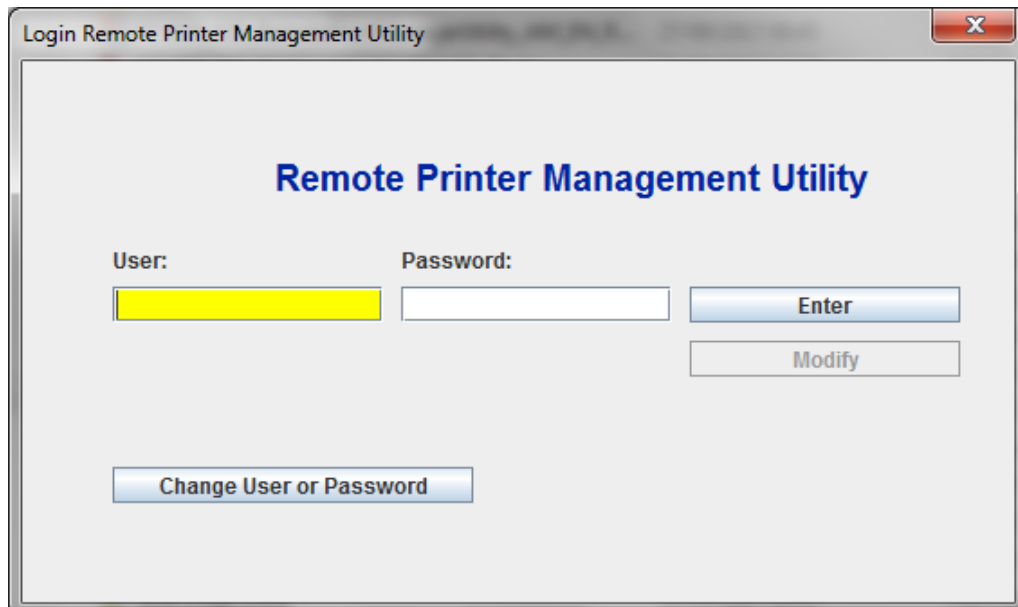
For Windows O.S. platform the tool installation file is: **RPMU-2.12-windows-installer.exe**

2) After installing JRE, run the SETUP.exe file (be sure to have Administrator rights) and follow the Instructions. Install it in a subfolder (i.e.: C:\RPMU)

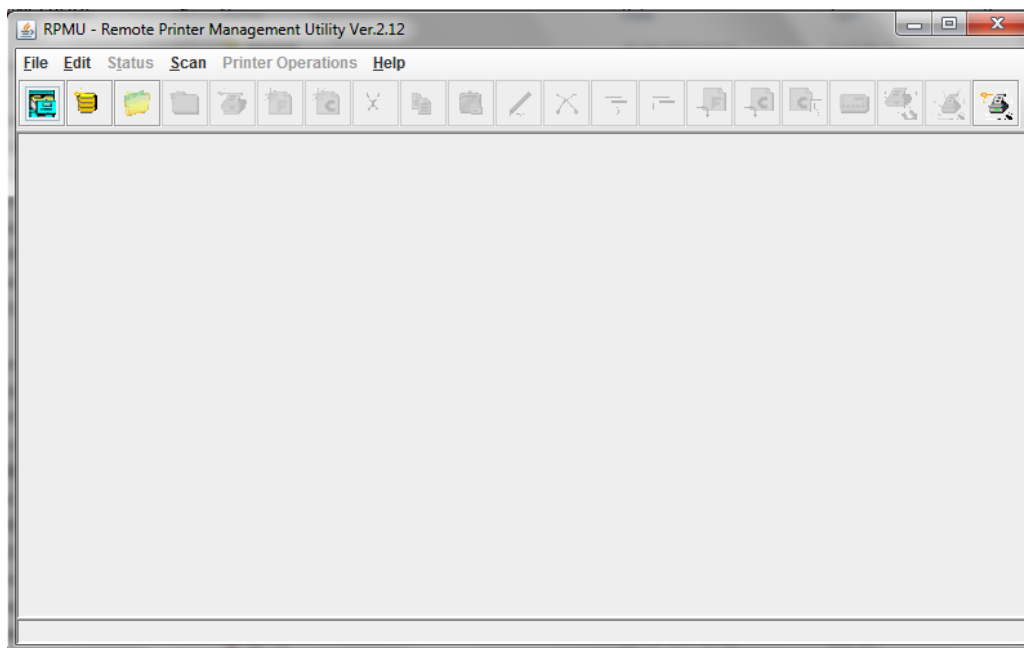
3. Run RPMU (executable prtmng.jar file) from the shortcut of desktop.



The RPMU displays the Login window:

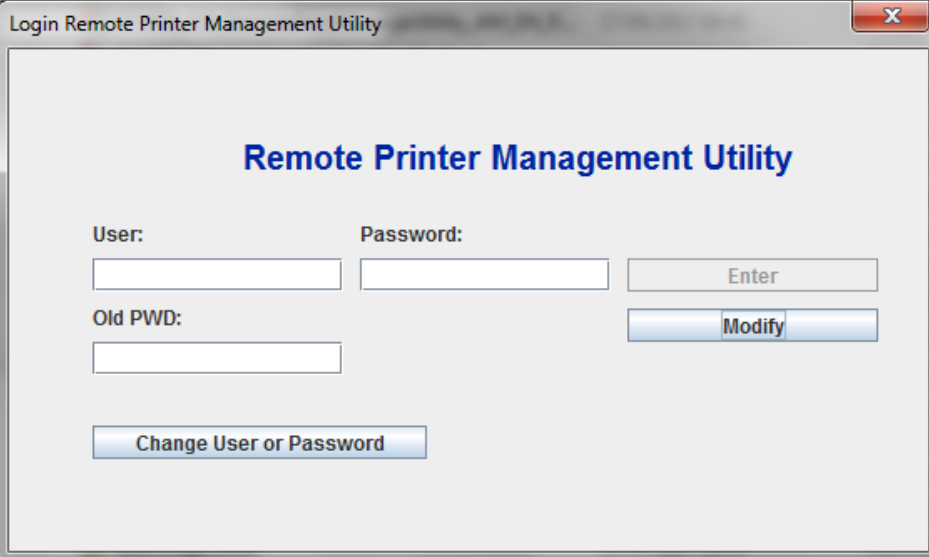


4. Default User is "admin"; Default Password is "admin"; and after the login and password entry the main window appears:



2.2 How to change Password

To change Password push the button “Change User or Password into the Login Dialog. It will show the below window:



The screenshot shows a window titled "Login Remote Printer Management Utility" with a close button (X) in the top right corner. The main content area is titled "Remote Printer Management Utility" in blue text. Below the title, there are three input fields and three buttons. The first row contains a "User:" label, a text box, a "Password:" label, a text box, and an "Enter" button. The second row contains an "Old PWD:" label, a text box, and a "Modify" button. The third row contains a "Change User or Password" button.

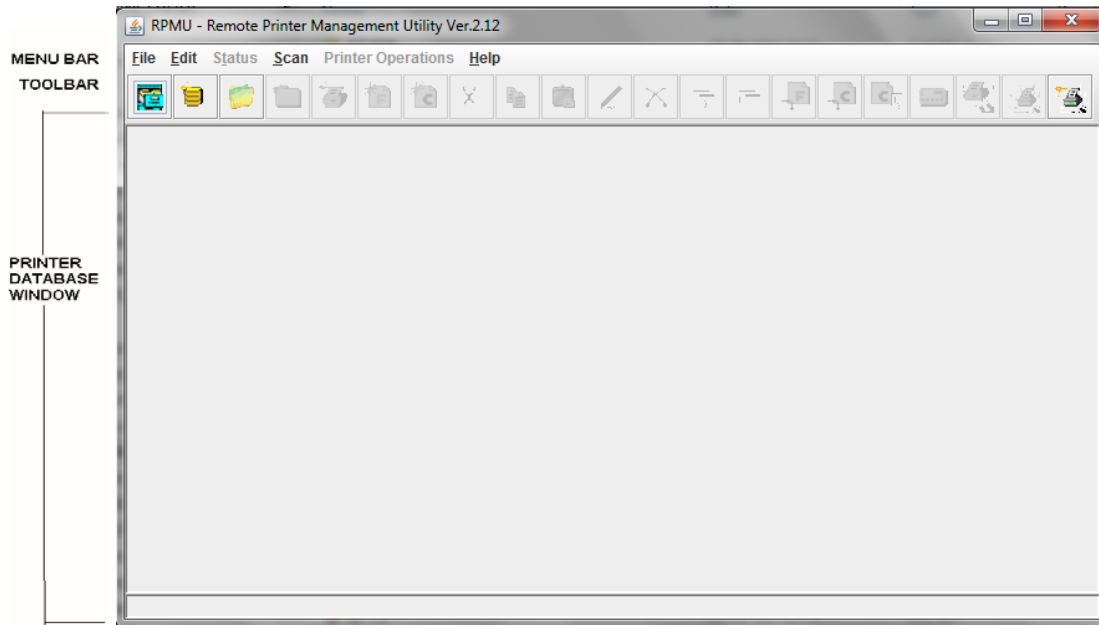
Insert new User or New password and Old Pwd in the appropriate textbox and at last click on the button “Modify”.

Chapter 3 The RPMU Menu

3.1 The RPMU Main Window

The RPMU Main Window, shown in the following figure, is divided mainly into three parts:

- the Menu Bar
- the Tool Bar
- the printer database window, whereas the management tools displays the Printer Database
- Information.



The Menu Bar contains the six menus (File, Edit, Status, Scan, Printer Operations and Help) used to control the functions of the program.

The Tool Bar contains the icons of the shortcuts for the most commonly used menu functions.

The Printer Database window shows an organized list of printers, configuration files, and firmware download files.

The following is a brief description of these screen areas.

3.2 The Menu Bar

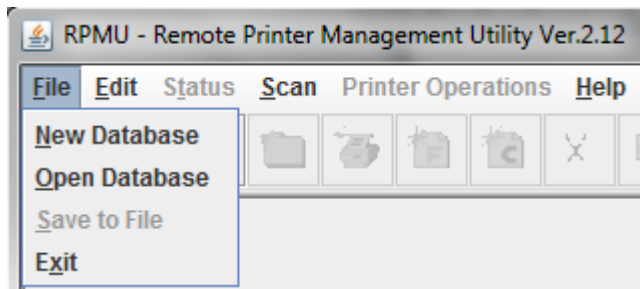
The RPMU menu bar is located at the top of the main window and provides the following items:



- File Menu
- Edit Menu
- Status Menu
- Scan Menu
- Printer Configuration Menu
- Help Menu

3.2.1 The File Menu

The File pull-down menu offers the main file management functions for the printer databases.



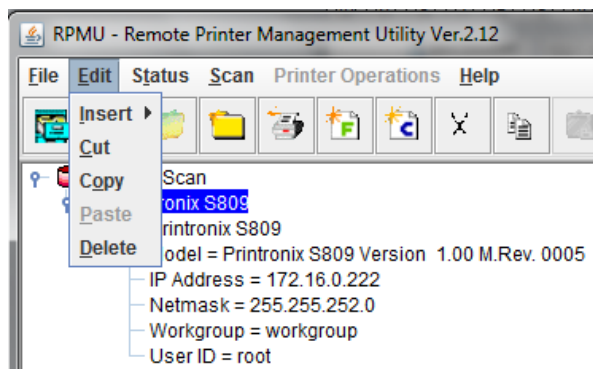
- New Database To create a new database file.
- Open Database To open an existing database.

With the RPMU you can open only one database at a time. If a database is already open, you are asked to save changes to the current database before creating the new one.

- Save To File To save the current database file. The program prompts the user to enter a name for the file.
- Exit To end the RPMU program.

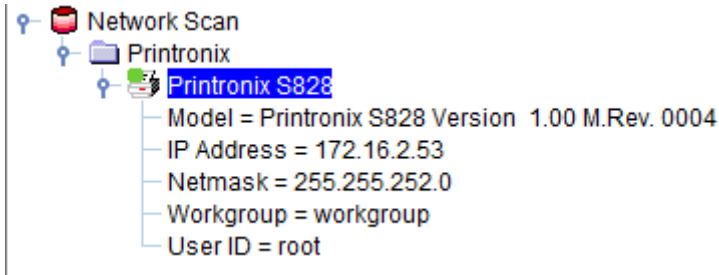
3.2.2 The Edit Menu

This menu allows you to manage the printer database contents: folders, printer devices, configuration files, or firmware download files.

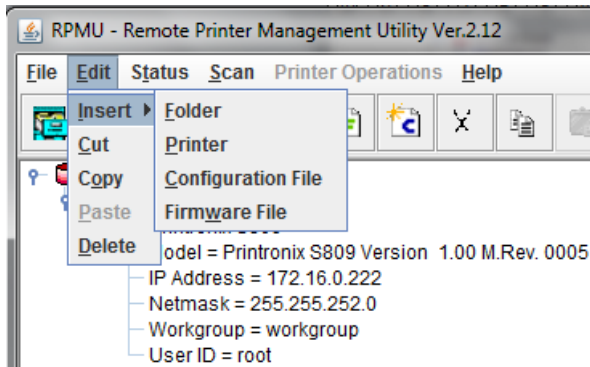


- Insert To add a folder, a printer device, configuration file, or firmware download file in a previously selected folder. A corresponding icon is placed in the folder:

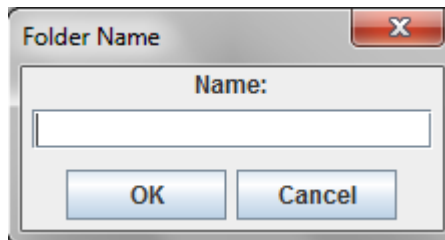
The example below shows the database "Network Scan" containing the folder "Scan Folder" with some printer icons:



The Insert item offers the following selections:

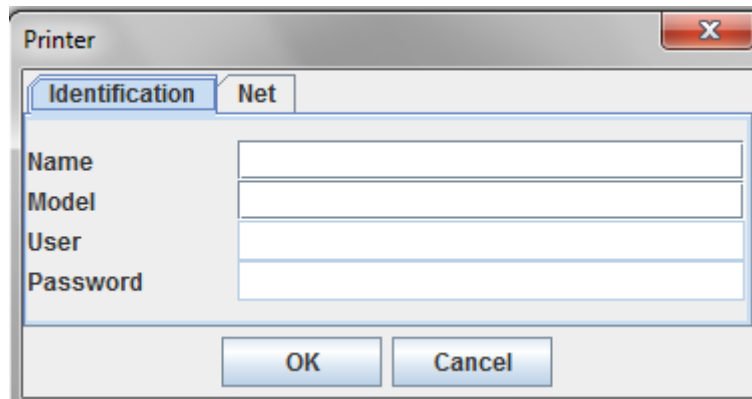


Folder The program prompts for the name of the new folder to be added. Enter the folder name and click OK.

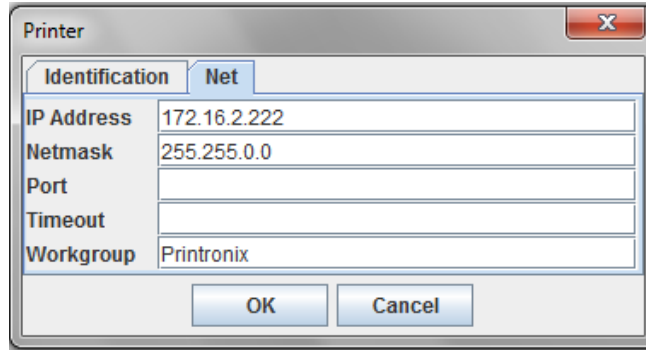


Printer

The program displays a data entry dialog to record printer identification values and network parameters. The data entry dialog is divided into two different parameter groups: Identification and Net



Name Enter an easily identifiable name for the printer.
 Model This is a read-only field. The printer model is inserted by the program as soon as it has discovered the printer identified by the IP address (in the Net parameter group).
 User Read only – name of printer's User
 Password Read only – password(encrypted) of the user

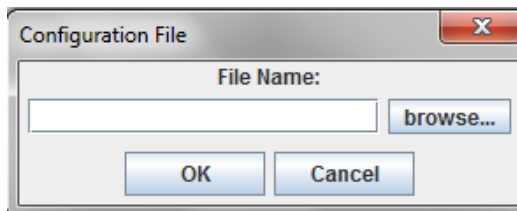


IP Address Enter the printer's IP Address in this field.
 Netmask Enter the Netmask that identifies the printer connection.
 Port rfu
 Timeout rfu
 Workgroup Enter the printer's Workgroup in this field *

As soon as the new printer data are confirmed, the RPMU tries to contact the printer to update its current status.

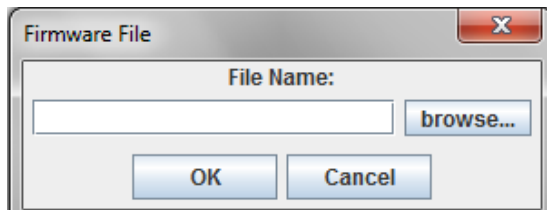
If the printer is not found within the time indicated as Timeout, the RPMU displays the printer in the database as "not ready".

Configuration File Selecting the Configuration File item, the program shows the following prompt, where you can enter the name of the configuration file, or look for it on your computer by pressing the Browse button.



Pressing OK allows the RPMU Utility to insert the selected configuration file into the current folder. See also "Inserting a Configuration File into a Folder" and "Configuring the Printers in the Database", later in this manual.

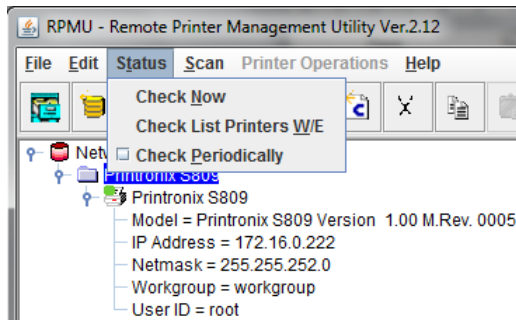
Firmware File Selecting the Firmware File item, the program shows the following prompt, where you can enter the name of the firmware file you want to download directly, or look for it on your computer by pressing the Browse button.



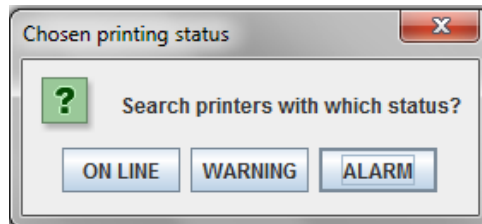
Pressing OK allows the RPMU to insert the selected firmware file into the current folder. See also "Inserting a Firmware File into a Folder" and "Updating the Printer's Firmware Version" later in this manual.

- Cut Selecting this function removes the selected item (folder, printer or file) from the database and copies it into the paste buffer.
- Copy Selecting this function copies the selected item into the paste buffer. The selected item remains unchanged.
- Paste The item inserted in the paste buffer (with the Cut or Copy function) is put in the selected position in the database tree.
- Delete The selected item is removed permanently from the database.

3.2.3 The Status Menu

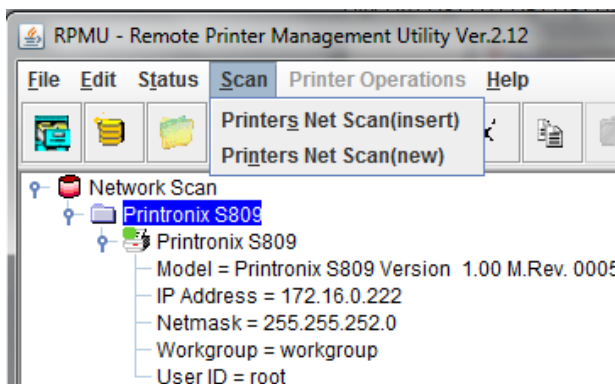


- Check Now Selecting this function the Remote Printer Management Utility performs a check on all printers connected to the network and updates all the printer status.
- Check List Printers W/E Selecting this function the Remote Printer Management Utility performs a check on all printers connected to the network and will show only the printers that are "On-line" or "Warning" or in "Alarm" status as for the user selection.



- Check Periodically Flag for enabling or disabling the status polling. When the periodical check is selected the RPMU performs an automatic check every about 10 seconds. See also "Checking the Printer Status" later in this manual.

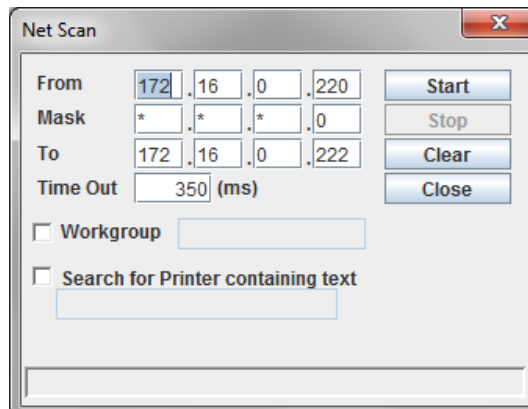
3.2.4 The Scan Menu



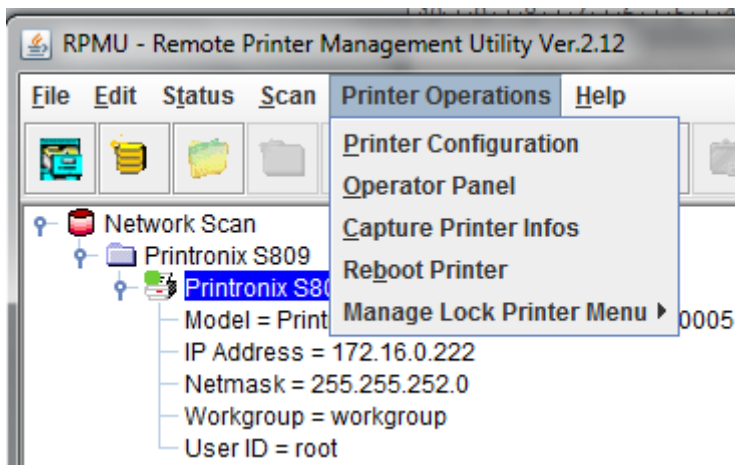
- Printers Net Scan(insert) The RPMU searches for the connected printers within a specified IP-address range by sending a burst of directed SNMP requests to each IP address within the range. The printer find in the range are inserted into the existing Database.

Printers Net Scan(new)

The RPMU Utility searches for the connected printers within a specified IP-address range by sending a burst of directed SNMP requests to each IP address within the range. The current database is closed, and a new database is created



3.2.5 The Printer Operations Menu



Printer Configuration Edit the configuration file of the selected item (printer) of the database



Operator Panel Select the printer for which you want to see the virtual operator panel. Selecting this function the RPMUthe corresponding operator panel appears on the screen.

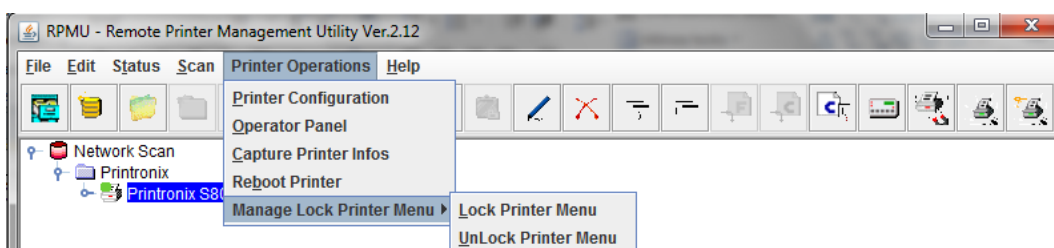


Capture Printer Infos Selecting this function the RPMU get the configuration from printer device and the configuration value are show.



Reboot Printer Selecting this function the RPMU reboot the selected printer on the database .

Manage Lock Printer Menu Selecting this function the RPMU lock or unlock the printer menu.



3.3 The Tool Bar



The tool bar shows a series of icons that allow an easier access to the menu functions:

	Open a new database
	Create a new database
	Add a new folder
	Save database
	Add a new printer
	Add a new firmware file
	Add a new configuration file
	Cut an object
	Copy an object
	Paste an object
	Edit an object's field

	Delete an object
	Expand the information tree
	Reduce the information tree
	Send a firmware file to the devices
	Send a configuration file to the devices
	Edit a configuration file
	Remote Panel management
	Get the configuration from a device
	Printer net scan (for update)
	Printer net scan (new)

Chapter 4 Setting up the Printer Database

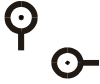








4.1 General

The RPMU's main features are the collection, organization, and management of the printer database.

The database may be set up manually or with an automatic discovery feature, with which the program searches for the connected devices and automatically inserts them into the current database file.

4.2 Graphic Conventions Used in the NVM

The graphics used in the RPMU windows have the following meanings:

	This symbol appears beside the folders and printer symbols. When clicking on it, the object view toggles between the expanded () and the collapsed () view, that is the details for the object are shown or hidden.
	The printer in the database is ready and working normally.
	The printer in the database is ready and working, but a consumable is running out. The printer will probably need an operator's intervention soon.
	The printer in the database is in alarm or standby - no more jobs will be printed. An operator's intervention is necessary.
	The printer connection is lost. An operator intervention is necessary. The printer has been removed or the connection is interrupted.
	Configuration file. The configuration file may be inserted into a folder to indicate the current configuration of the printers in that folder.
	Firmware file. The firmware file may be inserted into a folder to indicate the current firmware version of the printers in that folder.


4.3 Automatic Device Discovery

This procedure is useful for setting up the printer database for the first time.

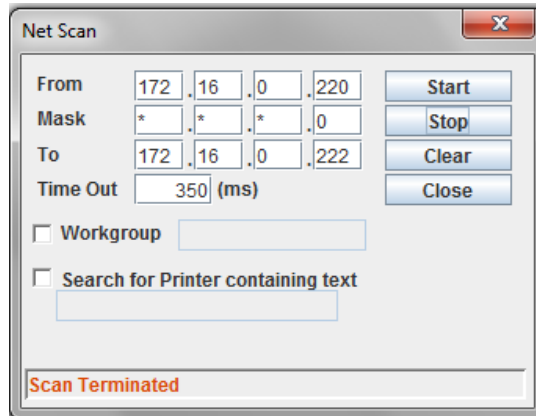
The RPMU searches for the connected printers within a specified IP-address range by sending a burst of directed SNMP requests to each IP address within the range.

During the device discovery procedure the RPMU maps Printronix Serial Matrix Printers for complete management, getting the proprietary MIB objects supported. Third-parties vendors devices are mapped for basic status reporting only.

4.4 How to Start the Automatic Device Discovery

The first-time automatic device discovery is started pressing the  button on the RPMU's tool bar.

The following mask is displayed:

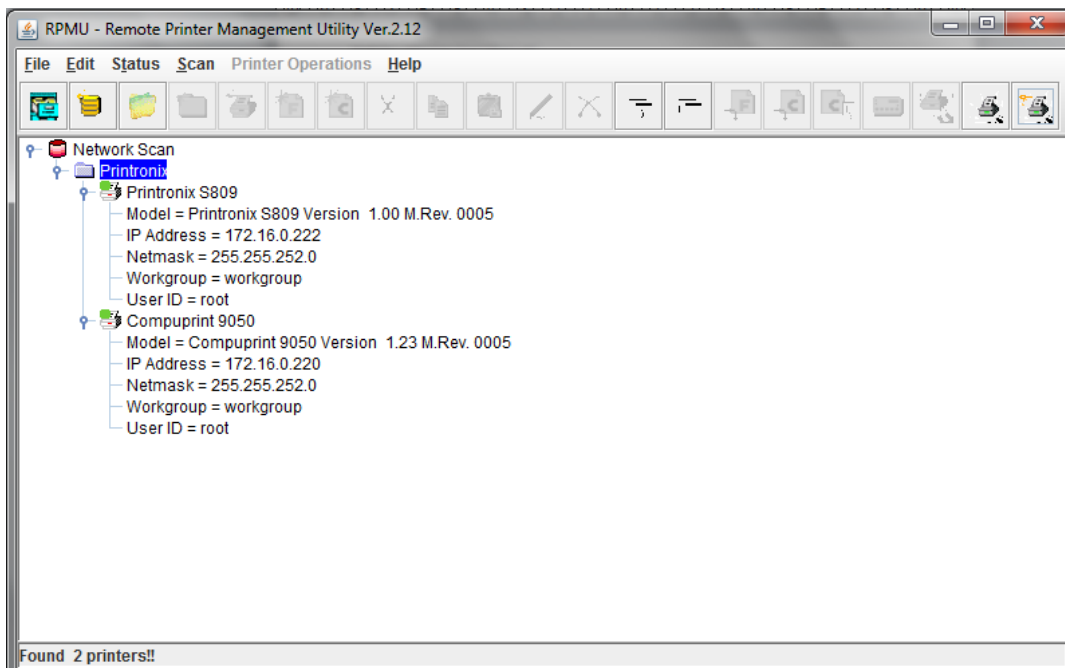


The From and To IP-addresses define the start and stop addresses of the range in which the connected printers will be checked. Mask defines the Netmask for the search procedure.

The value set for Time out defines the time the program waits for a reply from a device connected to each IP-address. If no printer is detected, after the time has passed, the program goes to the next IP address within the range. The time-out setting is useful when performing a device discovery procedure on large networks that normally take a long time. The time-out ranges between 300 milliseconds and 100 seconds.

The value set for Workgroup in text area defines the workgroup name of printers to be searched. The value set for "Search for Printer containing text" defines the text to be searched into the printer name.

Once the printers connected to the network have been discovered and identified with their IP- address, they may be grouped in a logical way so that the user can access them quickly and easily.



The logical groups can be defined hierarchically allowing the navigation through nested device groups. The discovered printers may then be placed into each group.

This structured database can be saved to disk and then retrieved.

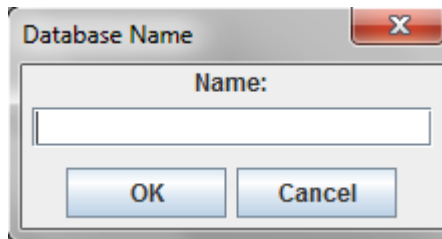
The organization process of the devices is performed through the following functions:

4.5 Create a New Database

This is the starting procedure for organizing your printers.

With the RPMU it is possible to create various printer databases and then organize the corresponding printers into folders and subfolders, reproducing the structure of single offices, departments, or the whole company.

1. To create a new database, press the  button on the tool bar. The database name request appears:

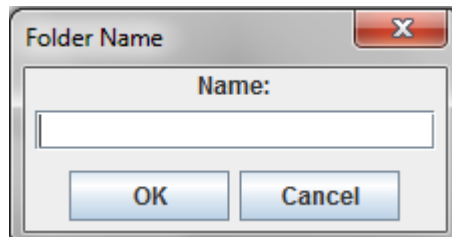


2. Enter a database name.

Now you can structure and organize the database as follows:

4.6 Adding a New Folder

1. Select Edit Insert Folder or press the  button on the RPMU's tool bar. The RPMU prompts for the folder name:




2. Enter a name for the printer group you want to create and then click on the OK button.


<p>The RPMU is able to manage nested folders. The printer database may be structured as needed.</p>

4.7 Organizing the Folders

Reorganize the Printers Already Present in the Database

If you performed the automatic device discovery procedure described above, you will already have a list of printers connected to the network. In this case you have to reorganize these printers in the folder structure you created with the cut and paste procedure:


Select the printer to put in the new folder and press the  button (or select Edit Cut).

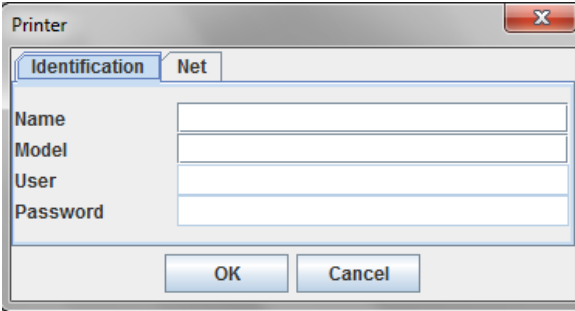
Select the folder in which you want to put the printer and press the  button (or select Edit Paste).

The printer and the corresponding information now appear in the folder.

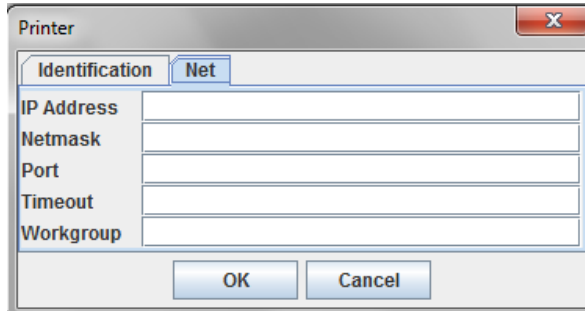
4.8 Inserting a Printer Manually

To insert a printer manually at any time while organizing the database, as either the first printer or in addition to the existing printers in the database, proceed as follows:

1. Select the folder in which you want to insert the printer and press the  button on the tools bar (or select Edit Insert Printer).
2. The RPMU displays the printer data dialog box, in which the user must enter the printer's parameters. It is necessary to specify the printer name (Identification parameter group), the IP Address, and Netmask (Net parameter group).



The 'Printer' dialog box has two tabs: 'Identification' and 'Net'. The 'Identification' tab is active, showing input fields for 'Name', 'Model', 'User', and 'Password'. 'OK' and 'Cancel' buttons are at the bottom.



The 'Printer' dialog box has two tabs: 'Identification' and 'Net'. The 'Net' tab is active, showing input fields for 'IP Address', 'Netmask', 'Port', 'Timeout', and 'Workgroup'. 'OK' and 'Cancel' buttons are at the bottom.


For further details on how to fill in these masks, see “The Edit Menu”.

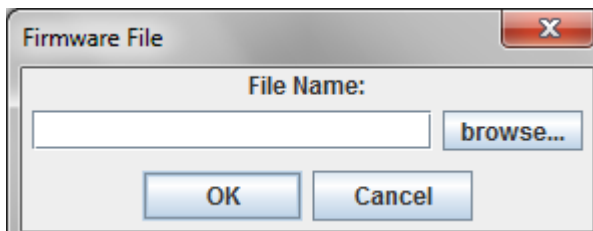
As soon as the new printer data are confirmed, the RPMU Utility tries to contact the printer in order to update its current status.

If the printer is not found, the RPMU displays the printer in the database as “not ready”.

4.9 Inserting a Firmware File into a Folder

A firmware file may be inserted into a folder to indicate the firmware version loaded on the printers contained in this folder.

1. Press the  button on the tool bar (or select Edit Insert Firmware File), the following window appears:



The 'Firmware File' dialog box has a 'File Name:' label above an empty text input field. To the right of the input field is a 'browse...' button. 'OK' and 'Cancel' buttons are at the bottom.

2. Press the “browse ...” button, select the firmware file you want to insert into the folder, and press OK.
3. The firmware file is shown in the selected folder with its identifier graphics **F**


No firmware download is performed when inserting the firmware file into the folder.

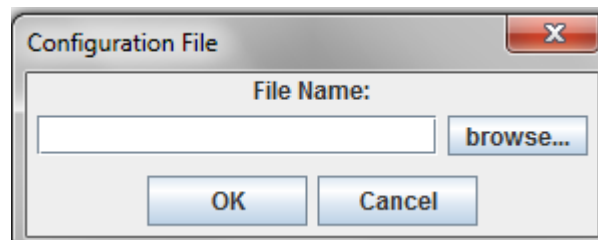
For information on how to download a new firmware version to the printers, see “Updating the Printer's Firmware Version”.

More than one firmware file can be added to each folder.

Inserting a Configuration File into a Folder

A configuration file may be inserted into a folder to indicate the configuration set on the printers contained in this folder.

1. Press the  button on the tool bar (or select Edit Insert Configuration File), the following window appears:



2. Press the “browse ...” button, select the Configuration File you want to insert into the folder, and press OK.
3. The Configuration File is shown in the selected folder with its identifier graphics **C**






No configuration updating is performed when inserting the configuration file into the folder.

For information on how to update the configuration of the printers, see “Configuring the Printers in the Database”.

More than one configuration can be added to each folder.

4.10 Changing the Database Structure

To further organize the folders, printers, firmware, and configuration files inserted in the database, the tool bar offers the following buttons:

	Cut an object
	Copy an object
	Paste an object
	Edit an object's field
	Delete an object

4.11 Optimizing the Database Display


The various folders, subfolders, and printer information may be expanded or hidden in order to optimize the information in the database window. For this purpose use the tool bar buttons:



Expand the display of the information



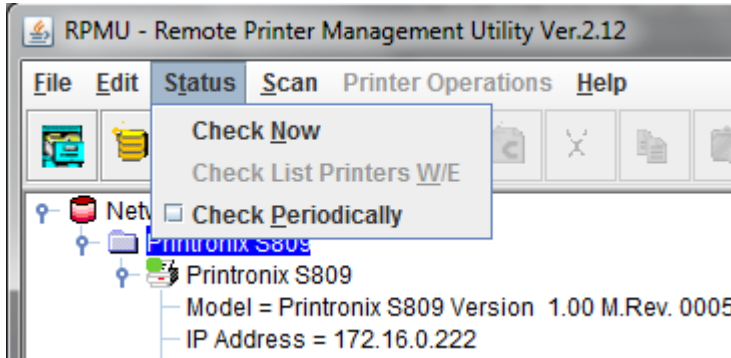
Hide the information tree.

You may also click on the  symbol, in the database window, to toggle between the expanded and reduced view of the information tree.

Chapter 5 Printer Database Management

5.1 Checking the Printer Status

Use RPMU program to check the status of the printers connected to the network . The Status Function in the RPMU menu offers two selections:



- | | |
|-------------------------|--|
| Check Now | RPMU performs a check on all the peripherals in the database and updates their statuses. |
| Check List Printers W/E | Selecting this function the RPMU performs a check on all printers connected to the network and will show only the printers that are "On-line" or "Warning" or in "Alarm" status as for the user selection. |
| Check Periodically | A flag for enabling or disabling the status polling. When the periodical check is selected the RPMU performs an automatic check every about 10 seconds. |

After the check the printers in the database are shown with the corresponding status indication:

	The printer in the database is ready and working normally.
	The printer in the database is ready and working, but a consumable is running out. The printer will probably need an operator's intervention soon.
	The printer in the database is in alarm or standby - no more jobs will be printed. An operator's intervention is necessary.
	The printer connection is lost. An operator intervention is necessary. The printer has been removed or the connection is interrupted.

5.2 Configuring the Printers in the Database



The RPMU allows you to read a printer's configuration, edit it, store it to disk and download the updated configuration to the printer.

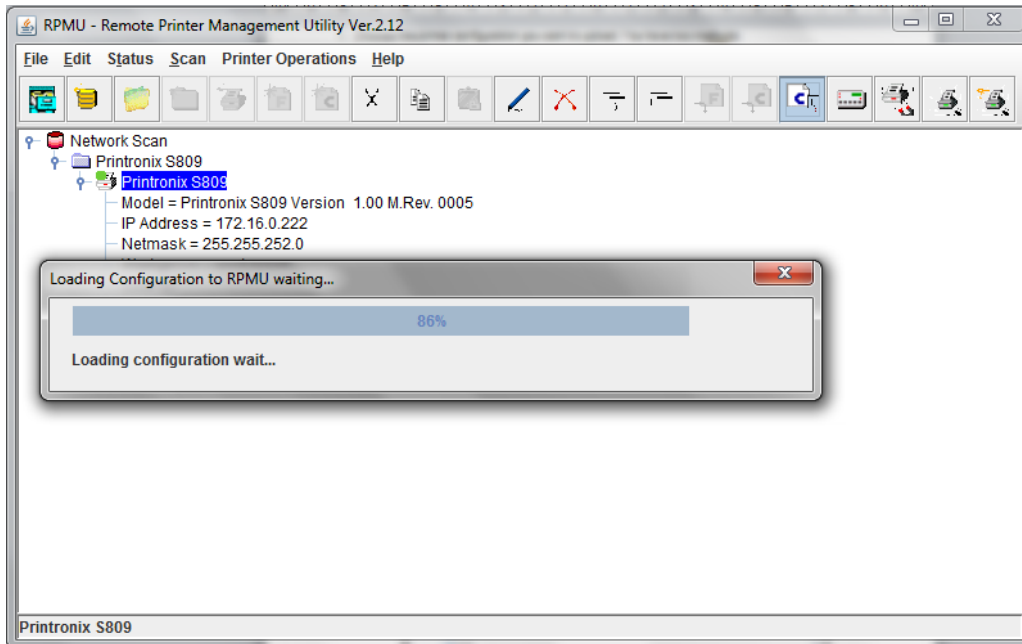
The best way to proceed is to read the existing configuration from the printer and to change it then as necessary.

5.2.1 Retrieving a Configuration from a Printer

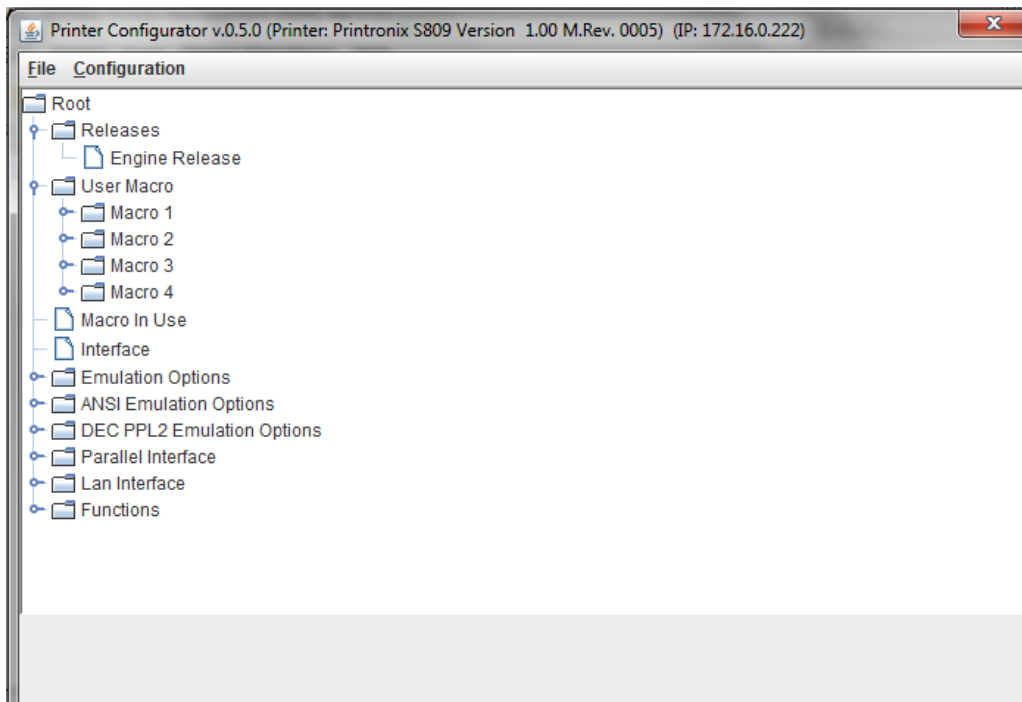
This feature is only available for Printronix S809 and S828 Printers

1. Choose the printer configuration you want to upload. You have two methods:

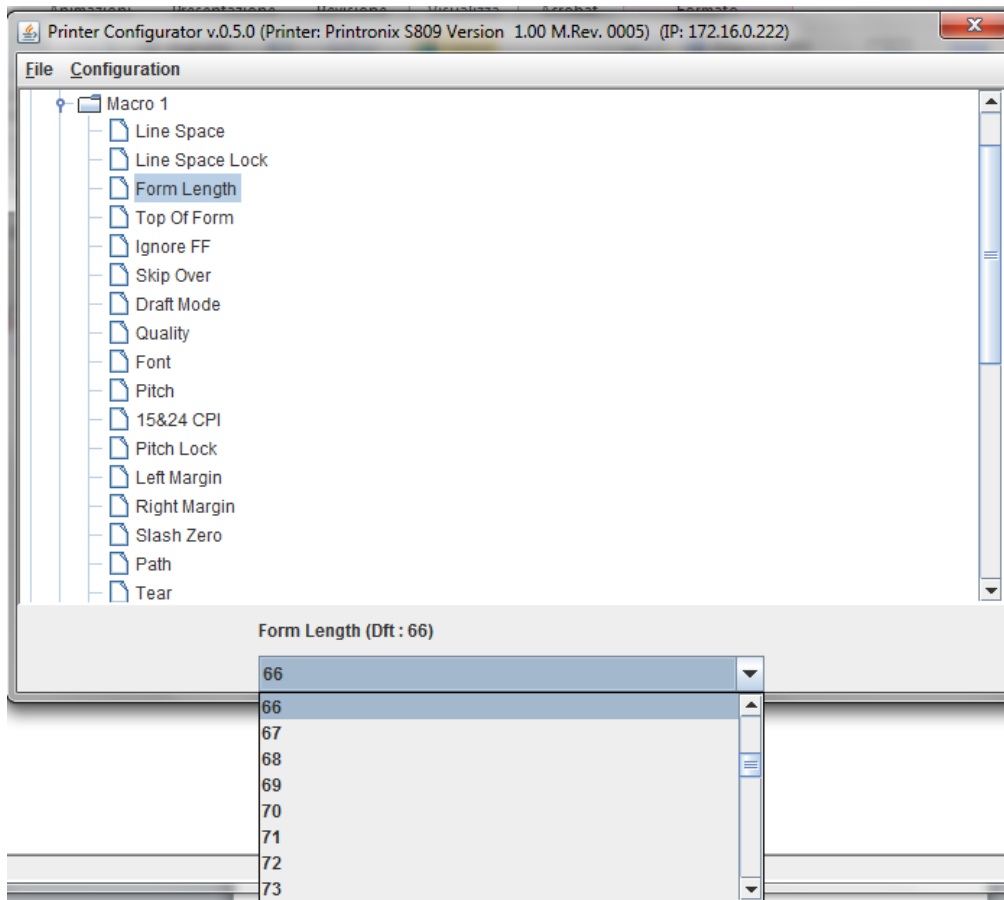
- Open the saved configuration file previously uploaded by pressing the  button on the tool bar or via the “Printer Configuration” into the “Printer Operation” menu.
- Upload the configuration file with the current settings for the printer by pressing the  button on the tool bar or via the “Capture Printer Infos” into the menu “Printer Operation”.



- The RPMU opens the Configuration Editor showing the configuration tree for editing.



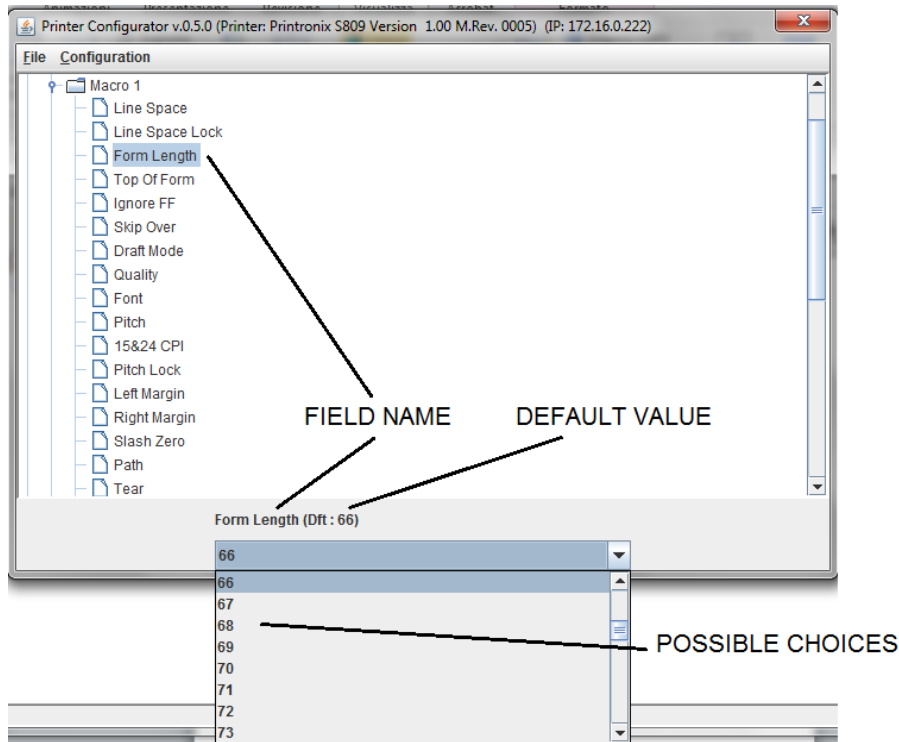
For each parameter you can see the range of possible choices and the default setting by clicking on the parameter in the tree. (The following shows the Form Length parameter as an example).




5.2.2 Editing a Printer Configuration

For each parameter in the printer configuration tree you can select the desired value.

1. Click on the configuration parameter you want to set. The Printer Configuration Manager displays, in the lower part of the window, the default value and the currently set value of the parameter.



2. Click on the  symbol on the right side of the current value; the pull-down list of the possible values is shown for selection.

3. Click on the value shown in the current value field. The pull-down menu closes and the new value is set.

Set all the parameters in the same way.

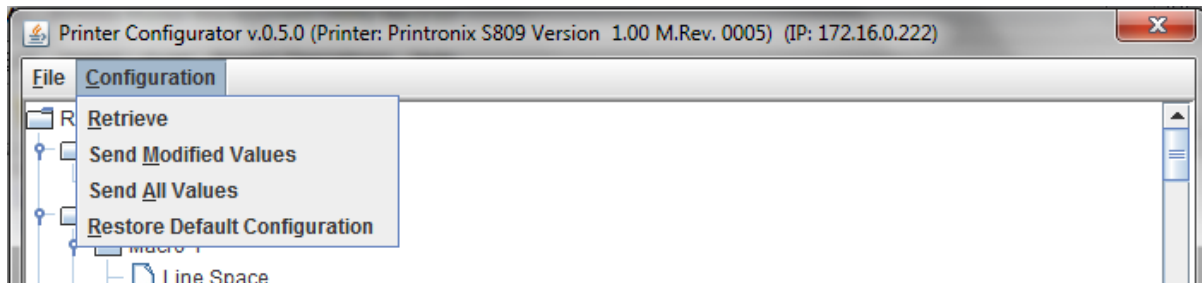
The values set are only stored in your PC's RAM; no value has been set on the printers in the database.

You may now send the new settings to the printer and/or save the configuration file with the new settings on the hard disk of your PC.

5.2.3 Sending the Configuration to the Printers

Once all the parameters in the configuration tree have been set the new configuration must be sent to the printers.

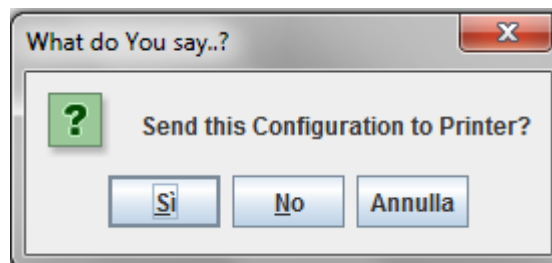
1. In the Printer Configurator Menu, click on Configuration. You have two download possibilities:



Selecting:

- | | |
|-------------------------------|---|
| Send Modified Values: | Only the updated values are sent to the selected printers. This procedure is faster. |
| Send All Values: | The whole set of configuration parameters is sent to the printers. This procedure assures that all configured printers have identical settings. |
| Restore Default Configuration | Restore the default Configuration into the working configuration file (not sent to printer). |

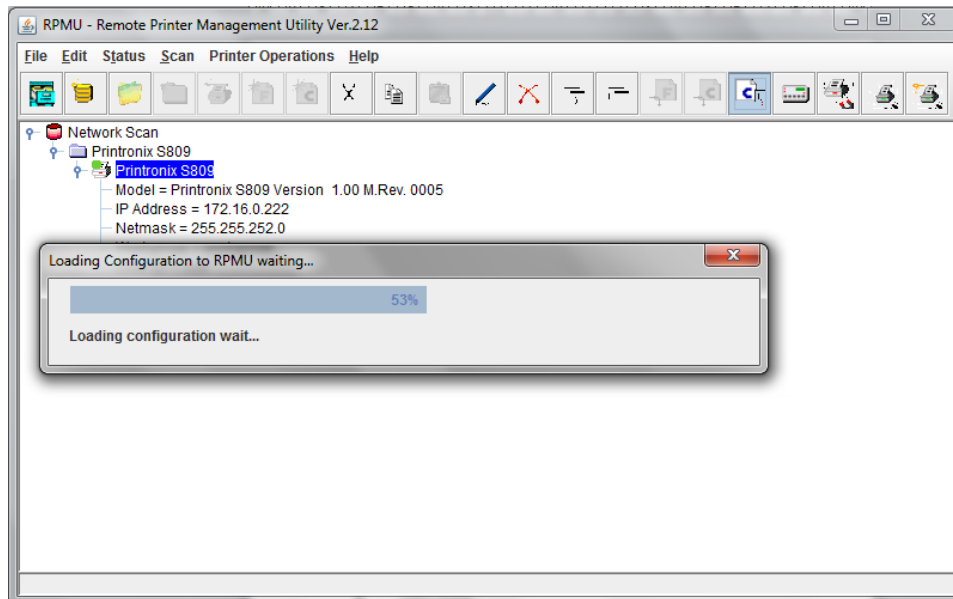
2. Selecting either Send Modified Values or Send All Values in the Printer Configurator Menu, the printer asks to confirm the selection:



Selecting:

- | | |
|--------|--|
| Yes | Downloading of the updated configuration begins (see next step 3). |
| No | The configuration is not downloaded and the RPMU displays again the Main Window. |
| Cancel | The configuration is not downloaded and the Printer Setup tree is displayed for further changes. |

3. Selecting Yes sends the updated configuration to the printer.



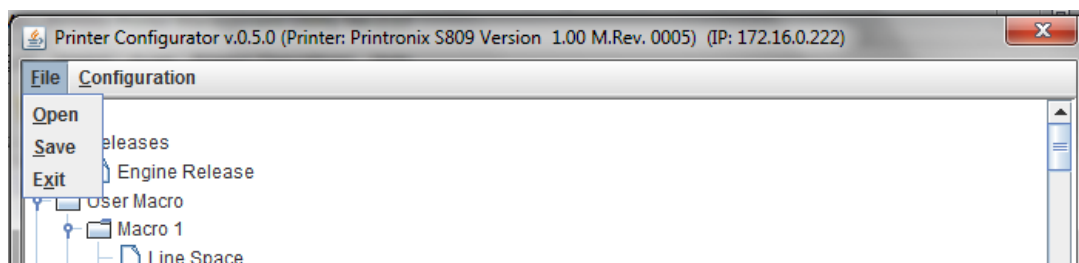
The program shows the progression bar during the download. At the end of the download procedure the printer is restarted with the new settings.

5.2.4 Saving the Configuration File to Disk

Once all the parameters in the configuration tree have been set, the configuration may be saved to disk.

This allows you to have different configuration files with which to update your printers.


1. After having edited the configuration tree, select File in the Printer Configurator Menu.

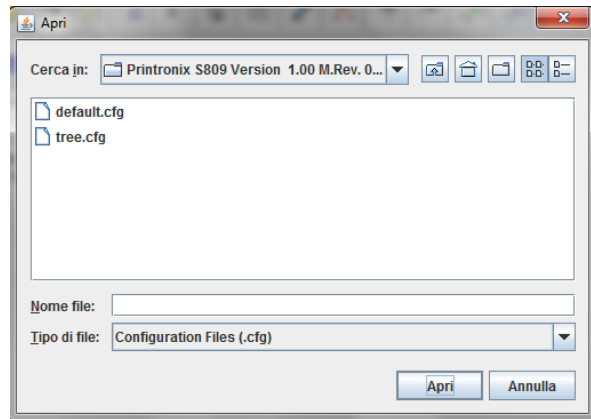
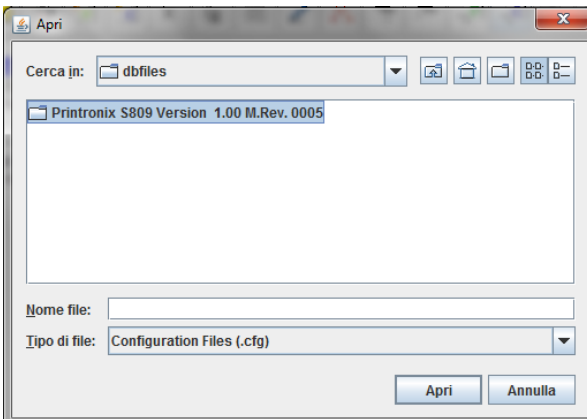
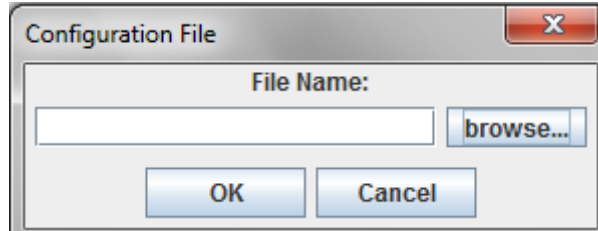


2. Select Save. The RPMU prompts for a file name and folder.
3. Enter a name for the configuration file and press OK.
4. The configuration file is saved to disk. You may load it for editing and/or updating a printer with these settings.

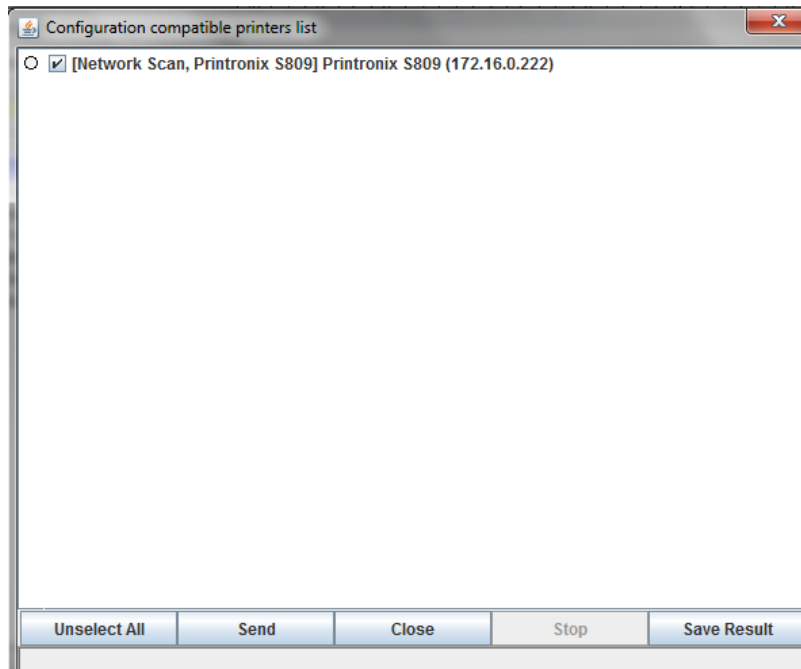
5.2.5 Updating a Printer or a Group of Printers Using an Existing Configuration File

The configuration files on the hard disk of your computer may be used to update the printers in the network, for example, when new printers are installed and should be configured as the other printers in the same group or for reconfiguring all printers of a group. Proceed as follows:

1. In the Main Window of the printer database position the cursor on the folder containing the printers to configure, then press the  button. The program shows the configuration file selection window:
2. Enter the file name, or select the browse... button to select a configuration files:
 Default.cfg
 Tree.cfg



The RPMU shows the list of the devices that are compatible with the selected configuration file.

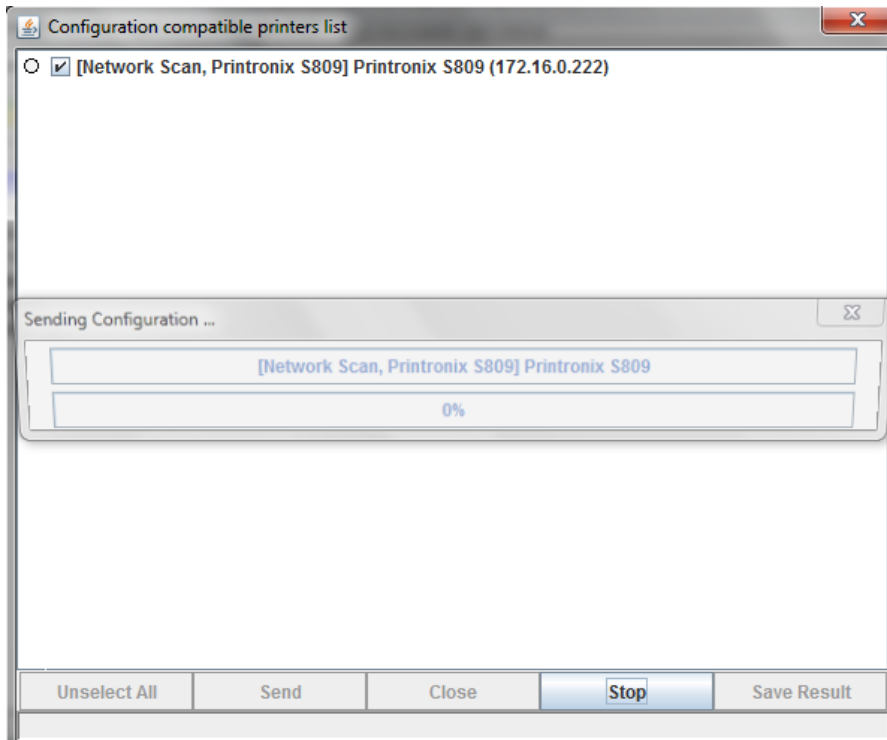


In this mask, you may select or deselect the printers that you want to configure by pressing on check field () beside the printer or pressing on the first lower button:

Unselect All/Select All
 Save Result

Pressing this button, selects or unselects all printers in the list.
 Pressing this button, save in the selected .TXT file the list of the devices compatible shown and with all information.

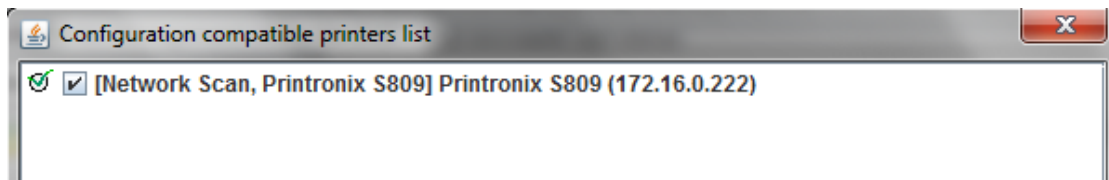
Once the printers are selected, press the Send button. The Configuration File starts to download.



- The first line on the screen indicates the printer that is being configured.
- The second line indicates the parameter that is being updated.

Once the printers have been configured the RPMU shows the result of the download:

- If the download was successful, the printer is checked with a green check sign:



- If an error occurred during the download, the printer is checked with a red cross sign:

When the configuration parameters have been sent to the printer, it is re-initialized to set the new printer configuration.


After a group of printers has been updated, insert the configuration file used for the update into the folder containing the updated printers. See "Inserting a Configuration File into a Folder".

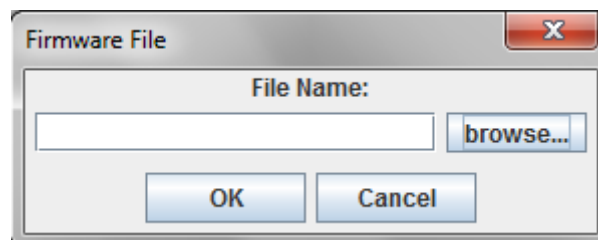
5.2.6 Updating the Printer's Firmware Version

The firmware downloading utility allows you to upgrade either the base board or the LAN card flash content.

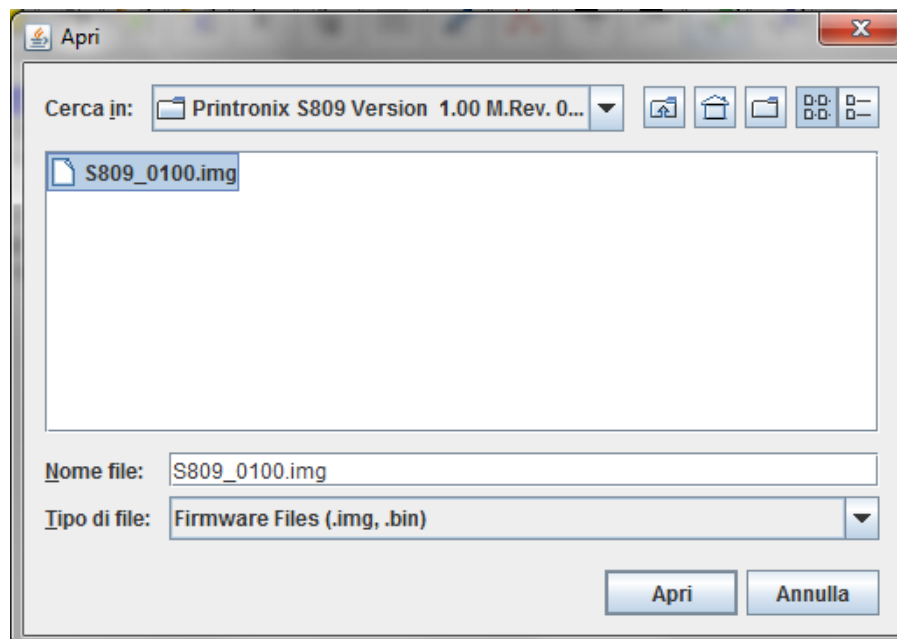
A single download operation can be done on a list of peripherals belonging to the same Folder in the Printer Database.

Proceed as follows:

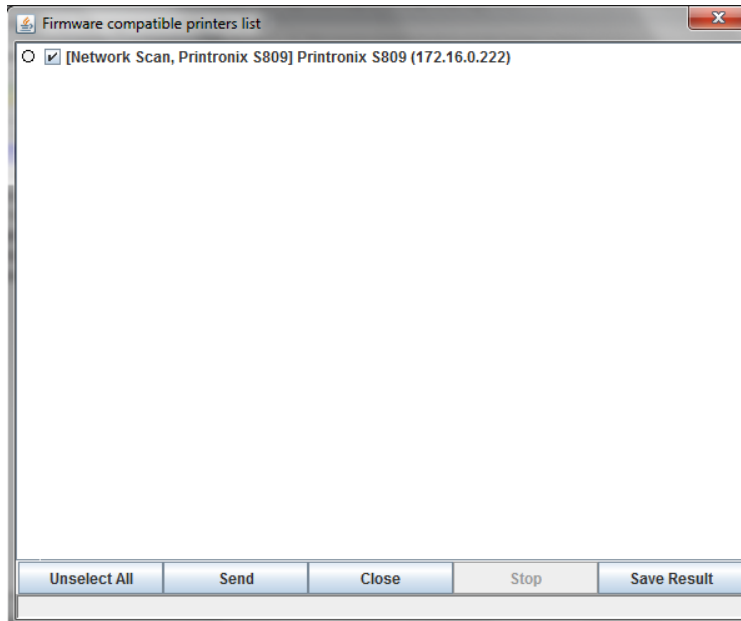
1. In the RPMU Main Window select the folder containing the printers for which you want to update the firmware, and press the  button on the tool bar.
2. The program displays the firmware file selection window:



3. Enter the file name or select the browse... button to select the firmware file.



The RPMU shows the list of printers that are compatible with the selected firmware file.



In this mask, you may select or deselect the printers to which you want to download the firmware file by pressing the check field () beside the printer or pressing on the first lower button:

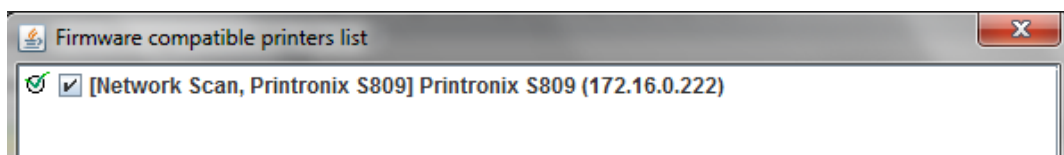
Unselect All/Select All
Save Result

Pressing this button, selects or unselects all printers in the list.
Pressing this button, save in the selected .TXT file the list of the devices compatible shown and with all information.

Press the Send button to start downloading the Firmware Files to the selected printers.

When the printers have been updated the RPMU shows the result of the download:

- If the download was successful, the printer is checked with a green check sign:



- If an error occurred during the download, the printer is checked with a red cross sign:

After firmware downloading the printer is restarted with the new code release.

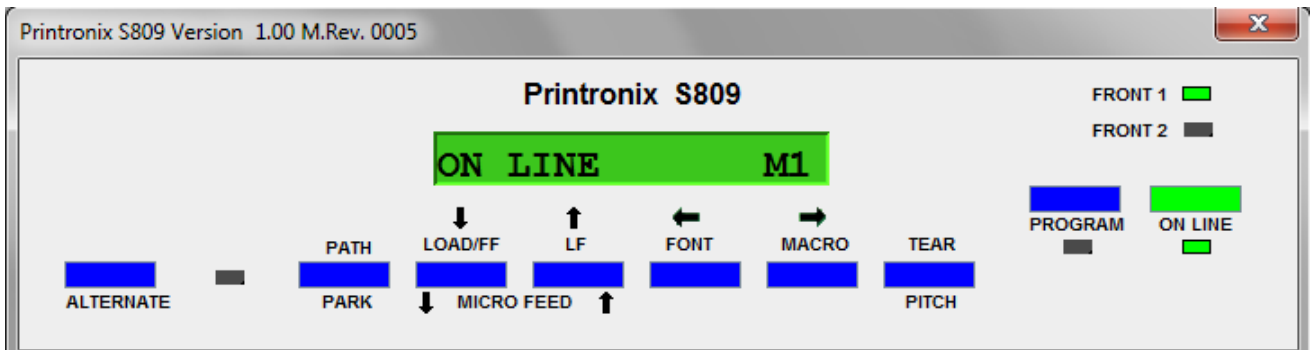
After a group of printers has been updated, insert the configuration file used for the update into the folder containing the updated printers. See "Inserting a Firmware File into a Folder".

5.2.7 Configuring a Printer With the Virtual Operator Panel

For Printronix Printers, you can call up the corresponding virtual operator panel with all the keys, leds, and the display.


You can then perform all printer operator panel functions on your computer in the same way as if you were in front of the printer. Click on the operator panel keys with your mouse.

The following shows the virtual operator panel of the S809 printer.



For more details on the operator panel functions, please see the user manual of the printer.


To call up the virtual operator panel:

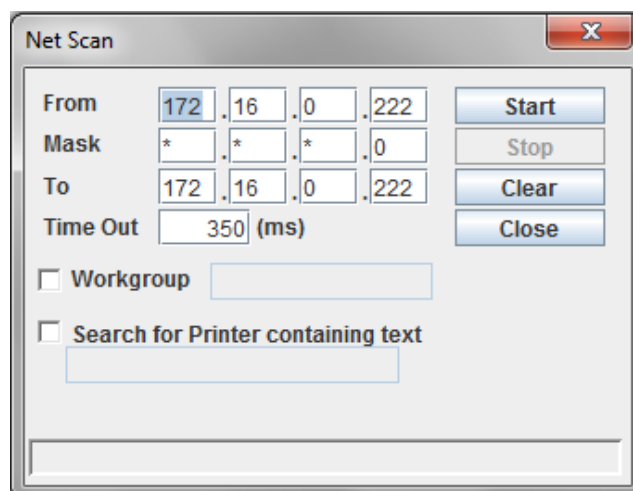
1. Select the printer for which you want to see the virtual operator panel.
 - a. Press the  button on the tool bar or via the "Operator Panel" into the menu "Printer Operation".
2. The corresponding operator panel appears on the screen.

For more details on the operator panel functions, please see the user manual of the corresponding printer.

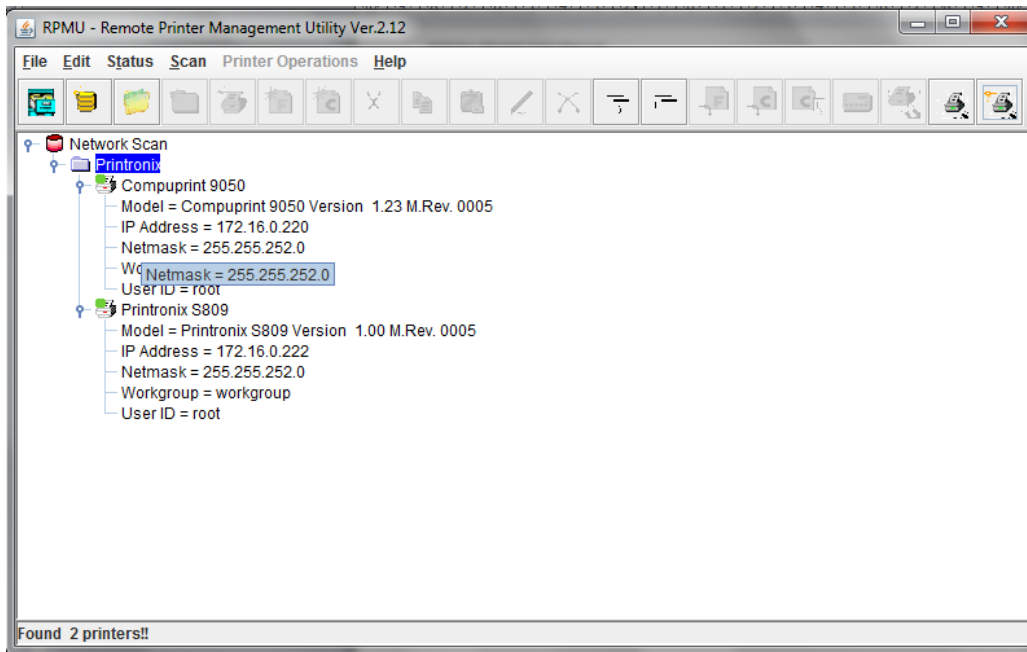
5.2.8 Updating the Printer's List in the Database

When printers are connected to or removed from the network, you can update the structure by performing an update net scan. During the device discovery procedure the RPMU maps Printronix Printers for complete management getting the proprietary MIB objects supported. Third-party vendor devices are mapped for basic status reporting.

The update automatic device discovery is started by pressing the  button on the RPMU's tool bar. After The name of the Database, the following mask is displayed:



The From and To IP-addresses define the start and stop addresses of the range in which the connected printers are checked. Mask defines the Netmask for the search procedure. The value set for Time out defines the time the program waits for a reply of a device connected to each IP- address. After the time has passed, if no printer is detected, the program goes to the next IP address within the range. Setting of the Time-Out is useful when performing a device discovery procedure on large networks. The value set for Workgroup in textbox defines the workgroup name of printers to be searched. The value set for "Search for Printer containing text" defines the text to be searched into the printer name. Once the printers connected to the network have been discovered and identified with their IP- address, they may be grouped in a logical way so that the user can access them quickly and easily.



Discoveries are started only selecting the corresponding button on the RPMU tool bar.
No means for automatically detecting new devices are provided.

The printers found may be organized as described before in this manual.

Appendix A

Software Installation and Documentation

The RPMU software can be downloaded from our website at www.Printronix.com

- Remote Printer Management Utility installation files
- Auto Installation for Microsoft environment
- Java Run Time Environment version 6
- Installation shell script for Unix and Linux environments
- User Guide in PDF format
- Software license agreement

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Appendix B

Customer Support

Printronix Customer Support Center

IMPORTANT Please have the following information available prior to calling the Printronix Customer Support Center:

- Model number
- Serial number (located on the back of the printer)
- Installed options (i.e., interface and host type if applicable to the problem)
- Configuration printout:
Press **PRT CONFIG** on the control panel, then press **ENTER**.
- Is the problem with a new install or an existing printer?
- Description of the problem (be specific)
- Good and bad samples that clearly show the problem (faxing or emailing these samples may be required)

Americas	(714) 368-2686
Europe, Middle East, and Africa	(31) 24 6489 311
Asia Pacific	(65) 6548 4114
China	(86) 800-999-6836

<http://www.primtronix.com/support.aspx>

Printronix Supplies Department

Contact the Printronix Supplies Department for genuine Printronix supplies.

Americas	(800) 733-1900
Europe, Middle East, and Africa	(33) 1 46 25 19 07
Asia Pacific	(65) 6548 4100
China	(86) 400-886-5598

<http://www.primtronix.com/supplies-parts.aspx>

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