PRINTRONIX®

Printronix Printer Manager

Administrative Package

User's Manual

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1 *Overview*

The Printronix Printer Manager Software

The Printronix® printer manager utility is a versatile and dynamic program. It allows you to organize all of the printers in your office remotely in a single database, download software and printer settings from a host computer with a single mouse click, and use a virtual operator's panel to configure printers in the same room or on the other side of the world.

Requirements

Running the Printronix printer manager software requires:

- a Printronix line matrix, thermal, or LVX based laser printer
- a host computer running Microsoft® Windows 95®, Windows 98®, Windows NT®,Unix®, Linux, or Solaris®

Before installing the software, the printer must be attached to the host system via a PrintNet™ (Ethernet™) interface. Refer to your printer *User's Manual* for information on connecting interfaces.

To install and edit the database, it is not necessary to have printers connected. When starting a session with a printer, the printer must be connected and turned on.

Installing the Printer Manager

The printer manager is available from the Printronix' website: `www.printronix.com`. Follow the on-screen instructions for downloading and installing the software.

For Windows 95/98/NT users: When the program finishes installing, you will get a message stating that the program was added to your Start menu.

Printer Setup

Your printer uses the diagnostic port to communicate with the printer manager. The diagnostic port must be configured to interact with the Ethernet interface. Follow the instructions below for your specific printer model to check the diagnostic port setting.

P5000 series of Line Matrix Printers, LVX (L5535, L5520, L1524) Laser Printers and T4000 Thermal Printers

1. On the printer control panel, press the ONLINE key to take the printer off line (the PAUSE key for T4000 printers).
2. Press the UP (↑) and DOWN (↓) keys at the same time to unlock the ENTER key.
3. Enter the Factory Menu by pressing the ↓, ↑, ← and → keys at the same time.
4. Press Next (→) until the PRINTER MGMT menu appears.
5. The Press the ↓ key until the “Diagnostic Port” option displays.
6. Press ↓ again to see the current selection. (If the “Debug Ethernet” option is already marked with an asterisk (*), there is no action needed. Skip to step 8.)
7. Press the → key until the “Debug Ethernet” option appears. Press ENTER to select this option.
8. Press the UP (↑) and DOWN (↓) keys at the same time to lock the ENTER key.
9. Press the ONLINE key to put the printer back on line (the PAUSE key for T4000 printers).

T5000 Series Thermal Printers

1. On the printer control panel, press the PAUSE key to take the printer offline.
2. Press the DOWN (↓) and ENTER (↵) keys at the same time to unlock the ENTER key.
3. Enter the Factory Menu by pressing the **+**, **-**, ↓, and ↑ keys at the same time.
4. Press Down (↓) to get into the Diagnostic Port menu.
5. Press the **+** key until the “Debug Ethernet” option displays. Press ENTER (↵) to select this option.
6. Press the DOWN (↓) and ENTER (↵) keys at the same time to lock the ENTER key.
7. Press the PAUSE key twice to put the printer back on line.

Set Password

See page 30 to learn how to set passwords.

If the password is unknown you must clear it first. Do this by going into the Factory Menu, then into the Diagnostic Port menu. Move forward until you reach “Clear Password.” Unlock the keyboard, then press “Enter” to clear both passwords.

Under the Security Tab in Printer Properties, delete any passwords that already exist. Now you may set the new passwords as mentioned above.

Check Port Number

Make sure your printer port number has the same setting as PrintNet. See page 13.

Getting Started

This section provides a short tutorial on how to set up and access a printer using the printer manager utility.

1. This tutorial assumes the host computer running the printer manager utility and the printer you want to access are connected by a network. You must know the printer's IP Address and Port Number.
2. From your operating system, open the printer manager. A brief splash screen appears, then the main screen of the Printer Database, as shown in Figure 1.

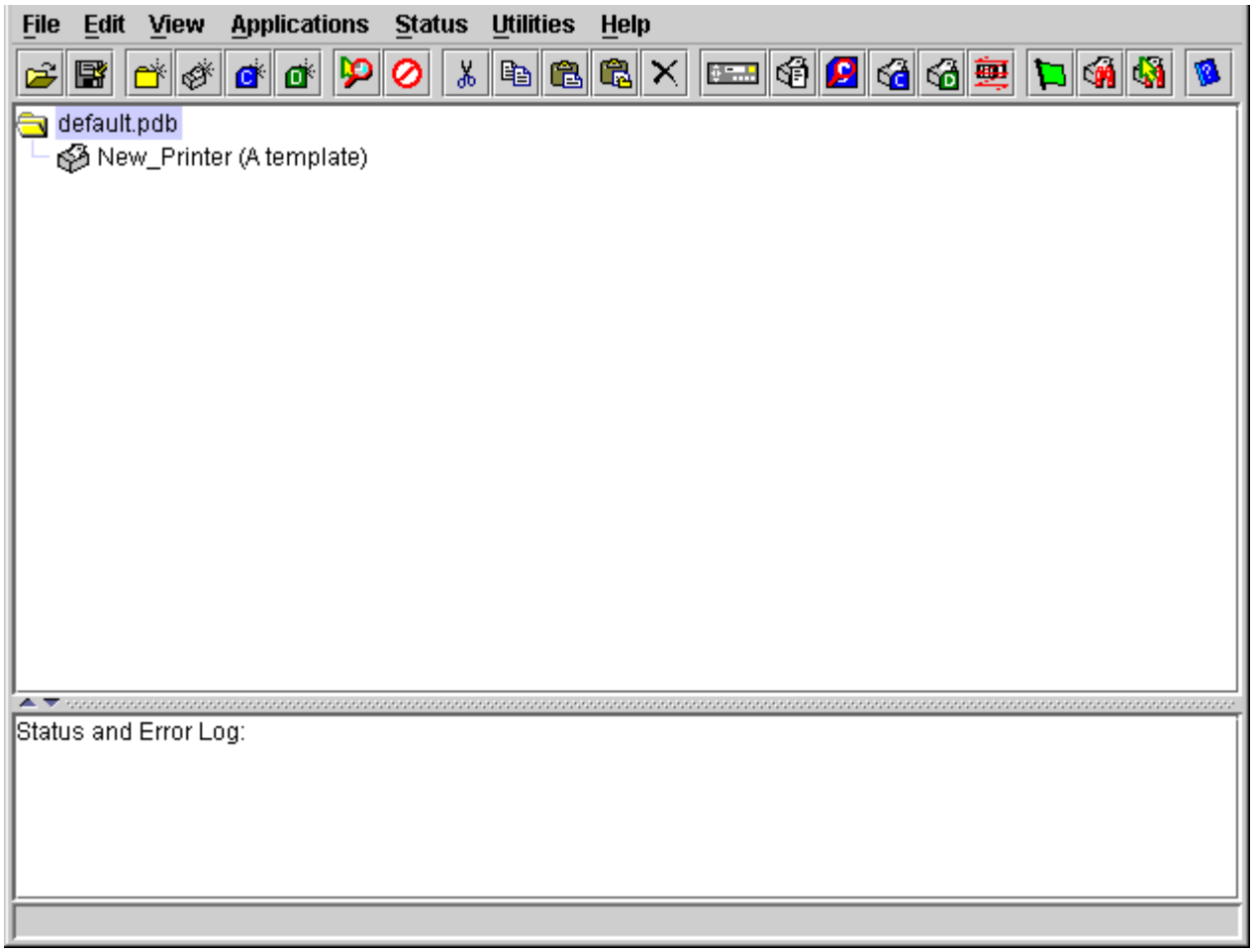


Figure 1. Printer Database Main Window

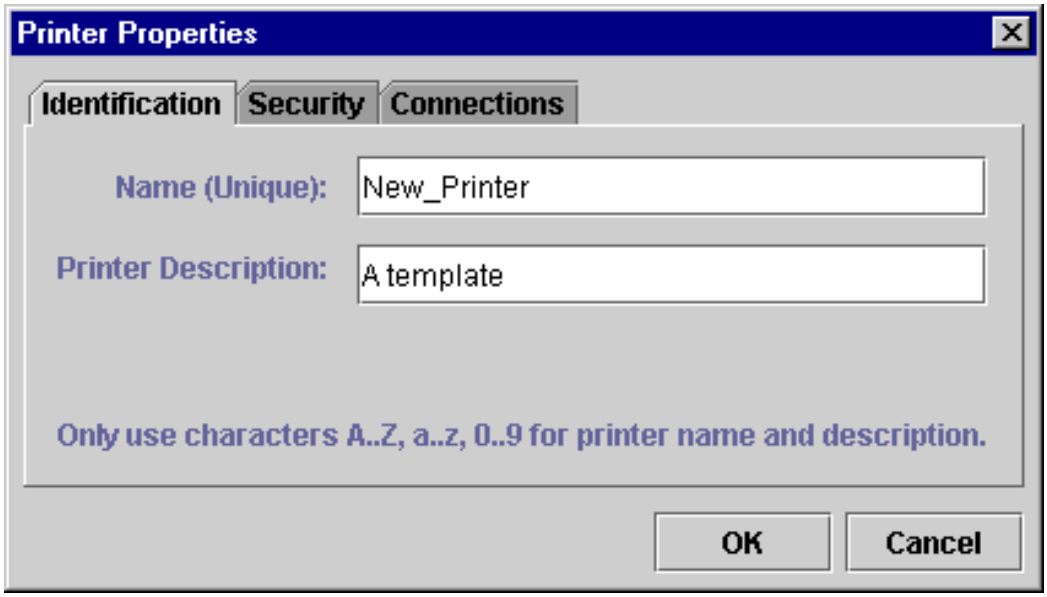


Figure 2. . Printer Properties (Identification)

3. Double-click on the “New_Printer (A template)” icon. The Printer Properties window appears, as shown in Figure 2..
4. Assign a name to your printer. Click inside the Name(Unique) box and delete the words “New_Printer”. Type in “Tutorial”.
5. Assign a description to this printer. Click inside the Printer Description box and delete the words “A template”. Type in “My First Connection”.

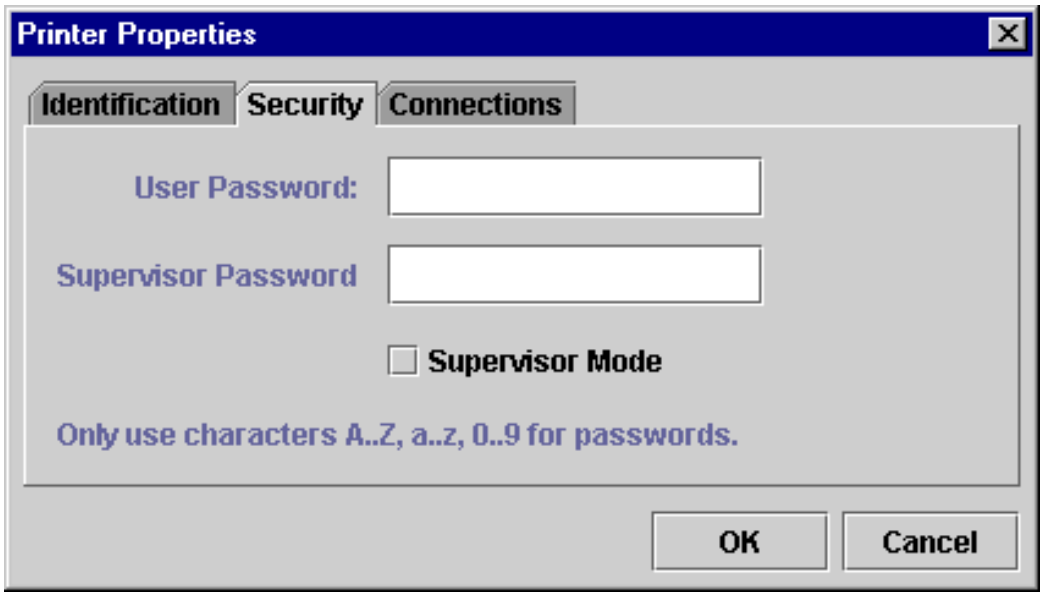


Figure 3. . Printer Properties (Security)

6. Click on the tab at the top of the window that reads, “Security.” The Printer Properties window changes to the Security screen. See Figure 3.

7. If this is the first time the printer manager is being used, it is likely that no passwords have been assigned to this printer. If you are unsure, contact your system administrator.

   - If no password is assigned, leave both password boxes empty.
   - If a User password is necessary to access this printer, input the password in the User Password box.
   - If a Supervisor password is necessary to access this printer, input the password in the Supervisor Password box, and check the box next to Supervisor Mode.

   In either case, an asterisk (*) character will appear in the box after each letter you type to preserve the password’s secrecy.

   For more details on setting up and changing passwords, see page 30.

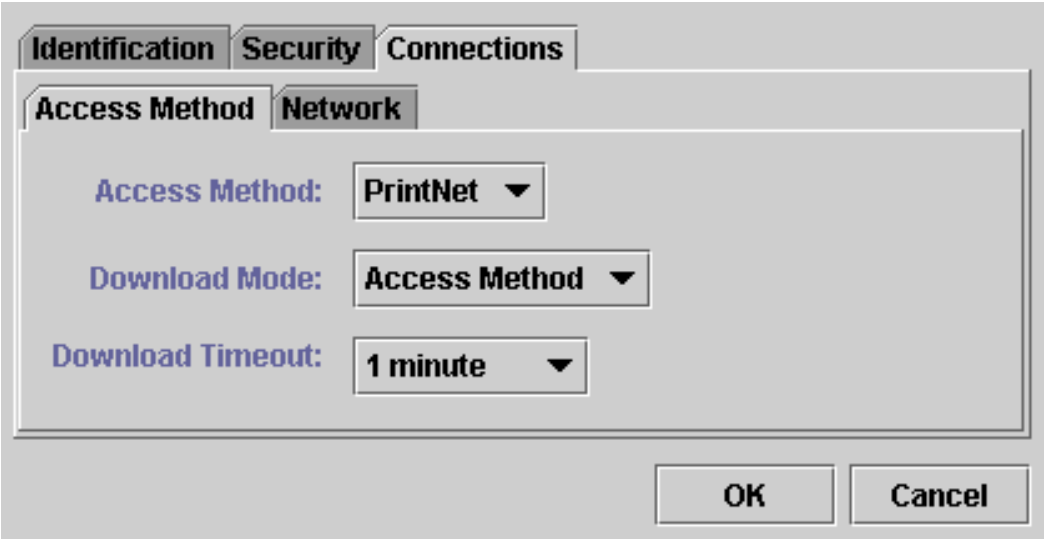


Figure 4. . Printer Properties (Connections)

8. Click on the tab at the top of the window that reads, “Connections.” The Printer Properties window changes to the Connections screen. See Figure 4.
9. The Connections screen contains two additional tabs, “Access Method” and “Network”. The Access Method you choose tells the printer manager how the host computer will communicate with the printer. For the Administration Package of the printer manager, “PrintNet” is the only Access Method available.
10. Ignore the Download Mode and Download Timeout pull-down menus for now.

.

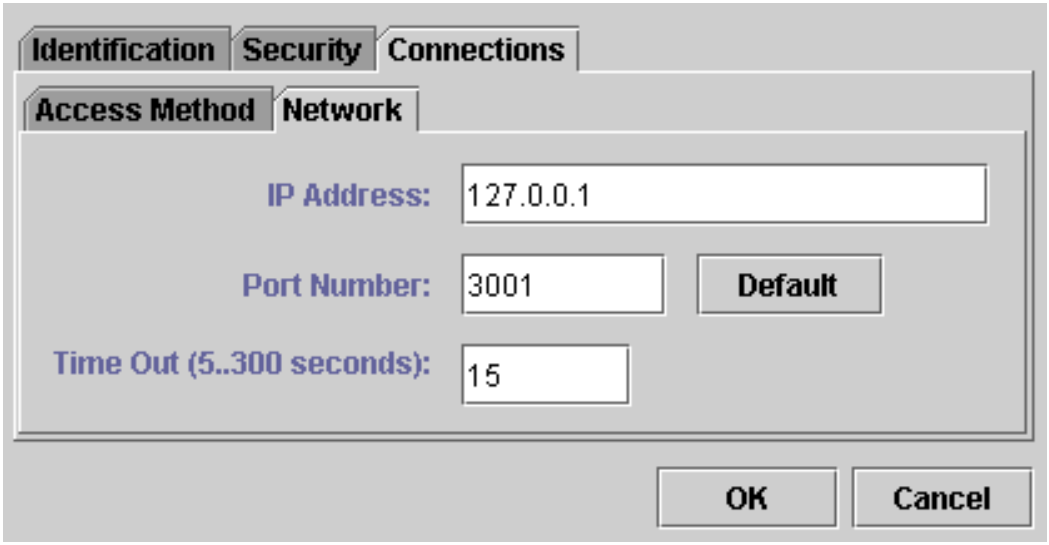


Figure 5. . Network Options

11. Click on the Network tab at the top of the Printer Properties window. See Figure 5.
12. Click in the IP Address box. Input the IP Address of the printer you want to access. Follow the format shown in Figure 5.
13. Click in the Port Number box. This must be set to the same port as the printer.
14. Leave the Port Number box set at 3001.
15. Leave the Time Out box set at 15 seconds.

16. Click **OK**. This closes the Printer Properties window and returns you to the Printer Database main screen. Your printer is now set up in the printer manager database.

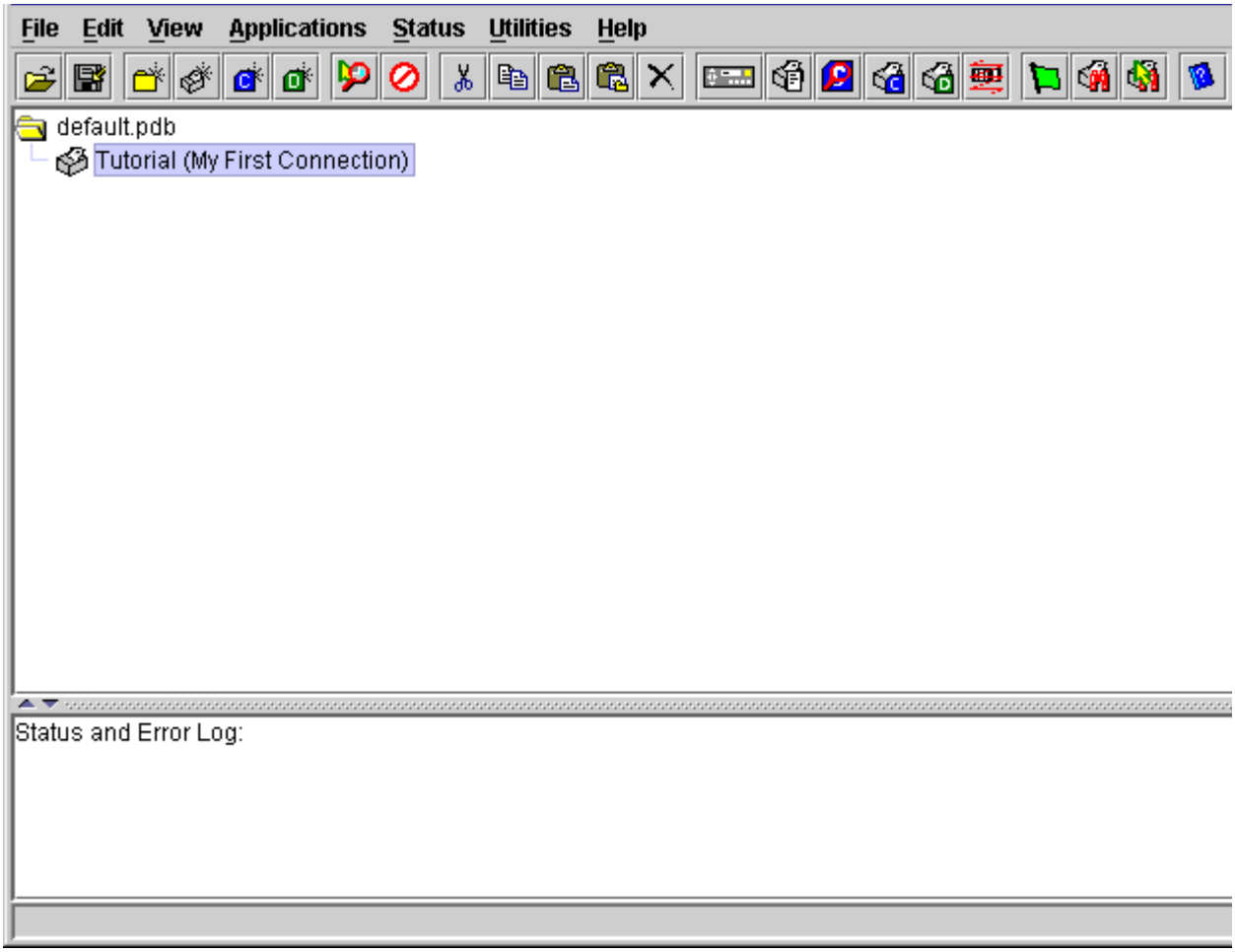


Figure 6. Printer Database Main Window

17. You can try to access the printer's virtual operator panel as a test to see if the information you input is accurate. Follow this procedure:

    a. The "Tutorial (My First Connection)" icon should be highlighted in blue, as shown in Figure 6. If it is not highlighted, click on the icon once to select it.

    b. From the menu bar at the top of the window, click on **Applications.**

    c. From the pull-down menu, click on **Operator Panel.** If the setup procedure was successful, the printer's virtual operator panel should appear (see page 49). Otherwise, an error message will appear in the Status and Error Log. In the event of an error message, check your password to make sure it is correct. If the error continues, contact your system administrator.

2 *Printer Database*

Overview

When you start the printer manager, the first screen which appears is the Printer Database window. The Printer Database is the tool used to organize and control printers, configuration files, and download files. Figure 7 displays how the database looks when you begin the printer manager for the first time.

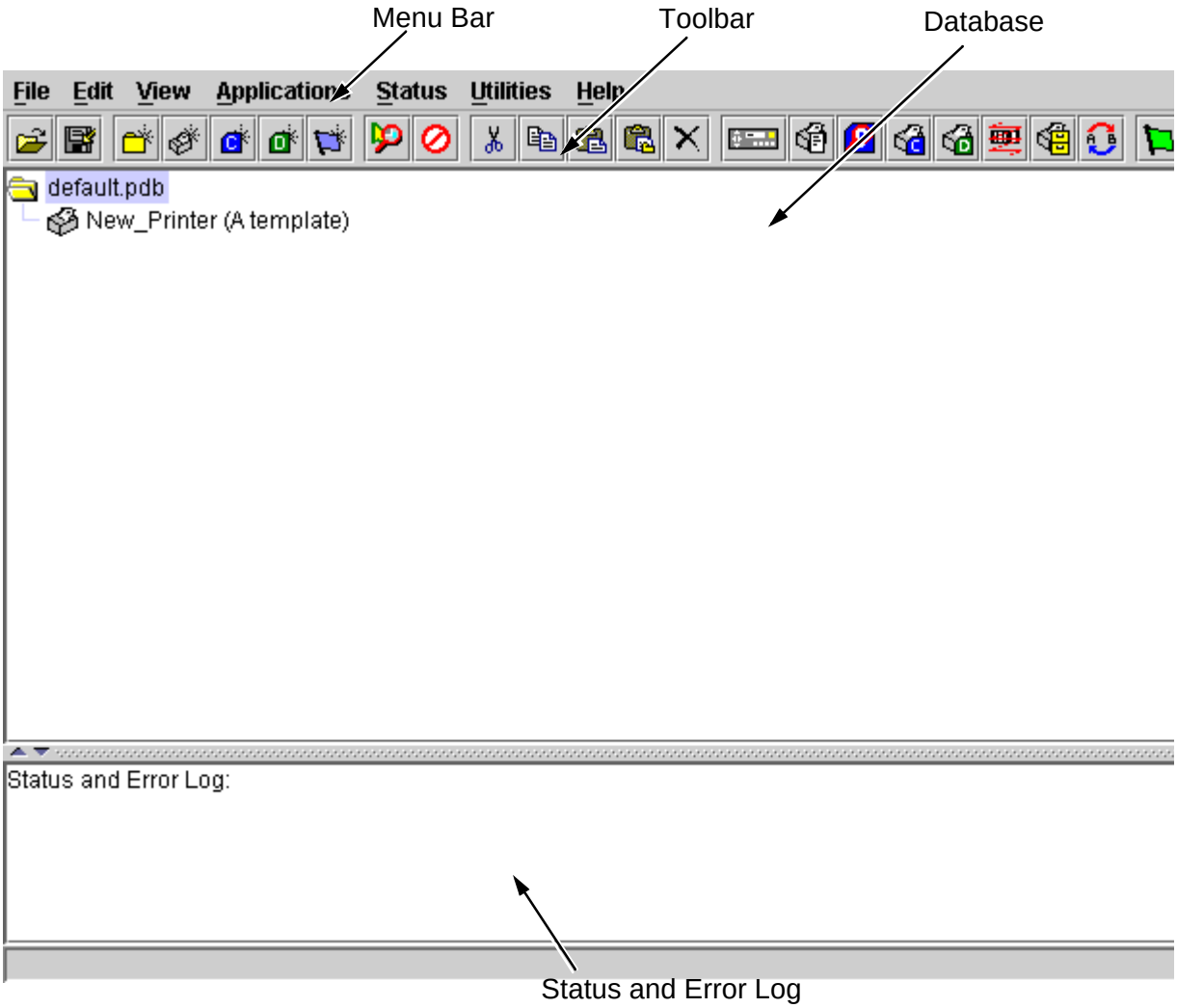


Figure 7. Printer Database Main Window

The Menu Bar contains all the menus which are used to control the functions of the program. The menus will be described in detail later in this chapter.

The Toolbar contains iconized shortcuts of the most commonly used menu functions. See page 33 for descriptions of the Toolbar icons.

The Database is the heart of the program, where you will access and control all of your printers in a tree format. The first line of the database tree displays the database file name. In Figure 7, the file name for this database is `default.pdb`. From there, your database tree will branch out to include printers, folders, configuration files and download files, which may be organized in groups; with a single mouse click, a file can be downloaded to several printers at once. In addition, you may use as many databases with the printer manager as you wish; databases can be saved as `.pdb` files on your local hard drive. Only one printer database may be opened at a time.

The Status and Error Log will scroll status and error messages as you work through the program. If the printer manager is not functioning properly, be sure to look at this window for any error messages which may appear. Use the scroll bar on the side of this window to reference previous status and error messages. The status and error messages relate to the current printer manager session, not to the specific database. When you close the printer manager, these messages will not be saved.

The Menu Bar

The Printer Database menu bar is located at the top of the main window (see page 15). Use the menu bar to access all the functions of the printer manager.

The following are descriptions of each of the options located in the menu bar.

File

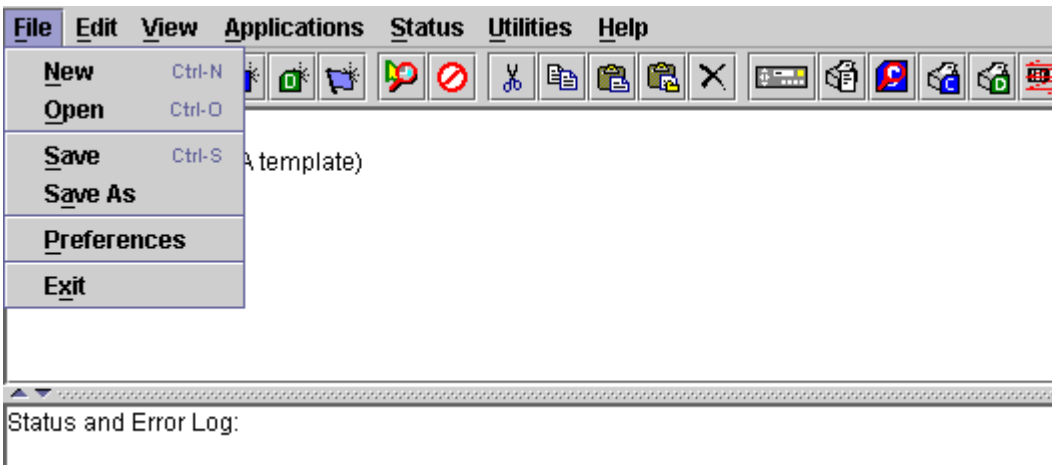


Figure 8. File Menu

New — Creates a new database file. The printer manager only allows one database file to be open at a time. The printer manager will ask if you want to save your changes to the current database before creating a new one.

Open — Opens a database file. The printer manager only allows one database file to be open at a time. The printer manager will ask if you want to save your changes to the current database before opening a different one.

Save — Saves the active database file under its current name.

Save As — Prompts the user to enter a name for the current database file before saving. Use Save As if you do not wish to overwrite the current database file.

Preferences — Opens the Preferences dialog box. (See Figure 9.)

Exit — Exits the printer manager.

Figure 9. Preferences (Printer Database tab)

The Preferences dialog box has two tabs; Printer Database and Configuration Editor.

The **Printer Database** tab controls database features.

Database File Name — Enter the name of the default database file. This is the database file the printer manager opens when the program starts. To select a new default database file, type it into the Database File Name box, or click on “Browse” to find a file on your network.

Show message when a printer is not protected. — Check this box to enable a warning message which informs the user when a selected printer does not have an assigned password.

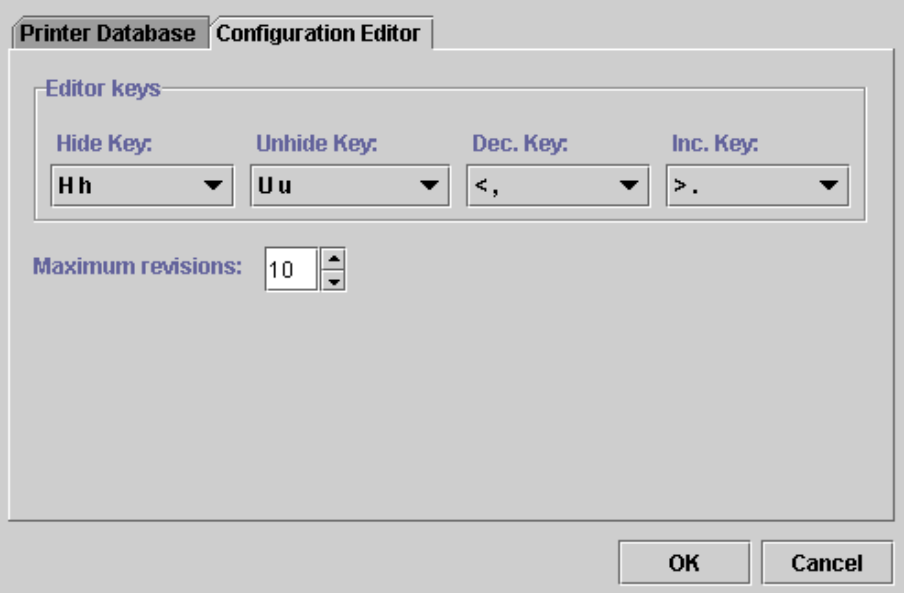


Figure 10. Preferences (Configuration Editor tab)

The **Configuration Editor** tab controls features of the Configuration Editor utility.

Hide Key/Unhide Key: Assigns which keys will hide and unhide menu items in the Configuration Editor menu tree (see page 63). The default for Hide is “H h”. The default for Unhide is “U u”.

Dec./Inc. Key: Assigns which keys will decrement and increment menu items in the Configuration Editor menu tree (see page 60). The default for decrement is “< ,”. The default for increment is “> .”.

Maximum Revisions: Set the maximum allowed number of reverted Configuration Editor sessions to be saved by the printer manager. For detailed information on the Revert feature, see page 65. The Max Revs. setting ranges from 1-20. The default setting is 10.

The Edit Menu

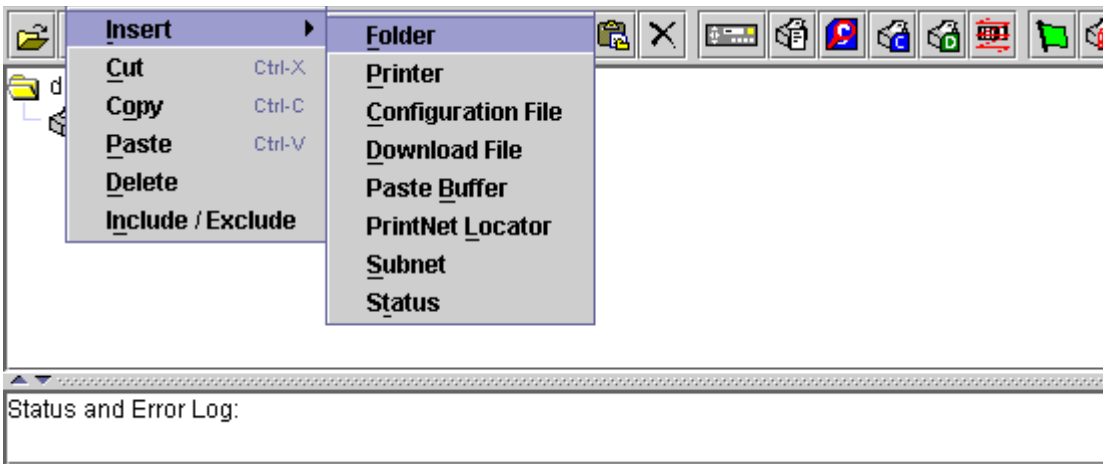


Figure 11. The Edit Menu

Use the **Edit** option on menu bar to build your database. The options in the **Edit Menu** are described below.

Insert

Adds a folder, printer, configuration file, or download file, or status line into your database. An existing database item must be selected in order for a folder, printer, or file to be created. You may also paste the contents of the paste buffer (the last item which was copied or cut) into the database. The new icon will be placed one level below the selected database item. If there are already items below the selected database item, the new item will be placed at the end of the line.

The **Insert** menu is also used to create a PrintNet Locator folder or a Subnet mask. For more information on these utilities, see “Locating Printers on a Network” on page 41.

Inserting an item involves a three-step process:

1. Select a database item. The new icon will be created below the item you select.
2. Define which type of icon you wish to add by clicking **Edit** → **Insert** → and then selecting the item you are adding. This creates the new icon on the database.
3. Define what printer, folder or file this icon will represent.
   a. To define a printer, see “Defining Printer Properties” on page 36.

b. To define a folder, double-click on the “New Folder” icon you created in step 2. A dialog box will open. Type the name you want to give this folder and click **OK**.

c. To define a configuration or download file, double-click on the “New Config File” or “New Download File” icon you created in step 2. A File dialog box will open. Find the appropriate configuration or download file, select it, and click **Open.** The database will display the name of the configuration or download file, as well as the file path.

d. Hilight a printer and go to **Edit** → **Insert** → **Status** and insert the Status flag below the printer. With this inserted, pressing the On Demand Status button will display what is seen on the printer front panel and show a colored flag indicating the printer status. Red means the printer is offline or unable to print. Yellow warns of a non-critical alert. Green means the printer is ready to print.

NOTE: You must insert a Status flag below each individual printer you wish to monitor.

Cut

Removes a selected folder, printer or file from the database and copies it to the paste buffer.

Copy

Copies a selected folder, printer or file from the database to the paste buffer, leaving the original intact.

NOTE: The printer manager will cut or copy only one database item at a time. If multiple database items are selected using the SHIFT key and then cut or copied, only the first selected database item will be copied to the paste buffer.

Paste

Places all items in the paste buffer back on the database tree. A database item must be selected in order to paste. The pasted item will be placed on the same level as the selected database item.

NOTE: If you use the **Edit** → **Paste** option, the pasted item will be placed on the *same level* as the selected database item. If you use the **Edit** → **Insert** → **Paste Buffer** option, the pasted item will be placed *one level below* the selected database item. Please note the difference.

Delete

Permanently removes a selected folder, printer or file from the database.

Include/Exclude

Places a selected folder, printer or file in an inactive state. Inactive database items are not affected by actions performed under the Applications menu, Status menu, or Utilities menu. Inactive database items will display a red circle with a slash through it on top of the item's icon.

To reactivate a database item, select the inactive item and click **Edit** → **Include/Exclude**.

View

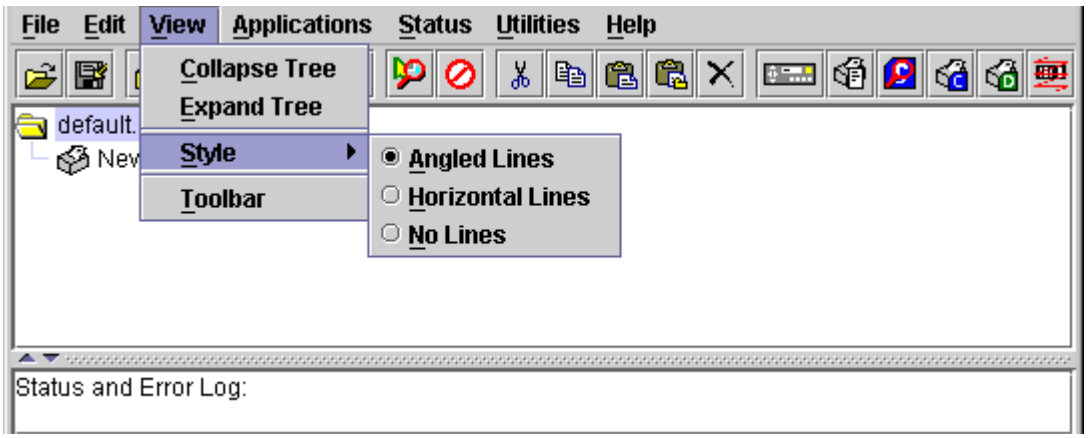


Figure 12. The View Menu

Collapse Tree

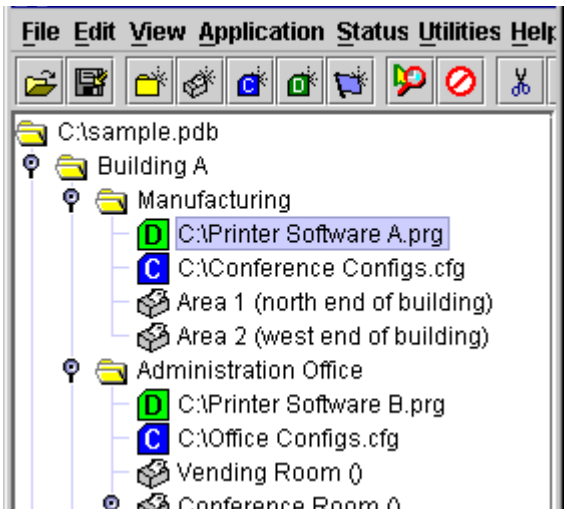
Collapses all folders on the database menu tree. Only folders are seen.

Expand Tree

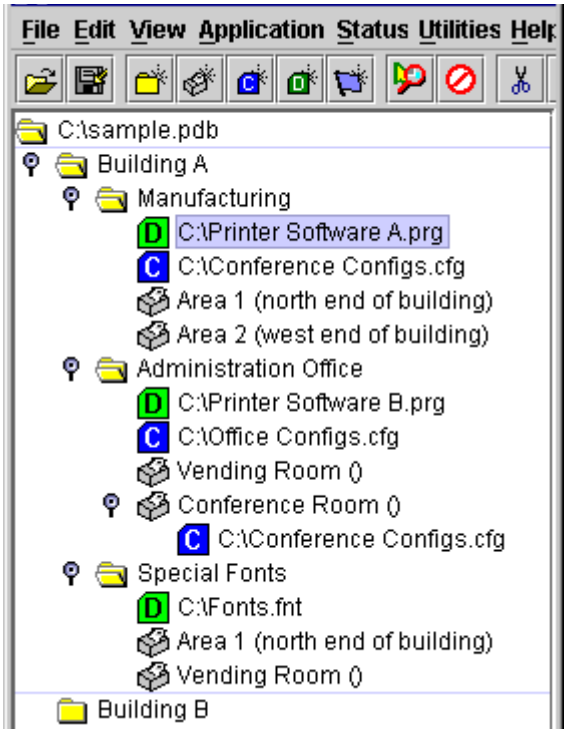
Expands all folders and printers on the database menu tree. All folders, printers, printer configuration files, and download files are seen.

Style

Angled Lines - Shows the links between database items using angled lines.



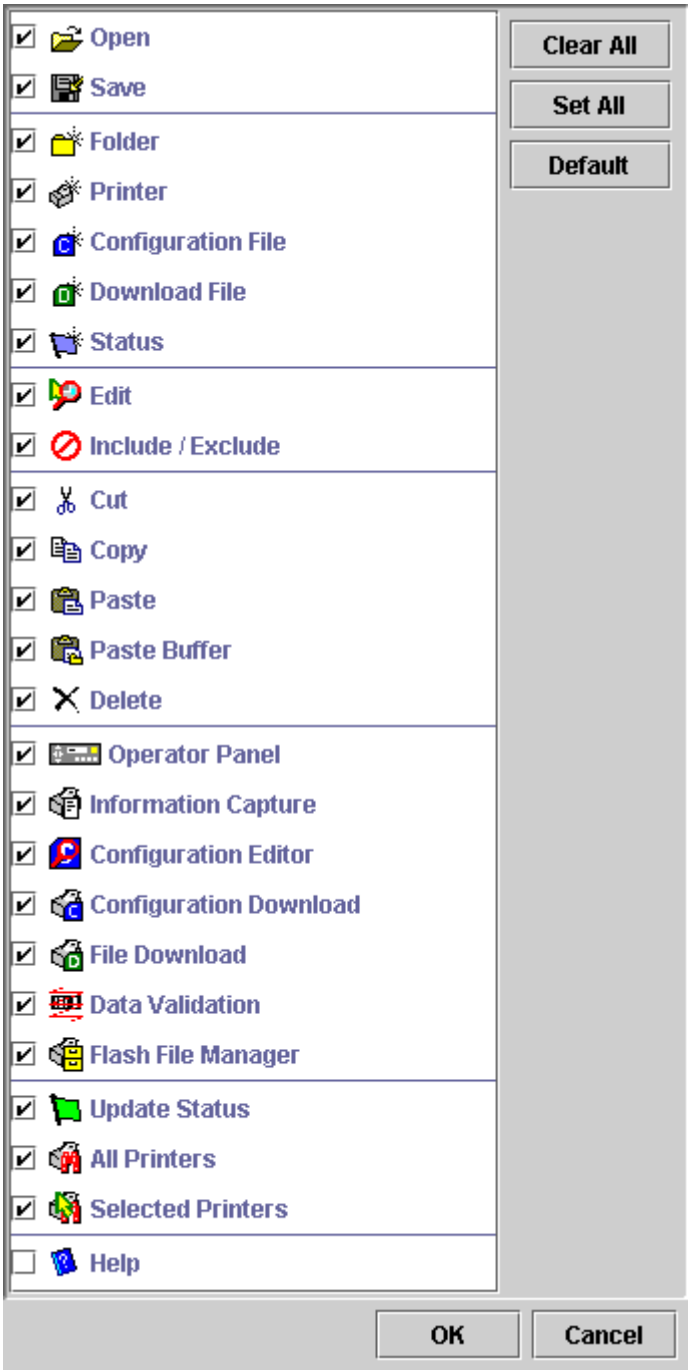
Horizontal Lines - shows the links between folders using horizontal lines.



No Lines - Does not show links between database items.

Toolbar

Allows the user to select which icons will be displayed on the toolbar.



Applications

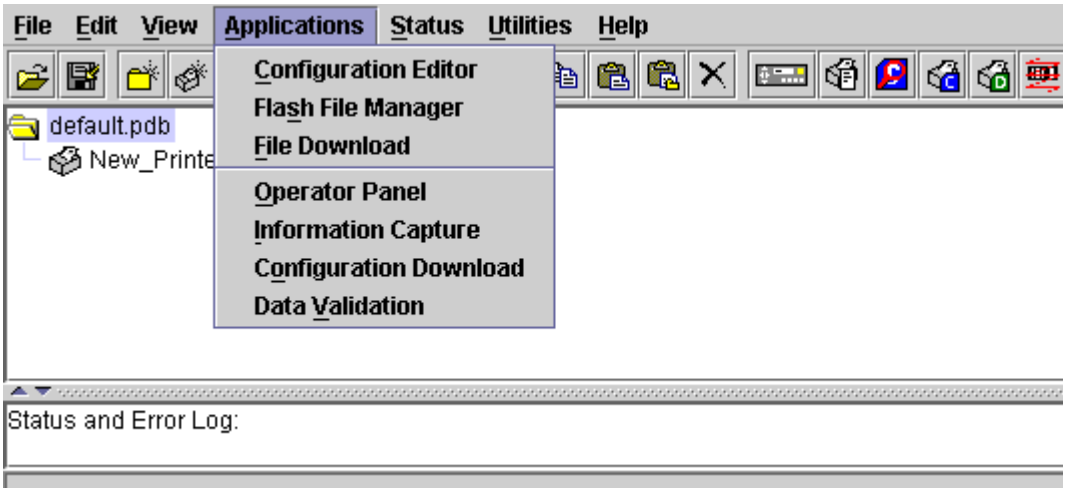


Figure 13. The Application Menu

For a detailed explanation of the **Applications** menu options, find the menu option you are looking for in Table 1 and go to the referring page.

Any Applications below File Download (as indicated by the line) will connect the printer when executed.

Table 1. Applications Menu options

Menu Option	Page #
Configuration Editor	page 58
Flash File Manager	page 69
File Download	page 43
Operator Panel	page 49
Information Capture	page 56
Configuration Download	page 43
Data Validation	page 66

Status

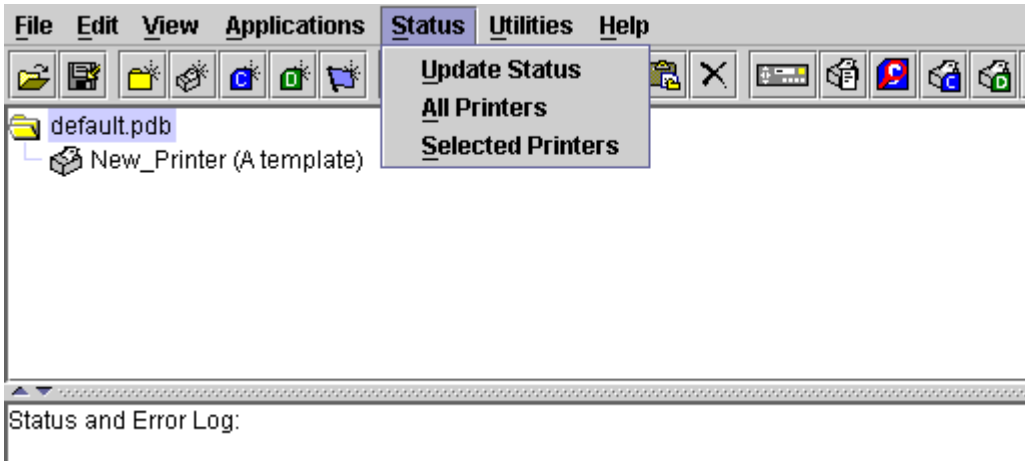


Figure 14. The Status Menu

Update Status

A printer using the Update Status feature is shown in Figure 15

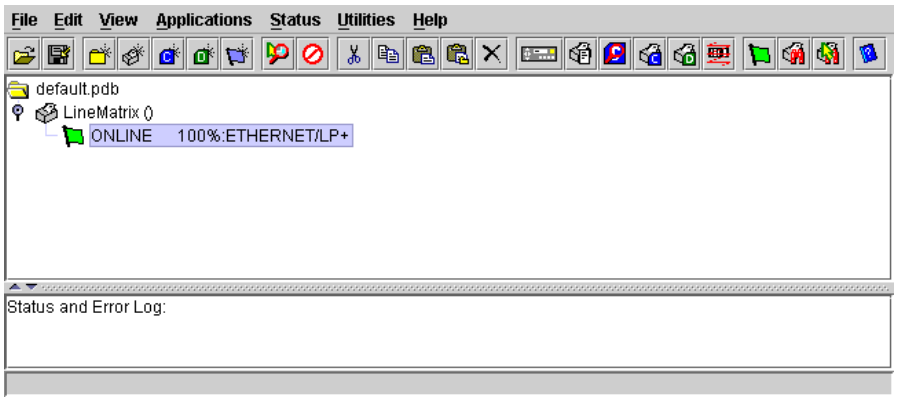


Figure 15Update Status

Update Status shows the condition of the printer at the time the status is checked. To view the printer status a status flag must be inserted below the printer. To do this:

1. Click on the printer icon that will be monitored.
2. Go to **Edit** → **Insert** → **Status** or click on the blue flag icon:

3. To do an Update Status, go to **Status** → **Update Status**, or click on the green flag icon:

When the printer status is updated, one of three flags appears;

- A red flag indicates the printer is not functioning properly and is unable to print
- A yellow flag indicates a warning, but the printer will still print
- A green flag indicates the printer is functioning properly and is able to print

The message displayed to the right of the status flag is identical to the message displayed on the front panel of the printer.

View Printer Status

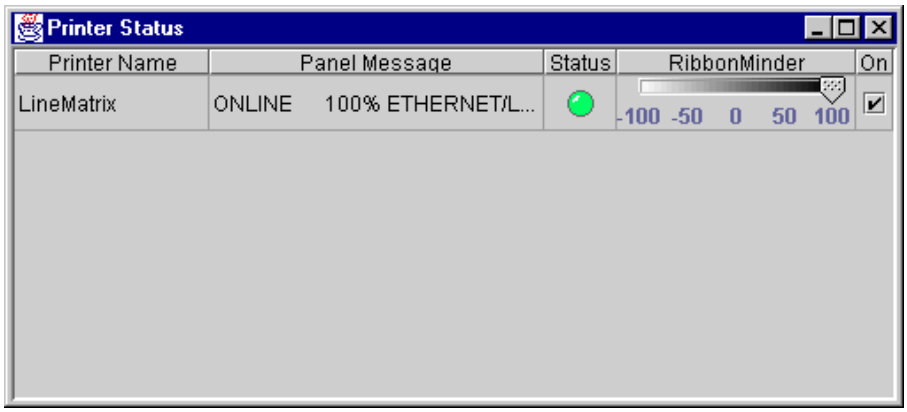


Figure 16. Line Matrix Printer Status Window

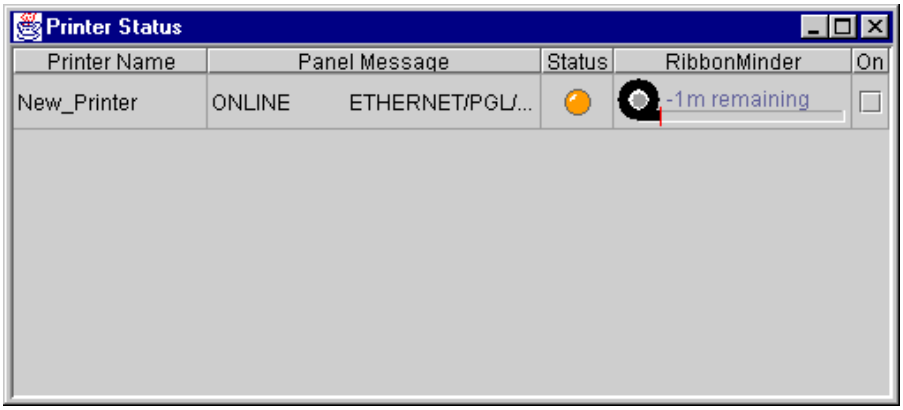


Figure 17. Thermal Prnter Status Window

Selecting **All Printers** or **Selected Printers** in the **Status** menu brings up the Status window shown in Figure 16 The Status window displays the current status of the printer(s) you choose. Clicking **Status** → **Selected Printers** displays the printers currently selected in the Printer Database menu tree. Clicking **Status** → **All Printers** displays the status of all printers in the Printer Database menu tree.

Printers marked as inactive will not appear in the Status window.

RibbonMinder shows you when a ribbon should be changed by monitoring ribbon consumption and alerting you when the print quality falls below a level you designate. For more information about RibbonMinder, see your printer *User's Manual*.

RibbonMinder is not available for laser printers.

Utilities

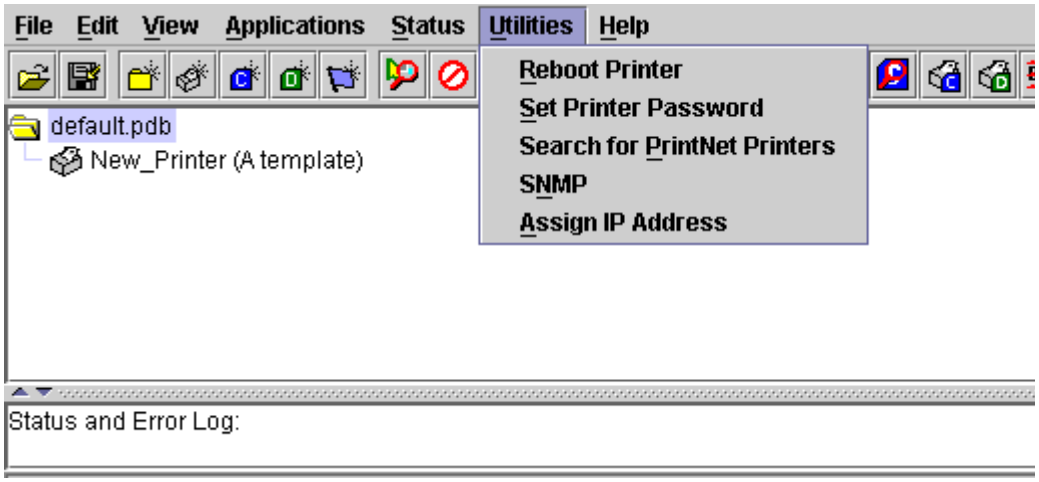


Figure 18. The Utilities Menu

Reboot Printer — Reboots the selected printer.

Set Printer Password

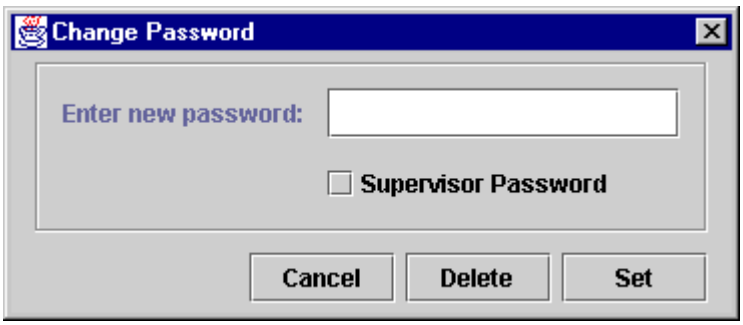
The supervisor password must match the Printer Properties (see page 38) before the program will allow any passwords to be changed.

To set the printer password:

1. Enter in the User Password and Supervisor Password under the Security tab.
2. Click on “Supervisor Mode” to activiate it.
3. Click “OK.”

To change the printer password:

1. Go to Utilities > Set Printer Password



2. To enter in a new Supervisor password, enter the password and check “Supervisor Password.” Then press “Set.”
3. Go back to the Security Tab under Printer Properties and change the Supervisor Password to match the new password.
4. To enter in a new User password, enter the password and do not check “Supervisor Password.” Then press “Set.”

Search for PrintNet Printers — Searches the network for printers currently connected with the PrintNet Ethernet interface. See “Locating Printers on a Network” on page 41 for a detailed description of this utility.

SNMP (Simple Network Management Protocol) — This SNMP browser allows the user to find the value of an Object ID (OID) using the Get function, or finding a series of OIDs and their value by using the Walk function.

Assign IP Address — This application allows the user to assign IP addresses remotely to network interface cards (NIC) that have not been used before.

WARNING This application requires expert network knowledge. Assigning incorrect network parameters to the printer could cause other devices on the network to operate improperly, possibly causing the whole network to become unusable.

There are five fields within the Assign IP Address utility:

- **Reply IP Address** - The user may enter a subnet broadcast number or a direct IP address to find the printer.
- **Hardware Address** - The user enters the MAC (Machine Access Code) on the network interface card (NIC).
- **New IP Address** - The user assigns the printer its new IP address. Make sure this address is correct and do not accidentally enter an already existing IP address.
- **New Mask** - Enter the new mask address here if necessary. If the same mask is to be used, type in the mask number.
- **New Gateway** - Enter in the gateway number the new printer will use.

Once Assign is pressed, a BOOTP packet is sent to Reply IP Address.

IP assignment will only work once, and only if another BOOTP/DHCP has not already set the IP address.

Help

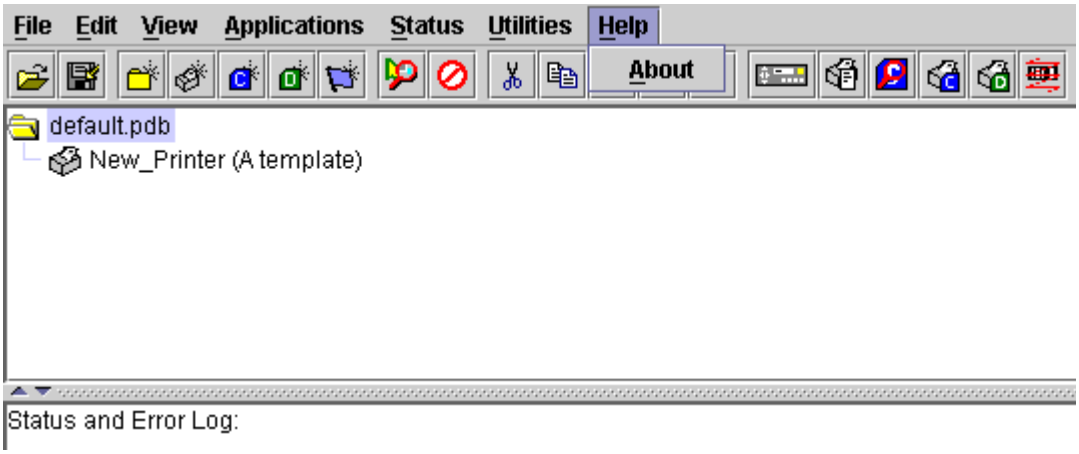


Figure 19. The Help Menu

About — Displays the splash window seen when the printer manager was started. This window shows the program's part number and version information.

Toolbar

The printer manager toolbar contains a series of icons which serve as shortcuts to certain actions in the program. The function of these icons is shown below. Refer to the specified page for a detailed description of each function.

.

Icon	Description
	Open - Opens new printer database.
	Save - Saves the current printer database.
	Folder - Inserts new folder into printer database (page 20).
	Printer - Inserts new printer into database (page 20).
	Configuration File - Inserts new configuration into database (page 20).
	Download File - Insert new download file into the database (page 20).
	Status - Shows if the printer is ready to print and the message displayed on the front panel (page 27).
	Edit - Defines the properties of the selected item (page 36).
	Include/Exclude - Places a selected folder, printer or file in an inactive state (page 20).
	Cut - Cuts the selected item and places it on the clipboard (page 20).
	Copy - Copies the selected item to the clipboard (page 20).
	Paste - Pastes an item from the clipboard to the area selected by the user (page 20).
	Paste Buffer - See Paste.

Icon	Description
	Delete - Eliminates the item selected (page 20).
	Operator Panel - Virtual control panel that allows the user to make selections via PPM just as if they were doing it through the physical printer control panel (page 49).
	Information Capture - Allows PMU to capture information sent between the computer and printer (page 56).
	Configuration Editor - Lets the user edit data sent from the computer to the printer before it is received by the printer (page 58).
	Configuration Download - Allows the user to download a configuration to the printer (page 43).
	File Download - Adds a download file to your printer database (page 43).
	Data Validation - Opens the Data Validation window (page 66).
	Flash File Manager - Opens the Flash File Manager window. (page 69)
	Udpate Status - Marks a printer for status updates (page 27).
	All Printers - Updates the status of all printers (page 27).
	Selected Printers - Updates the status of selected printers (page 27).
	Help - Opens the Help window (page 32).

Figure 20. Toolbar

Managing the Database

You can organize your databases easily and effectively using the **Edit** option on the Printer Database menu bar. You may add, delete and assign printers, configuration files and download files to your database tree and keep them all organized using folders. All of the functions in the Edit Menu have shortcut keys on the toolbar (see page 33).

Database Items

Printer. See “Defining Printer Properties” on page 36.

Folder. Use folders to group the elements of your database.

Download file. A file stored on your host computer (i.e. software) which you can assign to be downloaded to the flash SIMM memory of a printer or group of printers.

Configuration file. A file created in the Configuration Editor (see page 58) which is stored on your host computer. A configuration file contains user-defined printer configurations which can be downloaded to your printer using either the Printer Database or the Configuration Editor.

Status. Shows the condition of the printer at the time the status is checked. To view the printer status a status flag must be inserted below the printer.

Defining Printer Properties

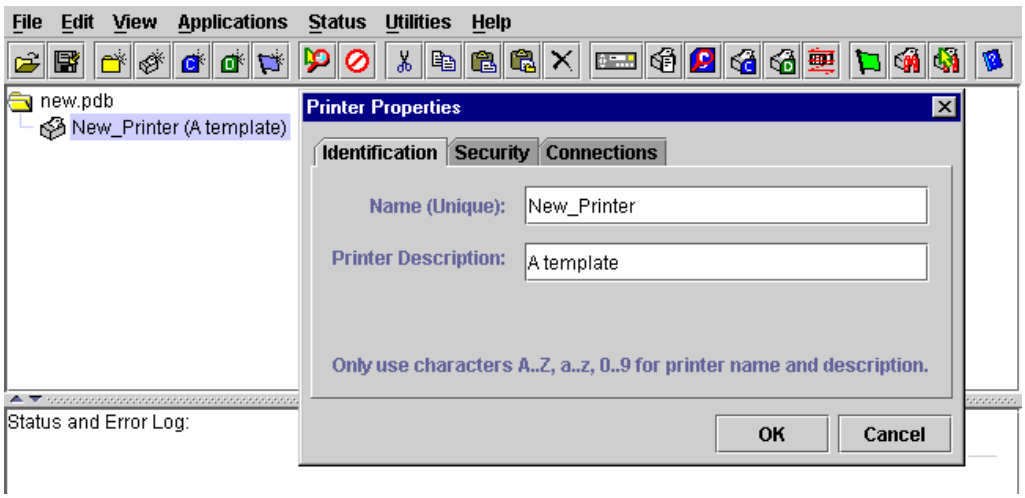


Figure 21. Defining Printer Properties

Before using any of the applications of the printer manager, you must define the printer's properties, which includes identifying the printer and configuring how the printer communicates with the printer manager. To define a printer, double-click on the printer's name or press . The first time you run the program, you will double-click on "New_Printer (A template)". This will bring up the Printer Properties window. (See Figure 22.)

The Printer Properties contains three tabbed windows; Identification, Security, and Connections, which are described below.

Identification Tab

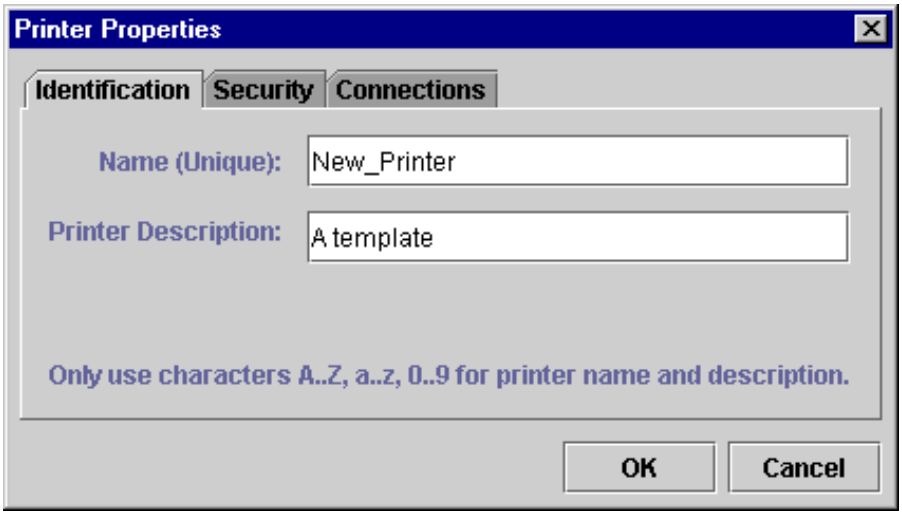


Figure 22. Identification Tab

Name (Unique)/Printer Description — Assigns a name to your printer, which identifies it in the Printer Database. You may also assign a longer description, which appears in parentheses to the right of the printer name in the database. In assigning a printer name, be sure to use only the alphanumeric characters A-Z, a-z and 0-9 (underscores and spaces may be used to separate words in your descriptions).

Security Tab

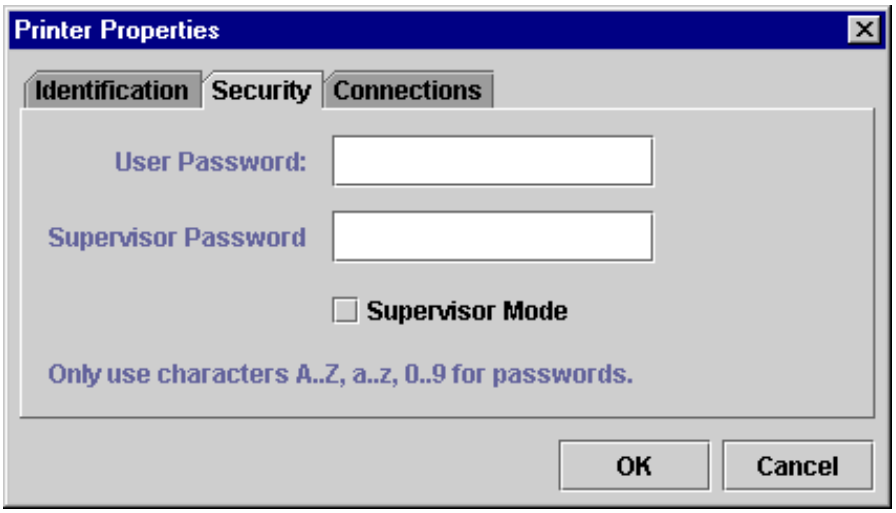


Figure 23. Security Tab

User/Supervisor Password — Enter the printer's password, if appropriate. The password feature is used to restrict access to certain functions of the printer manager. In User mode, the printer manager does not allow the following functions: files, configurations or configuration names to be downloaded to the printer, clearing the error log, and setting passwords. Supervisor mode allows unrestricted access to all functions of the printer manager. Passwords are only recognized up to 9 characters, and are displayed as *****, one * for each character typed. To set up a password, see page 30.

Connections Tab

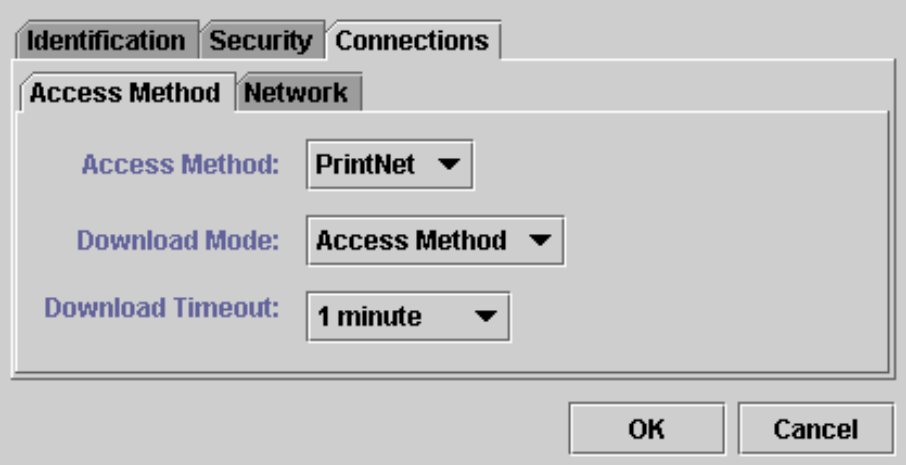


Figure 24. Access Method Tab

The **Connections Tab** contains three sub-tabs: The Access Method tab, the Network tab, and the Serial/Modem tab.

Access Method Tab

Access Method — Identifies how the printer manager accesses the printer. For the Administration Package, “PrintNet” is the only option available. See the *PrintNet User’s Manual* for information on setting up the PrintNet for your printer.

Download Mode — Identifies how the printer manager downloads files and configurations to the printer. For the Administration Package, “Access Method” is the only option available. All downloads will be made using the PrintNet Ethernet interface.

Download Timeout — Specify the number of minutes the printer will wait for data while downloading a file from the host computer. If there is a stall in the data being downloaded that lasts for more than the specified time, the printer will time out and the download terminated. If you have a slow connection between the printer manager and the printer, you may want to define a longer Download Timeout period. Define the Download Timeout between 1 and 60 minutes (1 minute is the default).

Network Tab

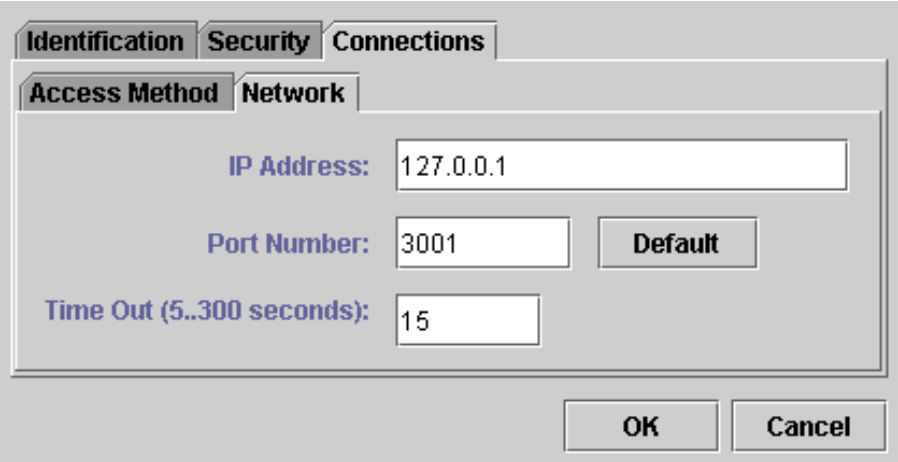


Figure 25. Network Tab

Enter the printer's IP Address and Port Number. (Click on the "Default" button to reset the Port Number to 3001.) The Time Out option sets the amount of time, in seconds, the printer manager will wait for a response from the printer after sending a command. If there is no response in the specified amount of time, an error message appears in the Status and Error Log window. If you have a slow connection between the printer manager and the printer, you may want to define a longer Time Out period. Define the Time Out between 5 and 300 seconds (15 seconds is the default).

NOTE: The Network settings must match the settings in the printer's front panel menu. See the "ETHERNET PARAMS" section in the *User's Manual.*

Locating Printers on a Network

The printer manager includes a utility which polls all the printers on your network and returns information about those printers to the printer manager database screen. You may also set up Subnet Masks to limit the number of printers the printer manager searches for. This is a quick and effective way to set up your database with all the appropriate information you need about the printers on your network.

Before searching for printers, you must set up the search structure. Click on **Edit** → **Insert** → **PrintNet Locator**. This creates a folder called “PrintNet Locator”, which is the engine that searches for the printers on the network. Underneath the “PrintNet Locator” folder, another folder is created called “Network Topology”. This is the default name; to change the name of this folder, double-click on it. Inside the “Network Topology” folder, a default Subnet is created, which will do a broadcast poll on the subnet that the printer manager machine is directly connected to using 255.255.255.255 and gateway 0.0.0.0.

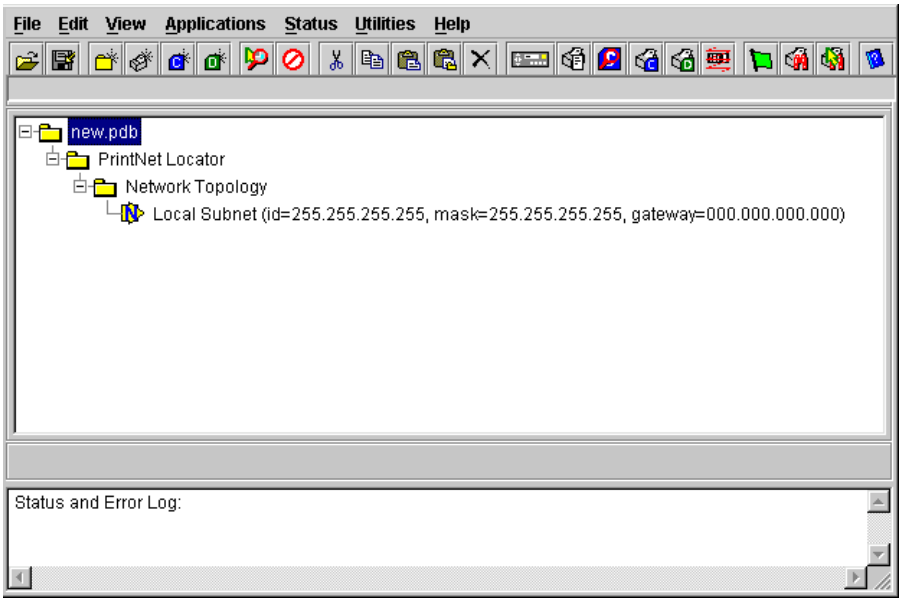


Figure 26. Inserting a PrintNet Locator

To change the information in the Local Subnet, double-click on it. You are able to change the Subnet Name, Network I.D., Network Mask and Gateway information.

You may also place additional Subnets inside the database. Click on the folder or database item you wish to place the subnet underneath, then click on **Insert** → **Subnet**.

Depending on your network configuration you can set up a subnet description to locate printers on a remote subnet, using a subnet broadcast. First, determine the remote network address, then form a subnet broadcast address. The mask should be the normal mask for the remote subnet. The gateway should be the one for the remote subnet. See your Network Administrator.

Once you have set up the appropriate Subnet information, you are ready to search for printers. Click on **Utilities** → **Search for PrintNet Printers**. All the printers under the Subnet you set up will appear in the database in a “Located PrintNet Printers” folder located underneath the “PrintNet Locator” folder.

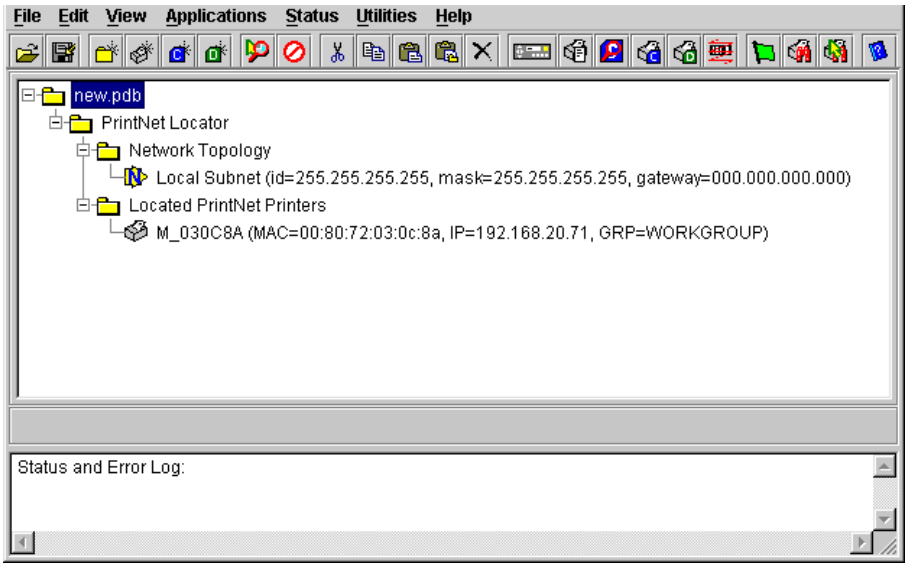


Figure 27. Printer Search Results

The database shows the name, MAC address, IP Address and group name of each printer found. Double-click on the printer icon to change the Printer Properties (see “Defining Printer Properties” on page 36).

Downloading Files

Once you have defined configuration and download files on your database, you must download them to your printer in order for them to affect the active print state. Use the Printer Database to download as many files to as many printers as you want.

NOTE: Each emulation used by the printer has its own list of valid flash files it can use. Refer to the appropriate *Programmer's Reference Manual* for details about valid flash files.

To download a file which is on the same level or one level lower than the target printer on your database tree, select the printer which will receive the download and click **Applications** → **Configuration Download**. To download a file which is on the same level or one level lower than the target printer on your database tree, select the printer which will receive the download and click **Applications** → **File Download**.

Once you have chosen your downloading option, a dialog window opens which shows all the files being downloaded to each printer. Confirm that the correct files are being sent to the appropriate printers. Click **Upgrade** to begin the download. Click **Cancel** to cancel the download and start over.

You may also download a series of files to several printers at once using folders. By selecting a folder and choosing either **Applications** → **Configuration Download** or **Applications** → **File Download**, all of the appropriate files inside that folder will be downloaded to all of the printers inside that folder.

NOTE: Downloading a configuration does not immediately update the printer's active configuration. A downloaded configuration must be activated using the "Load Config." setting in the printer's operator panel. See your printer's *User's Manual* for details.

See page 44 for examples of using the Printer Database to download files.

Downloading Files Examples

Figure 28 shows a sample database.

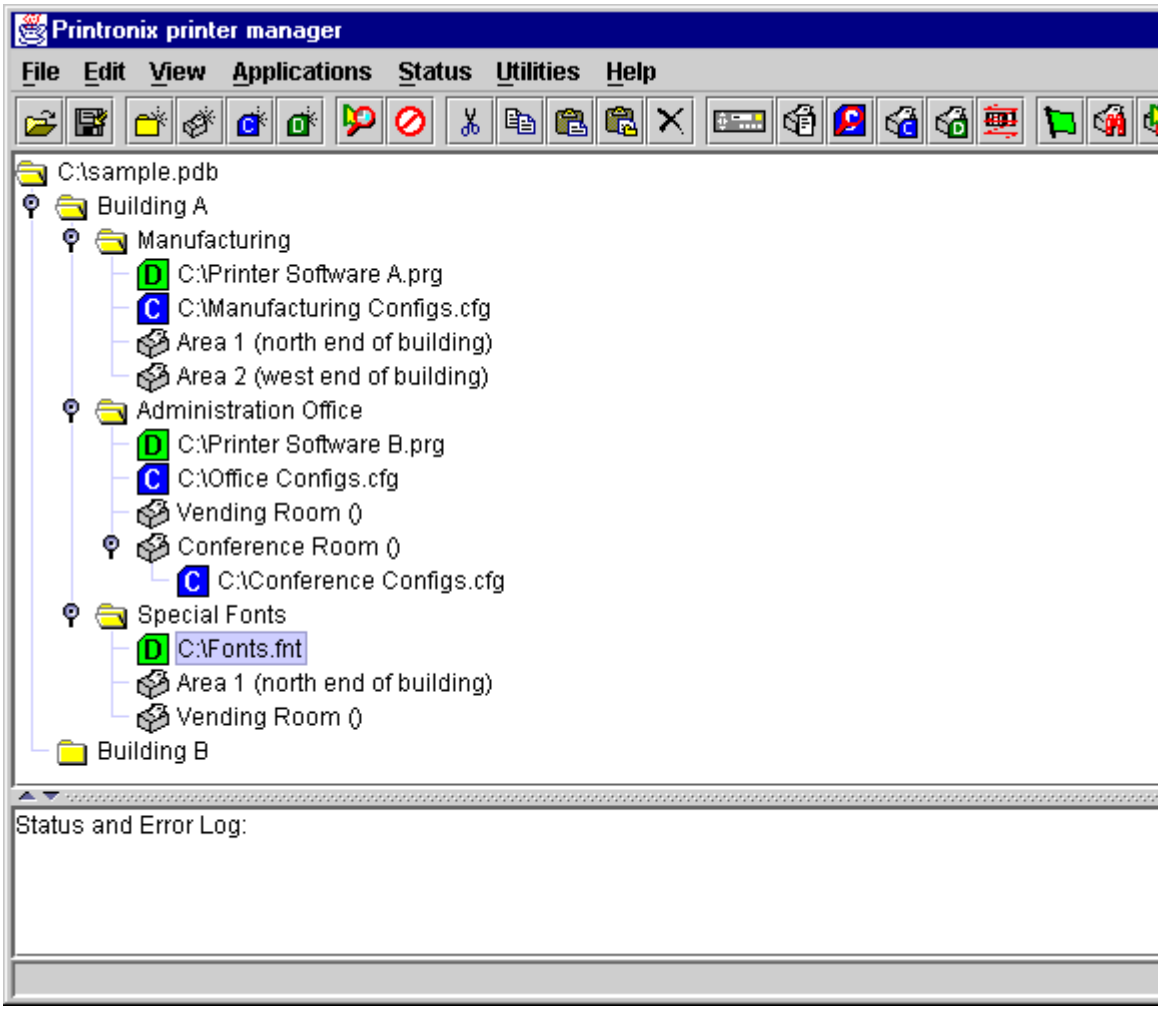


Figure 28. Sample Database

In the sample database, the printers are organized into different parts of the building. Each area contains its own printers, configuration files, and download files.

Example 1

The user of the sample database selects the Conference Room printer, then clicks **Applications** → **Configuration Download** or . The following dialog box appears:

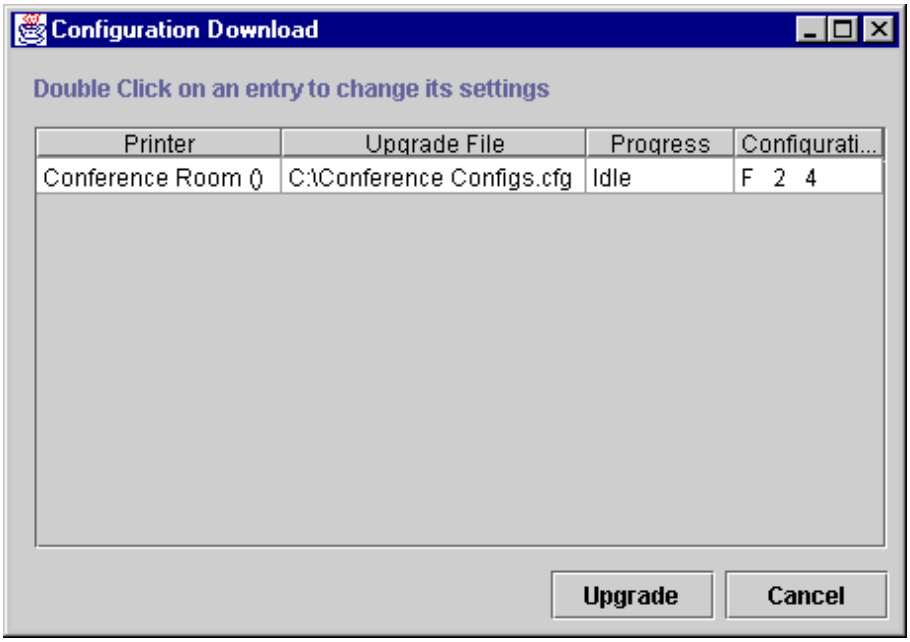


Figure 29. Configuration Download Screen

The dialog box displays the printer receiving the file, the name of the file being sent, the progress of the download, and the configurations contained within the file. When the user clicks on **Upgrade**, the `Conference Configs.cfg` file is sent to the Conference Room printer. The dialog box indicates the progress of the file as it downloads.

Example 2

The user of the sample database selects the Manufacturing folder, then clicks **Applications** → **Configuration Download**. The following dialog box appears:

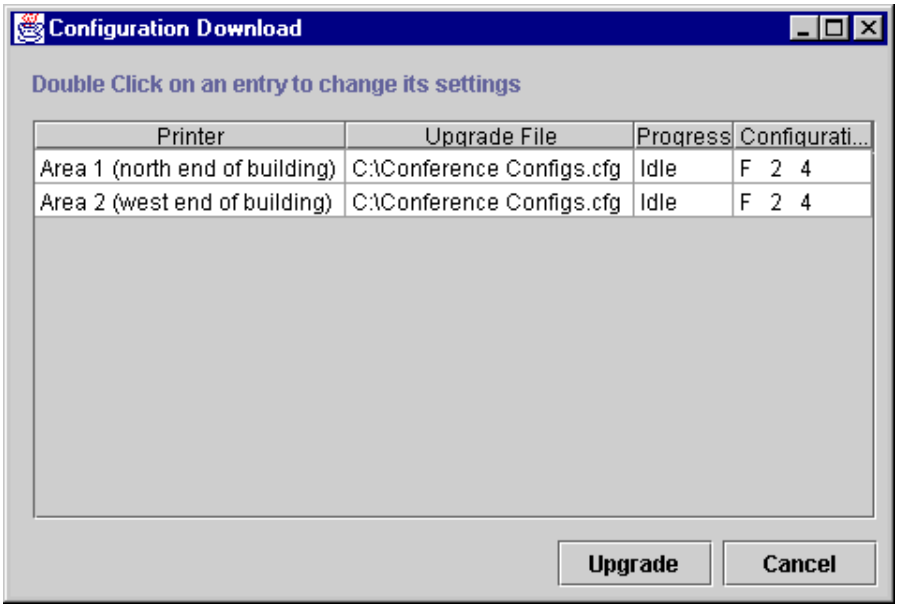


Figure 30. Configuration Screen - Manufacturing

The printer manager will send all configuration files inside the Manufacturing folder to all printers inside the Manufacturing folder. According to the dialog box, when the user clicks on **Upgrade**, the `Manufacturing Configs.cfg` file will be sent to printers Area 1 and Area 2.

You may also specify which configurations within the file you wish to download. Double-click on the name of the printer you want to make adjustments to, and a dialog box appears which allows you to select or deselect specific configurations. Only the selected configurations will be downloaded.

Notice that the software file inside the Manufacturing folder, `Printer Software A.prg`, is not on the download list. The printer manager downloads configuration files and download files separately. If the user also wanted to download the `Printer Software A.prg` file to these printers, they would select the Manufacturing folder, then click **Applications** → **File Download.**

Example 3

The user of the sample database selects the Building A folder, then clicks **Applications** → **File Download**. The following dialog box appears:

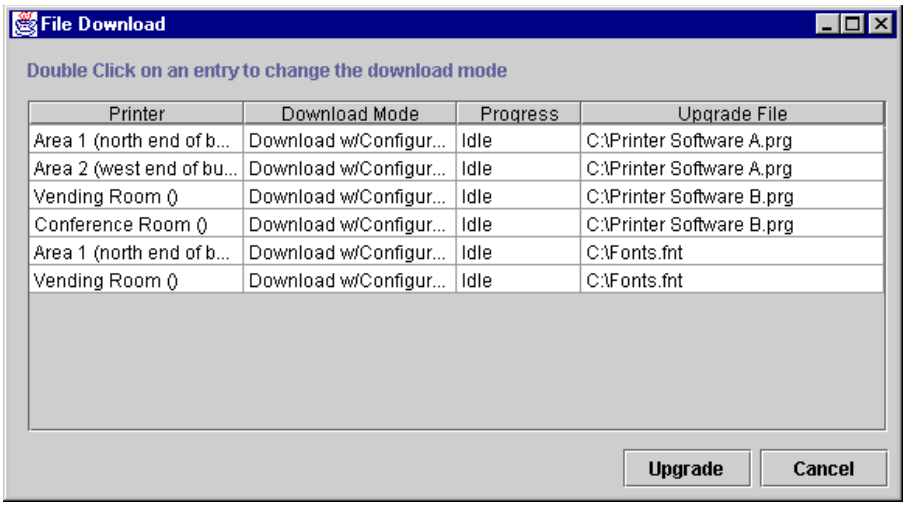


Figure 31. File Download Screen

Selecting a folder not only downloads files from that folder, but all of its sub-folders as well. According to the dialog box, once the user clicks on **Upgrade**, the `Printer Software A.prg` file will be sent to printers Area 1 and Area 2; the `Printer Software B.prg` file will be sent to the Vending Room and Conference Room printers; and the `Fonts.fnt` file will be sent to the Area 1 and Vending Room printers.

The options in the Download Mode column may be changed. Double-click on the printer you wish to change to toggle through the following options:

Download w/Configuration — When the firmware file is downloaded, the configurations currently saved in non-volatile memory are preserved.

Download — When the firmware file is downloaded, all the configurations are reset to their original, factory settings.

Skip — As the printer manager moves through the Download queue, any files marked “Skip” are not downloaded.

3 *Applications*

Operator Panel

The printer manager includes a virtual operator panel which simulates all the functions of the actual operator panel on your printer. Figure 32 shows the virtual operator panel for a pedestal model line matrix printer; Figure 33 shows the virtual operator panel for a cabinet model line matrix printer; Figure 34 shows the virtual operator panel for thermal model printers.

The layout of the virtual operator panel changes to visually simulate the printer being used (line matrix, thermal, or laser), but the keys and indicators function as described below, regardless of the type of printer used.

To access the operator panel, select the appropriate printer from the Printer Database and click **Applications** → **Operator Panel** or press .

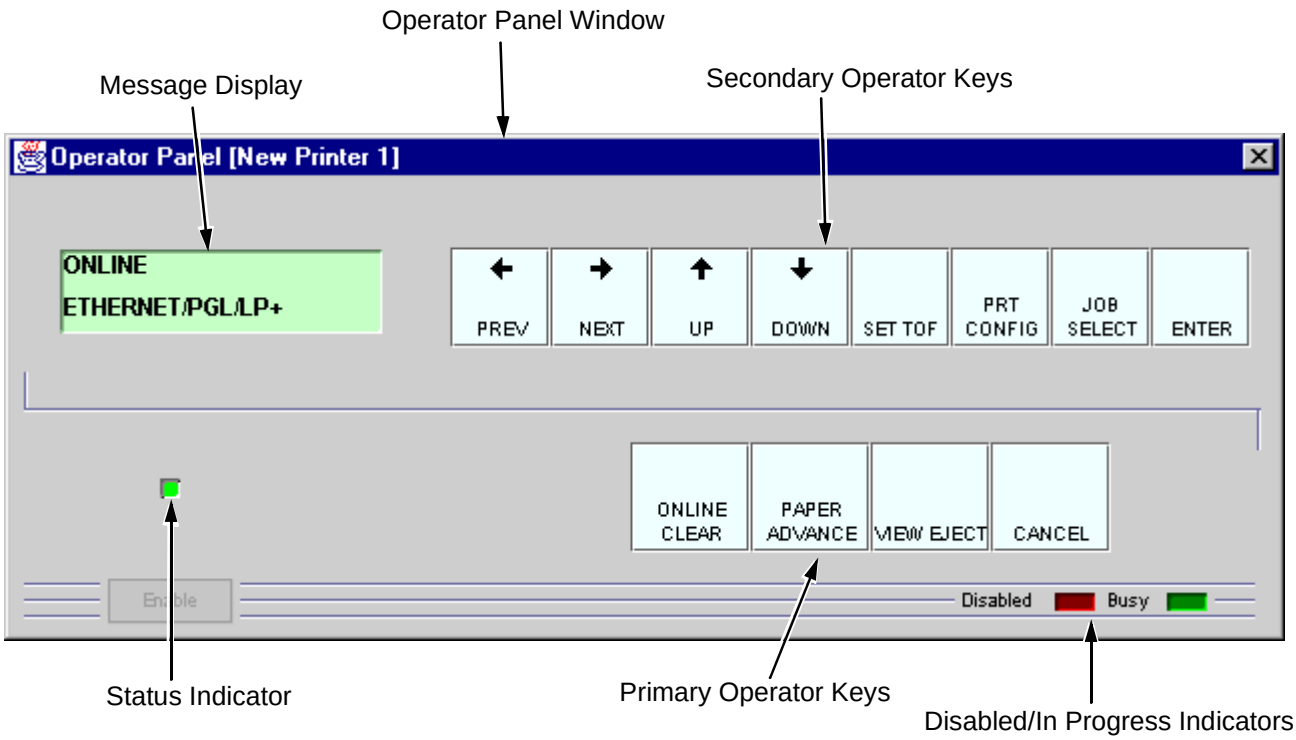


Figure 32. Operator Panel (Pedestal Model)

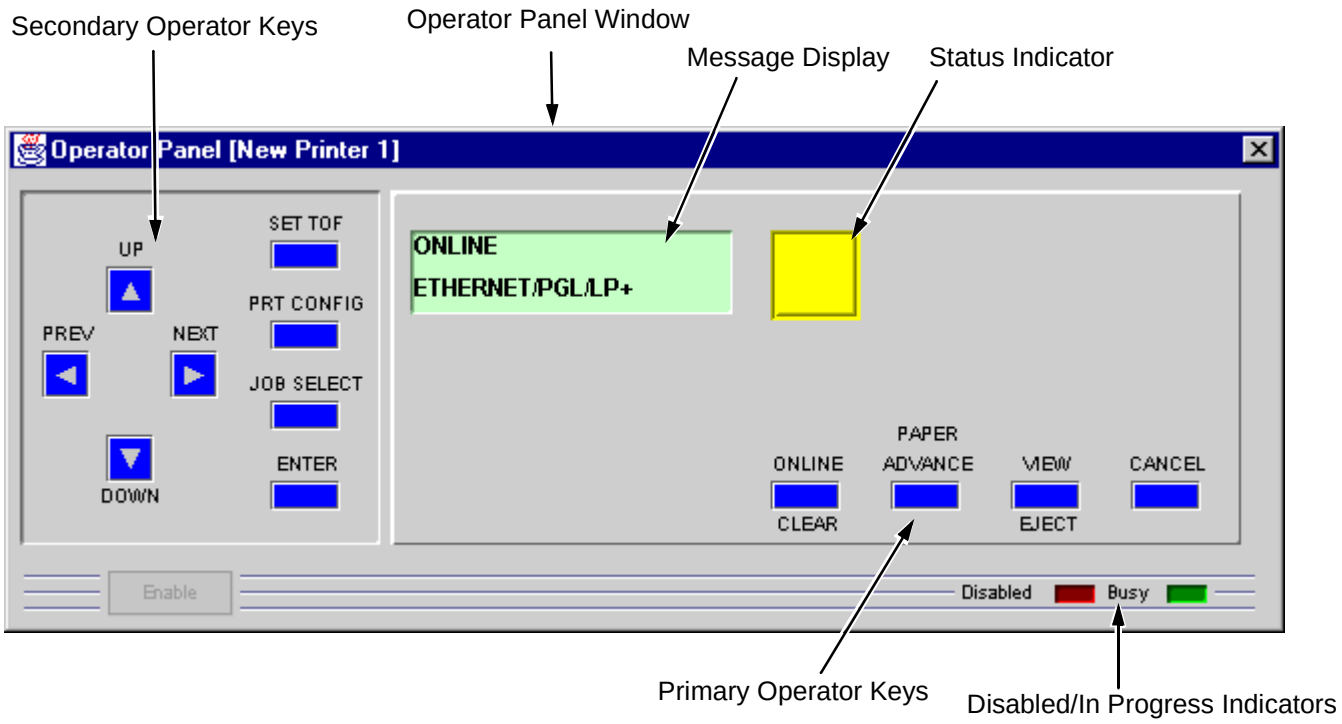


Figure 33. Operator Panel (Cabinet Model)

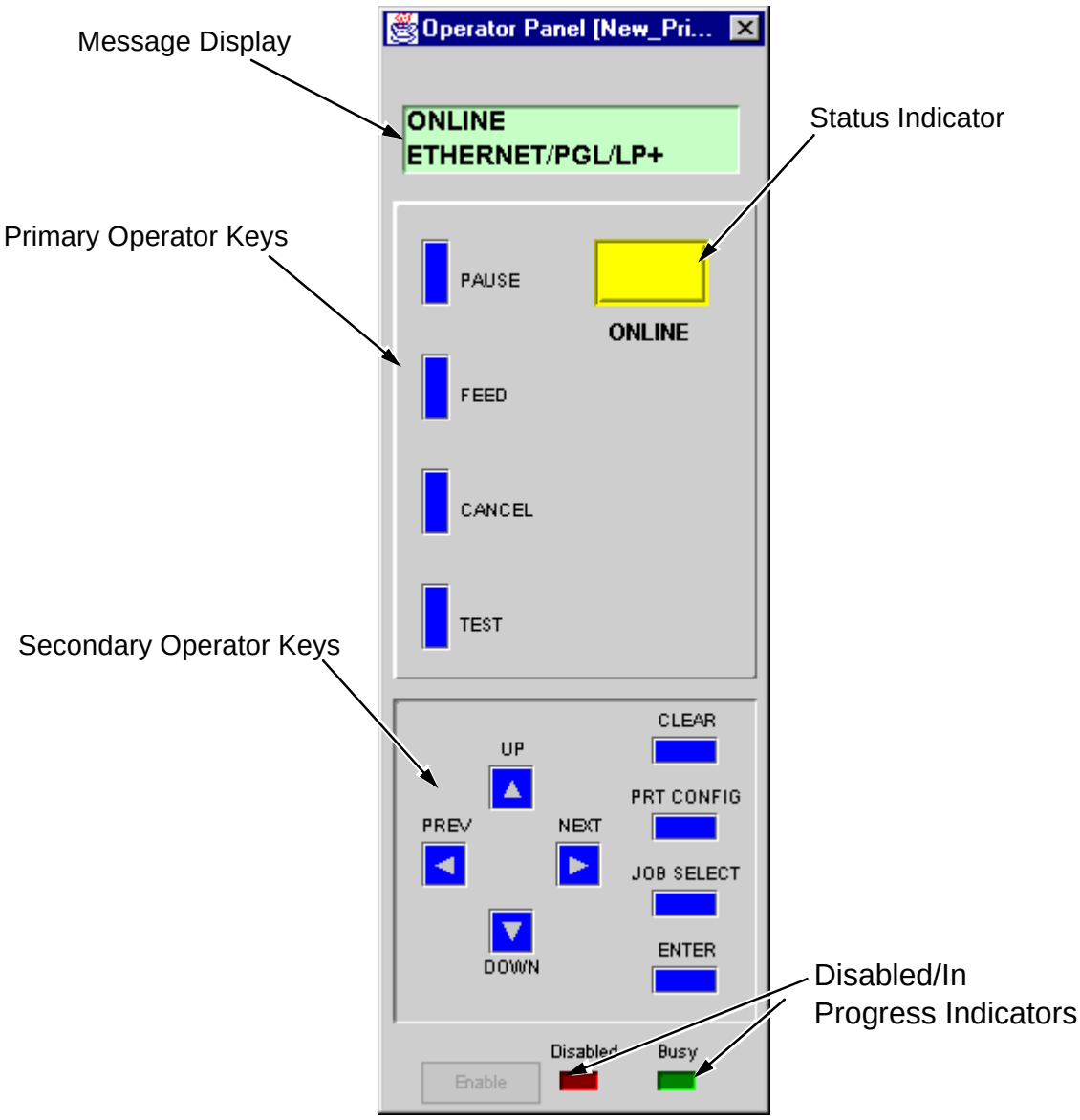


Figure 34. Operator Panel (T4000)

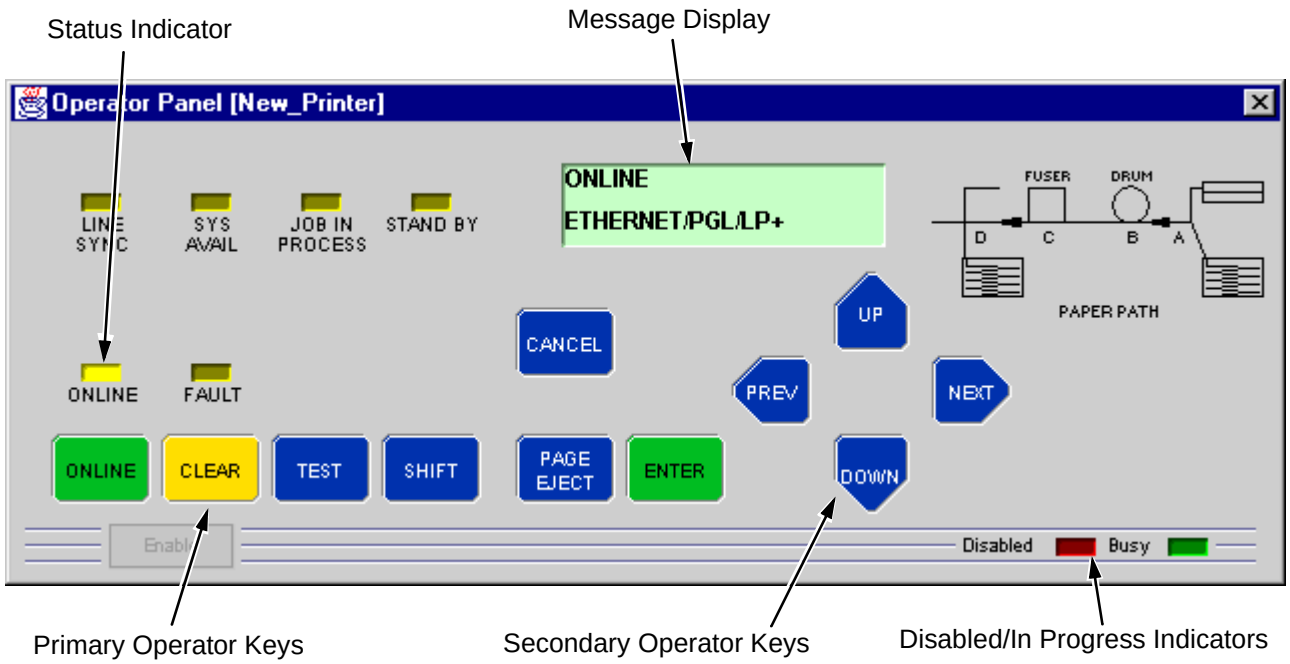


Figure 35. Operator Panel (L55XX)

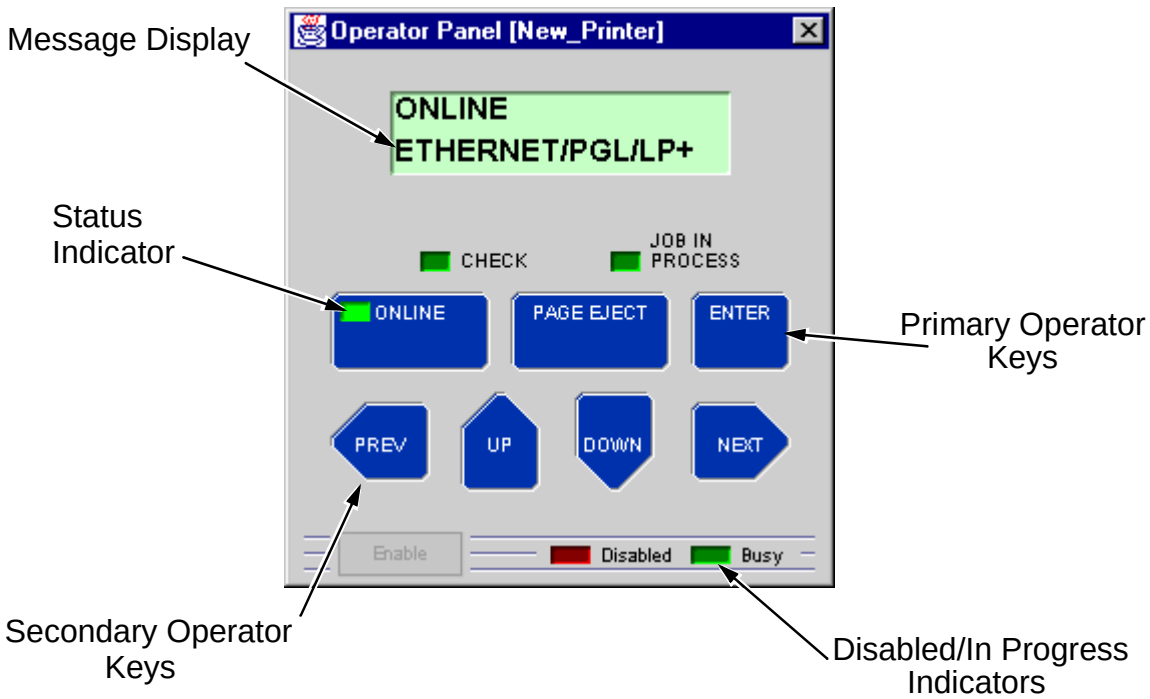


Figure 36. Operator Panel (L1524)

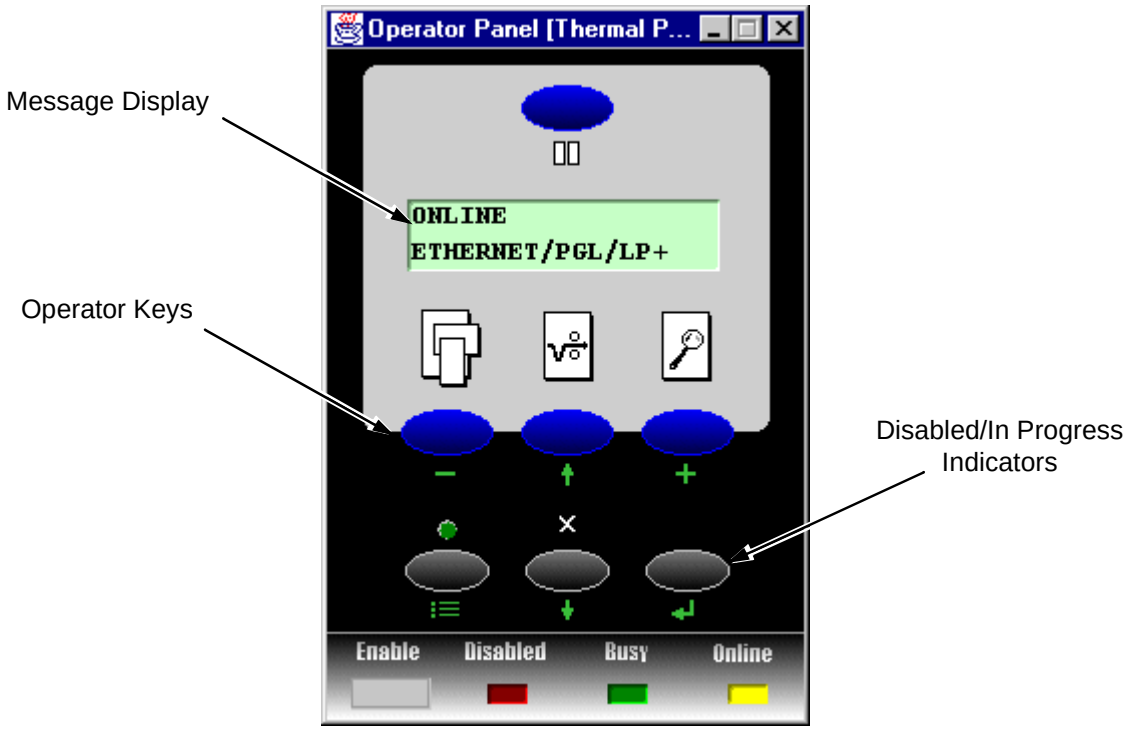


Figure 37. Operator Panel (T5000)

Primary/Secondary Operator Keys

Clicking on the primary and secondary operator keys in the virtual operator panel causes the printer to perform the same actions as if you were physically pressing the keys on the actual operator panel. For example, when the printer is on line, clicking on the **ONLINE** key (the **PAUSE** key on thermal models) takes the printer offline. Clicking on the **ONLINE/PAUSE** key again places the printer back on line.

Some functions require pressing multiple keys at the same time. You can do this with the virtual operator panel by holding down the SHIFT key on your computer keyboard as you select each key. When you release the SHIFT key, the selected keys on the operator panel activate as if they were pressed simultaneously. For example, unlocking the **ENTER** key on your printer requires that you press **UP** and **DOWN** at the same time. To do this with the virtual operator panel, hold down the SHIFT key on your keyboard, then select **UP** and **DOWN** with your mouse. Release the SHIFT key, and the **ENTER** key is unlocked.

Some functions require pressing keys for differing periods of time. For example, on a line matrix printer in offline mode, pressing and releasing the **PAPER ADVANCE** key quickly on the printer's operator panel performs a line feed; pressing and holding the **PAPER ADVANCE** key for more than a second advances the paper to the next top-of-form. The same is true for the virtual operator panel. If you click and release on the **PAPER ADVANCE** key quickly with your mouse, the printer performs a line feed. If you click and hold the key down with your mouse for longer than a second, the **PAPER ADVANCE** key turns a different color and advances the paper to the next top-of-form.

NOTE: For an explanation of the functions of each primary and secondary operator key, see your *User's Manual.*

Message Display

The message display shows what is currently displayed on the printer's LCD. Use the message display to configure menu options and read fault messages.

Status Indicator

The status indicator displays the printer's current operating mode:

Online mode — The indicator lights up.

Offline mode — The indicator is greyed out.

Fault mode — The indicator flashes.

Disabled Indicator

Normally, when you are using the printer via the virtual operator's panel, the "Disabled" light is off, and the "Enable" button underneath the status indicator is grayed out. While the printer manager has control of the printer, the message "CAUTION PPM HAS REMOTE CONTROL" appears on the actual printer's LCD display to alert any other users that the printer is currently being used remotely.

However, if another user physically presses any key on the actual printer, this command overrides the virtual operator panel and disables it. The "Disabled" indicator lights up, and the "Enable" button becomes active. Pressing the "Enable" button gives control of the printer back to the virtual operator panel.

In Progress Indicator

This light flashes when the printer is working on a job or moving paper.

Information Capture

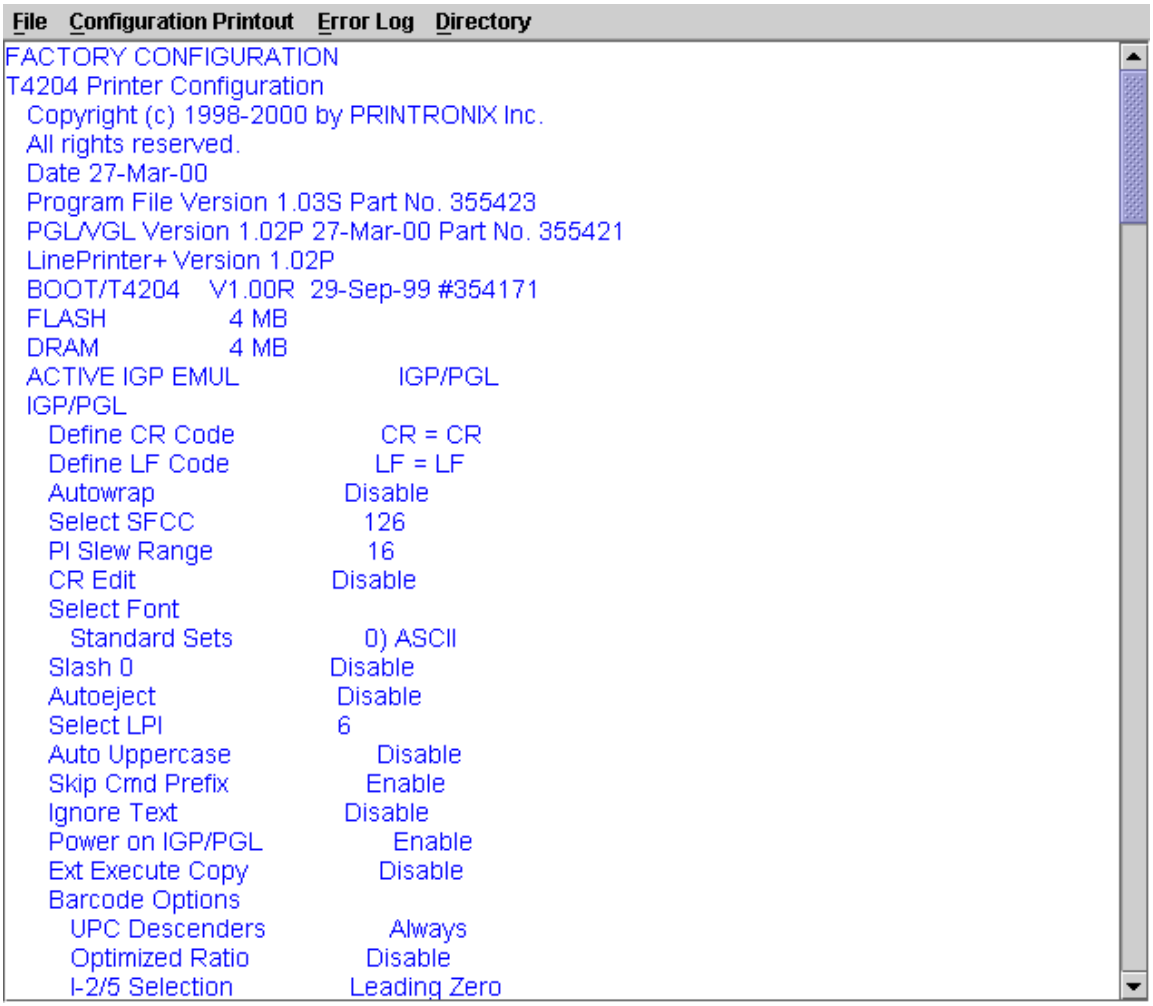


Figure 38. Information Capture

To access the Information Capture application, select the appropriate printer from the Printer Database and click **Applications** → **Information Capture** or press . The Information Capture application allows you to view any of the configurations or error logs saved in the printer's non-volatile memory and save them as a text file to your local hard drive.

Loading a configuration into the Information Capture will NOT change the active configuration — this is a *view only* application. If you wish to make any changes to your configurations, use the Configuration Editor or the Virtual Operator Panel (see page 58).

The following are descriptions of the Information Capture menus.

File

Save As — Saves the configuration or error log currently displayed in the Information Capture window as a `.log` file on your local hard drive. This `.log` file can then be opened in any word processing program.

Print - Prints the text of the information captured to the host computer's default printer.

Clear Window — Clears the Information Capture window of any displayed configurations or error logs.

Close — Closes the Information Capture window.

Configuration Printout

Current/Factory/Power-Up/All/1-8 — Choose which configuration you wish to view. If you choose more than one configuration without clearing the window, each additional configuration is added to the end of the display.

Error Log

All Errors — Displays the printer's current error log.

Clear — Clears the printer's non-volatile memory of all errors.

NOTE: The printer's error log and the Status and Error Log seen at the bottom of the main printer database window of the printer manager are separate. Clearing the printer's error log does *not* clear the Status and Error Log.

Directory

Flash File System — Displays the file system information for your printer.

Configuration Editor

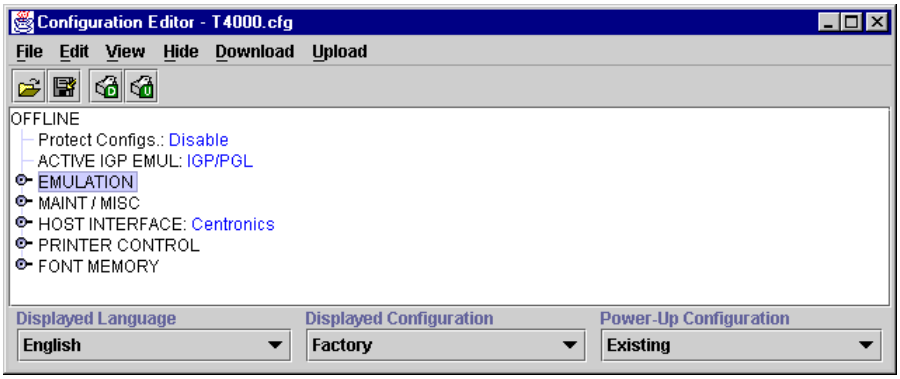


Figure 39. . Configuration Editor

To access the Configuration Editor application, select the appropriate printer from the Printer Database and click **Applications** → **Configuration Editor** or press . Click on **Upload** → **All** to upload configurations from the printer. The active configuration is uploaded from the printer and displayed in the Configuration Editor window. (See Figure 39.)

The Configuration Editor also supports offline editing, allowing editing of previously stored configurations. If the Configuration Editor is started up before being connected to the printer, the screen will be blank. Once data has been loaded from a disk or a computer, the configurtation will display.

The Configuration Editor allows you to upload, modify and download eight user-defined configurations and the factory default configuration (if modification of the factory configuration has been enabled; see the Note on page 60). You may also save sets of configurations to your local hard drive so they can be easily downloaded to the printer at any time.

The Configuration Editor does not effect the current configuration or the active printer status until the configurations are downloaded to the printer.

Menu Tree

The Configuration Editor displays the printer configurations in a tree format (see Figure 39.). The top level of the tree is the OFFLINE menu. From that level, the tree branches into the printer's submenus. Menu items which have a or (a handle) next to them have further submenus below them. Click on the handle to expand or collapse the submenus below. (You may also use the **Expand Tree/Collapse Tree** options in the **View** menu to expand or collapse submenus.)

There are three pull-down menus at the bottom of the Configuration Editor. The **Displayed Language** option allows you to select from five different languages to display the configuration information. The **Displayed Configuration** option lets you choose between the available configurations to display. The **Power-Up Configuration** allows you to assign which configuration will be loaded whenever the printer is turned on.

Creating Configurations

Along with the factory configuration, your printer allows up to 8 user-defined configurations which can be downloaded to your printer's non-volatile memory. You may create configurations using the printer's operator panel, or by using the Configuration Editor.

To create a configuration using the Configuration Editor:

1. Click **Edit** → **Copy From:**. A list of configurations appears. Undefined configurations will appear grey. Choose one of the existing configurations.
2. Click **Edit**. (Notice that the configuration you chose in step 1 now appears next to the **Copy From:** menu item.) Move your mouse down to **Copy To**. A list of configurations appears. Choose the number of the configuration you wish to create. This new configuration will be created with the settings from the configuration you chose in step 1.

NOTE: If you choose to **Copy To** a configuration which already exists, that configuration will be overwritten.

3. You may now edit the configuration settings. See the next section, "Changing Configurations."

Changing Configurations

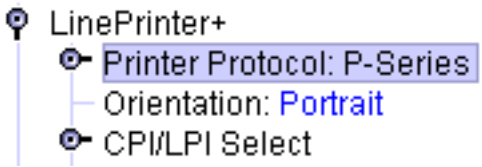
There are two ways of changing configuration settings in the Configuration Editor:

- making the changes directly on the menu tree
- using the Menu Editor

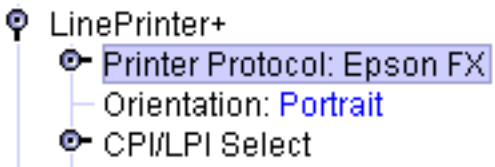
NOTE: Normally, the factory default configuration cannot be changed. However, you may enable modification of the factory configuration by selecting **Edit** → **Enable Factory Edit**. It is strongly recommended that you do *not* modify the factory default configuration. To disable modification of the factory configuration, select **Edit** → **Disable Factory Edit**.

Making Changes on Menu Tree

1. Using the “Displayed Configuration” menu at the bottom of the window, use the pull-down arrow to choose the configuration to be changed.
2. Expand the submenus until the configuration setting you wish to change is displayed.
3. Select the menu item you wish to change. A selection box surrounds your choice.



4. Use the < and > keys to toggle through the available options. (You may change these keys in the **File** → **Preferences** screen of the Printer Database window. See page 18.)



Menu Editor

.

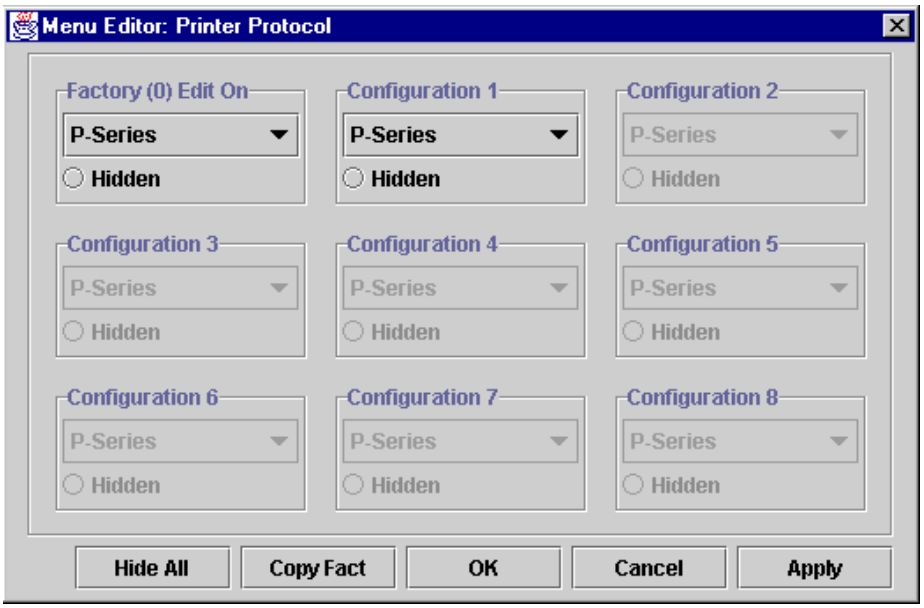


Figure 40. . Menu Editor (Line Matrix)

Double-clicking on any menu item brings up the Menu Editor window. In Figure 40., the user has double-clicked on the Printer Protocol option. By using the Menu Editor, you may view and adjust the settings of all nine of the printer configurations at the same time. To change any setting, click on the pull-down arrow underneath the appropriate configuration and choose the option you want. If a configuration does not exist yet, its name and settings are grayed out; you must create the configuration before you can edit it (see page 59).

Select the **Hidden** button under any configuration to hide this menu item in the operator panel. Select the **Hide All** button to hide this menu item in all configurations. (For more information on hiding, see page 63.)

Select **Copy (Fact, #1-8)** to set all configurations to the same value as the factory or user-defined configuration currently selected under the **Edit** → **Copy From:** menu in the Configuration Editor (see page 59).

Select **Cancel** to exit the Menu Editor without saving your changes.

Select **Apply** to save your changes without exiting the Menu Editor.

Select **OK** to save your changes and exit the Menu Editor.

Deleting Configurations

To delete any of the configurations (except the Factory Config.), select **Edit** → **Delete** → and choose the number of the configuration to be deleted.

Naming Configurations

You may give a 15-character alpha-numeric name to any of the 8 user-defined configurations. Click **Edit** → **Names** to bring up the Edit Configuration Names window.

Choose the configuration you want to name, then click **OK** to assign the names you have changed, **Cancel** to exit this window without saving your changes, or **Reset** to restore the original configuration numbers.

Hiding/Unhiding Menu Items

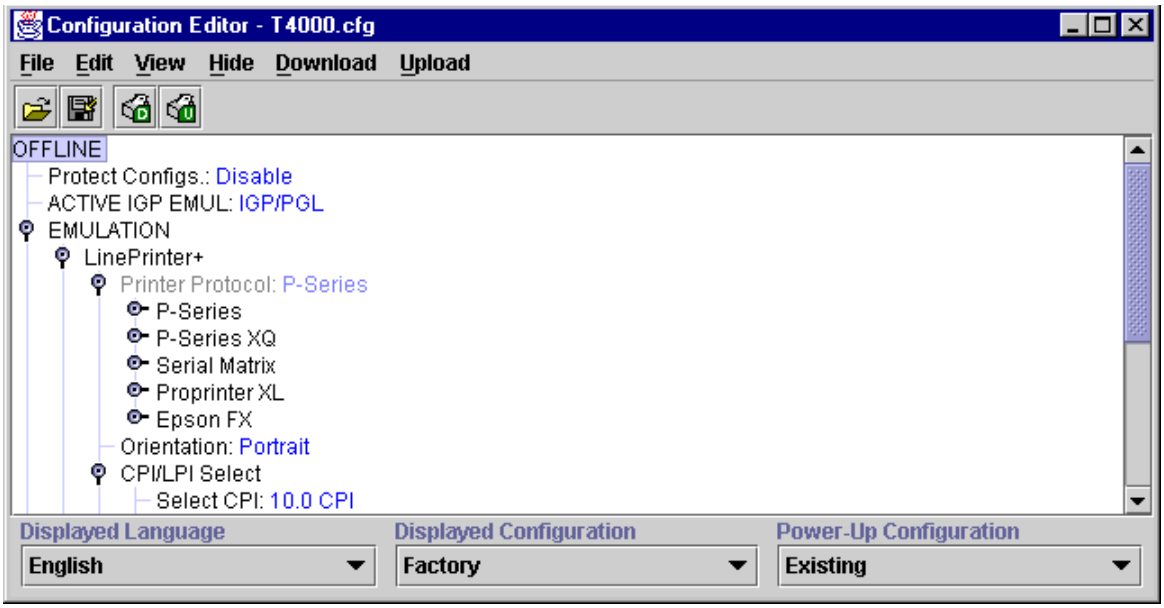


Figure 41. Hidden Menu Items

In order to reduce the complexity of the operator panel menus, or allow printer operators to change only certain printer configuration menu items, the Configuration Editor gives you the option of hiding menus. If you choose to hide a menu item in the Configuration Editor, that menu item will still affect the printer when the configuration is downloaded to it, but it will not appear on the printer's front panel.

The Configuration Editor displays hidden menus in gray on the menu tree. When a menu item is hidden, all of its sub-menus are hidden as well. In Figure 41, the Printer Protocol menu item has been hidden. The Printer Protocol menu item, as well as its sub-menus (P-Series, P-Series XQ, etc.) will be unavailable to anyone attempting to change this configuration on the printer's operator panel.

Hidden menu items may still be changed using the Menu Editor.

There are three methods for hiding or unhiding menu items:

1. Using the keyboard. From the menu tree, select the appropriate menu item. A selection box appears around the selected menu item. Press the **H** key to hide the menu item or the **U** key to unhide the menu item. (You may change these keys in the **File** → **Preferences** screen of the Printer Database window. See page 18.)
2. Using the Menu Editor. See page 63.
3. Using the **Hide** option on the Configuration Editor menu bar. Using this menu option, you may hide or unhide individual items, sub-menus or the entire configuration.

Saving Configuration Files

Normally, your printer is limited to the nine configurations it saves in its non-volatile memory. Any changes to these configurations would be made through the printer's operator panel. The advantage to using the printer manager to manage your configurations is you may store a nearly unlimited number of configurations on your host computer.

Once you have made all of your changes, you may save your configurations as a `.cfg` file on your local hard drive. This way, you may choose to open any set of configurations from your host computer and download them into your printer quickly and easily.

To save configurations to your local hard drive, click **File** → **Save As**. You will be prompted to enter a file name. Be sure to save your configurations as a *`filename.cfg`* file.

Opening Configuration Files

To open a configuration file, click **File** → **Open**. The Configuration Editor loads the settings from the file you choose.

Remember, these settings will not affect the current configuration or the active printer status until the configurations are downloaded to the printer.

NOTE: The Configuration Editor displays one configuration file at a time. Be sure to save any changes before opening a different configuration file.

Downloading Configurations

You may use the Configuration Editor to download any configurations you have created into your printer. Open the configuration file you wish to use, then use the options under the **Download** menu to send individual configurations, all configurations, or just the configuration names.

Downloading a configuration deletes the corresponding configuration currently stored in the printer. If you wish to save the configurations currently stored in the printer before overwriting them, upload them into the Configuration Editor first and then save them as a `.cfg` file on your local hard drive.

Uploading Configurations

Cofiguration editor may also be used to upload configurations from a printer. Once configurations have been uploaded, they may be saved to a file, or another printer may be selected from the database and its configurations uploaded. The user will be prompted to save the previously uploaded configuration before the new configuration is uploaded.

Revert

The Configuration Editor contains a special feature which allows you to revert to a previously uploaded printer configuration.

Each time you start the Configuration Editor, the current configuration settings are uploaded from your printer's non-volatile memory. The Configuration Editor saves this information, and assigns a date and time to it.

Click on **File** → **Revert**, and you will be presented with a list of previous Configuration Editor sessions. Choosing the date/time stamp of any session restores the configuration settings which were uploaded from the printer at that time.

You may set the maximum number of revert sessions allowed in the **File** → **Preferences** screen of the Printer Database window. The default is 10.

NOTE: Revert only works when editing online. When editing offline, a printer does not need to be selected.

Data Validation

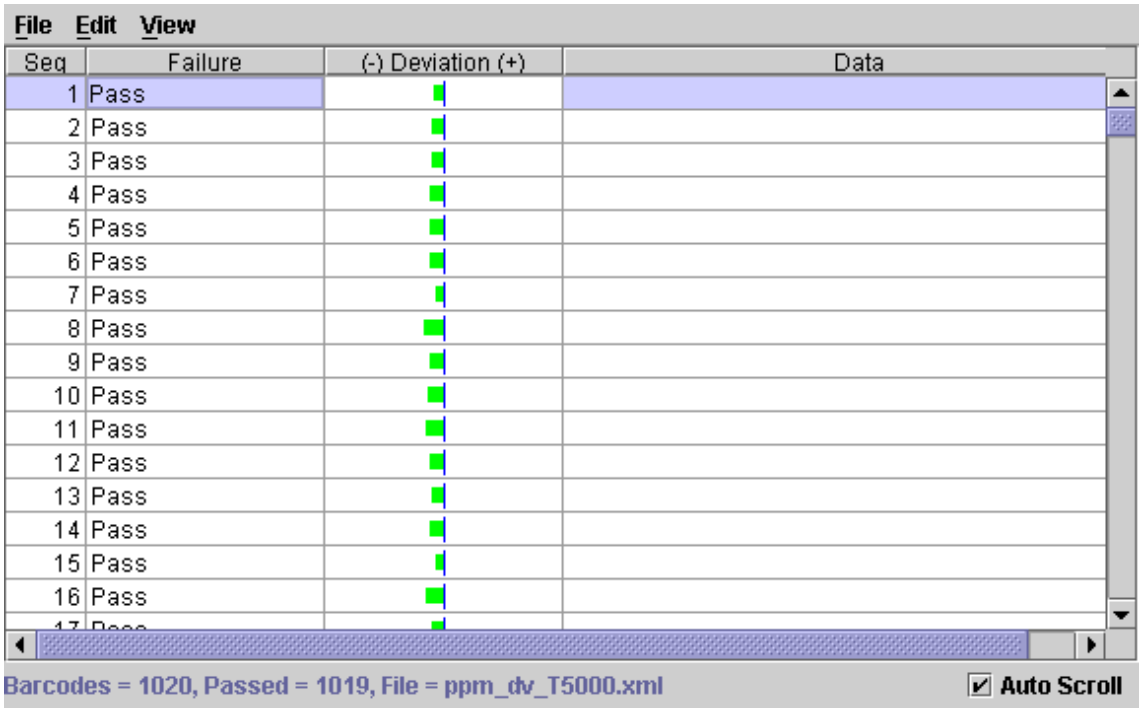


Figure 42. Data Validation Screen

The Data Validation application is used for printers equipped with a barcode validator. Validation data can be transmitted over an Ethernet connection to the printer manager, which interprets the data and displays statistical information based on the data received.

Data Validation is accessed through the **Applications** menu or by pressing .

To access the Data Validation application, select a printer from the Printer Database that is equipped with a barcode validator and click **Applications** → **Data Validation**. Figure 42 shows an example of the Data Validation screen after a print job has been run, and the printer has sent the barcode report to the printer manager.

The “Failure” column indicates if each barcode passed validation standards, and if not, the reason for the failure is given. The “Deviation” column gives a graphic representation of the barcode deviation. The “Data” column indicates the barcode data.

For more detailed information, select a bar code and click **View** → **Barcode Details**. For example, Figure 43 shows the details for barcode number 12 from Figure 42.

Parameter	Value
Date	Mon May 22 14:02:43 PDT 2000
Deviation	-9
Symbology	Unknown
Barcode Data	
Failure Flags	0000 (0000 0000 0000 0000)
Decodeability Failure	False
Defects Failure	False
Percent Decode Failure	False
Quiet Zone Failure	False
Symbol Contrast Failure	False
Encodation Failure	False
Calibration Warning	False

Figure 43. Barcode Details Screen

Validation data is saved in three ways; by using the File > Save command, by closing the validation window, and when using the Edit > Clear Window command.

When validation data is saved using the File > Save command, it is automatically saved with the file name ppm_dv_[printername].xml (e.g. ppm_dv_conferenceroom.xml). If the same data is saved again, it will overwrite the previously saved data and use the same file name.

NOTE: When the validation window is closed, the data is saved to the same file name as when doing File > Save. If you wish to save specific validation data, close the validation window without making further changes. Any further changes made to the validation data will overwrite the saved data.

When data is cleared from the validation window using the Edit > Clear Window command, the data is saved using the same file name as when doing File > Save, only a _1.xml is added (e.g. ppm_dv_conferenceroom_1.xml). Each time the data is cleared, it is saved again sequentially: ppm_dv_(printername)_1.xml, ppm_dv_(printername)_2.xml, etc..

This is how validation data would typically be used:

1. Open the Data Validation window
2. Print some barcodes.
3. Clear the window. This writes the cleared data to ppm_dv_(printername)_1.xml in the installation directory.
4. Print more barcodes.
5. Clear the window again. This data is saved as ppm_dv_(printername)_2.xml in the installation directory.
6. Close the Data Validation or do a File > Save. This will save whatever information is left in the Data Validation window as ppm_dv_(printername).xml.

Data cleared with _1.xml extensions may be archived and kept in a different file directory. However, the numbering sequence will start over again if these files are moved from the installation directory.

Configuration Download/File Download

For a detailed explanation on how to download configurations and files using the Printer Database, see page 43.

Flash File Manager

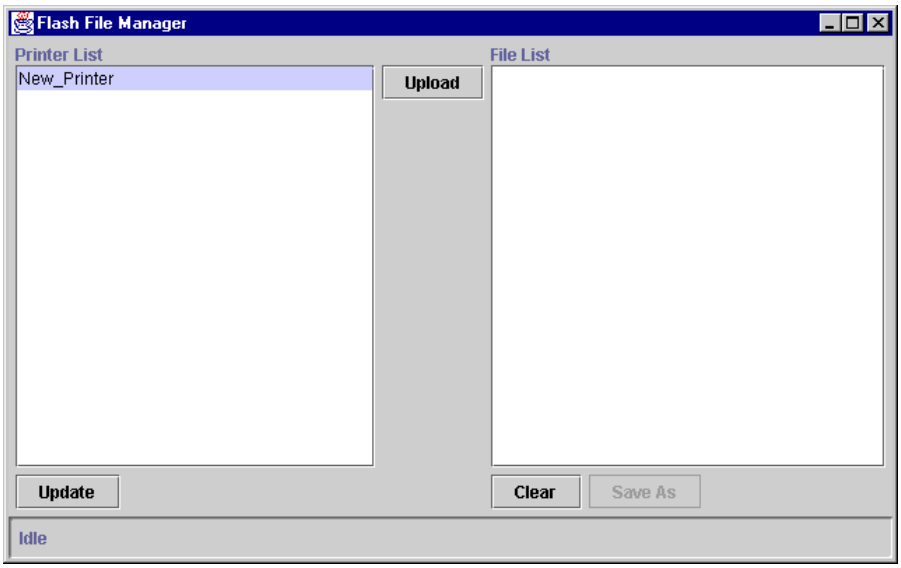


Figure 44. . Flash File Manager

Flash File Manager is a tool allowing the user to upload all unprotected files from the flash memory of a selected printer. It is selected from the **Applications** menu or by pressing .

The portion on the left contains a list of printers. The printers appearing depends on what is selected. If an individual printer is selected, it will be the only printer appearing in the list. If a folder is selected, all active printers in the folder will be listed.

If another printer or folder is selected, pressing the Update button in the lower left corner will update Flash File Manager to show the newly selected printer(s).

NOTE: Printers that are cloned or different folders that are linked to the same printer will not be shown. Only the original printer.

Pressing Upload will begin the process of uploading unprotected files from the printer's flash memory. Progress will be shown on the status bar at the bottom of the window.

After the file has been uploaded, it will appear in the file list on the right. All files may be saved together as one downloadable file. Pressing Clear will clear the file list.

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