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Chapter 27. Configuring Infoprint Manager for specific printers

Setting up finishing options for the Infoprint 60

The Infoprint 60 with finisher provides a variety of finishing options. Infoprint Manager can be set up to support many of these possibilities, including finishing, edge stitching (stapling one edge of the print job to create a booklet), and saddle stitching (stapling in the middle of the page to create a folded booklet). Use the following procedures to set up your system to use finishing options.

1. "Telling Infoprint Manager what options the finisher supports"
2. "Setting up Infoprint Manager and clients to use finishing options"
3. "Selecting the correct finishing options" on page 281

Telling Infoprint Manager what options the finisher supports

The first step in enabling the finishing options is to let Infoprint Manager know what options the finisher supports. Follow the steps below to set the appropriate values.

Note: If you will only be submitting print jobs that request a form definition to this printer or if you will only be submitting jobs to this printer using PSF Direct, you do not have to complete this procedure. You can proceed to "Setting up Infoprint Manager and clients to use finishing options".

1. Start the Infoprint Manager Administration GUI.
2. Find or create the printer (destination) that sends jobs to your Infoprint 60. This printer is usually a PSF printer.
3. Right-click the printer and select **Properties** from the pop-up menu.
4. In the Printer Properties notebook, click the **Job** tab.
5. Find the **Finishing options allowed** field.

Note: If you don't see the **Finishing options allowed** field, click **Show More**.

6. Select all of the finishing options that your finisher supports in the **Possible values** list and add them to the **Values** list.
7. Click **OK**.

Setting up Infoprint Manager and clients to use finishing options

How you set up to use finishing options varies depending upon what kind of print jobs you create and how you submit them. There are several categories; find the one below that most resembles your situation.

All print jobs that request a form definition

If you submit your print jobs using a form definition (either by specifying a certain one or by using a default form definition), you can identify the finishing options that you want to apply in the form definition. When you specify printing and finishing options this way, no Infoprint attributes are necessary to request the finishing options. The print job is sent to the printer and the options are read out of the formdef. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part.

Note: Infoprint Manager does not check the finishing options you specify in the formdef against the options you set in “Telling Infoprint Manager what options the finisher supports” on page 279. As a result, if the finisher doesn’t support the options, the job will fail.

Print jobs submitted using PSF Direct

When you submit a job using PSF Direct, all of the job options (including finishing options) are set on the host system. Use the method provided by your host system or document creation applications to request finishing. When you send the job, no Infoprint finishing attributes are applied; the options you set on the host system are forwarded to the printer. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part. If the finisher doesn’t support the options, the job will fail.

Print jobs submitted using Infoprint Select

If you want to use Infoprint Select to submit print jobs with finishing options, there are different methods to choose from. The method you use depends on what type of Infoprint printer (destination) you plan to send your jobs to.

PSF printer: If you want to use Infoprint Select to submit print jobs with finishing options to a PSF printer, you must create a Select printer that uses the **IP60 with Finisher** printer driver. The driver is installed on your system when you install Infoprint Select. Use the procedure that is described in the Select readme for creating a Select printer, modifying it as described below.

1. Follow the procedure through creating a port and selecting an Infoprint destination.
2. When the **Add Printer** wizard asks you to choose a manufacturer and a printer model, don’t select anything, just click **Have Disk**.
3. In the **Install from Disk** dialog, click **Browse** and navigate to the directory that you installed Infoprint Select in. The default directory is c:\Infoprint.

Note: Because this dialog assumes the the driver is actually on a floppy disk or CD-ROM, you may receive an error that the drive is not ready. In the error box, click **Cancel**. A Windows **Open** dialog should then open. Use that dialog to navigate to the correct directory.

4. Select the **Ibmprint.inf** file and click **Open**.
5. Select **IBM Infoprint 60 with Finisher** from the list of printers and click **OK**.
6. In the **Install from Disk** dialog, click **Next**.
7. Complete the wizard as usual.

When you submit jobs to this printer, you can choose the finishing option you want to use.

Note: The **IBM Infoprint 60 with Finisher** driver only supports four finishing options: **top corner**, **bottom corner**, **2 edge stitch** (two staples in one side of the paper), and **3 edge stitch** (three staples on one side of the paper). If you need to use other finishing options, you have to use a different submission method.

Any other destination type: If you want to use Infoprint Select to submit print jobs to a different destination type (such as a BSD, Passthrough, or IPP printer), the only way to request finishing options on PCL and PostScript jobs submitted to a PSF destination is to use the method described in “Print jobs submitted using a Windows gateway printer or the IPP gateway” on page 281.

Print jobs submitted from the command line using the pdpr command

When you submit print jobs from the command line, you use the **job-finishing** attribute on the `-x` flag to specify finishing options. For a list of allowed values, proper syntax, and usage guideline for the **job-finishing** attribute, refer to the *Infoprint Manager: Reference*, Chapter 7, Job/Default Job attributes.

Print jobs submitted using a Windows gateway printer or the IPP gateway

You cannot select finishing options on job submission when you submit a print job using any of these methods, therefore it is recommended that you choose a different submission method if you want to specify finishing options.

If you cannot use a different submission method, the only way to submit print jobs through one of these methods and request finishing options is to use default jobs. A *default job* is a list of attributes that is applied to every job that a particular logical destination receives. You can use the Infoprint Manager Administration GUI to modify the default job for the logical destination that Infoprint Select sends jobs to so that it requests the appropriate finishing options.

This method is not recommended for two reasons. First, every job that you send to that logical destination will be finished the same way. For example, if you set the **Finishing options** attribute of the default job to **staple-top-left**, every job that is submitted to that printer will have a staple in the top left corner, even if the job is only one page long. In addition, a logical destination can only have one default job, and a default job can only have one finishing option set. If you want to use different finishing options, you must create multiple logical destinations, each with different options set on the default jobs.

Selecting the correct finishing options

In Infoprint Manager, the finishing options have very descriptive names so that it is easy to choose the one you want for your job. However, the names of those options are based on print jobs that use the "portrait" orientation, and as a result are misleading for jobs that printed in the "landscape" orientation. In addition, some of the options are valid if the paper is fed through the printer long edge first (LEF) and not valid if the paper is fed short edge first (SEF), and vice versa. As a result, choosing the correct finishing option can be confusing. The tables below can help you determine which option to choose based on how you want your job to be finished.

Paper fed LEF

Table 28. Options to set for paper fed LEF

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
One staple in the upper left corner	staple top left	staple bottom left
One staple in the upper right corner	staple top right	staple top left
One staple in the bottom left corner	staple bottom left	staple bottom right
One staple in the bottom right corner	staple bottom right	staple top right

Table 28. Options to set for paper fed LEF (continued)

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
More than one staple on the left edge of the paper (uses the default number of staples that is set for the finisher)	edge stitch OR edge stitch left	Not supported
Two staples on the left edge of the paper	edge stitch 2	Not supported
Three staples on the left edge of the paper	edge stitch 3	Not supported
More than one staple on the top edge of the paper (uses the default number of staples that is set for the finisher)	Not supported	edge stitch OR edge stitch left
Two staples on the top edge of the paper	Not supported	edge stitch 2
Three staples on the top edge of the paper	Not supported	edge stitch 3
More than one staple on the right edge of the paper	edge stitch right	Not supported
More than one staple on the bottom edge of the paper	Not supported	edge stitch right

Paper fed SEF

Table 29. Options to set for paper fed SEF

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
One staple in the upper left corner	staple top left	staple bottom left
One staple in the upper right corner	staple top right	staple top left
One staple in the bottom left corner	staple bottom left	staple bottom right
One staple in the bottom right corner	staple bottom right	staple top right
More than one staple on the top edge of the paper (uses the default number of staples that is set for the finisher)	edge stitch OR edge stitch top	Not supported
Two staples on the top edge of the paper	edge stitch 2	Not supported
Three staples on the top edge of the paper	edge stitch 3	Not supported
More than one staple on the right edge of the paper (uses the default number of staples that is set for the finisher)	Not supported	edge stitch OR edge stitch top
Two staples on the right edge of the paper	Not supported	edge stitch 2

Table 29. Options to set for paper fed SEF (continued)

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
Three staples on the right edge of the paper	Not supported	edge stitch 3
More than one staple on the left edge of the paper	Not supported	edge stitch bottom
More than one staple on the bottom edge of the paper	edge stitch bottom	Not supported
Default number of staples in the center of the sheet	saddle stitch	saddle stitch

Using Infoprint Manager with the Infoprint 70

Turning duplexing on and off

The Infoprint 70 can produce either simplex (single-sided) or duplex (double-sided) output. You can turn the duplex option **ON** or **OFF** at the printer console, depending upon what type of output you need. However, you can also turn duplexing on and off using the **sides** attribute in Infoprint Manager. If you use Infoprint Manager to turn duplexing on or off, the Infoprint Manager setting will override the setting on the printer.

You can set the **sides** attribute on a document, default document, or an actual destination. You can also specify **duplex** or **simplex** in a form definition (formdef). If you set the attribute in a document, that setting overrides the value in the formdef. The formdef overrides the setting on the default document, which overrides the setting on the actual destination. All of these settings override the setting on the printer console.

Important: The default value of the **sides** attribute on all three objects (document, default document, and actual destination) is **Use default**. When Infoprint Manager encounters that value, it considers the attribute "not set" and looks to the next item in the priority list to see if **sides** is set there. Infoprint Manager keeps going down the list until it finds a value to use.

Some examples of this behavior follow.

- You turn duplexing **OFF** at the console of your Infoprint 70. Then, you submit a job to your Infoprint 70 through Infoprint Manager. The job uses a formdef that requests duplex printing. The **sides** attributes on the document, default document, and actual destination are set to **Use printer default**.

Infoprint Manager looks at the **sides** attribute on the document, and considers it "not set," so it looks at the formdef. The job prints duplex.

- You turn duplexing **OFF** at the console of your Infoprint 70. Then, you use Infoprint Submit to send a job with **Sides** set to duplex, and don't use a formdef. The **sides** attributes on the default document is set to **Use printer default** and on the actual destination is set to **1**.

Infoprint Manager looks at the **sides** attribute on the document, and sees that Submit set it to **2**. Infoprint Manager ignores all of the other values and the job prints duplex.

For additional information about the sides attribute, refer to the *Infoprint Manager: Reference*, Chapter 7, **Actual Destination** and **Document** attributes.

Setting up finishing options for the Infoprint 70

The Infoprint 70 provides several finishing options. Infoprint Manager can be set up to support many of these possibilities, including edge stitching and corner stapling. Follow these three procedures to set up your system to use finishing options.

1. "Telling Infoprint Manager what options the finisher supports"
2. "Setting up Infoprint Manager and clients to use finishing options"
3. "Selecting the correct finishing options" on page 286

Telling Infoprint Manager what options the finisher supports

The first step in enabling the finishing options is to let Infoprint Manager know what options the finisher supports. Follow the steps below to set the appropriate values.

Note: If you will only be submitting print jobs that specify a form definition to this printer or if you will only be submitting jobs to this printer using PSF Direct, you do not have to complete this procedure. You can proceed to "Setting up Infoprint Manager and clients to use finishing options".

1. Start the Infoprint Administration GUI.
2. Find or create the PSF printer (actual destination) that sends jobs to your Infoprint 70.
3. Right-click the printer and select **Properties** from the pop-up menu.
4. In the Printer Properties notebook, click the **Job** tab.
5. Find the **Finishing options allowed** field.

Note: If you don't see the **Finishing options allowed** field, click **Show More**.

6. Select all of the finishing options that your finisher supports in the **Possible values** list and add them to the **Values** list.
7. Click **OK**.

Setting up Infoprint Manager and clients to use finishing options

How you set up to use finishing options varies depending upon what kind of print jobs you create and how you submit them. There are several categories; find the one below that most resembles your situation.

All print jobs that request a form definition

If you submit your print jobs using a form definition (either by specifying a certain one or by using a default form definition), you can identify the finishing options that you want to apply in the form definition. When you specify printing and finishing options this way, no Infoprint attributes are necessary to request the finishing options. The print job is sent to the printer and the options are read out of the formdef. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part.

Note: Infoprint Manager does not check the finishing options you specify in the formdef against the options you set in “Telling Infoprint Manager what options the finisher supports” on page 284. As a result, if the finisher doesn’t support the options, the job will fail.

Print jobs submitted using PSF Direct

When you submit a job using PSF Direct, all of the job options (including finishing options) are set on the host system. Use the method provided by your host system or document creation applications to request finishing. When you send the job, no Infoprint finishing attributes are applied; the options you set on the host system are forwarded to the printer. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part. If the finisher doesn’t support the options, the job will fail.

Print jobs submitted using Infoprint Select

The automatic data stream transforms that PSF printers use do not support finishing (stapling). As a result, if you plan to use Infoprint Select to submit PCL or PostScript jobs to a PSF printer (destination), you cannot specify finishing options when you submit a job, even if the print driver you use supports those options. It is recommended that you either use a different method to submit those print jobs, or that you submit them to an Infoprint printer that does not transform the datastream (such as a Passthrough printer).

If you cannot use a different submission method or cannot submit your jobs to a different type of Infoprint printer, the only way to request finishing options on PCL and PostScript jobs submitted to a PSF destination is to use the method described in “Print jobs submitted using a Windows gateway printer or the IPP gateway”.

Print jobs submitted from the command line using the pdpr command

When you submit print jobs from the command line, you use the **job-finishing** attribute on the `-x` flag to specify finishing options. For a list of allowed values, proper syntax, and usage guideline for the **job-finishing** attribute, refer to the *Infoprint Manager: Reference*, Chapter 7, Job/Default Job attributes.

Print jobs submitted using a Windows gateway printer or the IPP gateway

You cannot select finishing options when you submit a print job using any of these methods, therefore it is recommended that you choose a different submission method if you want to specify finishing options.

If you cannot use a different submission method, the only way to submit print jobs through one of these methods and request finishing options is to use default jobs. A *default job* is a list of attributes that is applied to every job that a particular logical destination receives. You can use the Infoprint Manager Administration GUI to modify the default job for the logical destination that Infoprint Select sends jobs to so that it requests the appropriate finishing options.

This method is not recommended for two reasons. First, every job that you send to that logical destination will be finished the same way. For example, if you set the **Finishing options** attribute of the default job to **staple-top-left**, every job that is submitted to that printer will have a staple in the top left corner, even if the job is only one page long. In addition, a logical destination can only have one default job, and a default job can only have one finishing option set. If you want to use different finishing options, you must create multiple logical destinations, each with different options set on the default jobs.

Selecting the correct finishing options

In Infoprint Manager, the finishing options have very descriptive names so that it is easy to choose the one you want for your job. However, the names of those options are based on print jobs that use the "portrait" orientation, and as a result are misleading for jobs that printed in the "landscape" orientation. In addition, some of the options are valid if the paper is fed through the printer long edge first (LEF) and not valid if the paper is fed short edge first (SEF), and vice versa. As a result, choosing the correct finishing option can be confusing. The tables below can help you determine which option to choose based on how you want your job to be finished.

Paper fed LEF

Table 30. Options to set for paper fed LEF

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
One staple in the upper left corner	staple top left	staple bottom left
One staple in the upper right corner	Not supported	staple top left
One staple in the bottom left corner	staple bottom left	Not supported
More than one staple on the left edge of the paper	edge stitch, OR edge stitch left	Not supported
More than one staple on the top edge of the paper	Not supported	edge stitch OR edge stitch left

Paper fed SEF

Table 31. Options to set for paper fed SEF

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
One staple in the upper left corner	staple top left	Not supported
One staple in the upper right corner	staple top right	staple top left
One staple in the bottom right corner	Not supported	staple top right
More than one staple on the right edge of the paper	Not supported	edge stitch OR edge stitch top
More than one staple on the top edge of the paper	edge stitch OR edge stitch top	Not supported

Setting up finishing options for the Infoprint 2000 AFP

The Infoprint 2000 AFP with finisher provides a variety of finishing options. Infoprint Manager can be set up to support many of these possibilities, including edge stitching and corner stapling. Follow these three procedures to set up your system to use finishing options.

1. "Telling Infoprint Manager what Options the Finisher Supports" on page 287

2. "Setting up Infoprint Manager and Clients to use Finishing Options"
3. "Selecting the correct finishing options" on page 288

Telling Infoprint Manager what Options the Finisher Supports

The first step in enabling the finishing options is to let Infoprint Manager know what options the finisher supports. Follow the steps below to set the appropriate values.

Note: If you will only be submitting print jobs that specify a form definition to this printer or if you will only be submitting jobs to this printer using PSF Direct, you do not have to complete this procedure. You can proceed to "Setting up Infoprint Manager and Clients to use Finishing Options".

1. Start the Infoprint Administration GUI.
2. Find or create the PSF printer (actual destination) that sends jobs to your Infoprint 2000.
3. Right-click the printer and select **Properties** from the pop-up menu.
4. In the Printer Properties notebook, click the **Job** tab.
5. Find the **Finishing options allowed** field.

Note: If you don't see the **Finishing options allowed** field, click **Show More**.

6. Select all of the finishing options that your finisher supports in the **Possible values** list and add them to the **Values** list.
7. Click **OK**.

Setting up Infoprint Manager and Clients to use Finishing Options

How you set up to use finishing options varies depending upon what kind of print jobs you create and how you submit them. There are several categories; find the one below that most resembles your situation.

All print jobs that request a form definition

If you submit your print jobs using a form definition (either by specifying a certain one or by using a default form definition), you can identify the finishing options that you want to apply in the form definition. When you specify printing and finishing options this way, no Infoprint attributes are necessary to request the finishing options. The print job is sent to the printer and the options are read out of the formdef. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part.

Note: Infoprint Manager does not check the finishing options you specify in the formdef against the options you set in "Telling Infoprint Manager what Options the Finisher Supports". As a result, if the finisher doesn't support the options, the job will fail.

Print jobs submitted using PSF Direct

When you submit a job using PSF Direct, all of the job options (including finishing options) are set on the host system. Use the method provided by your host system or document creation applications to request finishing. When you send the job, no Infoprint finishing attributes are applied; the options you set on the host system are forwarded to the printer. If the finisher supports the options chosen, the job should print correctly without any more configuration on your part. If the finisher doesn't support the options, the job will fail.

Print jobs submitted from the command line using the pdpr command

When you submit print jobs from the command line, you use the **job-finishing** attribute on the `-x` flag to specify finishing options. For a list of allowed values, proper syntax, and usage guideline for the **job-finishing** attribute, refer to the *Infoprint Manager: Reference*, Chapter 7, Job/Default Job attributes.

Print jobs submitted using a Windows gateway printer or the IPP gateway

You cannot select finishing options when you submit a print job using any of these methods, therefore it is recommended that you choose a different submission method if you want to specify finishing options.

If you cannot use a different submission method, the only way to submit print jobs through one of these methods and request finishing options is to use default jobs. A *default job* is a list of attributes that is applied to every job that a particular logical destination receives. You can use the Infoprint Manager Administration GUI to modify the default job for a logical destination so that it requests the appropriate finishing options.

This method is not recommended for two reasons. First, every job that you send to that logical destination will be finished the same way. For example, if you set the **Finishing options** attribute of the default job to **staple-top-left**, every job that is submitted to that printer will have a staple in the top left corner, even if the job is only one page long. In addition, a logical destination can only have one default job, and a default job can only have one finishing option set. If you want to use different finishing options, you must create multiple logical destinations, each with different options set on the default jobs.

Selecting the correct finishing options

In Infoprint Manager, the finishing options have very descriptive names so that it is easy to choose the one you want for your job. However, the names of those options are based on print jobs that use the "portrait" orientation, and as a result are misleading for jobs that printed in the "landscape" orientation. Use the table below to determine which finishing value to choose.

Note: Paper must be pulled from the paper tray long-edge-first (LEF) for finishing options to be applied. Because ledger and A3 paper are both pulled from the paper tray short edge first (SEF), the Infoprint 2000 does not support finishing options for those paper sizes.

Table 32. Options to set for paper fed LEF

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
One staple in the upper left corner	staple top left	staple bottom left
One staple in the upper right corner	staple top right	staple top left
One staple in the bottom left corner	staple bottom left	staple bottom right*
One staple in the bottom right corner	staple bottom right*	staple top right
Two staples on the left edge of the paper	edge stitch, edge stitch left, OR edge stitch 2	Not supported

Table 32. Options to set for paper fed LEF (continued)

Desired output	Select this value for "portrait" jobs	Select this value for "landscape" jobs
Two staples on the top edge of the paper	Not supported	edge stitch, edge stitch left, OR edge stitch 2
Two staples on the right edge of the paper	edge stitch right	Not supported
Two staples on the bottom edge of the paper	Not supported	edge stitch right

* Some printers support this option via 180-degree image rotation, some do not. See printer documentation for more details.

Chapter 28. Setting up high speed printers for spacing

In Infoprint Manager, moving from page to page in a job is called *spacing*:

- *Forward spacing* is moving to a point later in the job (such as skipping from page 10 to page 15).
- *Backspacing* is moving to a point earlier in the job (such as backing up from page 40 to page 20).

For spacing to work effectively on the Infoprint 2000 for AFP printing, Infoprint 3000, Infoprint 4000, and Infoprint 4100, you must first enable the printer to work with the Simple Network Management Protocol (SNMP) and allow SNMP to configure the printer. These settings allow you to use the Infoprint Manager GUI to stop a printer very quickly (in ten seconds or less) when you need to, instead of having to wait for all of the pages of a job that have been buffered to print.

Enabling SNMP on an Infoprint 2000 for AFP printing

1. On the display/touch screen on the touch screen/printer console, open the **Printer definition** pull-down menu.
2. Select **Remote Access**.
3. On the **SNMP** tab:
 - Select the **Enable SNMP Agent** and **Allow SNMP to configure the printer** check boxes.
 - In the **Communities** list, touch the name of the community you will be using to access the printer and verify the settings. Make sure that the community has **Write** access to the printer.
4. Touch **OK** to close the window.
5. On the main screen of the console, make sure that the attachment type you will be using is enabled.
6. If you changed the **Enable SNMP Agent** or the **Allow SNMP to configure the printer** setting, shutdown and restart the printer to make the changes take effect.

Now you have to disable the Infoprint Manager printer and enable it again to refresh the printer configuration information in the server.

7. Start the Infoprint Manager Administration GUI.
8. In the GUI, find the Infoprint Manager printer (actual destination) that corresponds to this printer and select it.
9. Use the GUI to disable the printer.
10. Use the GUI to enable the printer again.

Enabling SNMP on an Infoprint 3000 or an Infoprint 4000 printer that uses the operator console

The Operator console is the standard console for the Infoprint 3000 and the Infoprint 4000.

1. On the display/touch screen on the Operator console, open the **Configure** pull-down menu.
2. Select **Remote Access**.

3. Under **Select a Remote Access**, select **SNMP**.
4. Under **Enabled**, select **Yes**.
5. Under **Allow to Configure**, select **Yes**.
6. Touch **OK** to close the window.
7. You will be prompted to restart the printer so that these settings can take effect. Restart the printer, and wait for it to power back up before you continue.

Now you have to disable the Infoprint Manager printer and enable it again to refresh the printer configuration information in the server.

8. Start the Infoprint Manager Administration GUI.
9. In the GUI, find the Infoprint Manager printer (actual destination) that corresponds to this printer and select it.
10. Use the GUI to disable the printer.
11. Use the GUI to enable the printer again.

Enabling SNMP on a printer that uses the Enhanced Operator Console

The Enhanced Operator Console is the standard console for the Infoprint 4100 and is available as an upgrade for the Infoprint 4000.

1. On the Enhanced Operator Console, touch **Printer definition** at the top of the screen.
2. On the left side of the screen, touch **Remote Access**.
3. In the **Communities** list, select the name of the community you will be using to access the printer and verify the settings. Make sure that the community has **Write** access to the printer.
4. Select the **SNMP Agent Enabled** and **Allow SNMP to Configure Printer** checkboxes, so they both say **Yes**.
5. Touch **OK** to save the settings.
6. You may be prompted to restart the printer so that these settings can take effect. Restart the printer, and wait for it to power back up before you continue.

Now you have to disable the Infoprint Manager printer and enable it again to refresh the printer configuration information in the server.

7. Start the Infoprint Manager Administration GUI.
8. In the GUI, find the Infoprint Manager printer (actual destination) that corresponds to this printer and select it.
9. Use the GUI to disable the printer.
10. Use the GUI to enable the printer again.

Chapter 29. General Operator and User Procedures

Deleting orphan files and resubmitting jobs to MVS Download

Orphaned files are old files left in the Windows NT file system because you specified the **Keep CMD file for Resubmitting Jobs** check box when you started the MVS Download receiver to submit the jobs, and errors prevented Infoprint from processing these print jobs. Their file names follow the MVS Download Destination Control file naming format:
MVS_system_name.job_name.dataset_name.forms_name.yyddd.hhmmsstABCD.PRD

Because orphan files can cause performance problems, you should either correct the problem that prevented the job from processing and then resubmit the job to MVS Download, or delete the orphan files from the system.

Deleting orphaned files from the system

Orphan files should only occur when there's an error. If you do not want to identify and correct errors, delete all files that are older than some site-determined period, such as three days.

To manually delete individual files, you can do the following:

1. In the **Management Console**, double-click the MVS Download receiver that you want to clean out.
2. In the **Viewing: Receiver xxx** dialog, find the **View Job Data** field and click **Browse**. The orphan and **.CMD** files that remain on the Infoprint Manager server are listed in the **MVS Download Receiver Data** dialog that opens.
3. Highlight the job to be deleted and right-click it, then select **Delete** from the menu that appears.

Resubmitting jobs

Use the following procedure to resubmit jobs through MVS Download:

1. In the **Management Console**, double-click the MVS Download receiver that received the failed print job.
2. In the **Viewing: Receiver xxx** dialog, find the **View Job Data** field and click **Browse**. The orphan and **.CMD** files that remain on the Infoprint Manager server are listed in the **MVS Download Receiver Data** dialog that opens.
3. Right-click the **.CMD** file that failed.
4. Select **Edit** from the menu that appears to open the **.CMD** file as a text file.
5. Edit the file as you need to and save it.
6. Close the text editor.
7. Back in the **MVS Download Receiver Data** dialog, select and right-click the **.CMD** file again.
8. Select **Open** from the menu that appears to run the file.
9. In the **MVS Download Receiver Data** dialog, click **Cancel**.
10. In the **Viewing: Receiver xxx** dialog, click **Cancel**.

If you identify and correct print errors, re-submission of the file to MVS Download should delete the file once it is successful.

Adding a Windows gateway printer to your desktop

A Windows gateway printer is a printer that you add to your desktop the same way you add any other printer. The difference is that when you send a print job to a Windows gateway printer, it doesn't go directly to a printer-- it goes to Infoprint Manager first. Infoprint Manager organizes everyone's print jobs by putting them in a print queue in the order that it receives them, then sends them all to the correct printers. In addition, if you have Infoprint Manager Notifications running on your workstation, Infoprint Manager will send you messages about the status of your print job.

Follow these steps to add a Windows gateway printer to your desktop.

1. Ask your system administrator for the share name of the Windows gateway printer.
2. Follow the standard instructions for adding a network printer to your desktop based on the operating system you use. (For example, on Windows systems, use the **Add Printer** wizard.) When you are prompted for the name of the printer to connect to, find or enter the share name from 1.
3. Once the connection to the Windows gateway printer is created, you can print to it just as you would to any other printer.

Adding an Internet Printing Protocol (IPP) Gateway Printer to Your Desktop

The Internet Printing Protocol (IPP) is a data transport protocol that allows you to print your documents to any IPP-enabled printer whose IP address you know. You can use IPP to send print data over both LANs and the Internet-- so you can send print jobs to a network printer from your desk, your home office, or anywhere that you find an Internet connection. Not all printers are currently enabled to work with IPP. However, Infoprint Manager provides an IPP gateway-- a mechanism that allows you to use IPP, even if your printers are not IPP-enabled.

To be able to print through an IPP gateway, you must first have IPP client software installed on your workstation or laptop. IPP client software is available from various printer vendors; check with your printing system administrator to see which IPP client your company is using. Once you have the IPP client software installed, follow these steps to set up to print through the IPP gateway.

1. Ask your printing system administrator for the address of the printer that you want to print to.
2. Follow the instructions provided with your IPP client software for adding a printer to your desktop. When you are asked for the address of the printer, enter the address that you got in step 1.
3. Once the printer is added, you can print to it just as you would any other printer.

Submitting jobs through Infoprint Manager hot folders

An Infoprint Manager *hot folder* is a directory that is associated with a logical destination. When you copy or move a file to the hot folder, Infoprint Manager automatically submits the file to that logical destination. The default job and document attributes that are set for that logical destination are applied to jobs submitted through the hot folder.

To submit print jobs through an Infoprint Manager hot folder, you do not have to install any Infoprint client software or create any printers. All you have to do is map a network drive on your system to the hot folder (or to a parent directory of the host folder). Then, you can use a simple copy and paste to put your print files in that directory. The hot folder submits the job to an Infoprint logical destination to be printed.

Note: Make sure you know what kinds of files the Infoprint Manager destination will accept. The files that you put in the hot folder should already be print data streams (such as PCL or PostScript), not the standard "working" files that many desktop programs create.

For example, if you are writing a report using word processing software, you cannot simply save the file and copy that file to the hot folder to be printed. You need to convert it into a print data stream first. One way to do that conversion is to create a printer on your desktop that uses a PostScript or PCL driver and the **FILE:** port. If you send a job to that printer, the output won't be printed; it will be saved in a file (called `my_report.ps`, for example). Then, you can copy the new file into the hot folder to be sent to Infoprint Manager.

Contact your printing system administrator to find out where the hot folders are on your network, and which printer each hot folder sends job to.

Mapping a network drive

On your system, use the standard Windows method to map a network drive (available in Windows Explorer) to the Infoprint Manager hot folder. If there are multiple hot folders within the same directory, you only have to map one network drive to the parent directory; you will be able to access all of the subdirectories through it.

Submitting jobs through a hot folder

To submit a job through a hot folder, simply copy or move the print file to the hot folder.

Note: Files are deleted from the hot folder after they are sent to Infoprint Manager.

Specifying job attributes

By default, jobs submitted through a hot folder use the attribute values in the default document and default job associated with the logical destination. If you want to specify other attributes or use different values for existing attributes, do the following.

Note: By default, hot folder jobs are submitted to Infoprint Manager with job notifications turned **off**. If you want to receive notifications about jobs that you submit through hot folders, you must specify a **notification-profile** with an explicit **delivery-address** in the `.att` file.

1. Either on your system or in the hot folder itself, create a text file to use as your attributes file. Name the attributes file `filename.att`, where `filename` is the same as the file name of the print file. For example, if the print file is `report.pdf`, the attributes file is `report.pdf.att`.
2. In the attributes file, specify the Infoprint attributes and values that you want to use for this job. For example, if you want to print three single-sided copies of `report.pdf`, `report.pdf.att` looks like this:

```
copy-count = 3
sides = 1
```

Note: The attributes file is in the same format as a `-X` file passed to a `pdpr`. For information about job and document attributes, refer to *Infoprint Manager: Reference*, S544-5475.

3. If you created the attributes file on your system, copy or move the file to the hot folder. The Infoprint Manager logical destination recognizes the `.att` file extension as an attributes file and knows not to try to print it.
4. Copy or move the print file to the hot folder. The Infoprint Manager logical destination sees the print file and looks for an attributes file with the same file name. Both of the files are taken and your attributes are used.

Printing large jobs

Because it takes time to copy or move files, the Infoprint Manager logical destination may try to take a large job out of the hot folder before it is finished copying. You can prevent the logical destination from taking partial jobs by *staging* large jobs. To do this:

1. Make a copy of the print file on your local system.
You will end up with 2 files: **report.pdf** and **copy of report.pdf**.
2. Rename the copy of the print file so that it has the same name as the original print file and the extension `.stg`.
Rename **copy of report.pdf** to **report.pdf.stg**.
3. Copy the new file to the hot folder.
Copy **report.pdf.stg** and paste it in the hot folder.

Note: The Infoprint Manager logical destination ignores files with the `.stg` extension.

4. When the file is finished copying, change the extension back to the original extension.
Rename **report.pdf.stg** back to **report.pdf**. Infoprint Manager will pick up the renamed file and send it to print.

Submitting multiple-document jobs

You can also use staging to print jobs that contain multiple documents. In this case, you stage an entire directory. The Infoprint Manager logical destination prints the documents as one job, in the order that you copied the files into the directory.

1. Navigate to the hot folder (using Windows Explorer, for example).
2. In the hot folder directory, create a new folder named `jobname.stg`, where `jobname` is any name you choose.

Note: The Infoprint Manager logical destination ignores directories with the `.stg` extension.

3. Copy the documents you want to print into the subdirectory in the **same** order that you want to print them.

Note: If you copy multiple files in a single operation, they may not be copied in the same order that you selected them. If the print order matters, copy the files one at a time.

4. If you want to override the default attributes, create an attributes file called `jobname.att`, where `jobname` is the same as the subdirectory name, and copy it into the hot folder.

5. Rename the subdirectory from *jobname.stg* to *jobname*. The Infoprint Manager logical destination then accepts all of the files in the subdirectory as a single job.

Submitting print jobs through the Infoprint Manager LPD

To submit jobs to the Infoprint Manager LPD using an LPR client, you do not have to create a Windows gateway printer or install any Infoprint client software. You must, however, install an LPR client on the system that you are submitting jobs from. You can use any LPR client, but if you want to be able to specify advanced Infoprint options on the `-o` flag, you should use the **lprafp** sample code package.

lprafp is an LPR client that is available as a free download from the IBM Printing Systems website. The package includes executable forms of the **lprafp** client for the Windows and AIX (Version 4.3.3 Build Level 9 and above) platforms. You can compile this code to use it on other platforms as well. IBM Printing Systems does not provide support for the package.

Note: The Microsoft LPR client supports a `-o` flag, but it is not the same as the Infoprint `-o`. Any values you pass to Infoprint Manager using the Microsoft `-o` flag will be lost. In addition, some LPR clients provide print control functions, such as landscape print. The Infoprint Manager LPD does not support these options.

Install and configure lprafp for Windows from the Web

For Windows operating system clients, the **lprafp** sample code package is available for free download from the IBM Printing Systems website at <http://www.ibm.com/printers>. Use this procedure to locate and install the package.

1. Navigate to <http://www.ibm.com/printers> in your web browser.
2. Under **Resources for**, click **Infoprint Manager**.
3. On the Infoprint Manager Family Home Page, click **Infoprint Manager for Windows**.
4. On the Infoprint Manager for Windows Home Page, select **Downloads** from the list under **Product Resources**.
5. On the Downloads page, find **lprafp** and click to download.
6. Use a zip utility to unzip the package.
7. Open the **readme.txt** file and follow the instructions for installing the package on a Windows system.

Preparing to submit print jobs

When you submit jobs to the Infoprint Manager LPD, it uses a mapping file to match the keywords you specify on the `-o` option with Infoprint attributes. A sample mapping file comes with Infoprint Manager for Windows; before you submit any print jobs to the Infoprint Manager LPD, you should modify this file to meet your needs.

To modify the mapping file do the following.

1. Open the file `<install path>\var\pd\lpd\lpdmap.txt` (where `<install path>` is the directory where Infoprint Manager is installed) in a text editor such as Notepad.
2. Read all of the instructions in the mapping file before you make any changes.

3. Edit the mappings as necessary and save the file using the same name.

Because all LPR clients use different keywords, it is impossible to list them all. The mappings listed are "best guess" mappings, and may not generate the results you need. The best way to see what values you need to add or change is to uncomment the line that reads:

```
* DEBUG
```

and save the file. (To uncomment the line, delete the *.) Submit a print job through the LPD and check the output. If the job fails or if it prints incorrectly, check the error messages in the server log in the Management Console. Use them to help determine which keywords are missing or mapped incorrectly. When you are finished, be sure to open the mapping file and comment the DEBUG line out again.

Submitting print jobs

When you submit print jobs using the LPR client, all you need to specify is the Infoprint Manager server and the name of an Infoprint destination (logical or actual). The Infoprint Manager LPD will submit the job to the Infoprint print spool.

Checking Job Status

The easiest way to find out the status of print jobs that you submit through Infoprint Manager is to have Infoprint Manager send you messages about them. Refer to *Infoprint Manager for Windows: Getting Started* for more information about receiving messages about your print jobs. If you have installed Infoprint Select on your workstation, you can receive messages through Select Notification as well.

If you do not install Infoprint Manager Notifications, you may be able to check the status of your jobs manually. If you submit jobs to a Windows gateway printer, follow these steps:

1. Click the Windows **Start** button, and select **Settings**→**Printers** to open the Printers window.
2. In the Printers window, double-click the printer that you sent your job to. The job window for that printer will open.
3. Find your job in the list of documents. If the job isn't in the list, it may be finished printing.

Note: Your print job will only appear in this list if your printing system administrator has configured the gateway to report accurate job status back to workstations.

If you submit print jobs using Infoprint Select or an IPP gateway and you need to check the status before you receive notification about them, contact your help desk or printing system support personnel.

Interrupting and restarting a job that's currently printing

Use this procedure if you want to stop printing a job and start printing it again or if you want to stop printing a job, move it to a different printer, and start printing again. If you are printing an AFP print job, you can also use this procedure to stop printing a job and start it again from any page in the job, not just from the beginning.

This procedure does NOT stop the printer; it only stops the job you select.

Once the job is stopped, the next job in the queue will start to print. If you need to stop the printer, (for example, to replace toner) use the “Stopping a printer to perform scheduled maintenance” on page 303 procedure.

Note: Refer to the online help in the Infoprint Manager GUI if you need instructions on completing any of these steps.

Stopping the job

1. Open the Infoprint Manager Operations GUI or the Infoprint Manager Administration GUI.
2. In the GUI, find the job that you want to interrupt and select it.
3. Click **Job → Delete and Retain**.

Note: If the **Delete and Retain** item doesn't appear in the **Job** menu, use **Add/Remove Menu Items** to add it.

4. In the **Set Retain Time** dialog, type 1 in the **Days** field.

Important:

- a. The job will now stay in the **Retained** state for twenty-four hours and then will be deleted. If you don't think you'll be able to print the job within twenty-four hours, use a greater number of days.
 - b. If the job was submitted with a retain time already set, you will not see the **Set Retain Time** dialog. Infoprint Manager will retain the job using the existing retain time.
5. Click **OK**.

The job will stop printing and will be listed in the **Retained Jobs** list in the main Infoprint Manager GUI window.

Restarting the job

Use this procedure if you want to do one of the following:

- Print the entire job on the same printer it was printing on before.
- Print the entire job on a different printer.
- Print part of the job (such as page one to page fifty, or page twelve to the end).

Important:

- You can only print part of the job if the job is transformed into AFP before it gets printed. You cannot print part of an ASCII, KGL, metacode, or LCDS job; you have to print the whole job.
- You can only print part of the job if the job has only one printable document. If it has more than one printable document, you either have to print the whole job or use spacing to skip a section of the job. Refer to the **Moving backward or forward in a print job that's already printing** topic for instructions on spacing.
- If you submitted this job using DPF from a host system, you can start printing from any page in the job, but Infoprint Manager ignores any value you enter for the end page. You will always print to the end of the job.

To restart the print job:





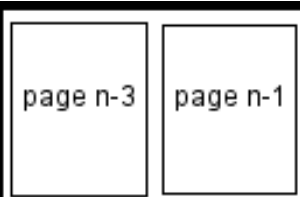
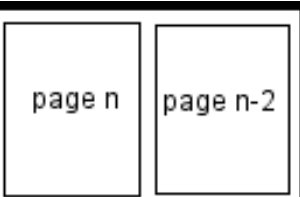
1. If you want to print the entire job, skip to **Before you Continue** between steps 7 and 8 below.

- If you only want to print part of the job, figure out what page you want to start printing from.

Important: If you don't want to start printing from the first page of the job, be careful when you choose which page to start with. Duplex and n-up jobs can be confusing because you have to start printing with the **first** page on the **front** side of the sheet of paper. If you don't choose the correct start page, the job will print, but the sequence will probably be wrong.

For example, if you are printing a 2-up duplex job, each sheet of paper actually has four pages printed on it, like this:

Table 33. 2-up duplex print job: Front and back views

	Front of sheet	Back of sheet
Sheet one		
Sheet two		
Last sheet		

Since you have to start printing this job at the first page on the front side, you can choose page one or page five (or any other page that would fall in that position). If you choose a different page, the sequence of pages will be wrong, and the job won't print correctly.

- Figure out what page you want to stop printing on (if you don't want to print all the way to the end of the job).
You don't have to be as precise on the last page to print; the last page can be in any location on the sheet of paper.
- Select the job in the **Retained Jobs** list in the main Infoprint Manager GUI window.
- With the job selected, click **Job → Change Page Range to Process**.
If you don't see the **Change Page Range to Process** item in the **Job** menu, use **Add/Remove Menu Items** to add it.

6. In the **Change Page Range to Process** dialog, select **Range of Pages** and type the start page and end page you figured out above.

Note: If you submitted this job using Distributed Print Facility (DPF), Infoprint Manager ignores the end page that you specify. DPF jobs always print from the start page you specify to the end of the job.

7. Click **OK**.

Before you continue:

You should only move a job to an Infoprint printer that uses the same destination support system (DSS) as the one the job was originally submitted to. If you move the job to a printer that uses a different DSS and the new printer doesn't support all of the attributes of the job, the job will fail to print. To check which DSS your Infoprint printer uses, do the following.

- a. Select the printer in the tree view of the Main window of the Infoprint Manager GUI.
- b. See if the **Type** column appears in the details view. The **Type** column displays the DSS that the Infoprint printer uses.
- c. If you don't see the **Type** column, use **Add/Remove menu items** to add it.

Continue with step 8.

8. Select the job again and click **Job → Move job**.
9. In the **Move Jobs** dialog, select the printer that you want to print the job on. You can choose the same printer it was printing on before or a different one.

If the job is accepted, it will go back into the queue and wait to be printed. Depending on how many jobs are ahead of it in the queue, it may take a while for the job to print. If you want the job to print right away, you can either move it to the top of the queue (so it prints next) or you can change its priority (so it prints sooner, but not necessarily next).

10. To move the job to the top of the queue, select the job in the Infoprint Manager GUI and use the **Make Job First** task. To change the priority of the job, use the **Change Priority** task.

Note: If the task you want to use doesn't appear in the menu, use **Add/Remove menu items** to add it.

Moving backward or forward in a job that's currently printing

In Infoprint Manager, moving from page to page in a job is called *spacing the printer*:

- *Forward spacing* is moving to a point later in the job (such as skipping from page 10 to page 15).
- *Backspacing* is moving to a point earlier in the job (such as backing up from page 40 to page 20).

Spacing a printer

Things to remember:

- **You can only space a printer that uses the PSF Destination Support System (DSS) and one of the following attachment types:**
 - PSF TCP/IP
 - PSF Channel

- PSF BSD
- PSF Other

To see what DSS your printer uses, do the following:

1. Select the printer in the tree view of the Main window of the Infoprint Manager GUI.
 2. See if the **Type** column appears in the details view. The **Type** column displays the DSS that the Infoprint printer uses.
 3. If you don't see the **Type** column, use **Add/Remove menu items** to add it.
- **You can only space a printer after a job has already started to print.**
If you only want to print a section of a job (such as page 11 to page 20) or if you want to start printing from a page other than the first page of the job, use the **Change Page Range to Process** task in the Infoprint Manager GUI.
 - **Spacing works better on high-speed printers than on low speed printers.**
While spacing is supported on all printers that you print to using the PSF DSS, it is very difficult to space printers that print 40 pages per minute (ppm) or less. Spacing works adequately on printers that print between 60 and 100 ppm, and works very well with high-speed Infoprint printers that are configured correctly.
 - **The Infoprint 2000, Infoprint 3000, Infoprint 4000, and Infoprint 4100 printers require additional configuration for spacing to work efficiently.**
Refer to the **Setting up high speed printers for spacing** topic for instructions on configuring your printer.
 - **Page numbers refer to pages of the print job, not necessarily to any page numbers in your document.**
For example, in a book, the first page of chapter one is usually "page 1." However, it might be page 15 of the print job, because of the title page, credits, and table of contents.
 - **You cannot space to the back side of a sheet of paper.**
If you are printing a duplex job, you will always print both the front and back sides of the sheet of paper that you space to.

To space a printer, do the following:

1. Start the Infoprint Manager GUI.
2. In the GUI, find the Infoprint printer that you need to space.
3. Select the Infoprint printer by clicking on it, then click **Printer → Stop**.

Note: If you don't see **Stop** in the menu, use **Add/Remove menu items** to add it.

4. In the **Stop printer_name** dialog, select **Pause** and **Now**, and click **OK**.
Even though you selected **Now**, the printer will keep printing for a while because it has to get to a point in the job where it can stop. For Infoprint 2000, Infoprint 3000, and Infoprint 4000 printers that are configured correctly, you shouldn't have to wait more than 10 seconds. For other printers, you may have to wait longer.
5. Once the printer has stopped printing, look at the last sheet that printed. Write down the number of that sheet of the job.
6. Figure out what sheet of paper in the job you want to space to. Write down the number of that sheet of the job.
7. Figure out the number of sheets of paper you need to space.
 - To **forward space** the printer:

Subtract the number of the sheet that printed last (from step 5 on page 302) from the number of the sheet that you want to skip to (from step 6 on page 302), and then subtract one. Like this:

(number from step 6 on page 302) – (number from step 5 on page 302) – 1 = number of sheets to skip

- To **backspace** the printer:

Subtract the number of the sheet that you want to go back to (from step 6 on page 302) from the page that printed last (from step 5 on page 302), and add one (for the current page). Like this:

(number from step 5 on page 302) – (number from step 6 on page 302) + 1 = number of sheets to back up

8. Determine the number of "sides" to space the printer.
 - If you are printing a simplex job, the number of sides is the same as the number of sheet from step 7 on page 302.
 - If you are printing a duplex job, multiply the number from step 7 on page 302 by two to get the number of sides. (number from step 7 on page 302 x 2 = number of sides)
9. In the Infoprint Manager GUI, find the printer you want to space and select it.
10. With the printer selected, click **Printer → Space**.
11. In the **Space printer_name** dialog, select **Backspace** or **Forward space** and type the number of sides you found in step 8.
12. Click **OK**.
13. Make sure the printer is still selected and click **Printer → Resume** to start the printer again.

Stopping a printer to perform scheduled maintenance

Use this procedure to stop a printer so you can perform routine maintenance, such as updating the microcode, changing paper, or cleaning the printer. While you have the printer stopped, Infoprint Manager will not be able to send or schedule jobs to it. This procedure will work for printers that use any DSS.

1. Open the Infoprint Manager Operations GUI or the Infoprint Manager Administration GUI.
2. In the GUI, find the printer that you want to stop and select it.
3. Use **Printer—>Disable** to disable the printer.

The Infoprint printer will stop accepting jobs, but the printer will not stop printing immediately. All of the jobs that were in the **processing** state before you disabled the printer will print before it stops.
4. After the printer stops printing, you can perform whatever maintenance you need to.
5. When you are finished and the printer is ready to receive jobs again, go back to the Infoprint Manager GUI.
6. Find the printer in the GUI and select it.
7. Use the GUI to enable the printer again.

The printer will be available to accept and print jobs again.

Fixing a printer problem and starting to print again

Use this procedure when the printer stops printing because of a paper jam, "out of paper" error, or for some other reason.

Note: Refer to the online help in the Infoprint Manager GUI if you need instructions on completing any of these steps.

Try this first

"Out of paper" errors and some paper jams are easy to recover from. Most of the time, you don't have to do anything to Infoprint Manager to fix them; Infoprint Manager just waits until the printer is ready to print again. While it is waiting, Infoprint Manager continues to accept jobs and schedule them to the printer.

If the printer stops printing because of a problem, first try the following.

1. Check the printer.
 - If a lot of pages of the job are ruined and need to be reprinted, stop here. Don't finish this procedure. Use the "Fixing more complicated problems" procedure below instead.
 - Otherwise, load paper if the bins are empty or clear paper jams as the printer console indicates. Once everything is clear, the printer should reset itself and continue sending jobs. Infoprint Manager should pick up where it left off.
2. Find the printer in the Infoprint Manager GUI. Make sure that its status is **ready**. If it is not, select the printer and use the GUI to enable it.
3. If just a few pages of the print job need to be printed again, the easiest thing to do is to resubmit the job and print just those pages. You can only print part of the job if you are using the PSF DSS and if the job will be transformed to AFP before it is printed.

Fixing more complicated problems

Use this procedure when the problem is more difficult to fix or if you have to reprint numerous pages of a job.

1. Open the Infoprint Manager GUI.
2. Find the Infoprint Manager printer (also called an actual destination) that sends jobs to that printer and select it.
3. Use the GUI to disable the printer.

The printer won't be able to accept any print jobs until you enable it again.
4. If the printer stopped printing in the middle of a job, find that job in the GUI and select it.
5. With the job selected, click **Job → Delete and Retain**.

Note: If the **Delete and Retain** item doesn't appear in the **Job** menu, use **Add/Remove Menu Items** to add it.

6. In the **Set Retain Time** dialog, type 1 in the **Days** field.

Important:

- a. The job will now stay in the **Retained** state for twenty-four hours and then will be deleted. If you don't think you'll be able to print the job within twenty-four hours, use a greater number of days.
 - b. If the job was submitted with a retain time already set, you will not see the **Set Retain Time** dialog. Infoprint Manager will retain the job using the existing retain time.
7. Click **OK**.
 8. Decide what you want to do with any other jobs that are in the queue waiting for this printer. Some of the options are:

- Leave them in the queue, so they print when you enable the printer again. If you can fix the problem quickly, this option is the easiest one. In addition, if your printers are pooled, the other printers will take care of all of the jobs until this one is ready.
 - Move them to a different printer so they can be scheduled to print while you are working on this one.
 - Delete them. You should only consider this option if it is easier to resubmit the jobs than to use other methods to recover them.
9. Fix the problem at the printer.
Once the problem is fixed, the printer may start to print again, just to clear the pages that were in the buffer before you disabled it and deleted the job. If any other jobs were in **processing** state when you disabled the printer, they will print as well.
 10. Go back to the Infoprint Manager GUI, find the Infoprint printer again, and select it.
 11. Use the GUI to enable the printer.
The printer will be available to accept jobs again. If you left jobs in the queue, the printer should start accepting and printing them.

Restarting the job that was printing when the problem occurred

You can either:

- Start the job from the beginning.
- Start the job from a point before the problem occurred (so the ruined pages get printed).

Important:

- You can only start printing in the middle of the job if the job is transformed into AFP before it gets printed. You cannot print part of an ASCII, KGL, metacode, or LCDS job; you have to print the whole job.
- You can only start printing in the middle of the job if the job has only one printable document. If it has more than one printable document, you either have to print the whole job or use spacing to skip a section of the job. Refer to the **Moving backward or forward in a print job that's already printing** topic for instructions on spacing.





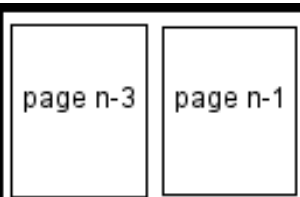
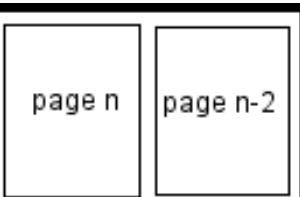
Note: Spacing will only work if you send the job to a PSF DSS printer.

1. If you want to print the entire job, skip to **Before you Continue** between steps 7 and 8 below.
2. If you only want to print part of the job, figure out what page you want to start printing from.

Important: If you don't want to start printing from the first page of the job, be careful when you choose which page to start with. Duplex and n-up jobs can be confusing because you have to start printing with the **first** page on the **front** side of the sheet of paper. If you don't choose the correct start page, the job will print, but the sequence will probably be wrong.

For example, if you are printing a 2-up duplex job, each sheet of paper actually has four pages printed on it, like this:

Table 34. 2-up duplex print job: Front and back views

	Front of sheet	Back of sheet
Sheet one		
Sheet two		
Last sheet		

Since you have to start printing this job at the first page on the front side, you can choose page one or page five (or any other page that would fall in that position). If you choose a different page, the sequence of pages will be wrong, and the job won't print correctly.

3. Figure out what page you want to stop printing on (if you don't want to print all the way to the end of the job).

You don't have to be as precise on the last page to print; the last page can be in any location on the sheet of paper.

4. Select the job in the **Retained Jobs** list in the main Infoprint Manager GUI window.

5. With the job selected, click **Job → Change Page Range to Process**.

If you don't see the **Change Page Range to Process** item in the **Job** menu, use **Add/Remove Menu Items** to add it.

6. In the **Change Page Range to Process** dialog, select **Range of Pages** and type the start page and end page you figured out above.

Note: If you submitted this job using Distributed Print Facility (DPF), Infoprint Manager ignores the end page that you specify. DPF jobs always print from the start page you specify to the end of the job.

7. Click **OK**.

Before you continue:

You should only move a job to an Infoprint printer that uses the same destination support system (DSS) as the one the job was originally submitted to. If you move

the job to a printer that uses a different DSS and the new printer doesn't support all of the attributes of the job, the job will fail to print. To check which DSS your Infoprint printer uses, do the following.

- a. Select the printer in the tree view of the Main window of the Infoprint Manager GUI.
- b. See if the **Type** column appears in the details view. The **Type** column displays the DSS that the Infoprint printer uses.
- c. If you don't see the **Type** column, use **Add/Remove menu items** to add it.

Continue with step 8.

8. Select the job again and click **Job → Move job**.
9. In the **Move Jobs** dialog, select the printer that you want to print the job on. You can choose the same printer it was printing on before or a different one.

If the job is accepted, it will go back into the queue and wait to be printed. Depending on how many jobs are ahead of it in the queue, it may take a while for the job to print. If you want the job to print right away, you can either move it to the top of the queue (so it prints next) or you can change its priority (so it prints sooner, but not necessarily next).

10. To move the job to the top of the queue, select the job in the Infoprint Manager GUI and use the **Make Job First** task. To change the priority of the job, use the **Change Priority** task.

Note: If the task you want to use doesn't appear in the menu, use **Add/Remove menu items** to add it.

