

iPrint Setup Instructions (ver. 3)

Instructions appear below for how to setup your personal computer to use the most recent (Novell) print interface, iPrint, to print to Department printers and plotters. A troubleshooting section appears at the end of this document.

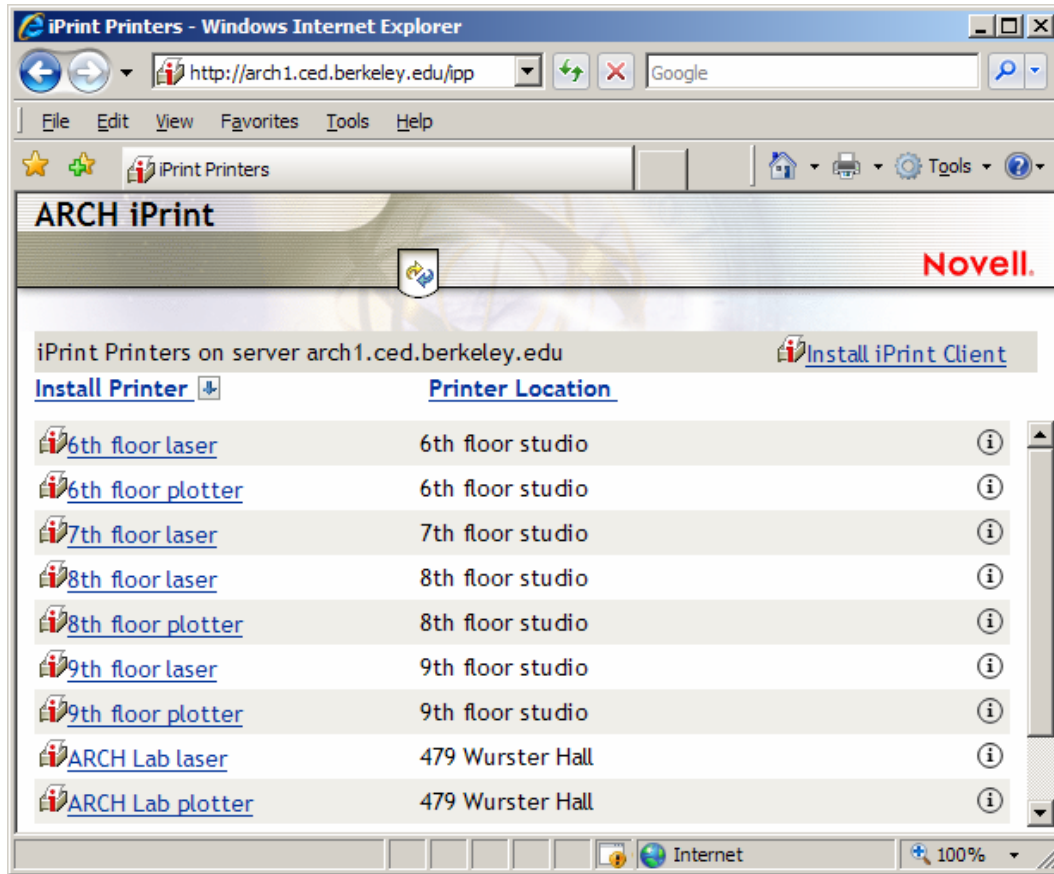
NB: The directions and screenshots below are based upon Windows XP and Internet Explorer 7. Testing indicates that iPrint installation and configuration (as described below) works fine for Windows 2000, XP, Vista, and Mac OS 10.3. Different web browsers may present a slightly different GUI, not to mention entirely different operating systems. What follows is a primer on iPrint installation and configuration; if the screens are different – don't panic: Complete the process and try a test print (it might work anyway). If you receive an error message or if the printer never produces your document, see the Troubleshooting section at the end of this page. But please keep in mind that not all variants of each operating system may necessarily work with iPrint; there may be some that will not (no matter how hard we try), or that require further steps – at which point, these instructions will be updated to reflect the new information.

Mac users: See critical Item 3 in the Troubleshooting section. Vista users: See critical Item 4 in the Troubleshooting section. All Windows users: See critical Item 5 in the Troubleshooting section.

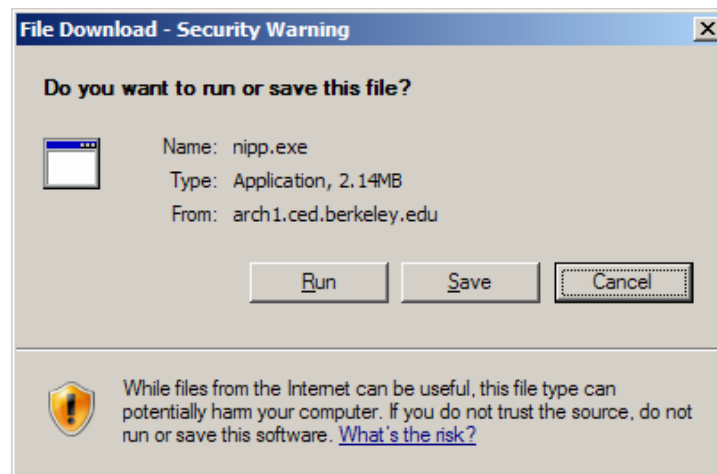
SETUP INSTRUCTIONS:

- 1) Open a web browser, and enter the following address:
<http://arch1.ced.berkeley.edu/ipp>

You should see a screen that looks similar to:

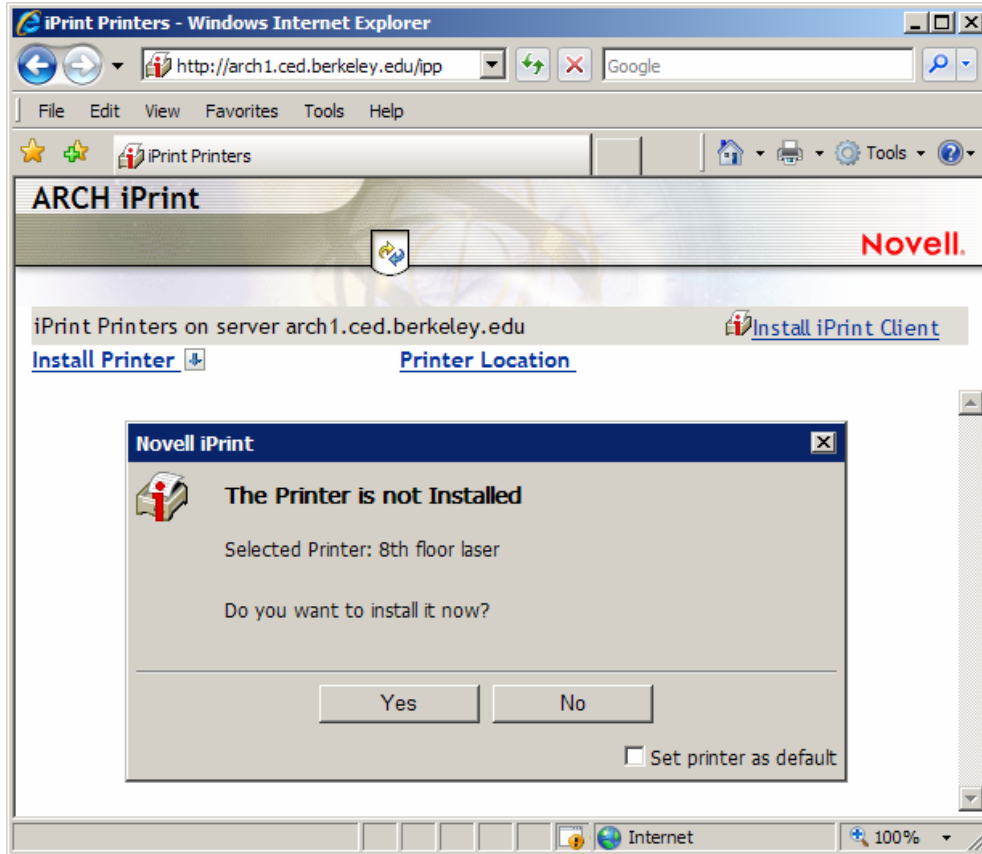


- 2) Click the link that says “Install iPrint Client”. This will install a little plug-in that is the interface between your computer and the file server, which then handles your print job. Mac users: When the process completes, quit your web browser and continue to Step 3. Windows users: When you click the link, you should see a window that looks like this:



Choose “Run”, and follow the on-screen instructions. Very important: When the process is complete, **RESTART YOUR COMPUTER.**

- 3) Open a web browser and go back to the iPrint web interface (<http://arch1.ced.berkeley.edu/ipp>) and select a printer to install from the menu. The iPrint window should now display a message such as:



Select “Yes” to allow the printer to install. Once it finishes, the process should be complete. Congratulations, you have now added a Department printer to your system! To print there, simply select it from the print dialog menu of your favorite program and print away to your heart’s content. Your print account will be debited at the standard printing rates (for information on current rates, see the Lab Monitors).

- 4) To add additional printers, simply repeat Step 3 above (you only have to install the iPrint client once).

TROUBLESHOOTING:

- 1) *I installed the iPrint client, but when I go to add the printer, it tells me I haven’t installed the client. What gives?*

[Either the computer wasn't rebooted per Step 2 above, or the client install actually did not succeed (though it may have appeared to do so). Try reinstalling the client as outlined above, or use a different web browser to execute the install.]

- 2) *I can't open the <http://arch1.ced.berkeley.edu/ipp> page on my web browser (page won't open; IE error message; repeated security warnings, etc.). What's wrong?*

[It's probably a firewall problem. Because there are about a squillion different firewalls and/or security applications out there, I can't direct you how to disable/configure/open them all. If you can't open the webpage, it's almost certainly a firewall problem (unless it's a general connectivity problem, or a virus problem, or a server-side problem, or...) – you'll have to figure out how to work around it if you want iPrint to work. But if it's making you totally crazy, see Item 8 below.]

- 3) **Mac users: For iPrint to work, it is imperative that you use an account on your local computer whose username and password is identical to your Novell account (specifically: Name matches short name, matches Novell username; password the same as Novell). If no such account exists on your computer, you must create one. If you don't do this you simply cannot print from your Mac to the Department's printers. Not ever.**
- 4) **Vista users: To install the iPrint client, you must first install a pair of Microsoft patches. They are available at steel.ced.berkeley.edu/help, in the Docs section.**
- 5) **All Windows users: For iPrint to work, it is mandatory that you use an account on your local computer whose username and password is identical to your Novell account (specifically: Name matches username, matches Novell username; password the same as Novell). If no such account exists on your computer, you must create one. If you don't do this you cannot print from your PC to the Department's printers. It will not work.**
- 6) *I use Lindows / Windows 3.1 / Windows ME / PalmOS / CP/M / etc. – can I use iPrint?*

[Nope, sorry: You sure can not. Linux is a theoretical possibility, and may get configured as we have the time and resources to do so – but there is no plan at present to do so.]

- 7) *I don't want to install any software on my personal computer. Or: I don't like the sound of this. Or: I don't wanna. Or: I don't haveta, you can't make me.*

[That's fine. You can always print from one of the Lab computers or from one of the studio workstations.]

- 8) *I've tried everything; I followed the directions and read the Troubleshooting section and I can't make this stupid thing work. What do I do now?*

[Send an e-mail to andres-at-berkeley-dot-edu (as it sounds, not as it looks) and I'll be of assistance.]

- 9) *These instructions are the pits (or: "I found a mistake in the directions"). Whom should I notify?*

[Please see Item 8 above.]