FileNET Print Installation Guide

Release 4.3

December 2002

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About This Manual

This manual describes how to install, configure, and update the FileNET Print server software, release 4.3. This manual assumes that you have a background with the administrative features of the operating system.

For information on using Print features once the software is installed, refer to the online help provided with the product.

Manual Content

This manual includes the following information:

- Hardware, software, and system requirements for the print server

- How to add a printer or fax queue to the FileNET Image Services server

- Preparation instructions for the print server

- Considerations for using the Outbound Fax option

- Software installation instructions

- Print queue configuration instructions for different printer types

- How to install and configure optional fonts

- Upgrade and reinstallation instructions

Release Notes

The Release Notes contain important information about Print. You can view the Release Notes at any time from the CD. Updates to the Release Notes are also posted periodically on the worldwide web at:

http://www.FileNET.com

Navigate to the Customer Service & Support area and enter your FileNET CSS website user name and password to access the information in the Release Information area for the FileNET Print product.

Related Documents

For related information about the operation of the FileNET system, Microsoft Windows, and the supported printers, refer to the following documentation:

FileNET Image Services System Documentation

- *Image Services Installation and Configuration Procedures for Windows Server*

- *Images Services System Administrator's Handbook*

- *Images Services Administrator's Companion for Windows Server*

Windows Documentation

For information about Windows 2000 installation, configuration, and operation, see the documentation supplied by Microsoft with your Windows software. Also refer to the *Microsoft Windows 2000 Hardware Compatibility List* when selecting print server hardware.

Printer Documentation

Refer to the documentation supplied with your printer for specific information about configuration and operation of your printer.

FileNET Training

FileNET provides various forms of instruction. Please visit the Global Learning Services in FileNET's Service and Support area at

http://www.FileNET.com

Comments and Suggestions

FileNET invites all customers to communicate with the Documentation group on any question or comment related to FileNET manuals and online help. Fax or mail any question or comment to the numbers or addresses listed below. We guarantee a response to each communication within one week. Your suggestions help us improve the products we deliver.

Documentation - CPF Products
FileNET Corporation
3565 Harbor Boulevard
Costa Mesa, California 92626-1420

Fax: 714.327.5076

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Introduction

FileNET Print Job Flow Diagram

An example of the path a print job follows is shown below.

```
┌─────────────────────┐  ┌─────────────────────┐
│   IDM Desktop       │  │  Capture Workstation │
│    Workstation      │  │                      │
│                     │  │  Submits print job to│
│ Submits print job to│  │  an IS printer via the│
│ an IS printer via a │  │      PrintFax        │
│   Print command     │  │     component        │
└─────────┬───────────┘  └──────────┬──────────┘
          │                         │
          ▼                         ▼
┌──────────────────────────────────────┐
│        Image Services Server         │
│                                      │
│ A queue is configured for each       │
│ printer supported by the print       │
│ server:                              │
│                                      │           ┌──────────────────┐        ┌─────────────┐
│ PrintQueue_1, PrintQueue_2,          │           │   Print Server   │───────▶│  Printer 1  │
│ PrintQueue_3, etc.                   │──────────▶│                  │        │ PrintQueue_1│
│                                      │           │ Each print queue │        └─────────────┘
│ The Image Services queue con-        │           │ configuration    │        ┌─────────────┐
│ figuration includes the print        │           │ includes print   │───────▶│  Printer 2  │
│ server's IP address                  │           │ job routing      │        │ PrintQueue_2│
│ (for example, 135.78.1.20)           │           │ information      │        └─────────────┘
└──────────────────────────────────────┘           │                  │        ┌─────────────┐
                                                    │                  │───────▶│  Printer 3  │
                                                    └──────────────────┘        │ PrintQueue_3│
                                                                                └─────────────┘
```

About Print Queues

A FileNET print queue (or job queue) is not the same as a Windows Printer queue. Many applications can submit jobs to a Windows Printer queue. Only FileNET printing applications can submit jobs to a FileNET print queue.

Note The Windows Printer control was called Print Manager in earlier versions of Windows.

You must define the FileNET print queue on both the Image Services server and the print server. See Chapter 3, "Configuring Image Services Software," on page 36 for information about defining a queue on the Image Services server.

After defining queues on the Image Services server and installing Print on the print server, you use the Configure button (on the Print service Control screen) to run the Print Configuration program. Use the Print Configuration program to create and define your queues on the print server.

About Fax Queues

A fax queue is a special case of a print queue. With an optional Outbound Fax package, you can configure one or more fax queues on your print server. Fax queues work in much the same way as a print queue, except that jobs are sent to a fax controller board for processing then sent to another destination fax machine, rather than being sent directly to a physical printer.

Where to Begin

This manual provides procedures for installing the Print software. Included are step-by-step procedures for installing the software for the first time, as well as upgrading and reinstalling software.

The following sections indicate which chapters and procedures are necessary for your type of installation.

Installing FileNET Print Software for the First Time

If you are installing FileNET Print software for the first time, refer to the following chapters:

- See Chapter 2, "Print Server Planning and Requirements," on page 18 for information on system requirements and pre-installation considerations.

- See Chapter 3, "Configuring Image Services Software," on page 36 for information on how to add and configure print queues on your Image Services server for use with Print.

- See Chapter 4, "Print Server Preparation," on page 62 for instructions on how to setup the Print Server to support Print.

- Chapter 5, "Considerations for Outbound Fax," on page 71 if you are also installing the optional support for Outbound Fax.

- Chapter 6, "Installing and Configuring Print Server Software," on page 76 for software installation procedures, including how to configure the individual print queues.

- Chapter 7, "Configuring Print Services," on page 144 for instructions on configuring the Print service through Windows.

Upgrading from Print Release 4.2

If you have already installed Panagon Print 4.2, you have already upgraded your operating system to Windows 2000, and can disregard sections related to the Windows upgrade.

Refer to the following sections to complete the upgrade of the Print software:

- See Chapter 2, "Print Server Planning and Requirements," on page 18 to check the system requirements.

- See Chapter 7, "Configuring Print Services," on page 144 for instructions on configuring the Print service through Windows.

If you need to add or change printer queues on the Image Services server:

- See Chapter 3, "Configuring Image Services Software," on page 36 if you need to add and configure print queues on your Image Services server, for use with Print.

- See Chapter 6, "Installing and Configuring Print Server Software," on page 76 for software installation procedures, including how to configure the individual print queues.

Your printer queues will be retained from the previous Print 4.2 installation.

Upgrading from Print Release 4.1 or Earlier

If you are upgrading to Print 4.3 from an earlier release, you will need to upgrade to Windows 2000 on the workstation and install Print 4.2 before you can install Print 4.3. See "Upgrading the Print Server to

Windows 2000" on page 152 for information regarding the Windows 2000 upgrade process. Refer to the Print 4.2 Installation Guide (provided with the Print 4.2 software) to install Print 4.2.

After you have completed the installation of Windows 2000 on the workstation and installed Print 4.2, refer to "Upgrading from Print Release 4.2" on page 16.

Note If you need to make a number of changes to the configuration of your printer queues (to use the new Open Printer option, for example) you can uninstall the early version (Print 4.1, for example), and install Print 4.3 as a new installation. Doing this will delete the print queue configuration on the print server, but you will not need to do the interim installation of Print 4.2.

To add or configure queues on the Image Services server, use the instructions in Chapter 3, "Configuring Image Services Software," on page 36. Then reconfigure the queues on the print server using the procedure in "Configuring the Print Software" on page 83.

Installing the Optional Outbound Fax Package

If you are installing an Outbound Fax option, refer to Chapter 5, "Considerations for Outbound Fax," on page 71 to prepare your print server and fax server. Then continue with the sections outlined above for a print server.

Reinstalling (Repairing) Print Release 4.3

If you are reinstalling Print 4.3 software on an existing Print 4.3 print server, see "Repairing the Print 4.3 Software" on page 155.

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Print Server Planning and Requirements

The Print application software runs on a networked print server. You can connect a variety of printers to the print server to print images and text documents from a FileNET Image Services server.

Note Throughout this manual, the term **print server** refers to a networked workstation running Microsoft Windows 2000 and Print software.

Printer Support

Print 4.3 supports three general printer types. These are described in the following sections.

Open Printer Support

Open Printer support allows you to use virtually any PostScript printer, and provides access to most of the printer-specific features of your printer.

Note This requires Image Services 3.6 SP1 or later. If you are running an earlier Image Services release, use the Generic PostScript Printer option.

If you select the Open Printer option, you should also install the printer's PPD file (supplied by the printer manufacturer). This file is

used by Print to determine which options are available for your specific printer.

For more information, see "What is the PPD File?" on page 121.

Generic PostScript Printer Support

During printer selection, choose the Generic PostScript option if you are using a PostScript printer. This option provides access to most common paper trays and output trays.

Use this option if your Image Services server is running a release prior to Image Services 3.6 SP1, and your printer is not specifically supported as one of the legacy printers.

Note that for some printers, Print can only provide limited support for paper tray options. In these cases, Print will not send any specific tray selection instructions to the printer, and only the default paper tray will be used.

Legacy Printers

To maintain compatibility with printers used with Print 4.1, there are no changes to the support for the legacy printers. Features supported for these printers are the same as those previously supported. No new functionality has been added for these printers.

Note that some printers may require a driver, memory, or firmware upgrade to maintain compatibility with Windows 2000.

Multiple Printer Support

The print server may support up to 128 print queues, depending on the server performance and the number of jobs. However, overall Print performance is determined by several factors. Some of these factors are:

- Image size and DPI (resolution)

- Image type

- Use of the Pre-Processing option

- PC processor speed and memory

- Printer type and available memory

- Print volume

- Paper orientation and feed direction

- Image services server processor speed and memory

- Non-printing Image Services activities, such as committals, retrievals, etc.

Throughput depends on various factors such as the number of print requests submitted and the type of documents being printed. For example, FileNET proprietary image formats usually require more processing time than TIFF Group 4 images or ASCII text files.

Image Services Compatibility

Print release 4.3 is compatible with the following releases of FileNET Image Services as of the release date:

- Image Services Release 3.5 SP2, or

- Image Services Release 3.6 and 3.6 SP1, ESE, or SP2

Refer to the latest Release Notes for updated information.

The Open Printer option is only available if you are connected to an Image Server running Image Services 3.6 SP1. Open Printer allows you to select printer-specific features such as additional paper trays and output options that are not available for the Generic PostScript Printer.

System Requirements

Operating System

The print server requires one of the following:

- Microsoft Windows 2000 Professional, with Service Pack 2 or 3

- Microsoft Windows 2000 Server, with Service Pack 2 or 3

- Microsoft Windows 2000 Advanced Server, with Service Pack 2 or 3

Note The system requirements for Windows 2000 differ significantly from earlier Windows releases. Refer to your Windows documentation or the Microsoft website for more information.

If you are upgrading your print server to Print 4.3 from an earlier FileNET Print product, refer to "Upgrading the Print Server to Windows 2000" on page 152 for additional information.

Network Compatibility

Print supports Ethernet and Token Ring network interfaces.

Print uses TCP/IP (Transmission Control Protocol/Internet Protocol) to communicate with the Image Services server.

The following are required for the print server:

- Ethernet or Token Ring LAN adapter

- A static IP address for the print server is strongly recommended, as having one will simplify configuration on the Image Services server.

Hardware Requirements

Notes
- The system requirements for Windows 2000 differ significantly from earlier Windows releases. Refer to your Windows documentation or the Microsoft website for more information.

- All hardware components must be listed in the Microsoft Hardware Compatibility List (HCL) for Windows 2000. This list is available at:

    http://www.microsoft.com/windows2000/professional/howtobuy/up-grading/compat/default.asp (for Windows 2000 Professional) or

    http://www.microsoft.com/windows2000/server/howtobuy/upgrad-ing/compat/default.asp (for Windows 2000 Server).

Following are the minimum hardware requirements for a Print server:

- 500 MHz Pentium computer (minimum)
  866 MHz Pentium recommended

- 256 MB memory (minimum), 512 MB memory recommended, with additional memory recommended for JPEG images

- CD drive for installation media

- 16-bit color mode (minimum) and a graphics monitor with minimum resolution of 1024 x 768 pixels

FileNET Print supports single and dual processor (CPU) systems.

Note   If you route print jobs through the Windows Printer control, the hard disk space Windows requires to process and spool the print job increases with the size of the job. Print jobs that contain many single-page documents or large multi-page documents may require much more disk space.

Software Requirements for Messaging Support

If you are using an HP printer, you may also configure the print server to forward status and error messages about print jobs sent to that printer. These messages can be sent to a specific user or computer on the network. The following requirements apply only to use of this feature:

- You must have SNMP installed and configured on your print server to use this feature. See "Install and Configure SNMP to Forward Error Messages" on page 64.

- If you want to send the messages to a specific email address, you must install and configure Microsoft Outlook on the print server. You must also log on to the print server with a user name that is associated with an account in Outlook. See "Forwarding Messages by Microsoft Outlook Email Address" on page 94 for details.

Optional Outbound Fax Support

If you are adding optional outbound fax support to Print 4.3 through a third-party software package, refer to the Chapter 5, "Considerations for Outbound Fax," on page 71.

Third-Party Fax Package Support Considerations

FileNET Fax software requires the use of a third-party software package. For information on current vendors, contact your FileNET representative.

Some third-party fax software packages provide functionality not used by FileNET software. If you use these features you should contact the third-party vendor or a full-service reseller for support questions.

Call your FileNET service provider for the following types of support issues:

- FileNET software is not recognizing incoming or outgoing faxes.

- Communication between the fax software and the fax board is working properly but communication between the third-party software and FileNET software is not.

Outbound Fax Hardware Guidelines

FileNET software is compatible with any fax board supported by the fax software vendor. For the latest list of supported fax boards, refer to fax software vendor's website or documentation.

Optional International Font Support

If you are installing international fonts on your print server, you will need to obtain the optional FileNET Font CD for the character set you want to use. Font CDs are available for a variety of languages. Contact your FileNET representative for a list of the optional international fonts available for Print.

Note Some older printers may not support enough memory to allow use of international fonts. In other cases you must enable features such as Resource Sharing on HP printers before you can use optional fonts.

Optional Third-Party Font Support

If you are using a special Windows font for annotations on printed jobs, you must install the font on the printer. Otherwise, the system will use a standard system font for annotations. You install third-party fonts at the print server. See "Installing Optional Fonts" on page 125 for more information.

You can also control how fonts on the system are mapped to fonts resident on your printer from within the Print Configuration program. See "Mapping Fonts for IDM Annotations" on page 129 for more information.

Printer Connectivity Options

The print server can support multiple printers. As part of the installation process, you must decide how you will connect each of these printers to the print server. If you have multiple printers connected to a single server, you can use different connection methods for each.

Choosing a Connectivity Option

The print server communicates with a printer using any of the following methods:

- Connected to the print server and accessed through the Windows Printer control. See "Windows Printer Control" on page 26.

- Connected to a printer on a TCP/IP network, where the server communicates to the printer via the printer's IP address. See "TCP Direct Port" on page 30.

- A printer connected to the print server's parallel port. See "Other/ Parallel Port" on page 31.

FileNET recommends using the Windows Printer control or TCP Direct connectivity. Each connectivity option is described in the sections that follow.

Windows Printer Control

With this option, you map a Windows Printer (a printer configured through the Printers option in the Windows Settings or Control Panel) to a Print print queue defined on an Image Services server.

Print routes all FileNET print requests it receives on the print queue to the corresponding Windows print queue. Windows routes the print job to the printer attached to the print queue.

For example, you could define a Print queue, Laser1, to route all jobs to a Windows print queue (also called Laser1). You could then configure Windows to send jobs from Laser1 to the printer connected to the parallel port.

Refer to your Windows documentation for specific instructions on how to set up print queues in Windows.

Note   For HP LaserJet printers, we recommend an HP JetDirect card. However, you cannot use the HP Network Port connection if a bridge or router separates the print server and the printer. The bridge or router requires a routable protocol. The HP Network Port connection requires the DLC protocol, which is not routable.

The following illustration shows the available destinations for a Windows printer.
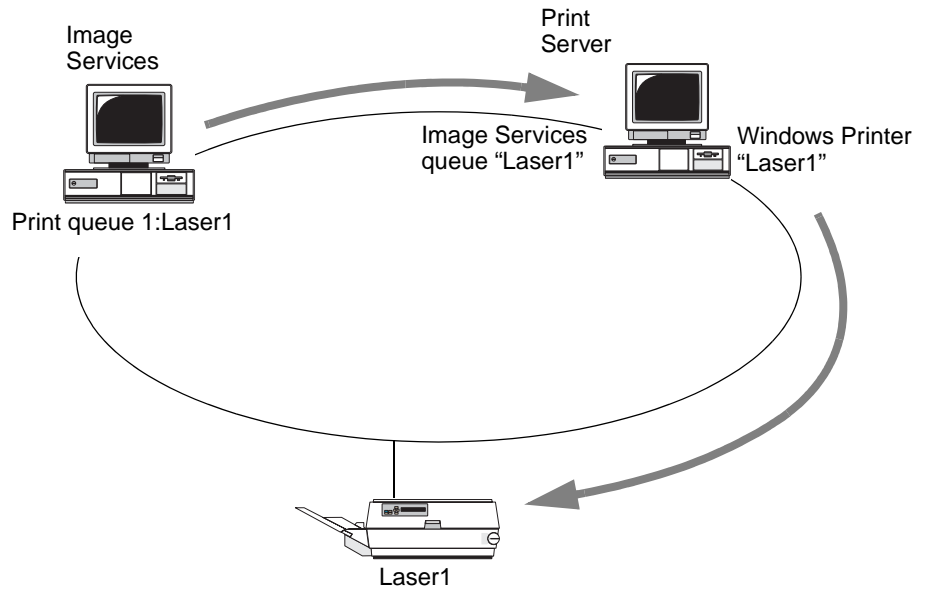
Printer connected through the Windows Printer control (Windows Printer method)

Windows Printer connectivity provides the following features:

- Full queuing services, including the ability to pause, restart, and purge the print queue. The entire FileNET job is queued as a single print job.

- A job description generated by Print, including a name, such as Print Job 5003, and the number of pages in the job. This job description displays in the Windows Printers window for the printer queue.

- The ability to detect the number of jobs in the Windows print queue. Print stops submitting jobs if the Windows print queue contains a predefined number of jobs (32 by default). Print sends the next job as soon as one job already in the Windows print queue prints.

  This functionality helps manage the size of the Windows print queue by preventing Print from flooding the queue. Without this functionality, the Windows print queue could grow until the print server runs out of hard disk space or memory.
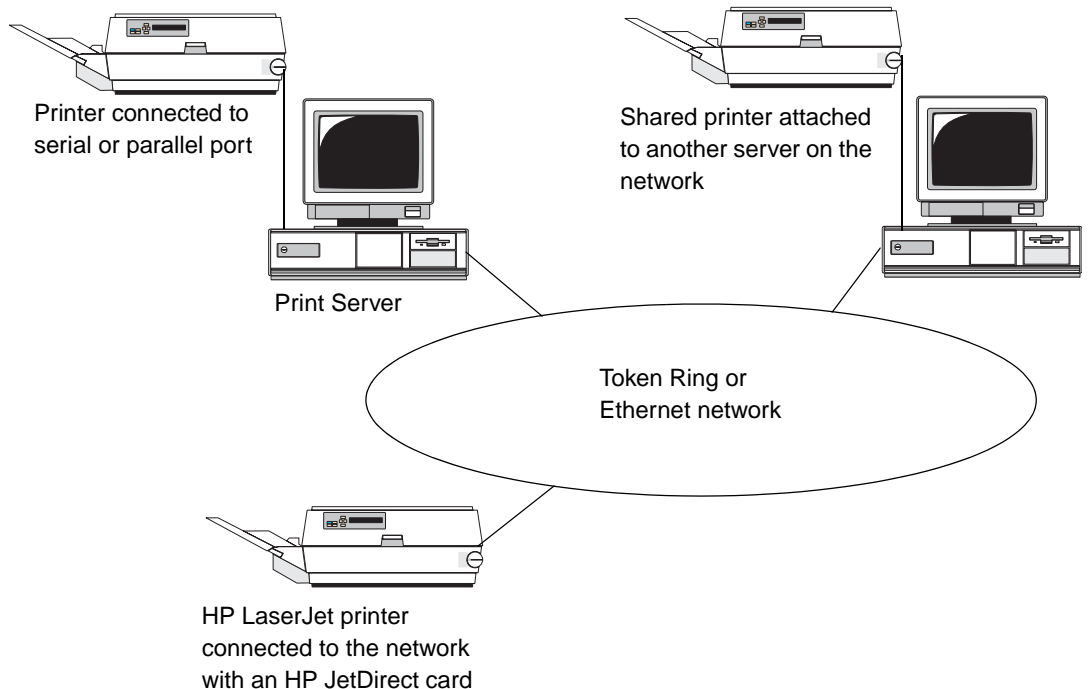
- Full sharing between Print jobs and network-based or other locally-generated jobs. All jobs are sent to the same Windows print queue. Jobs print in the order of submission.

  Network jobs are submitted from client PCs to a Windows-defined printer set up as a shared printer. Other locally-generated jobs can be submitted from applications on the print server such as Notepad.

TCP Direct Port

In this method, Print sends FileNET print requests over TCP/IP directly to the printer using the printer's IP address. TCP/IP provides enhanced error reporting. For example, you can send network messages or email messages when the printer runs out of toner. Also, error recovery is easier with TCP/IP.

You can route TCP/IP at sites where the printer and the print server are in different locations (possibly separated by a bridge or router, as shown in the following illustration).

Printer connected to serial or parallel port

Shared printer attached to another server on the network

Print Server

Token Ring or Ethernet network

HP LaserJet printer connected to the network with an HP JetDirect card

Printer connected to the print server via the printer's IP address (TCP Direct Port method)

With TCP Direct Port connectivity, print jobs are not queued. Print sends all jobs directly to the printer rather than to a spooler.

Note For HP LaserJet printers using the Token Ring version of the HP JetDirect card, make sure the JetDirect card supports TCP/IP. (Series J2555 and later cards are acceptable.) Contact Hewlett-Packard if you have questions about your JetDirect card.

Other/Parallel Port

Print routes jobs to one of the following:

- Printer connected to the print server parallel or serial port

- Shared printer connected to another server on the network

Note The Other/Parallel Port connectivity option is not suitable for production-level or high-volume printing applications. Use this connectivity option only if Windows Printer Queue or TCP Direct Port connectivity cannot be used for your system configuration.

Configuring a shared printer is useful if the server connected to the printer does not support DLC protocol or TCP/IP protocol. The server must support another Windows-supported protocol. See your Windows documentation for information about supported protocols.

The print server sends a network broadcast in the following format:

\\<print server computer name>\<print queue name>

The other network server responds with routing information. Refer to the following illustration.

Print Queue Name = Queue 3
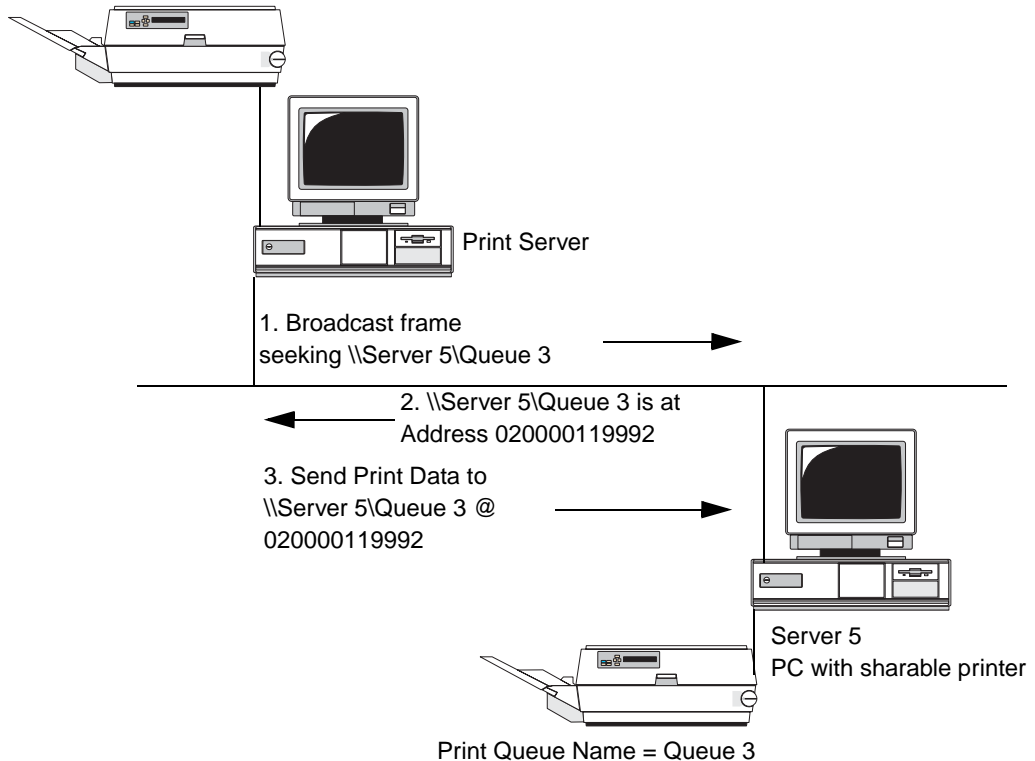
Printer connected to the print server's parallel or serial port.

For Other/Parallel Port connectivity, Print sends print jobs directly to the specified destination. Print jobs are not queued.

Other/Parallel is the default connectivity option because all PCs and printers provide a parallel port. However, we recommend selecting this connectivity option only if you cannot use Windows Printer control or TCP Direct Port connectivity.

Note Do not direct multiple queues to the same physical printer using different connectivity options. (For example, you should not configure a Windows Print queue and an Other/Parallel queue on the same print server to send jobs to the same printer.) You can monitor print jobs more easily by routing all jobs for a specific printer to a single Windows Printer queue.

Forwarding Printer Status Messages

Print can forward messages generated by HP LaserJet printers that are attached via the HP JetDirect interface to one or more workstations. This is useful if you have unattended printers in remote locations and you want to be notified if something goes wrong.

When Print sends a job to the printer, it waits a specified time for the job to complete successfully. If this time interval expires before Print receives a confirmation message, Print checks the printer status via SNMP. The HP JetDirect interface has a built-in SNMP agent that answers the inquiry. Printer status messages generated by the SNMP agent display on the print server monitor.

You can configure Print to forward these status messages to other users on the network, as well. These messages are forwarded to a specified computer name or to an email address.

Note You must install and configure SNMP on the print server to use message forwarding. You must also either run TCP/IP on your network or install Microsoft Outlook to forward messages to a specific email address (if a user with an email account is logged in to the print server).

For details on forwarding printer messages, see .

Using Consistent Printer Names

Note The computer name (for the print server) cannot be the same as the name you use for the printer.

Image Services Server

Enter the printer name at the Printer Server Name prompt.

The name you enter in the Image Services configuration becomes both the queue name in Print and the printer name you select at the PC workstation.

Print Server

In the Print configuration, specify the printer depending on the type of connectivity:

Connectivity	Printer name
TCP Direct Port	IP Address of the Printer
Windows Printer Queue	Windows Printer Name
Other/Parallel Port	Specify the port (LPT1, etc.)

Configuration Information Checklist

Complete the following checklists before you install, configure, or update the Print software on the print server or the Image Services server. Refer to the checklists during the installation and configuration procedures.

TCP/IP-Specific Information

TCP/IP-Specific Information	Your site
The IP address of the print server	
IP address of printers (TCP/IP Direct Port connectivity option only)	

Image Services Server Information

Image Services Server Information	Your site
Domain Name of the IS server	
Organization Name of the IS server	

3

Configuring Image Services Software

You must add your printer and fax queues to the Image Services (IS) software configuration before they will be recognized by the print server. On the Image Services server, you specify the printers and faxes you have, and associate them with a print server. After you add the printer or fax queue to the Image Services server, you configure the queue on the print server.

This chapter describes how to add printers and faxes to an existing Image Services configuration. For information about installing and configuring Image Services software, refer to the installation procedure for your Image Services platform.

Important! Consult with the System Administrator for your Image Services server before you begin, and take note of any security or backup procedures for your facility. There may be additional procedures to perform before you can begin the configuration process for your server.

You must have administrator rights and permissions on the Image Services server to perform the procedures listed in this chapter.

What You Need to Know

You must have the following information for each print server and queue before performing the procedures in this section:

- For each printer, you must know the IP address of the print server that it is attached to.

- For each fax server (the workstation where the fax boards are installed) you must know the IP address of the fax server.

- The paper trays (input and output) and paper sizes available for your printer and/or fax machines.

- The printer or fax queue name. (This name associates the printer or fax line with the print server when you configure the queue.) Use a unique queue name for each connection between a physical printer (or fax) and the print server.

Multiple Print Queues for a Single Printer

You can configure more than one printer queue to point to one physical printer. For example, you can have multiple print queues on one Print server directed to the same printer, or you may have queues on multiple Image Servers that all send jobs to the same Print server and physical printer. However, this should only be done in low-volume environments. If you experience numerous "device busy" errors, you may need to add printers to accommodate the print load.
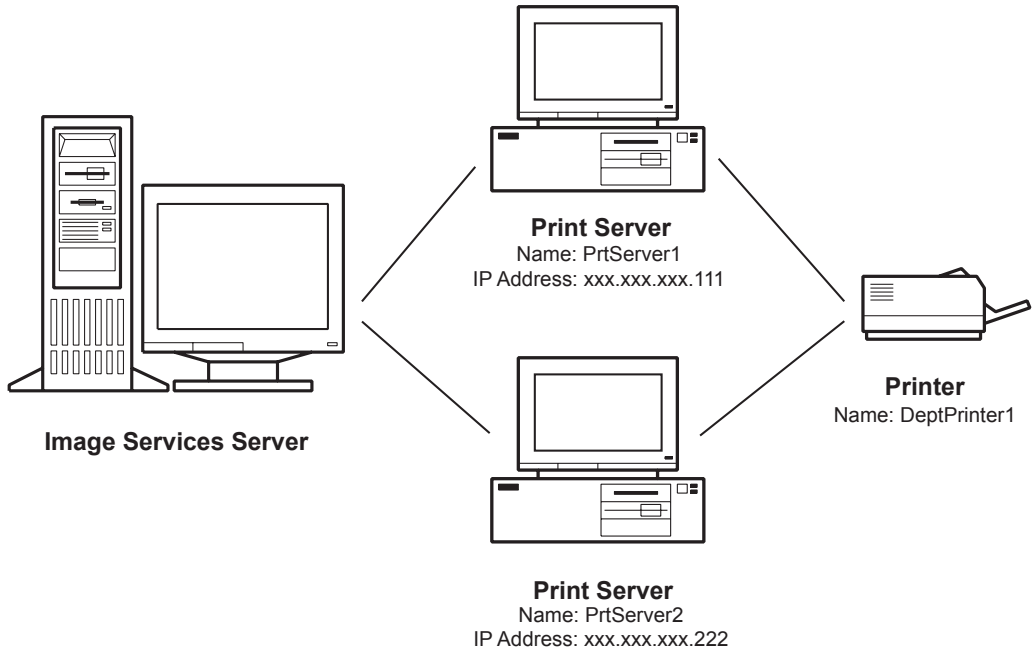
Printer Connection Options

There are a number of different ways to connect Image Services servers, print servers, and printers.

• To add one or more printers associated with a single print server, see .

Image Services Server

Print Server
Name: PrtServer1
IP Address: xxx.xxx.xxx.xxx

Printer
Name: DeptPrinter1
Printer IP: xxx.xx.xx.1

Printer
Name: DeptPrinter2
Printer IP: xxx.xx.xx.2

Printer
Name: DeptPrinter3
Printer IP: xxx.xx.xx.3

- To add a printer to more than one print server attached to the Image Services server, refer to the procedure in , then see for additional considerations.

Print Server
Name: PrtServer1
IP Address: xxx.xxx.xxx.111

Printer
Name: DeptPrinter1

Image Services Server

Print Server
Name: PrtServer2
IP Address: xxx.xxx.xxx.222

Note Connecting one physical printer to multiple print servers, as illustrated above, is only recommended for low-volume applications.

- To configure multiple Image Services servers to send print jobs to the same print server, see "Adding a Printer to Multiple Image Services Servers Using a Single Print Server" on page 57.

Image Services Server

Print Server

Printer
Name: DeptPrinter1

Image Services Server
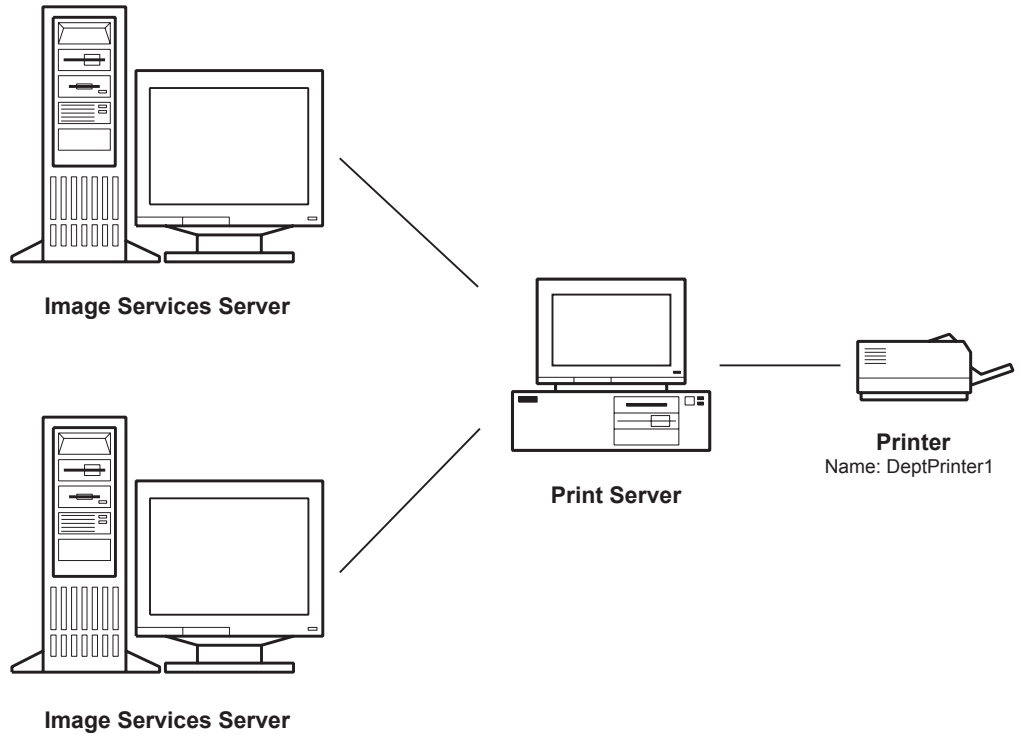
Outbound Fax Connections

If you are using the Outbound Fax option, you will need to configure a fax server and add the fax queue to the Image Services server.

Image Services Server   **Fax Server**   **Remote Fax Machine**
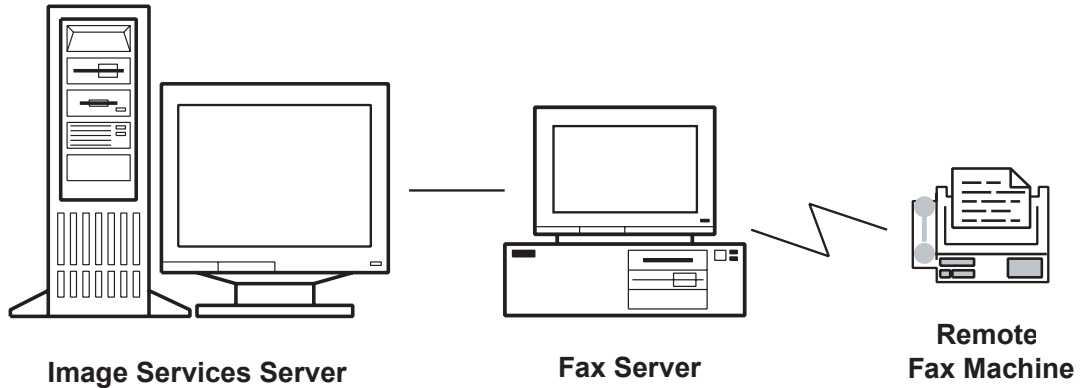
- Refer to Chapter 5, "Considerations for Outbound Fax," on page 71 for information on preparing the fax server.

- Refer to "Adding a Fax Queue" on page 50 to add the fax queue to the Image Services server.

Adding a Printer

Use the following procedure to configure an Image Services server to recognize your printer through your print server:

1 Logon to the Image Services server by entering your user name and password.

2 Open a DOS window by selecting Command Prompt from the Accessories program group in the Start menu.

3 At the DOS prompt, type **fn_edit** and press the Return key. This opens the Configuration Database dialog.
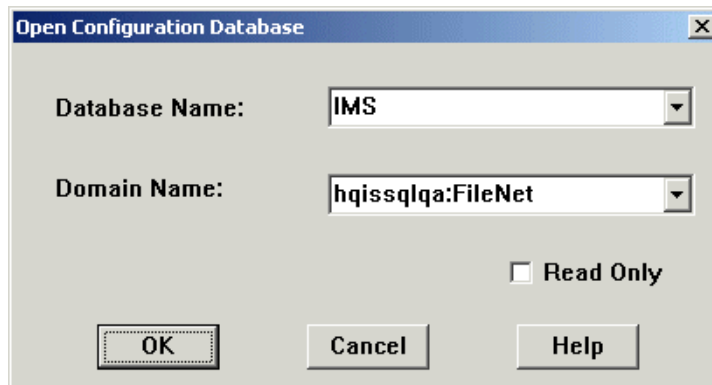
4 Verify that the Database Name and Domain Name are correct. Ensure that the Read Only check box is not selected, then select OK to display the System Configuration Editor.
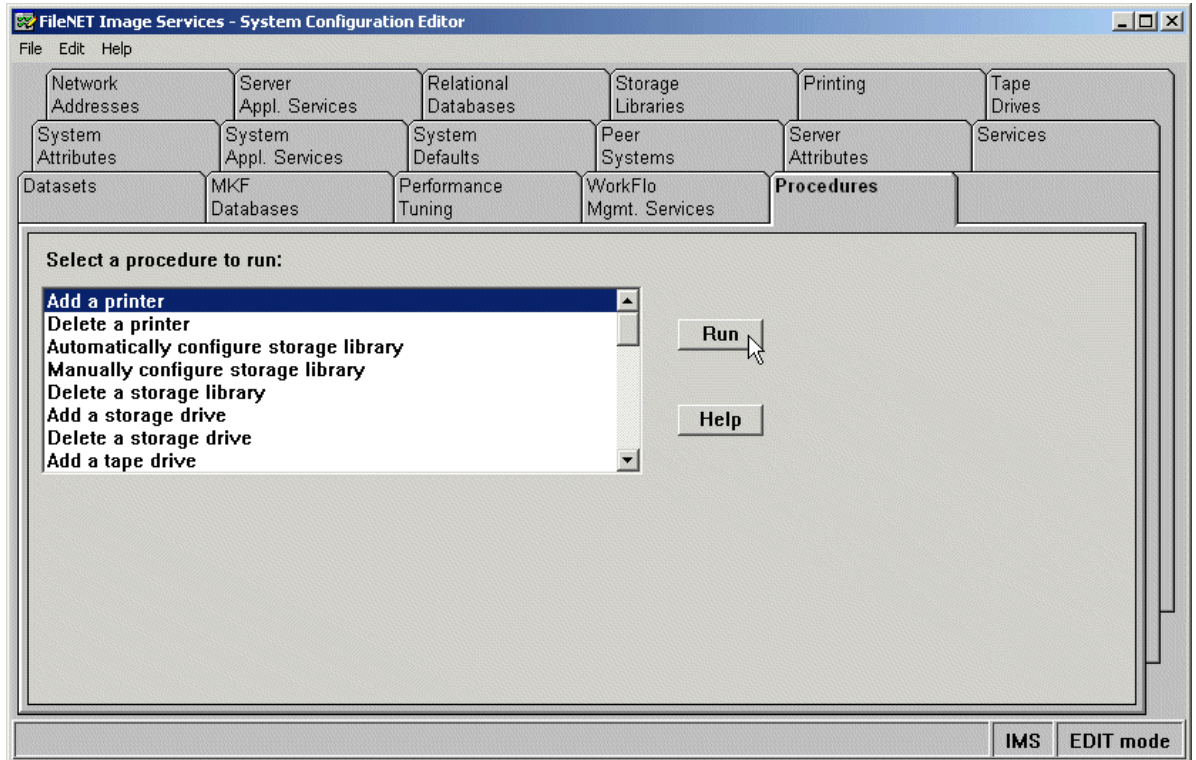
5 Select the Procedures tab, select Add a Printer from the list box, then click the Run button. The Add a printer dialog box appears. Select the appropriate printer type for the printer you plan to use.

a Select the Open Printer (Image Services 3.6 SP1, only) or Generic Printer if you are using a printer not listed, or if you want to be able to configure printer settings such as paper trays from the print server, rather than on the image server.
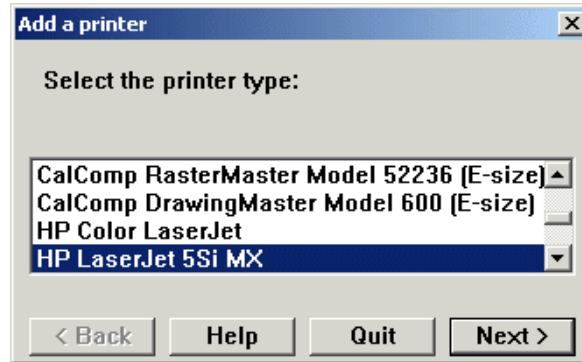
• For any printer, using the Open Printer option, select Open Printer:

> **Add a printer**
>
> **Select the printer type:**
>
> | HP LaserJet 4000 |
> | HP LaserJet 8000 |
> | **Open Printer** |
> | FAX [Model 2500] |
>
> | < Back | Help | Quit | Next > |
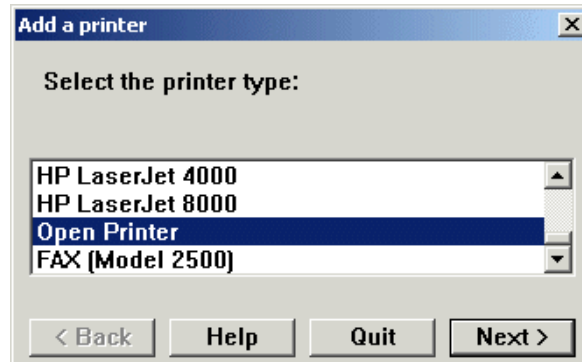
• For a Generic PostScript printer select Generic PostScript Level 2:

> **Add a printer**
>
> **Select the printer type:**
>
> | **Generic PostScript Level 2** |
> | HP LaserJet 4M |
> | HP LaserJet 4M Plus |
> | HP LaserJet 4MV |
>
> | < Back | Help | Quit | Next > |
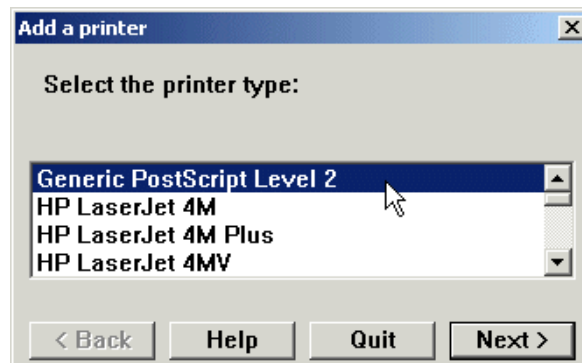
b Select a specific printer from the list if your printer model is listed, and you wish to control the printer configuration from the Image Server rather than the print server.

Add a printer

Select the printer type:

> CalComp RasterMaster Model 52236 (E-size)
> CalComp DrawingMaster Model 600 (E-size)
> HP Color LaserJet
> **HP LaserJet 5Si MX**

| < Back | Help | Quit | Next > |

    c   Click Next to continue.

Note The following instructions assume that you have selected the Generic PostScript Printer type. If you selected Open Printer or a specific printer model, the screens may differ slightly.

    6   When the Printer Name dialog displays, enter a name for the printer. This is the name that will identify the print queue on the print server. Click Next to continue.

Add a printer

Enter the printer name:

> Generic_Printer_1

| < Back | Help | Quit | Next > |
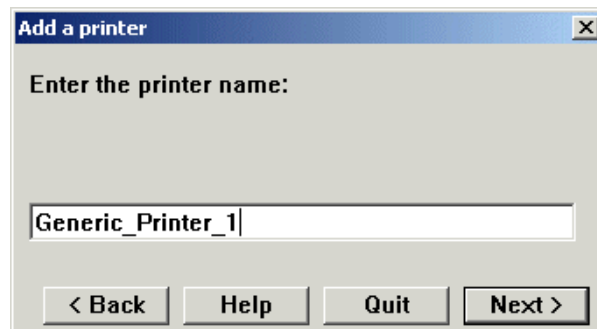
7 When the Printer Network Address dialog displays, enter the IP address of the print server, then click Next to continue.

Add a printer	✕

Enter the network address for the new printer:

```
192.168.78.123
```

| < Back | Help | Quit | Next > |
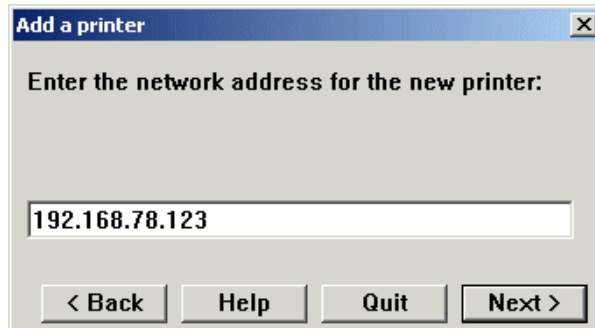
8 When the paper sizes dialog displays, highlight the paper sizes supported by the printer.

a Select all paper sizes and trays that the printer supports. You will configure the paper sizes and trays currently available at the printer during Print Configuration.

Use the Shift key to select a range of trays. Use the Control key (Ctrl) to select multiple individual trays.
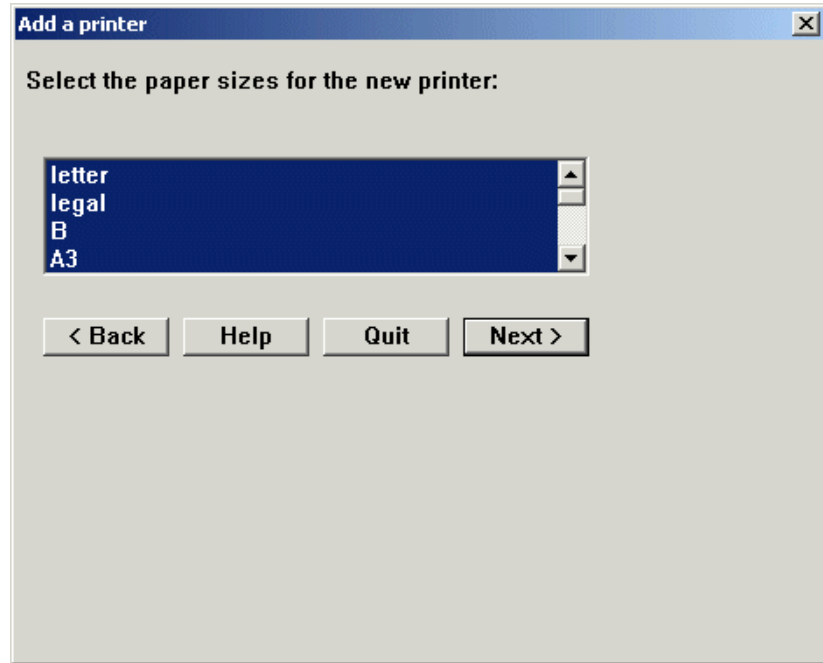
b   Click Next to continue.

9   Depending on the printer type selected, the Eject Trays dialog may display. Select the output trays installed and available for your printer, then click Next to continue.
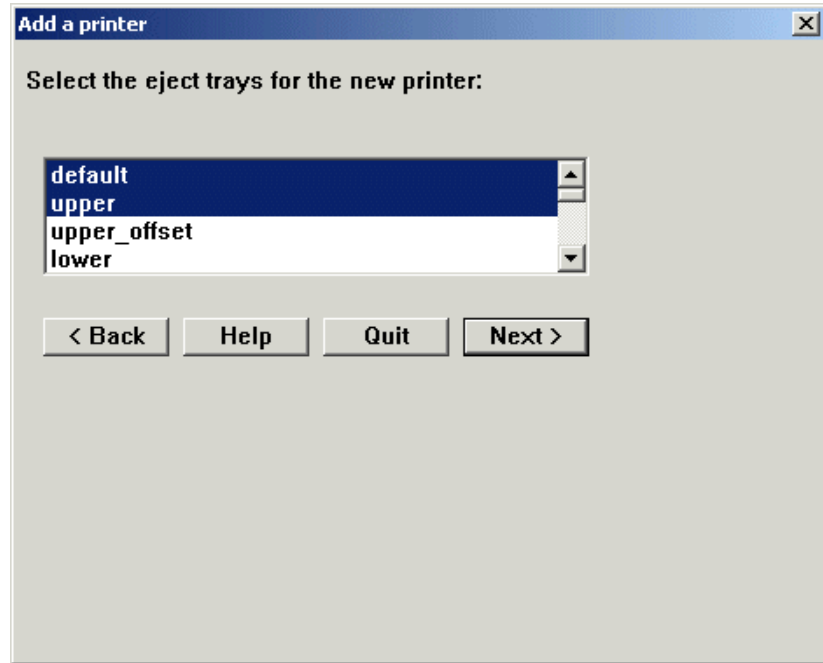
10   The Default Printer dialog displays. Specify whether this printer should
be the default printer for the print server, then click Next to continue.
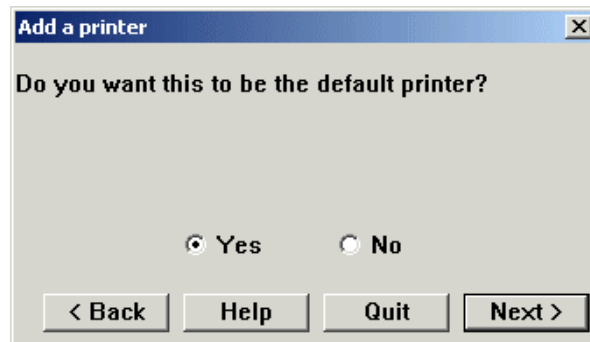
11   The system displays a confirmation message indicating that the printer
was successfully added.
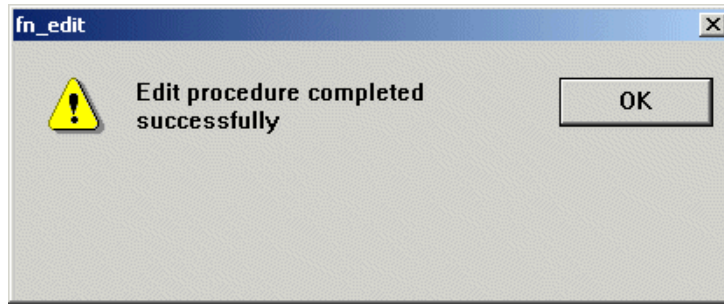
12   To add more printers, repeat the process as needed until all printers
are added. Continue with
.

Adding a Fax Queue

Use the following procedure to configure an Image Services server to recognize your fax queue through your print server:

1   Logon to the Image Services server.

2   Open a DOS window by selecting Command Prompt from the Accessories program group in the Start menu.

3   At the DOS prompt, type **fn_edit** and press the Return key. This opens the Configuration Database dialog.
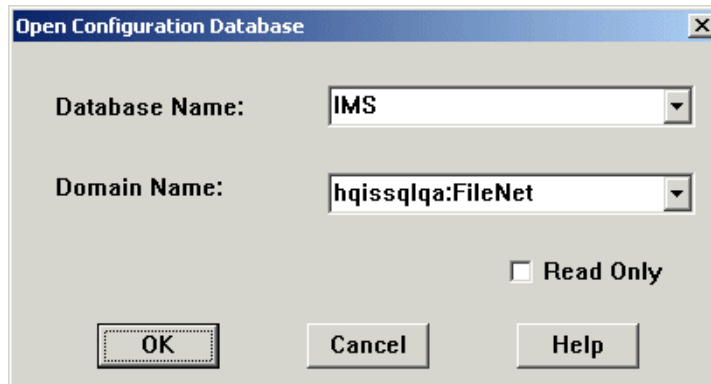
4   Verify that the Database Name and Domain Name are correct. Ensure that the Read Only check box is not selected, then select OK to display the System Configuration Editor.

5 Select the Procedures tab, select Add a Printer from the list box, then click the Run button. The Add a printer dialog box appears.
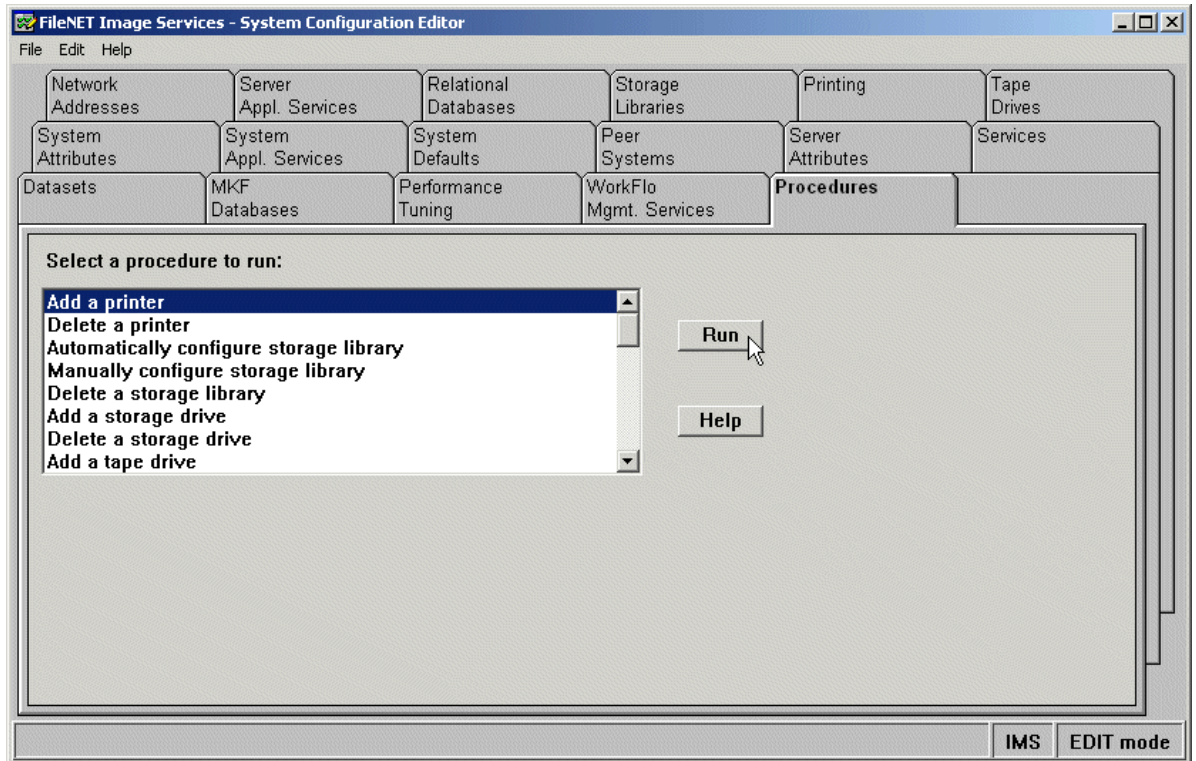
6 Select the WorkFlo/Fax 3.0 option from the dialog box, then click Next to continue. (Depending on the version of Image Services you are using, you may see a different option, such as Fax or FileNET Fax.)

Add a printer			✕
Select the printer type:			
HP LaserJet 5Si MX			▲
JRL 1220D (D-size)			
WorkFlo/Fax 3.0			
QMS3825			▼
< Back	Help	Quit	Next >
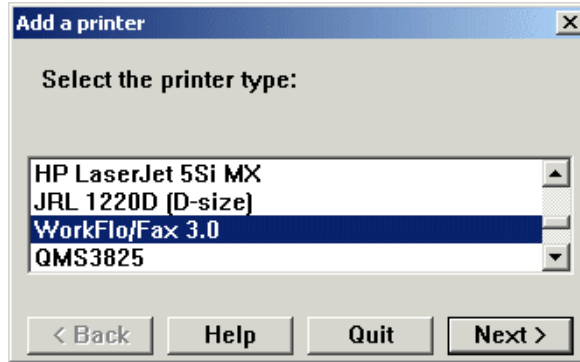
7 When the Printer Name dialog displays, enter a name for the outbound fax queue. This is the name that will identify the fax queue on the fax server. Click Next to continue.
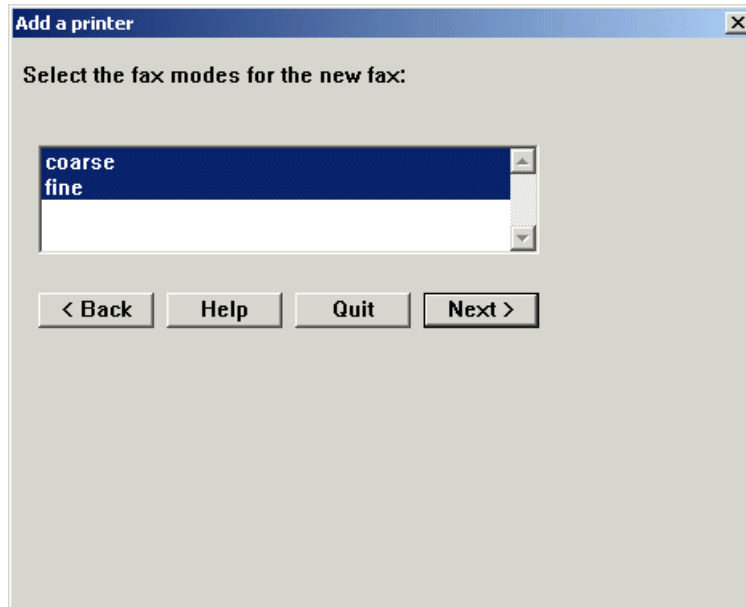
Add a printer			✕
Enter the printer name:			
Outbound_Fax_1			
< Back	Help	Quit	Next >
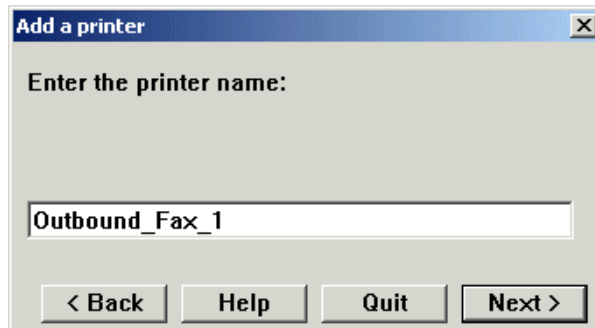
8 When the Network Address dialog displays, enter the IP address of the fax server, then click Next to continue.
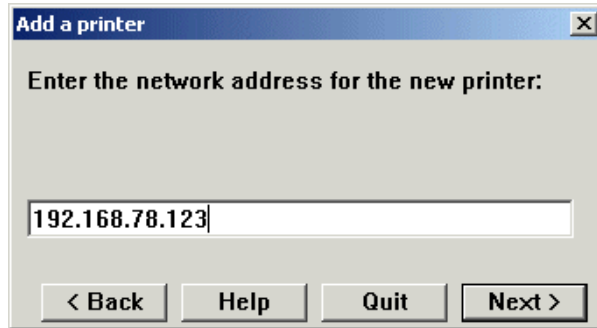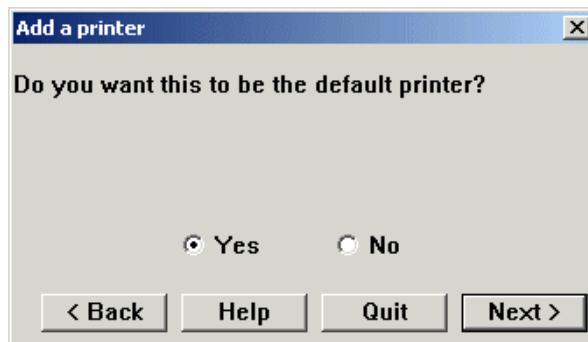
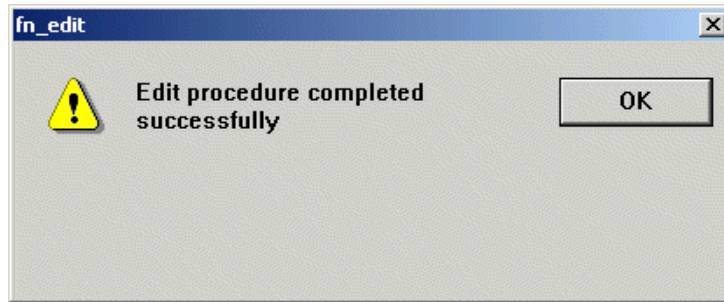**9** Select the paper sizes supported for your fax.
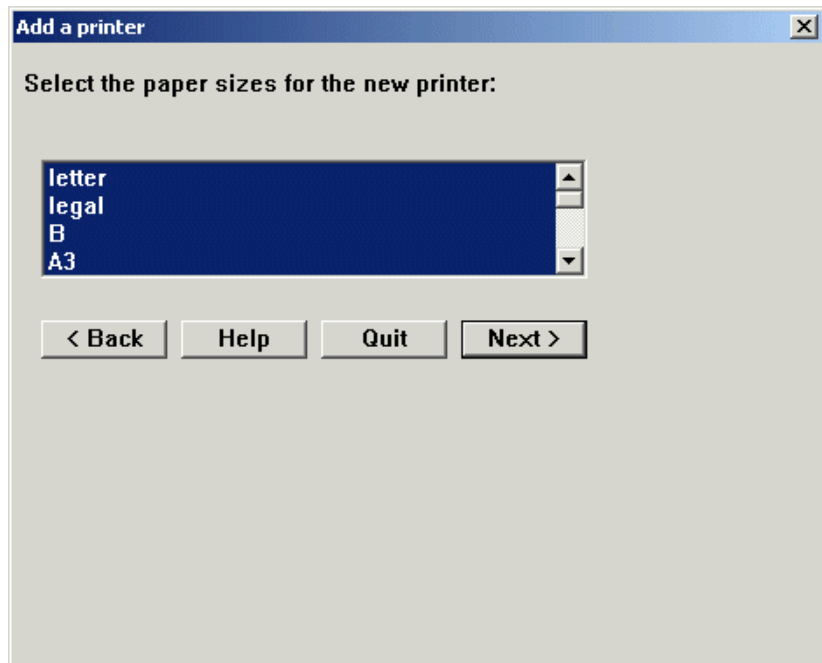
10 Select the fax modes supported by your fax equipment, then click Next to continue.

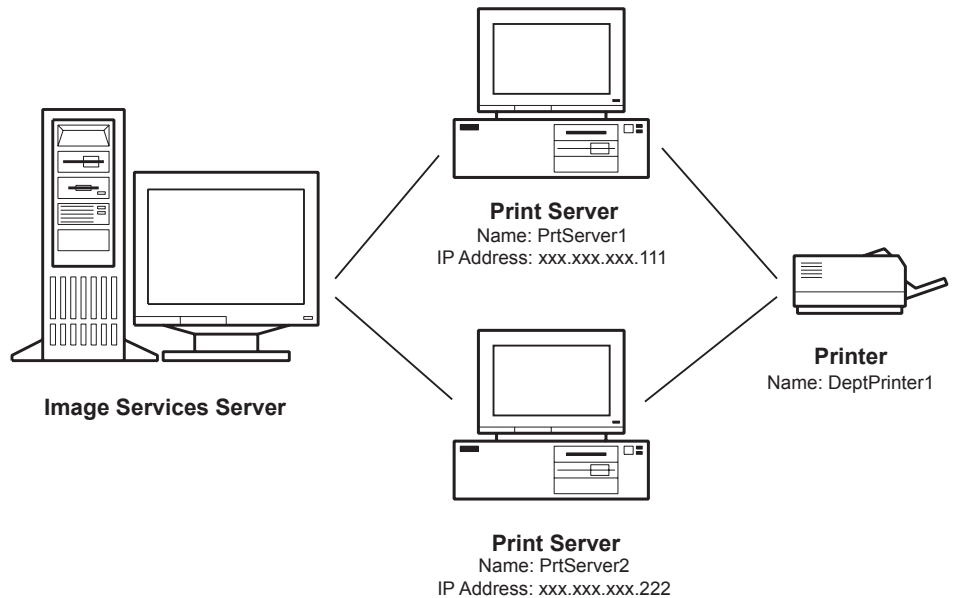**11** Specify whether this fax should be the default, then click Next.

12 The system displays a confirmation message indicating that the fax queue was successfully added.

13 Continue with .

Making a Printer Available to Multiple Print Servers

The diagram below shows a configuration with multiple print servers connecting to the same physical printer. This configuration is recommended only for low-volume applications. See "Multiple Print Queues for a Single Printer" on page 37 for more information.

Image Services Server

Print Server
Name: PrtServer1
IP Address: xxx.xxx.xxx.111

Printer
Name: DeptPrinter1

Print Server
Name: PrtServer2
IP Address: xxx.xxx.xxx.222

On the Image Services server, add two printers, entering a different IP address for each print server. You may use a different printer name (Printer_on_Server1 and Printer_on_Server2, for example) for each, even though you are actually configuring the same printer.

The printer name appears on the print server when you configure the print queue. (See Chapter 6, "Installing and Configuring Print Server Software," on page 76.)

Adding a Printer to Multiple Image Services Servers Using a Single Print Server

The diagram below shows a configuration with multiple Image Services servers connecting to the same print server.

Image Services Server

Image Services Server

Print Server

Printer
Name: DeptPrinter1
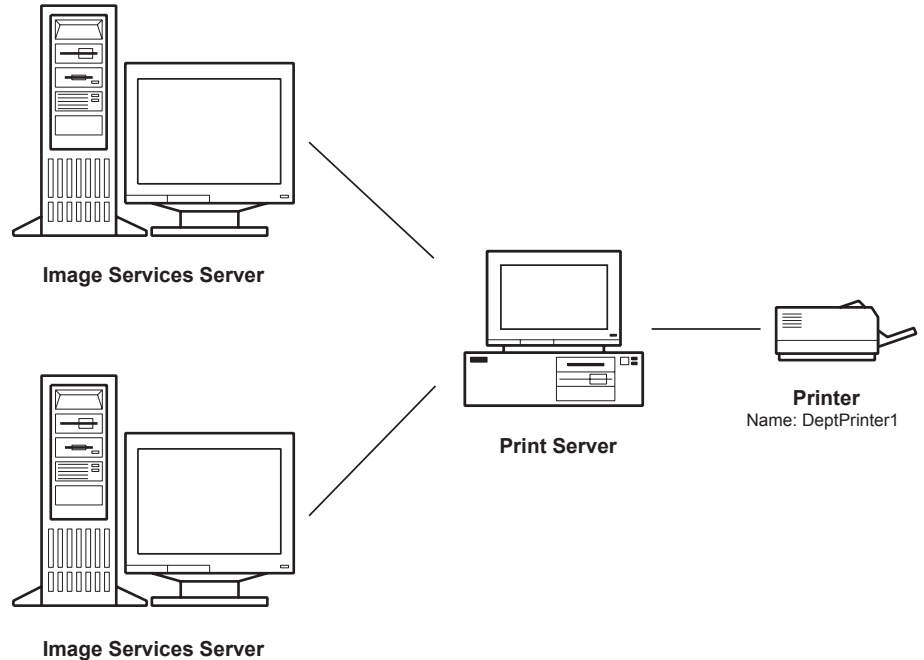
Note If you are using a configuration where the print server is using print queues on two separate Image Services servers (as in the illustration above) the organization name for each Image Services server must be exactly the same. (Organization names are case sensitive; be sure to use a consistent organization name for each Image Services server.)

On each Image Services server, specify the same IP address for the print server.

When prompted for the printer name by the Image Services server, use the same name for each individual printer. That is, for one physical printer, enter the same printer name (such as "DeptPrinter1") on each of the Image Services servers. If you have two printers attached to the print server, designate the second one as "DeptPrinter2" on each Image Services server.

The printer name(s) will appear on the print server when you configure the print queues. (See Chapter 6, "Installing and Configuring Print Server Software," on page 76.)

Note When multiple Image Services servers are configured for a particular print server, only the annotations on the default Image Services servers can be printed. In order to print documents with annotations, the Image Services server where the annotations are stored must be configured as the default server. See "Defining the Default Image Services Server" on page 85 for more information.
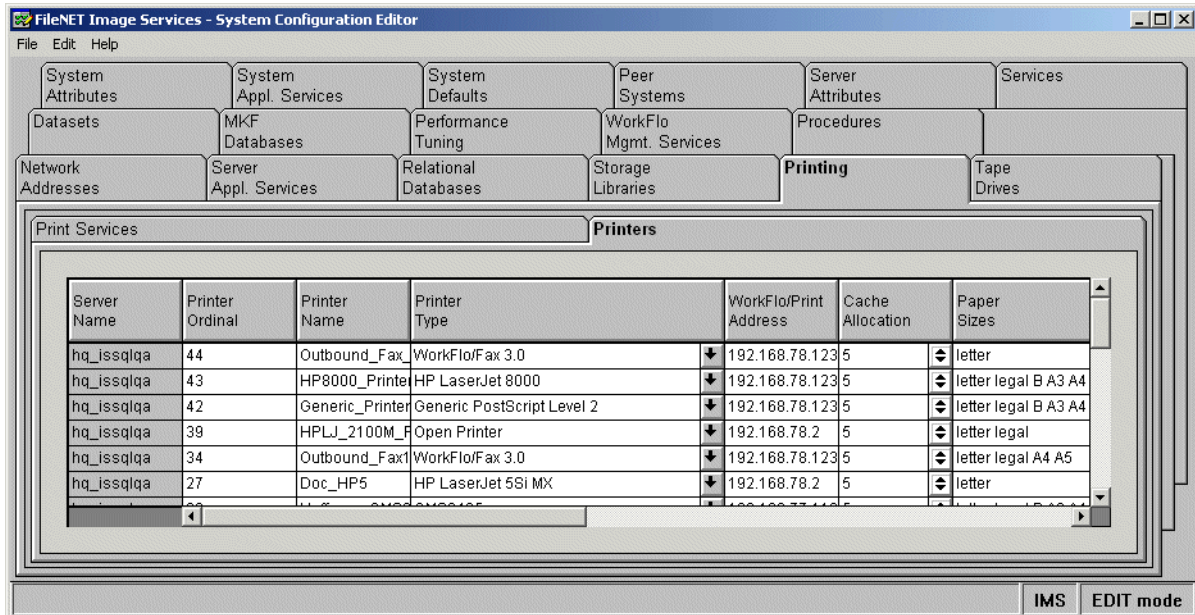
Verifying the Printer or Fax Queue was Added

To make sure that your printers and fax queues were added to the image server, do the following:
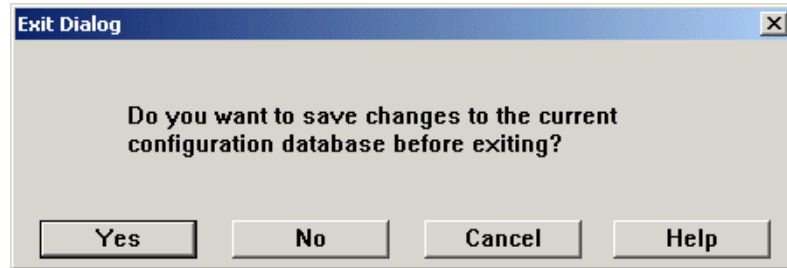
1 From the System Configuration Editor, select the Printing tab.

2 Select the Printers tab from within the Printing tab.

3 Verify that the devices you just added appear in the list, and that the configuration information is correct. If you need to change configuration settings, you can do so from this screen.

4 To exit the Configuration Editor, select the Close option from the File menu. The Exit dialog displays.

Exit Dialog ✕

> Do you want to save changes to the current
> configuration database before exiting?

| Yes | | No | | Cancel | | Help |

5 See to continue.

Restarting the Image Services Software

Before your new printers are visible from the print server, you have to restart the Image Services software.

CAUTION Stopping and restarting the FileNET Image Services software will disconnect all users attached to the server. Data loss is likely to result. Make sure that you follow all backup, notification and security procedures for your facility before restarting the server software.

A typical procedure for stopping and starting the Image Services server is provided below. Note that the procedures established by your system administrator may differ, and will supersede the following.

1 Display the Image Services Task Manager. (Type **xtaskman** from the command prompt, if necessary.)
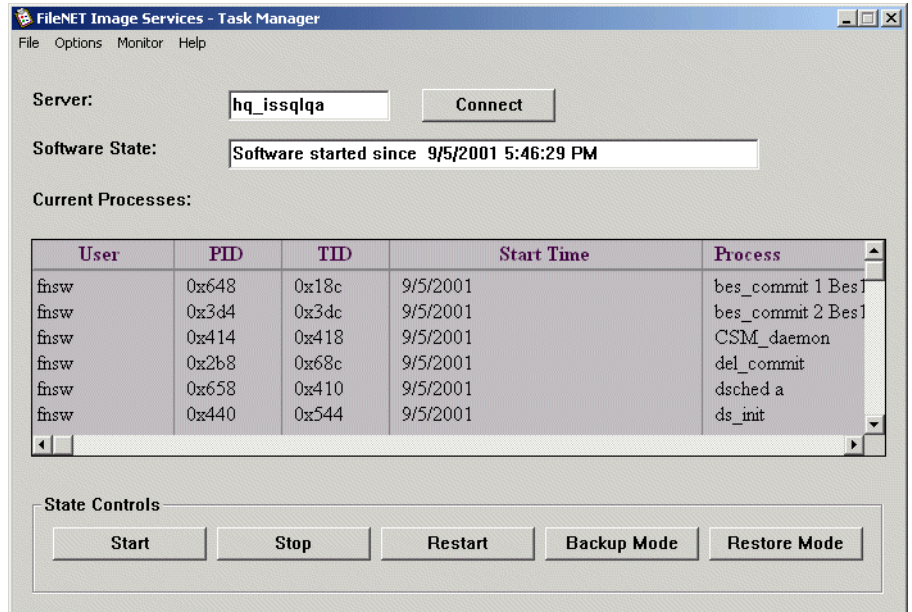
2 Click the Stop button to shut down the software. A status window displays as the various system processes are shut down.

3 When the shut down is complete, rebuild the configuration files:

   a Open a DOS command window by selecting Command Prompt from the Accessories group in the Start menu.

   b At the DOS prompt, type **fn_build -a**, then press the Enter key.

   c Make sure this command runs successfully by checking that no errors occur.

4 Return to the Image Services Task Manager screen. Click the Start button to restart the Image Services software processes.

4
Print Server Preparation

This chapter describes how to prepare the print server and the printers for FileNET Print. It includes sections on connecting your printer to the print server as well as a description of Print-required selections you should make during Windows installation and configuration on the print server.

Installing and Configuring Windows 2000

The print server requires Microsoft Windows 2000 with Service Pack 2 or 3. Refer to your Microsoft Windows 2000 documentation for basic installation and configuration instructions. Also refer to the latest version of the Release Notes posted at www.css.filenet.com for recent support updates.

While most of the selections you make during the Windows installation and configuration are specific to your site, there are some selections you must make to accommodate the Print software. These requirements are listed in this section.

Selecting a File System

When you install Windows 2000, you may have the option of selecting a file system. FileNET recommends selecting the NTFS file system. Your Microsoft Windows documentation summarizes the advantages and disadvantages of each file system.

Selecting a Computer Name

When entering a computer name during Windows configuration, select a unique name; **do not** use the same name you will use to identify a printer in the Image Services or Print configurations. In certain situations, errors can occur if the computer name is the same as a printer name.

Install the TCP/IP Networking Protocol

Print uses TCP/IP to communicate with the Image Services server. Install and configure the TCP/IP protocol by following the procedures described in your Microsoft Windows documentation.

When configuring TCP/IP, you should assign a static IP Address to the print server if possible. (You will need to enter the print server's IP address when you configure the Image Services server. If DHCP assigns a new address to the print server, you will have to reconfigure and restart the Image Services server.)

Print software does not have any other specific requirements for your Windows TCP/IP configuration. The following are general suggestions for configuring TCP/IP:

- If a router is between the Image Services server and the print server, or between the print server and the printer, enter the router IP address in the Default Gateway field. Leave the Default Gateway field blank if no routers are configured.

- Enter the appropriate IP Address for your system configuration.

- Accept the default Subnet Mask.

• If your system uses a domain controller (a server that keeps track of host names and addresses for other computers on the network), enter the information for your domain controller when configuring DNS. See the Windows online help for further information.

After installing and configuring TCP/IP, re-boot the print server so these changes can take effect. The Print Setup program verifies that TCP/IP is installed before loading the Print software.

Install and Configure SNMP to Forward Error Messages

If you want to forward error messages generated by HP LaserJet printers that use the HP JetDirect interface to other network users, SNMP protocol must be installed and configured on the print server.

Refer to your Windows 2000 documentation for information on installing and configuring SNMP.

Note If you wish to forward messages to an email address (rather than a machine name), you must install and configure Microsoft Outlook on the print server. In addition, you (or another user with an account on Outlook) must log on to the print server and start the Print service manually. If Print is not run from a specific user login, email messages cannot be sent.

Connecting the Printer

After you have installed and configured Windows, you must establish the connection between the print server and the printer(s). The following sections describe the different ways you can connect a printer. The method you select will depend on your requirements.

Connecting to a Printer Through the Windows Printer Control

You can use the Windows Printer control to connect the printer to the print server. To see a list of the printers currently configured for Windows, select Settings from the Windows Start menu, then select Printers. Use the Add Printer option to add a printer, if necessary.

See "Choosing a Connectivity Option" on page 26 for general information about Windows Printer connectivity.

Windows can route print jobs to printers via the following connections:

• Local parallel or serial port

• Hewlett-Packard Network Port (for HP LaserJet printers connected directly to the network using the HP JetDirect card)

• Through another server to a shared printer on the network

If you define a printer in Windows, you can share the printer on the network. By sharing the printer, you enable client PCs to submit jobs to that printer, via the Windows Printer control. See also "Connecting to a Shared Network Printer" on page 67.

Connecting Directly to a Printer Through the Printer's IP Address

If your printer has been assigned a static IP address on your network, you can connect directly to the printer by specifying the TCP Direct Port connectivity option, and then entering the IP address of the printer.

See "TCP Direct Port" on page 30 for more information on this connectivity option.

Connecting to a Local Printer (Parallel, Serial, or HP Network Port)

A local printer is a printer connected directly to the print server through the parallel, serial, or HP Network port. Windows provides the option to set up a local printer in the Printer Setup dialog box.

When you configure the print queue, observe these guidelines:

- Use the same printer name to identify a specific printer in Windows and in the Image Services software.

- Select a PostScript driver for your printer model. A PostScript driver is required to process Print jobs. Windows supplies many printer drivers. You can also check for a Windows PostScript driver provided with your printer. Contact your printer manufacturer to obtain a Windows PostScript printer driver, if necessary.

- You must install and run the Data Link Control (DLC) protocol before you can define a Windows printer that uses the HP Network Port. See your Hewlett-Packard documentation for information about installing and configuring DLC software.

- When configuring the HP Network Port, you must select the HP JetDirect card address from a list of network addresses. The JetDirect card address is listed in the LAN HW ADDRESS field of the HP LaserJet self test page. See .

- During HP network port configuration, you can select either a **Job Based** or **Continuous** connection between the print server and the

printer. Generally, we recommend selecting a Job Based connection. See the table below for more details.

Connection	Description
Continuous	This is the default setting. The print server has an exclusive connection to the printer that may limit direct printer access for other users. Usually, this connection works best when you route all requests for the printer through the print server.
Job Based	The print server connects to the printer on a per-job basis. When a job completes, the connection closes, enabling other users to submit jobs directly to the printer.

Connecting to a Shared Network Printer

If the printer is shared on the network, connect to the printer by following the procedure described in your Windows documentation.

When you connect to the printer, the Windows Printer control automatically creates a window for that printer on the print server. The window name is the printer's share name (refer to the following illustration).
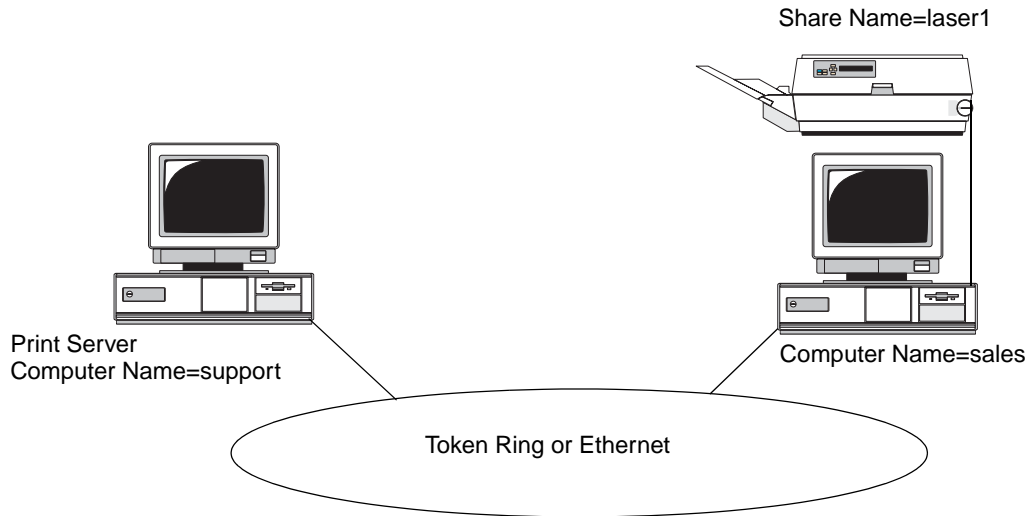
Locate the printer you want to use in the Network Neighborhood and double click its icon. Follow the instructions that appear on the screen to set up the printer.

Connecting a Printer Through an HP JetDirect Connection

You must install the Data Link Control (DLC) protocol software if the print server uses the Windows Printer control application and an HP JetDirect card to communicate with an HP LaserJet printer. Refer to your printer or Hewlett-Packard documentation for instructions on installing and configuring DLC software.

Verifying the Connections

After installing Windows and before installing Print, verify that the network connection between the print server and the Image Services server is configured correctly.

For HP LaserJet printers connected to the network via the JetDirect card, also see .

Verifying the Connection to the Image Services Server

The TCP/IP protocol must be running for the Image Services server to communicate with the print server. The Print Setup program automatically detects whether TCP/IP is installed on the print server; however, Print cannot confirm that TCP/IP is actually running. For all printer configurations, you can verify that TCP/IP is running by entering the following at the command line:

ping <ip address of Image Services server>

or

ping <computer name of Image Services server>

If TCP/IP is running and the physical connection between the Image Services server and the print server is working correctly, the print server displays a message similar to the following:

```
Reply from 135.0.2.10: bytes=32 time=10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
```

Verifying the HP JetDirect Connection

For a printer defined in the Windows Printer control that connects directly to the network using an HP JetDirect card, verify the JetDirect connection.

Use an application such as Notepad to print a text file. If the file prints, the JetDirect connection is functioning properly. If the file does not print, the JetDirect hardware or software configuration may need adjustment.

See and your Microsoft Windows documentation for information about setting up a printer with an HP JetDirect connection.

5

Considerations for Outbound Fax

If you are installing the Outbound Fax components for Print, prepare the fax server as described in this chapter.

The instructions and suggestions in this chapter apply to use of the Outbound Fax option with a third-party fax software package. Always refer to the documentation provided by the fax software vendor for fax support information and refer to the instructions provided by that manufacturer for more information and specific installation and configuration instructions.

For best performance, use a dedicated computer as your fax server (where the fax boards will be installed), and use another computer as the print server. If you choose to configure both outbound fax queues and print queues on the same server, you may notice a decrease in performance in high-volume environments. Adding memory to the server may improve performance, however combined server configurations are discouraged.

Note   The exact steps you need to follow may differ, depending on the third-party software you are using.

FileNET suggests the following system configuration:

Fax Server Workstation

This workstation contains the fax cards (hardware) and is attached to the phone lines used for faxes. You will install the following software on this computer:

- Your third-party fax administrative or server software

- Your third-party fax client software, if required

- Driver files for the fax board(s) you are using

Print Server Workstation

This is a separate workstation with the following software installed:

- FileNET Print service software

- Your third-party fax client software

Capture Fax Entry Client (not required for outbound fax)

This is a separate workstation with the following software installed:

- Third-party fax client software

- Capture 3.1, 4.0, or 4.0.1 with the Fax Entry option installed

In very low-volume test applications, you can install Inbound and Outbound Fax on the same computer. This is not recommended for production installations as the performance is likely to be unacceptable. This configuration is not supported for Capture Releases prior to Capture 3.1.

Fax Server Preparation

Before you install the outbound fax software, do the following procedures for the fax server.

1 Install your fax board(s) in the workstation as instructed by the manufacturer. Then install the appropriate driver(s) for your fax board.

- Install the boards in the PC according to the manufacturer's hardware installation instructions. Ensure that each device uses unique hardware settings to avoid conflicts, especially with ISA fax devices.

- Refer to the fax vendor's documentation for instructions on installing the drivers for the boards you are using. Be sure to select the correct drivers for your boards.

2 Logon to Windows as the Administrator, or as another Windows user with Administrative privileges.

3 Install the Print software as described in this manual.

Note Install and test the FileNET Print software before you install the Fax software. Ensure that the Print software is functioning properly before installing the Fax software.

4 Install the fax server software on the Fax Server as directed by the Fax Software manufacturer. (Some manufacturers also require installation of the fax client software on the server.)

5 Configure the fax server to work with Print as documented by the fax software vendor. Configuration includes the following steps:

a Log on to the third-party software as an Administrator.

    b   Add or configure new fax devices.

    c   Define a fax server's User Name and Password for outbound fax.

    d   (Optional step - for inbound fax capability, only.) Configure incoming fax routing options as instructed by the fax software vendor's documentation. Refer to the fax software vendor's documentation to configure the appropriate inbound routing options.

6   Make a note of the Fax Server's computer name for later configuration of the fax queue. To obtain the computer name, display the Properties for the computer, then select the Network Identification tab.

Print Server Installation Considerations

You may need to install additional software on the Print server to enable fax processing. Refer to the documentation provided by the third-party fax software vendor for specific procedures.

Support Considerations

Your third-party fax software may provide functionality not used by FileNET software. If you want to use these features, you may do so but must contact your fax software representative for support questions.

Call your FileNET service provider if you need assistance with the following support issues:

• FileNET Fax software is not recognizing incoming or outgoing faxes.

• Communication between the fax software and the fax board is working properly, but communication between the fax software and FileNET Fax software is not.

Many third-party fax software vendors provide a utility that you can use to test the functionality of their software in conjunction with the fax boards and the fax server. If you encounter a problem and your fax software provides such a utility or test application, use it to isolate the problem before contacting your support representative.

6

Installing and Configuring Print Server Software

This chapter describes instructions for installing and configuring Print software on the print server.

Note To update an existing installation of Print software, see also .

You must install Windows 2000 on the print server before you install this release of Print. See for specific information.

Summary of the Software Installation Procedure

You will perform these steps to install the Print software:

1 Run the Print Setup program to install the software.

2 After the software is installed on the print server, restart the computer and configure the Print software. The Print Configuration program starts up automatically after the software is installed.

3 If you are installing an Open printer, you should exit the Print Configuration program, install the printer's PPD file using the Printer Wizard (see), then

restart the Print Configuration program to customize the print queue options. See "Installing the PPD File for an Open Printer" on page 121.

4 Use the Print Configuration program to select the general options that you want to use for all print queues. See "Configuring General Options for all Queues" on page 90.

5 Configure any printer-specific or queue-specific features to use instead of the general options. See "Configuring Printer-Specific Options for Individual Queues" on page 95.

6 Install optional fonts. See "Installing Optional Fonts" on page 125.

7 Restart the print server so the configuration settings take effect.

Running the Print Setup Program

If you are installing Print for the first time on the print server, or updating from Print 4.2, use the following procedure to install the Print software on the print server:

1 Log on to Windows with Administrator rights and permissions. You must have proper access rights to install Print.

2 Exit all programs before starting the Print Setup program.

3 Insert the Print CD. You should see the Print Splash screen.
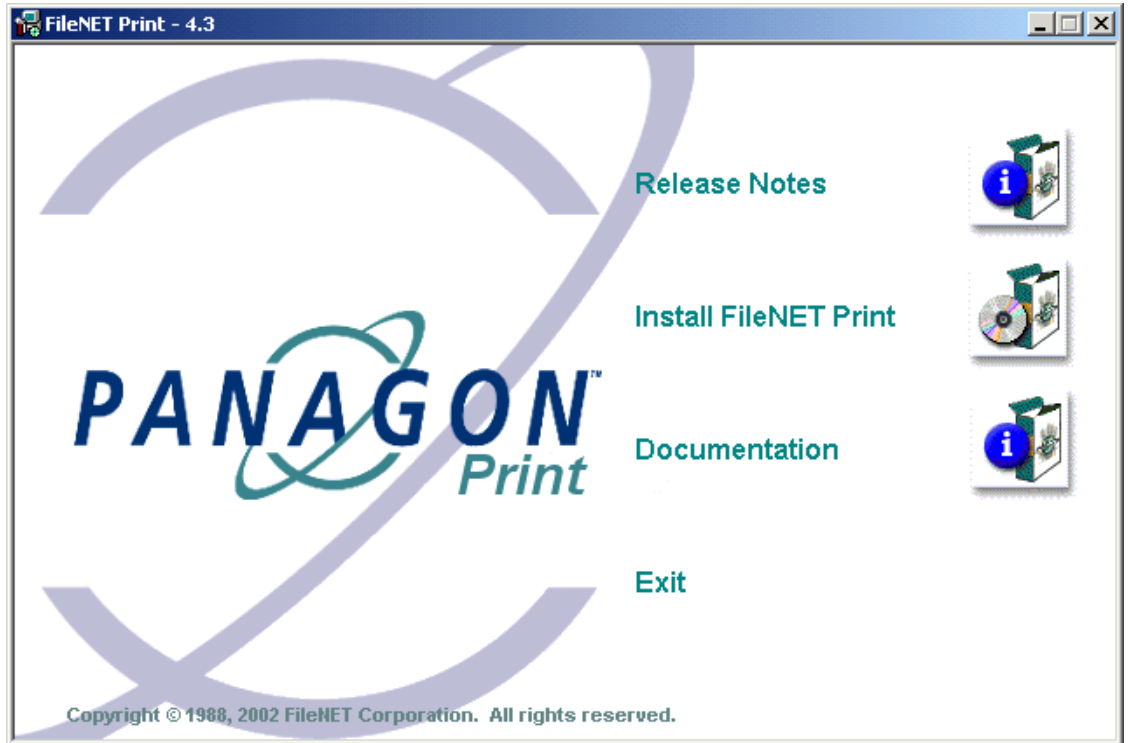
4 Select Install FileNET Print from the splash screen. (If the CD does not start the Setup program automatically, navigate to the CD through Windows Explorer, then select the **setup.exe** program file.)

5 If you are upgrading from a previous installation that included optional Fax support, you will be warned not to continue with the installation if you want to retain the legacy fax support. If you need fax support and do not have a replacement outbound fax product, click Cancel to stop. Otherwise, click OK to continue with the installation.

6 When you start the Print Setup program, the Print Welcome screen displays. Click Next to continue.

7 Review the FileNET End User License Agreement. If you agree to the terms of the agreement select the "I accept the terms..." option and click Next to continue. If you do not select the acceptance option, the software installation will not continue.
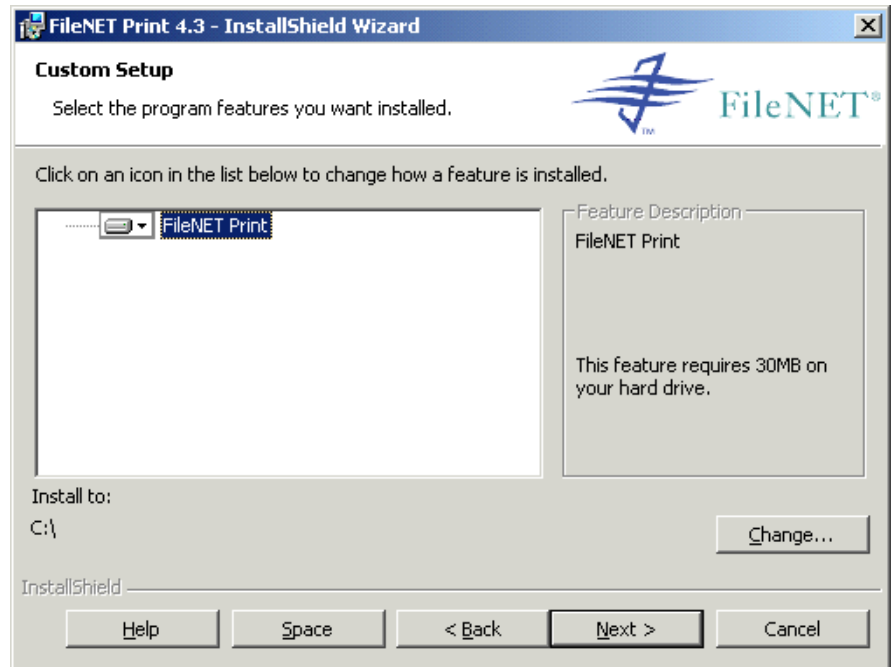
8 Use the Custom Setup screen to select what you want to install. The Help button displays a detailed description of each option.

    a   To install the Print server software, select the first icon to display the installation options for Print.

b   If you are not sure how much space you have available on your hard drive, you can use the Space button to display the amount of space available on each drive, and the estimated space requirements for the software option(s) you have selected.
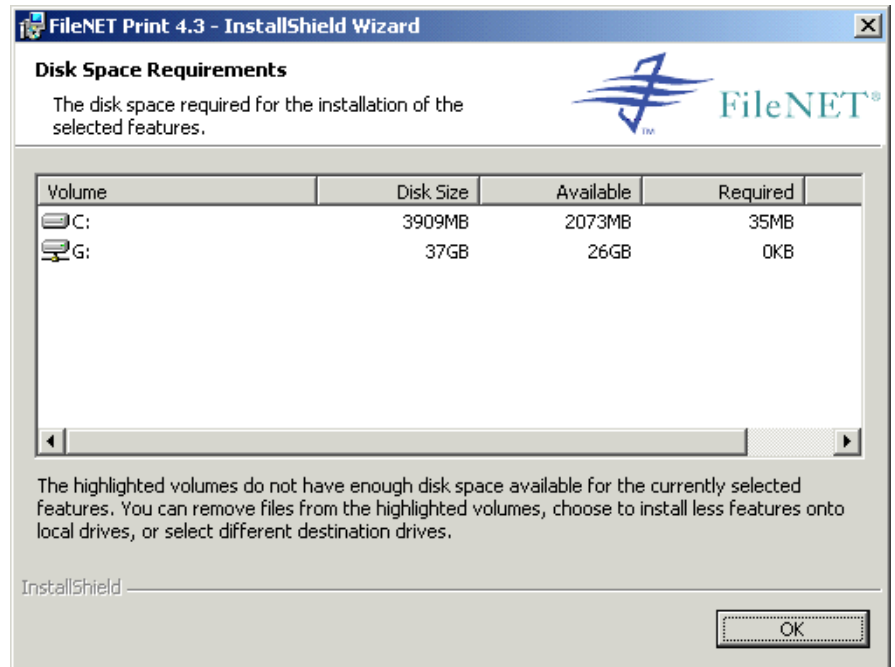
Note   You can select a different hard drive for installation, but do not change the folder where the software files are installed.

9   After making your selections, click Next to continue to the Ready to Install dialog box.
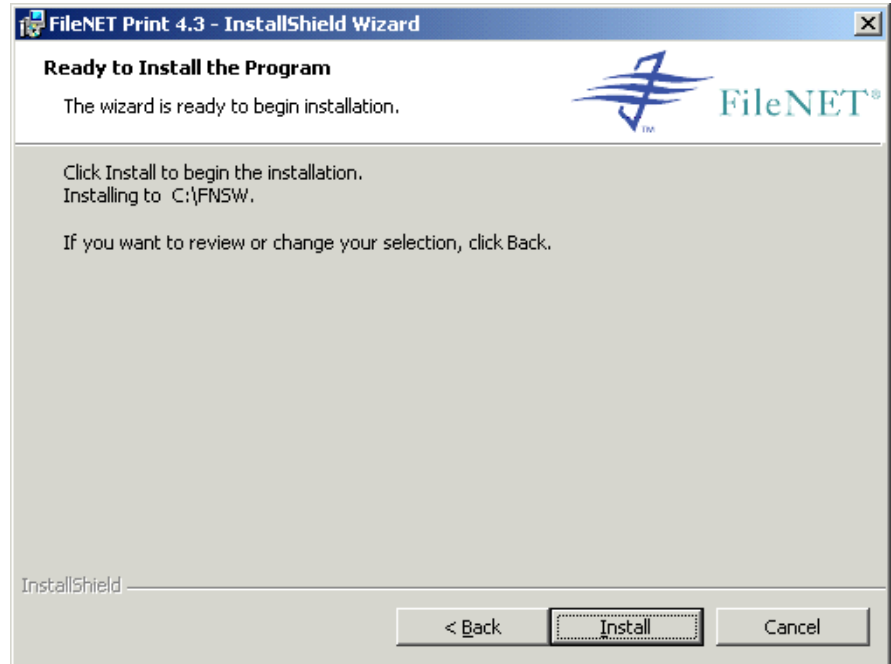
10 Click Install to continue with the selections you made, or click Back to return to the previous screen and change your selections.

11 A progress indicator displays the status of the installation.

Print Setup creates program icons for the Print Service Control and the Printer Wizard which appear in the Programs folder in the Start menu.

12 After Print Setup is complete, you are prompted to restart the computer.

13 Select whether or not you want to restart immediately, then click Finish to complete the first part of the installation. You will eventually need to restart the computer to complete the process.

14 You will receive a confirmation message once the installation process has completed. Click OK on the message box to continue.

15 After the computer restarts, you are immediately prompted to configure the Print options using the Print Configuration program. Continue with the next section to configure the settings for your print queues.

Configuring the Print Software

Before you can configure a print queue on the print server, it must be defined on the Image Services server. See Chapter 3, "Configuring Image Services Software," on page 36 for information about defining a queue on the Image Services server.

The Print Configuration program starts automatically after you reboot the workstation at the end of the software installation process, or you may also open the Configuration program manually.

If you want to start the program manually, check the following before you start:

- The Windows user name you logged on with must have edit-access to the Print configuration software. If you do not have edit-access, the Print Configuration program runs in read-only mode. See "Changing the Print Configuration" on page 139 for more information.

- Stop the Print service from the Print Service Control to enable the Configure button. Click Configure to open the Configuration program.

Note If you are installing an Open Printer and wish to install the printer's PPD file so that you may control additional printer-specific options, use the Printer Wizard to install the printer's PPD file before you proceed with Configuration. See "Installing the PPD File for an Open Printer" on page 121, then restart the Print Configuration program.

When the Print Configuration program starts, this dialog box displays:

FileNET Print Configuration

NOTE: This PC is installed as a standalone Print Server only.

OK

Cancel

Fonts...

Options...

Help

Image Services Selection

Default Image Services Name:

Set as Default Image Services

FileNET Print Queue Configuration

FileNET Queues to Configure: Current FileNET Queues:

Printer Model:

Description:

Configure...   Delete
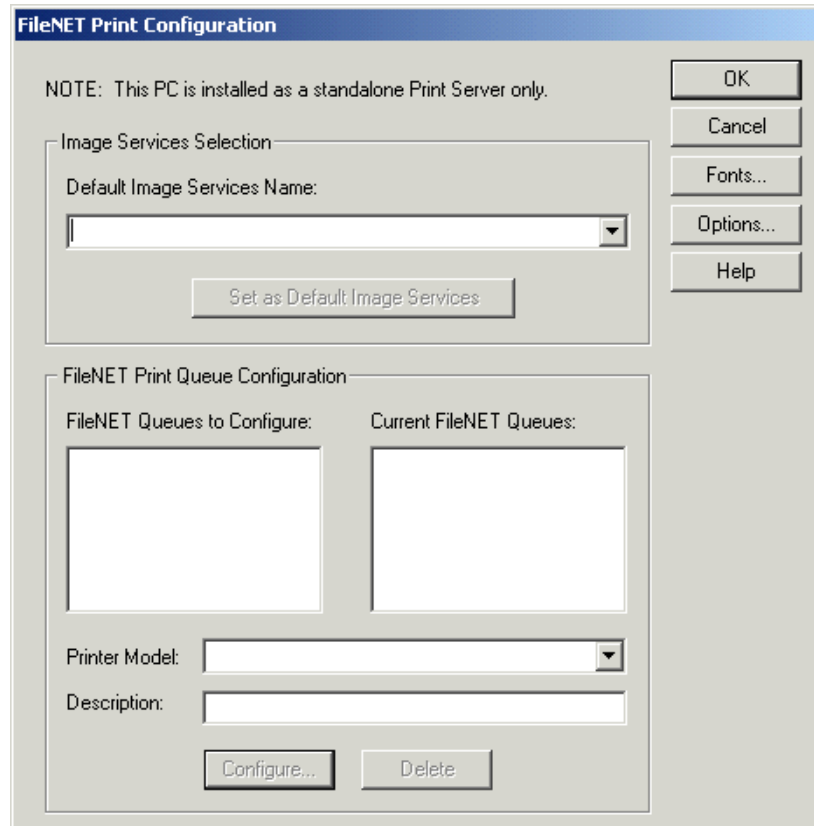
You will use this dialog box to define the default Image Services server, and to configure the characteristics of each print queue on the server that is used by your print server.

Defining the Default Image Services Server

The default Image Services server is the one your print server will automatically log on to each time the Print Administrator program starts.

Note If the Image Services server that you select as the default server is not available, the Print Administrator will not be able to load.

To specify the default Image Services server, enter the Image Services server name in the Default Image Services Name field, using this format:

domain:organization

The organization name defaults to FileNet if you do not specify a different one. The first Image Services server name you enter becomes the Default Image Services name automatically.

FileNET Print Configuration

NOTE: This PC is installed as a standalone Print Server only.

OK

Cancel

Fonts...

Options...

Help

Image Services Selection

Default Image Services Name: hqissqlqa:FileNet

hqissqlqa:FileNet

Set as Default Image Services

FileNET Print Queue Configuration

FileNET Queues to Configure:

HP8000_Printer
Lex_T620_Printer
Outbound_Fax_1

Current FileNET Queues:

Generic_Printer_1

Printer Model:

Description:

Configure...   Delete

Once you define the default Image Services server, the print server establishes communication with the Image Services server. The names of all the print queues defined on the Image Services server for your print server display in the FileNet Queues to Configure box.

If you select an Image Services server that does not have any printers configured, you will see this message:
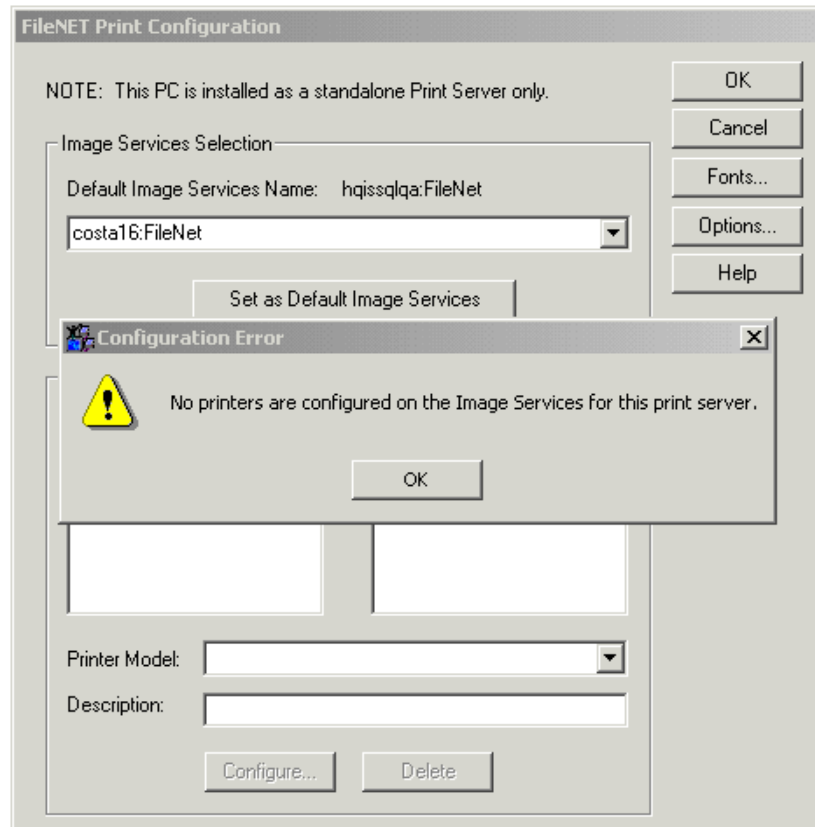
Contact your Images Services server administrator to make sure that print queues have been set up correctly for your print server before you continue.

Selecting Other Image Services Servers

When you enter the Default Image Services server name, the print server determines the other Image Services servers in the same domain as the default Image Services server. These Image Services servers display in the Image Services Selection drop down list:
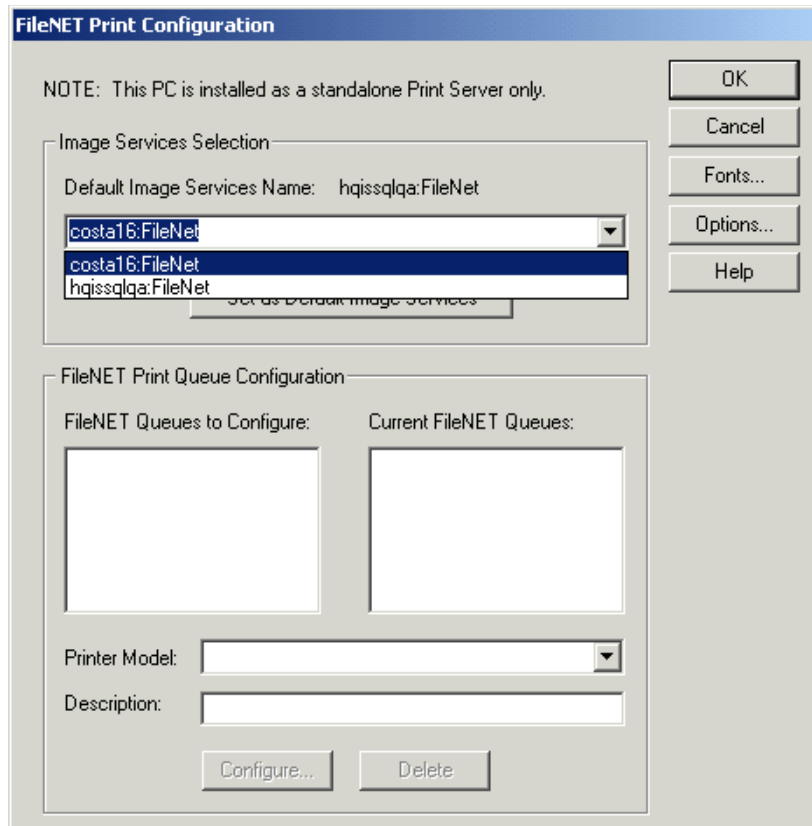
To view print queues on other Image Services servers, select a server from the list box. To make another server the default server, click the

Set as Default Image Services button.

Notes   You cannot change the default Image Services server if Print Administrator is running. If the default server is not running, Print Administrator will not start.

If you are looking at servers other than the default, their print queues have the server name appended to the queue name in the queue configuration list boxes.

If Print cannot locate the Image Services server, a dialog box displays so you can enter its TCP/IP address.
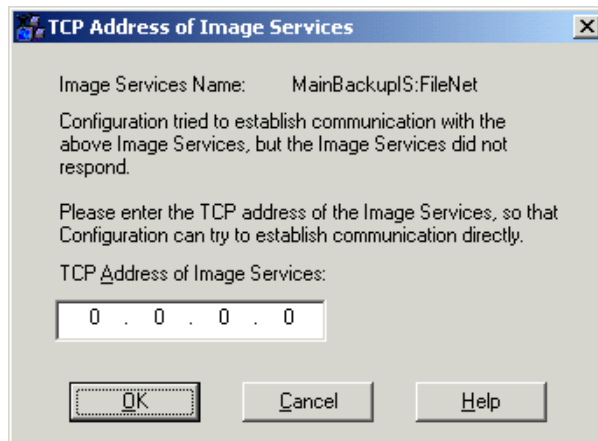
Note   If you configure queues on Image Services servers other than the default Image Services server, the other Image Services servers must run Image Services software of the same release or later than the default Image Services server.

Configuring General Options for all Queues

You configure general settings for all of the print queues for a specific Image Services server using the Print Configuration dialog box. Buttons on the dialog box provide access to additional configuration options, such as fonts and system options. These options are described in the following sections.

Configuring Fonts and Character Sets

Click on the Fonts button in the main Print Configuration dialog to open the Fonts and Character Sets dialog box.
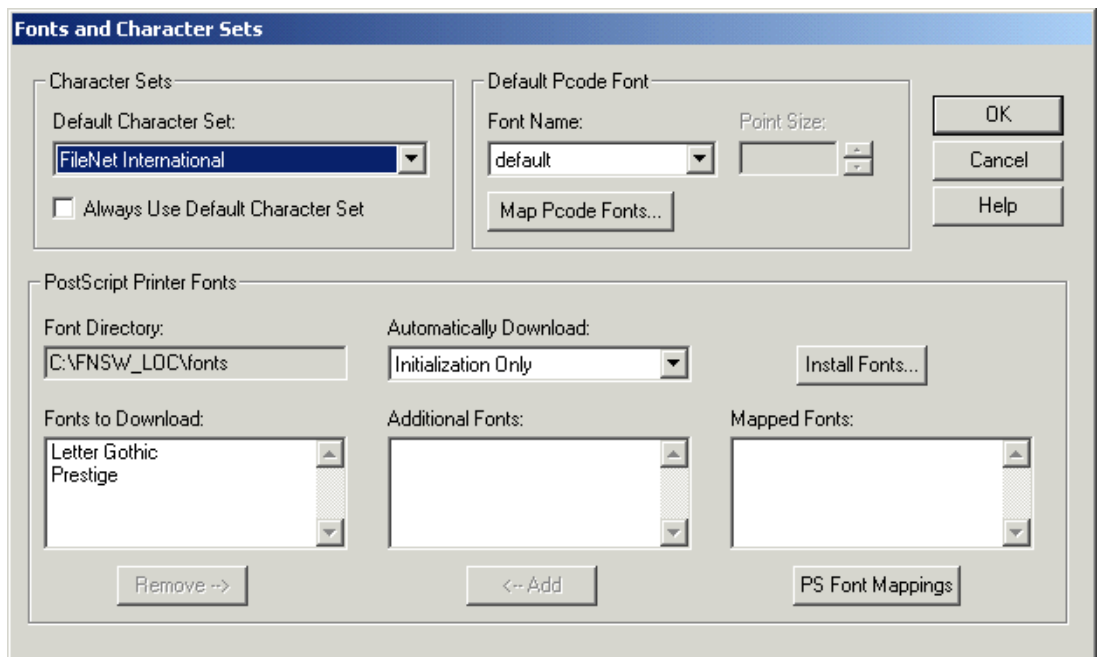
Click the Help button to display specific information for the fields on this screen. When you have finished setting the font options for your print server, click OK.
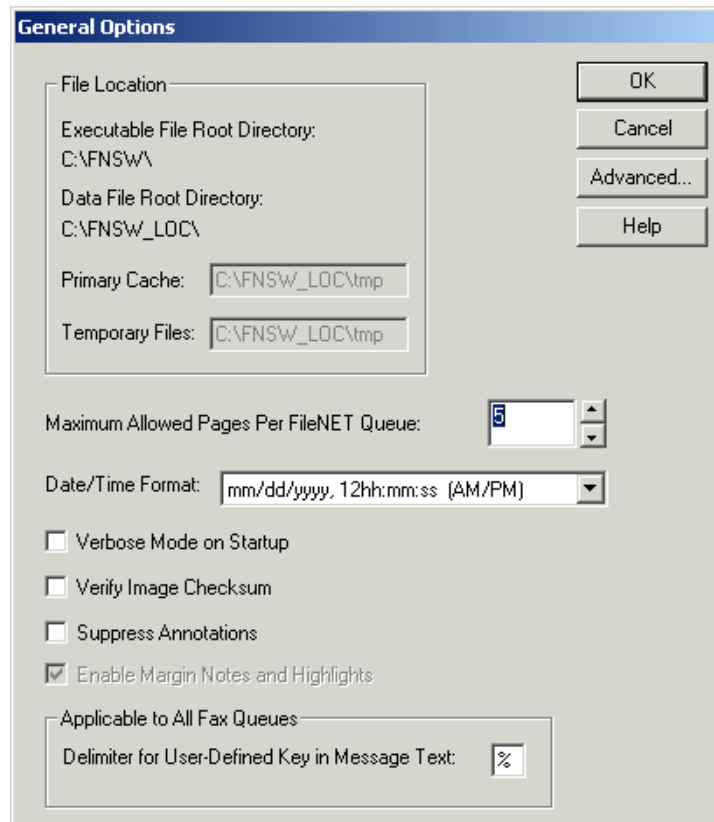
Note For additional information on installing fonts for Print, see also "Installing Optional Fonts" on page 125.

Note that font settings will apply to all printers attached to the print server.

Configuring General Options

Click the Options button in the main Print Configuration dialog box to display the General Options:

Click the Help button to display specific information for the fields on this screen. When you have finished setting the options for your printer, click OK.

Configuring General Advanced Options
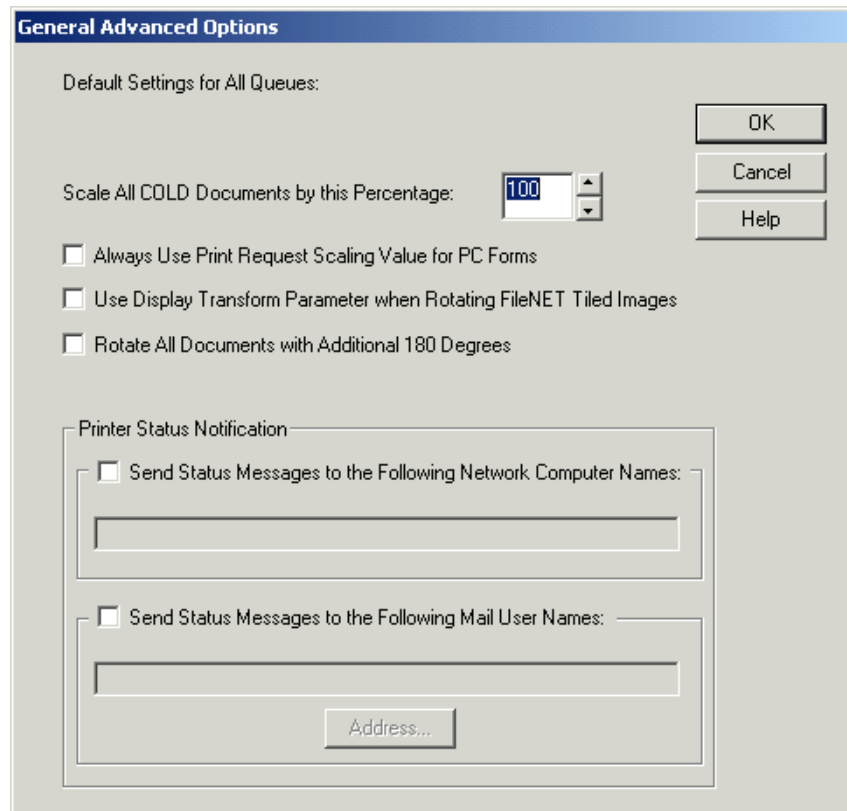
Click the Advanced button on the General Options dialog box to display the General Advanced Options:

Click the Help button to display specific information for the fields on this screen. When you have finished setting the options for your printer, click OK.

Configuring Printer Status Notification

Print can forward messages generated by HP LaserJet printers to other network users. This feature is available only for HP LaserJet printer(s) connected to the network via the HP JetDirect interface.

Note SNMP must be installed and running on the print server before forwarding can occur. For details on SNMP, see your Microsoft Windows documentation.

Forwarding Messages by Computer Name

To forward printer messages to another workstation, select the Send Status Messages to the Following Computer Names check box, and enter the computer name in the field below it. You can enter more than one computer name. Separate the names with a semicolon and do not insert a space between them.

Forwarding Messages by Microsoft Outlook Email Address

Note You must install and configure Microsoft Outlook on the print server for this option. This feature is only available if you are running the Print service from a specific user's login, and that user has an account or address within Outlook.

To forward printer error messages to an email address:

1 Select the Send Status Messages to the Following Mail User Names check box.

2 To enter a recipient's email address, click the Address button to display the Outlook Address Book. Select the recipient(s) from the address

book, and add them to the Send or To list within the Outlook dialog box. Click the OK button to exit the Address Book.

3 Verify that the recipients appear in the "Send Status to" field, then click OK.

Forwarding Messages by IP Address

To forward printer messages to an IP address:

1 Open the General Advanced Options dialog as described earlier.

2 Configure the software to send messages to an IP address.

a Click the Send Status Messages to the Following Computer Names check box to enable it.

b Type in the IP Address(es).

You can enter more than one IP address. Separate IP addresses with a semicolon, and do not insert a space between addresses.

Configuring Printer-Specific Options for Individual Queues

Before you can send jobs to a printer, you must configure the print queue. During print queue configuration you can set printer-specific characteristics such as the paper trays to use, and orientation of the paper. In addition, you can override the general options that you set in the previous section, if you wish.

For example, you may want to specify different fonts or different error message handling for different printers in your facility. Use the following procedure to configure a print queue:

Note Before you can configure a print queue on the print server, it must be defined on the Image Services server. See Chapter 3, "Configuring Image Services Software," on page 36 for information about defining a queue on the Image Services server.

1 Select an Image Services server from the drop-down list or enter the name of the server in the field. The print queues defined on the selected server display in the FileNET Queues to Configure list.
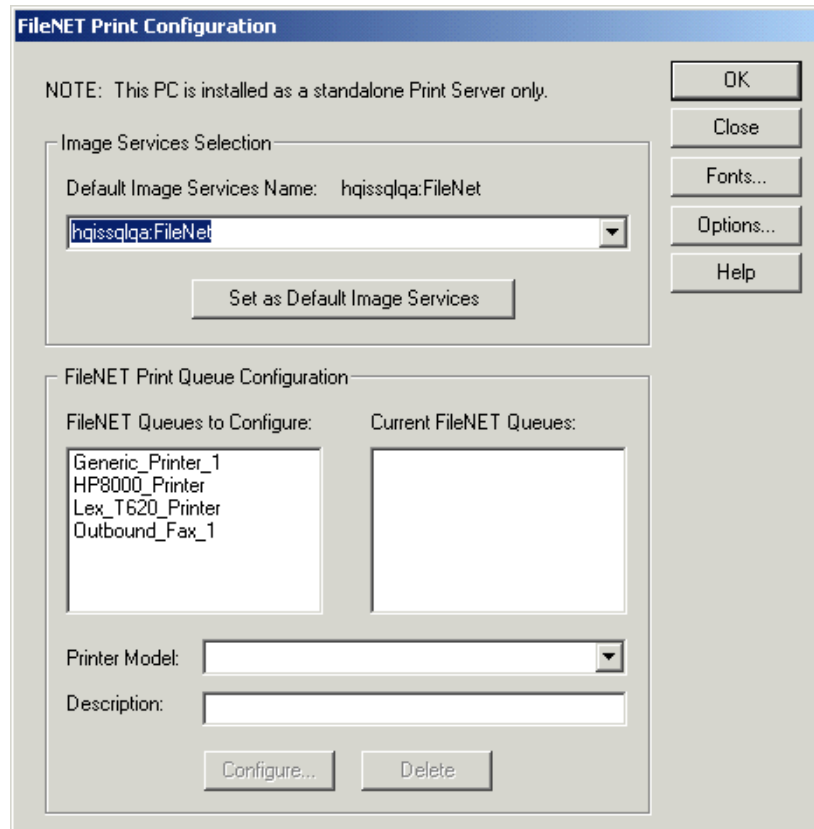
2 Select one of the queues from the list (this is the box on the left-hand side of the dialog box). Verify that the Printer Model is the same as the one selected for this printer during Image Services server configuration. See also .
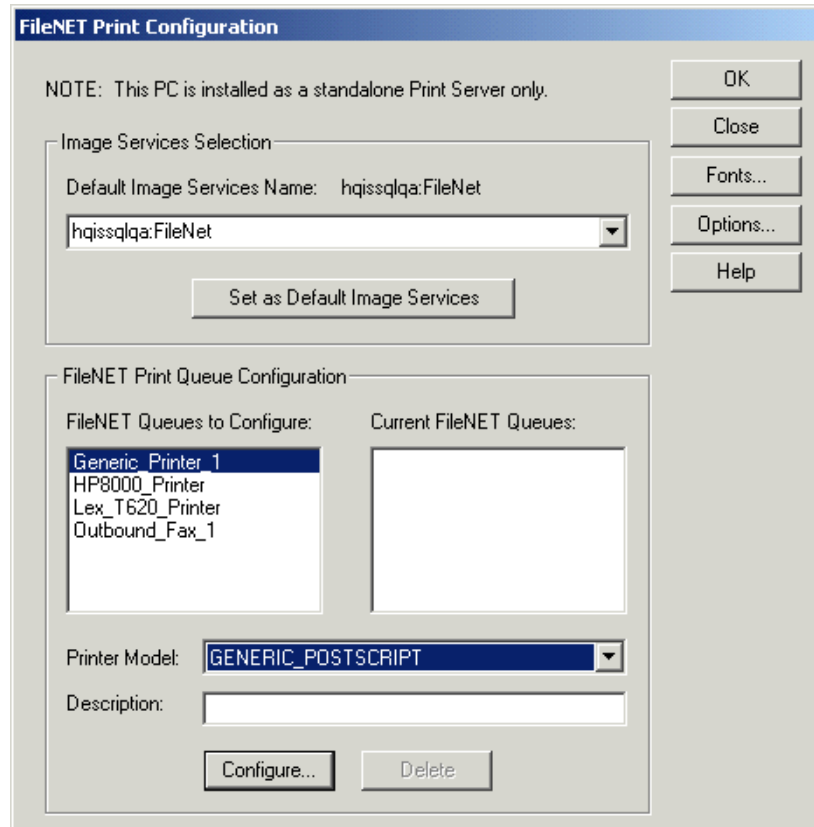
3 Click the Configure button at the bottom of the dialog box.

4 Depending on the type of print queue you are configuring, the dialog boxes may differ slightly.

- For an Open printer, see "Printer-Specific Options for an Open Printer" on page 107

- For a Generic PostScript printer, see "Printer-Specific Options for a Generic Printer" on page 110

- For one of the legacy printers, see "Printer-Specific Features for a Legacy Printer" on page 111

5 Using the dialog boxes for your specific printer type, configure the print queue options to match your requirements. The general procedure is provided in "General Procedure for Setting Printer-Specific Options" on page 98.

General Procedure for Setting Printer-Specific Options

The following example is based on configuration of a Generic printer. Options displayed for your specific printer may vary from those shown in the example. Refer to the online help displayed through the Help button for more information.

Note Options in these dialog boxes apply only to the current queue.

When you select a print queue to configure and click the Configure button on the Print Configuration, the Printer Configuration screen displays:
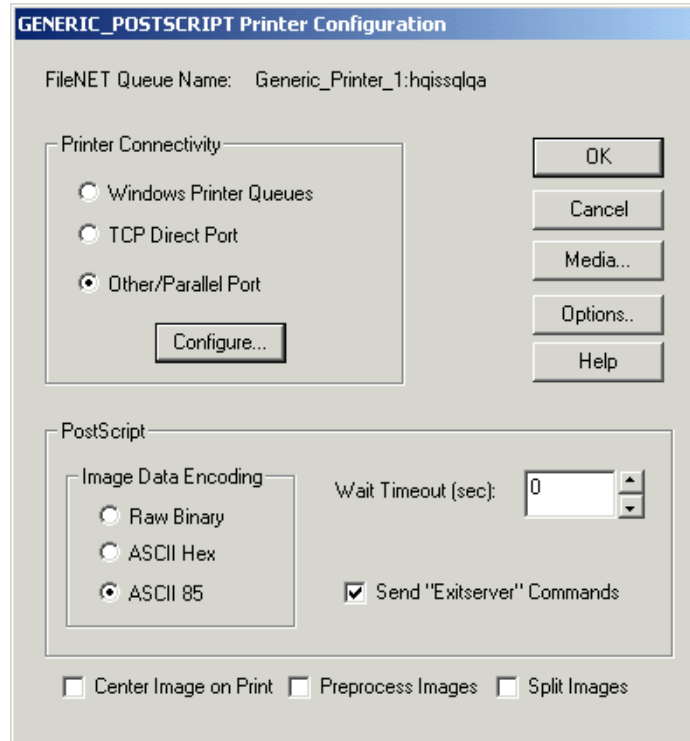
General information for this screen is provided below. Click the Help button to display information for specific fields. When you have finished setting the options for your printer, click OK. This screen also provides access to additional configuration screens described in the following sections.

Changing the Printer Connectivity Options

1 Select the Printer Connectivity option that matches your installation. To change the settings for that option, click the Configure button.

a If you select the Windows Printer queue option, the Configure button displays the port selection dialog. Select the appropriate port from the list, then click OK.

Windows Printer Connectivity

Print Manager Printer Name:

`Generic_Printer_1:hqissqlqa`

☐ Report True Job Status to Image Services

`32` Maximum Number of Jobs Submitted (32 - 100).

Please run Print Manager to create the desired printer if it does not already exist. Then, return to this dialog and choose Refresh to redisplay the latest printer list.

NOTE:
If you want this printer to print to an HP Network Port, you must first install the DLC Protocol via the Network icon on the Control Panel, then reboot the server and resume Panagon Print Configuration.

Other protocols may be required for Generic PostScript printers.

| OK | Cancel | Refresh | Help |

b If you select the TCP Direct Port option, when you click the Configure button you will be prompted to enter the IP Address of the printer.

TCP Direct Connectivity

Printer TCP Direct Port Name:

Generic_Printer_1:hqissqlqa ▼

Printer TCP Direct Port Address:

0 . 0 . 0 . 0

Printer Socket Number:

9100

OK   Cancel   Help
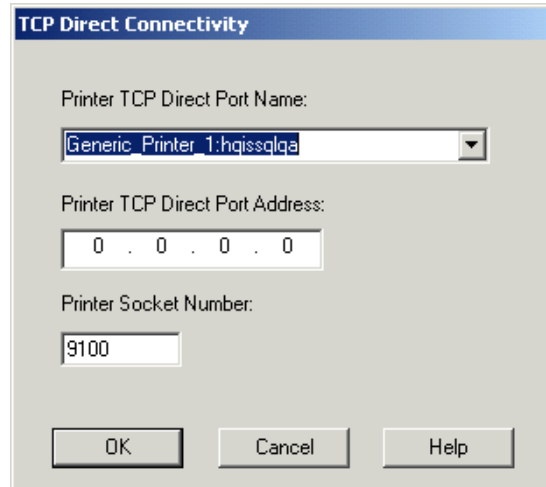
c If you select Other/Parallel Port, clicking the Configure button displays the port selection dialog. Select the appropriate port from the list, then click OK.

Other/Parallel Port Connectivity

Port Name: LPT1: ▼

OK   Cancel   Help
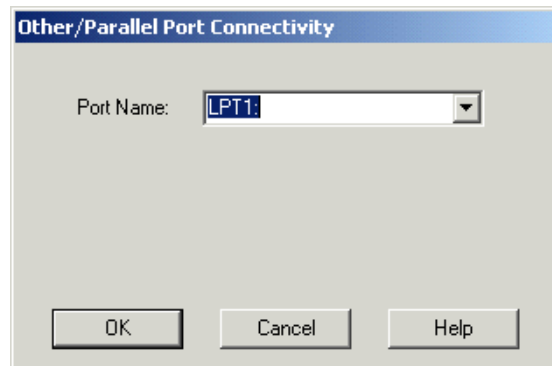
2 When you are done, a confirmation message displays.
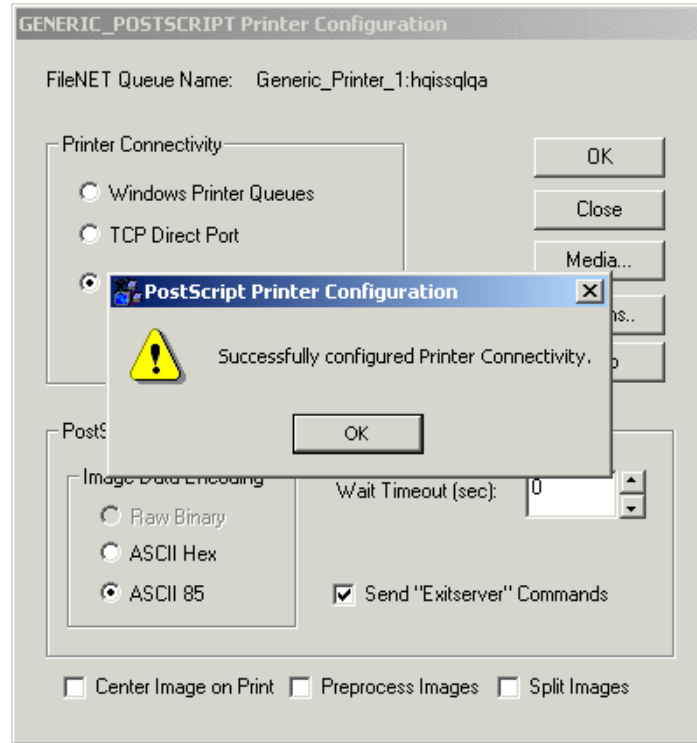
Configuring Media Options

Media options determine which paper tray to use, and in the case of multiple paper trays, the order in which to use them.

1   To configure media options, click the Media button on the Printer Configuration dialog box. The Paper Media dialog box displays.

GENERIC_POSTSCRIPT Paper Media

FileNET Queue Name: Generic_Printer_1:hqissqlqa

Paper Tray Configuration

☑ Top Tray Available

Priority: ⦿ 1   ○ 2   ○ 3

Paper Size: | Letter ▼ |

☑ Bottom Tray Available

Priority: ○ 1   ⦿ 2   ○ 3

Paper Size: | Letter ▼ |

☐ Third Tray Available

Priority: ○ 1   ○ 2   ○ 3

Paper Size: | Letter ▼ |

FileNET Job Default Tray:

| Top ▼ |

Best Available Overscan (%):

| 5.0 ▲▼ |

[OK]
[Cancel]
[Help]
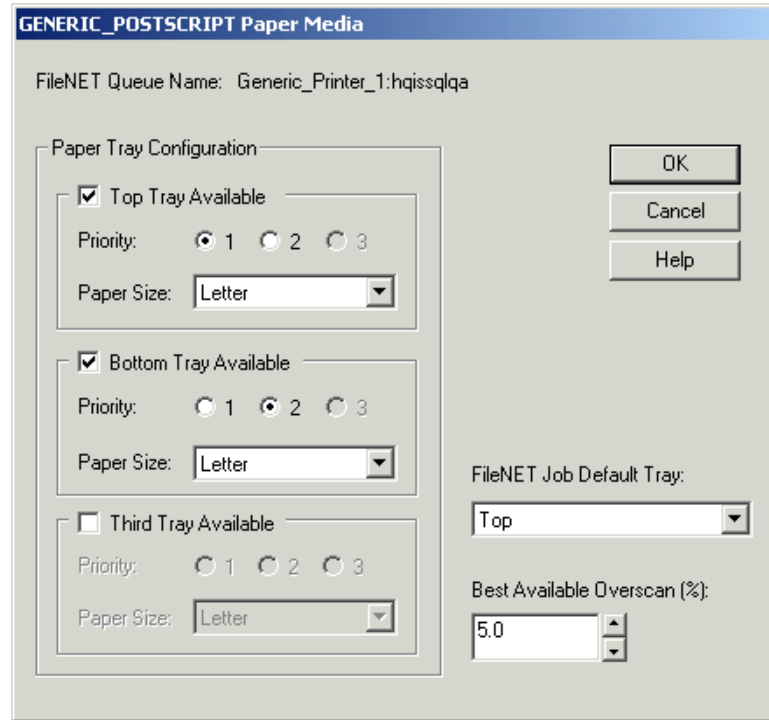
   2   For each paper tray that you want to use, click the corresponding
          check box to enable it. Select the priority, and select the correct paper
          size for the tray.

Note   For some Generic printers, Print only supports the default paper tray.
          (The default tray can generally be selected on the printer itself.) Print
          does not send specific tray selection information to the printer and se-
          lections made on this dialog box will not affect the job destination.

   3   Select a tray to use as the default for FileNET jobs using the FileNET
          Default Tray list box.

4 Click the Help button to display information for other fields. When you have finished setting the options for your printer, click OK to save the Media options for your printer.

Configuring Queue Options

Queue options determine the available job destination and other printing options. To configure queue options, click the Options button on the Printer Configuration dialog box. The Queue Options dialog box displays.
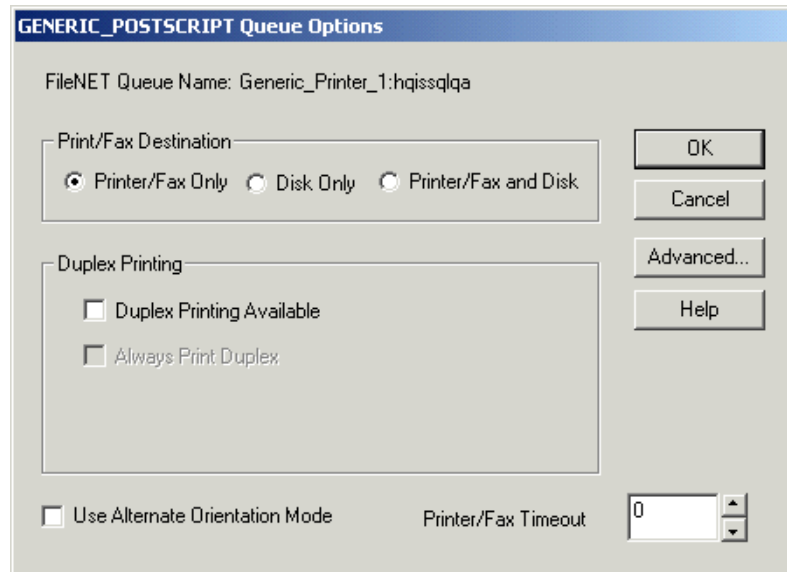
Refer to the online help for information about the options on this screen.

Configuring Advanced Queue Options

Advanced Queue Options determine various printer and processing features, including scaling of COLD documents and error message forwarding. To configure advanced queue options, click the Advanced button on the Queue Options dialog box. The Advanced Options dialog box displays.

Whether or not an option is enabled on the Advanced Options dialog box depends on how it was configured as a general option. (See "Configuring General Options for all Queues" on page 90.)

To override the general setting, select Override General Advanced Options for the Current Queue. Any changes made on this dialog box will override the general settings.

To set printer status notification options, see "Configuring Printer Status Notification" on page 94. The procedure is the same as for the general options, except that the changes made here only apply to the current queue.

For information on the other options on this dialog, refer to the online help.

Printer-Specific Options for an Open Printer

Select the Open Printer queue from the Print Configuration dialog box.
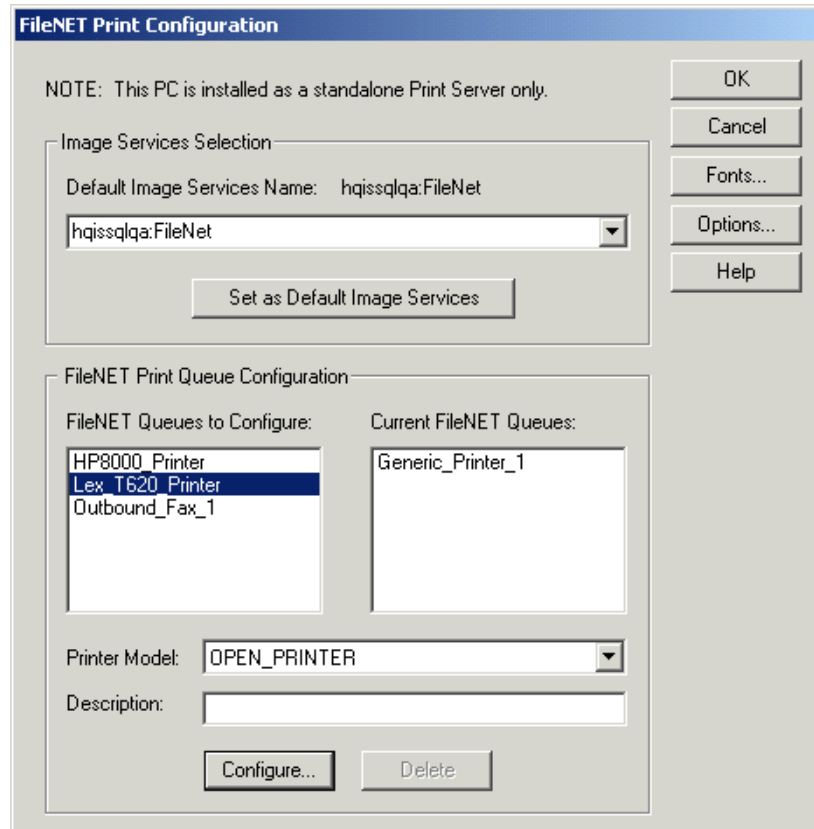
If you have installed the printer's PPD file for custom options, change the printer model from Open_Printer, to the name of the specific printer.

For example, the following screen shows what you might see if you added a Lexmark T620 printer.
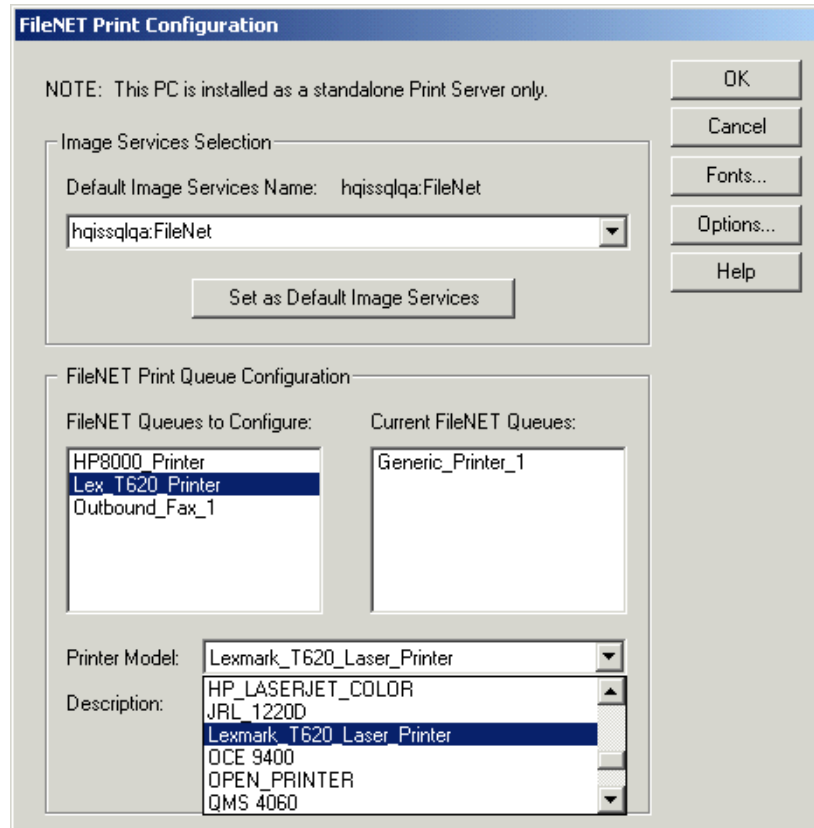
See for information on installing the printer's PPD file for custom options.

After you have confirmed or selected the printer model, click the Configure button to display the Printer Configuration dialog box for an open printer.
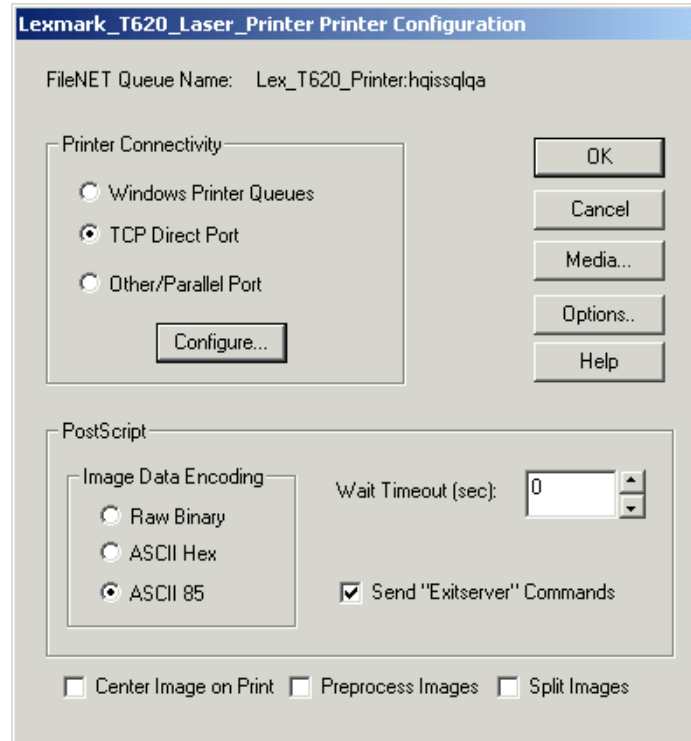
Lexmark_T620_Laser_Printer Printer Configuration

FileNET Queue Name: Lex_T620_Printer:hqissqlqa

Printer Connectivity

  ○ Windows Printer Queues

  ● TCP Direct Port

  ○ Other/Parallel Port

  [Configure...]

[OK]
[Cancel]
[Media...]
[Options..]
[Help]

PostScript

Image Data Encoding

  ○ Raw Binary

  ○ ASCII Hex

  ● ASCII 85

Wait Timeout (sec): [0] ▲▼

☑ Send "Exitserver" Commands

☐ Center Image on Print ☐ Preprocess Images ☐ Split Images

Adjust the options on this dialog box as needed, and use the Configure, Media, and Options buttons to display additional configuration dialog boxes and options.

The options in these dialog boxes apply only to the current queue.

Printer-Specific Options for a Generic Printer

Select a Generic Printer queue from the Print Configuration dialog box, then click Configure to display Generic Printer configuration options.
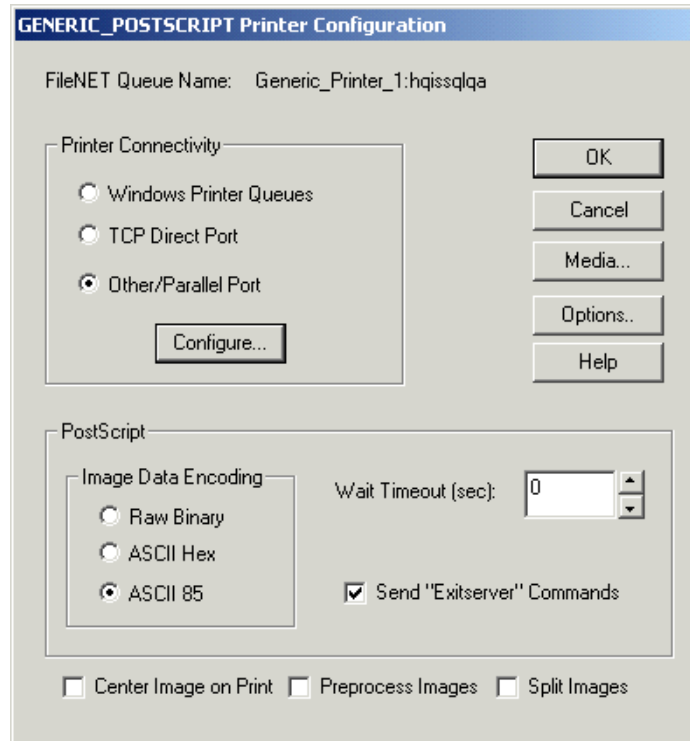
Adjust the options on this dialog box as needed, and use the Configure, Media, and Options buttons to display additional configuration dialog boxes and options.

The options in these dialog boxes apply only to the current queue.

> **Note** For some Generic printers, Print only supports the default paper tray. (The default tray can generally be selected on the printer itself.) Print does not send specific tray selection information to the printer and selections made on this dialog box will not affect the job destination.

Printer-Specific Features for a Legacy Printer

Select the print queue for your legacy printer from the Printer Configuration dialog box.

FileNET Print Configuration

NOTE: This PC is installed as a standalone Print Server only.

OK

Close

Fonts...

Options...

Help

Image Services Selection

Default Image Services Name: hqissqlqa:FileNet

hqissqlqa:FileNet

Set as Default Image Services

FileNET Print Queue Configuration

FileNET Queues to Configure:

HP8000_Printer
Outbound_Fax_1

Current FileNET Queues:

Generic_Printer_1
Lex_T620_Printer

Printer Model: HP 8000

Description:

Configure...   Delete

Click the Configure button to display the configuration dialog box for
your printer model.
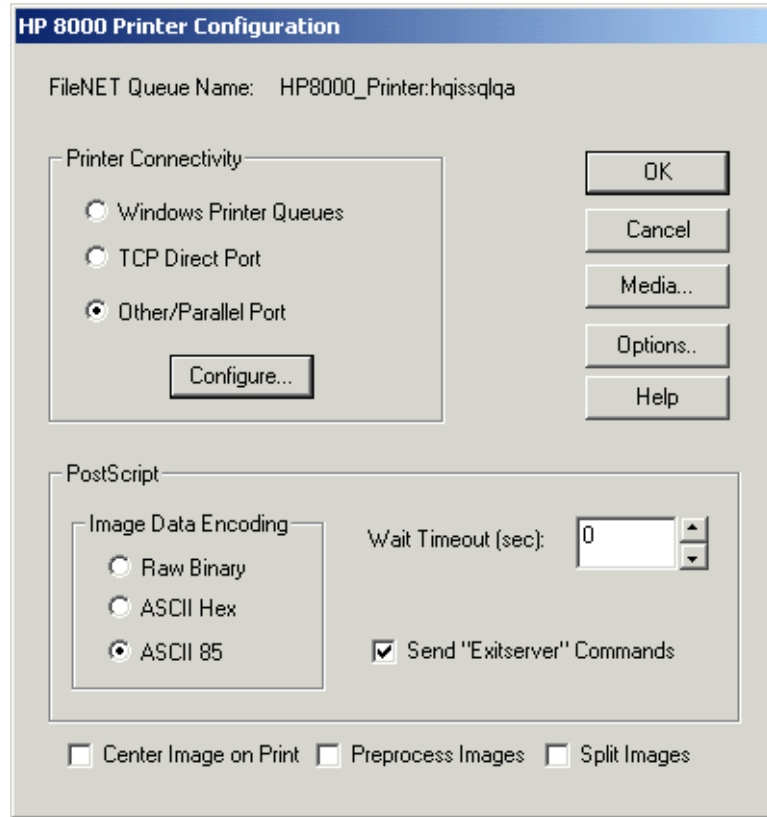
Adjust the options on this dialog box as needed, and use the Configure, Media, and Options buttons to display additional configuration dialog boxes and options.

The options you select in these dialog boxes apply only to the current queue.

Configuring a Fax Queue

Select the fax queue from the Printer Configuration dialog box, then click the Configure button to display the configuration dialog box for your fax queue.

Configure the options on this dialog box for your installation as follows:

- For the Server Name, enter the computer name for the fax server (generally the workstation you are configuring).

- Select the appropriate Fax Server for the third-party fax software you are using.

- Enter a Logon Name and password for the fax server if needed for your facility.

Note   If you are using a fax package from another vendor, refer to the vendor's documentation for what to select for the Server Type and how to update the Fax Manager settings.

Use the Options button to display the Fax Queue options dialog box.
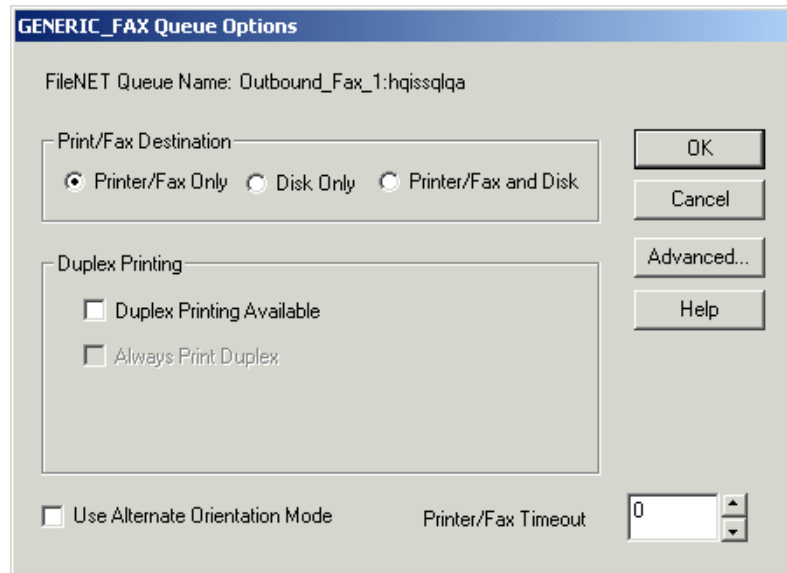
Click the Help button to display specific information for the fields on this screen.

Click the Advanced button to configure Advanced Options.

GENERIC_FAX Advanced Options

FileNET Queue Name: Outbound_Fax_1:hqissqlqa

☑ Override General Advanced Options for the Current Queue

Scale All COLD Documents by this Percentage: [100 ▲▼]

☐ Always Use Print Request Scaling Value for PC Forms

☐ Use Display Transform Parameter when Rotating FileNET Tiled Images

☐ Rotate All Documents with Additional 180 Degrees

Printer Status Notification

☐ Send Status Messages to the Following Network Computer Names:

[   ]

☐ Send Status Messages to the Following Mail User Names:

[   ]

Address...

OK

Cancel

Help

Adjust the options on this dialog box as needed. See "Configuring Advanced Queue Options" on page 105 for general information. To set Status Notification options see "Configuring Printer Status Notification" on page 94.

Configuring Additional Queues

To configure additional queues, select a queue name from the FileNET Queues to Configure box and repeat the procedures described above. Repeat this process until all queues are configured.

Completing the Print Configuration

1 When you are finished, all of the print queues should appear in the Current FileNET Queues list on the Printer Configuration screen. There should be no queues remaining in the list of Queues to Configure.
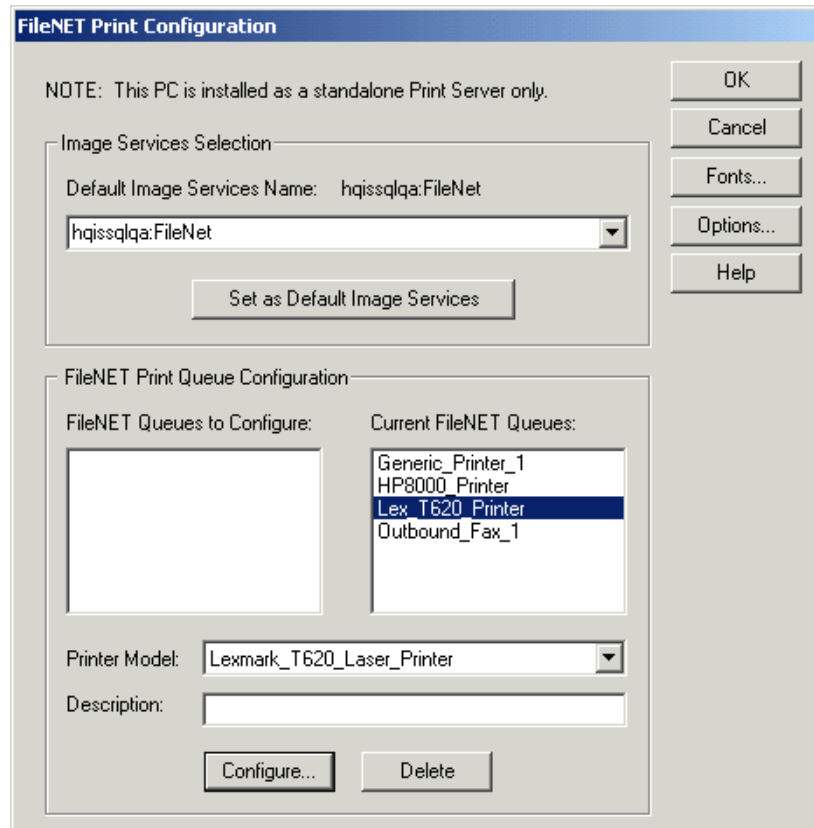
2 Exit the Configuration program by clicking the OK button in the main Print Configuration dialog box.

A pop-up message displays, directing you to restart the print server so the configuration changes take effect. Click the Restart Computer button in the pop-up message box to restart the print server.

Note If you did not configure all the queues listed in the FileNET Queues to Configure box, the pop-up message warns that you have not configured all the available queues. Click the No button in the pop-up message box and finish configuring all the queues. Print problems occur if Print configuration is incomplete.

3 Start the Print service (if it is not configured to start automatically). Use the Show/Hide Print Administrator button on the Print Service Control to display the Print Administrator, if you wish.

Continue with .

Installing the PPD File for an Open Printer

What is the PPD File?

The PPD file is a file provided by the printer vendor that is specific to your printer model. The information in the PPD file is used by other software to determine what features and options are available for your printer. For example, if your printer supports three paper sources, the PPD file provides this information to programs such as Print, so that Print can allow configuration of the three sources.

Using the Printer Wizard to Install the File

You must exit from the Print Configuration program before you can use the Printer Wizard to install the PPD file.

Print provides a Printer Wizard utility to simplify installation of the PPD file. Install the PPD file as follows:

1   Exit from the Print Configuration program, if it is running.

2   From the Windows Start menu, select Programs, then select FileNET Print. Select FileNET Printer Wizard from the menu.
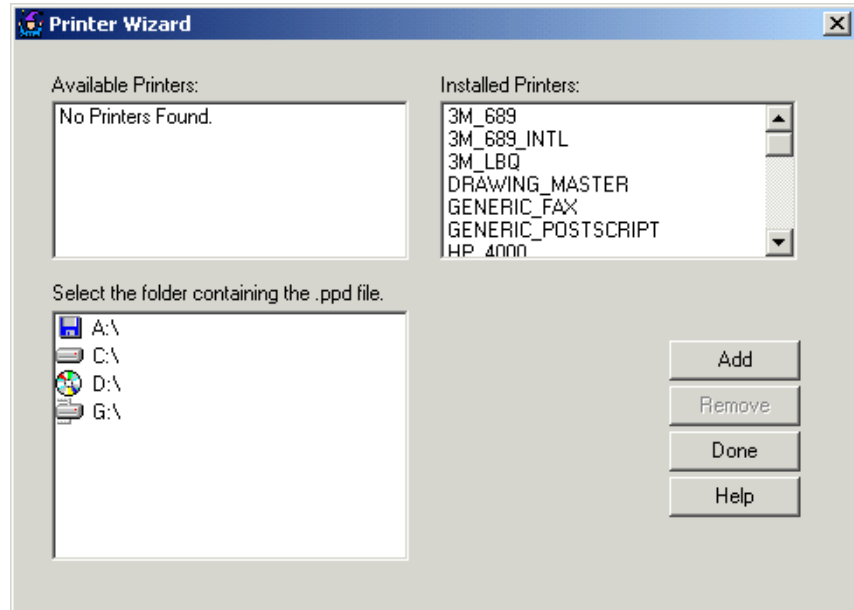
3 Insert the CD or disk that contains the PPD file. Usually, this is media that was provided with your printer by the printer manufacturer. Select the appropriate drive from the window in the lower left-hand section of the Printer Wizard screen.

4 Use the same window to navigate to the folder on the disk where the PPD file is located. Often this file will be located in a drivers folder, but it may appear elsewhere on the media. You will not see the name of the file itself, but the name of the printer (or a list of printers) will display in the Available Printers window at the top of the Printer Wizard screen.
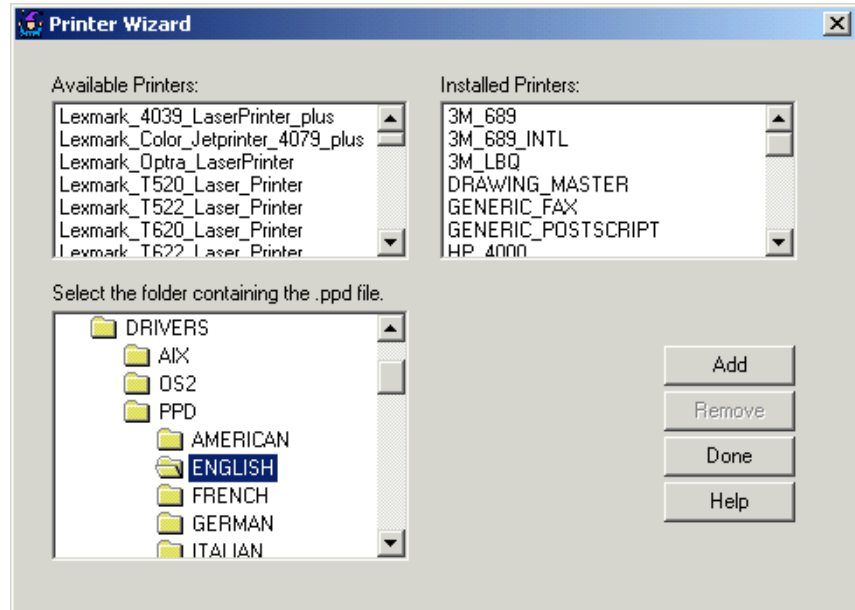
5 Select your printer model from the Available Printers list, then click the Add button. A confirmation message appears.
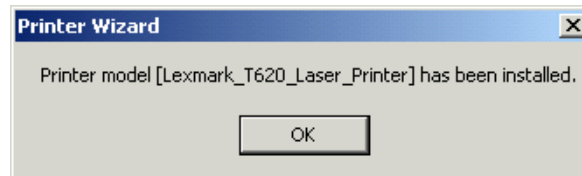
6 Repeat this process if you have additional printers to configure. Click Done when you are finished.

7 When you restart the Print Configuration program, you will be able to change the Printer model for your printer, if it was originally configured as an Open Printer.
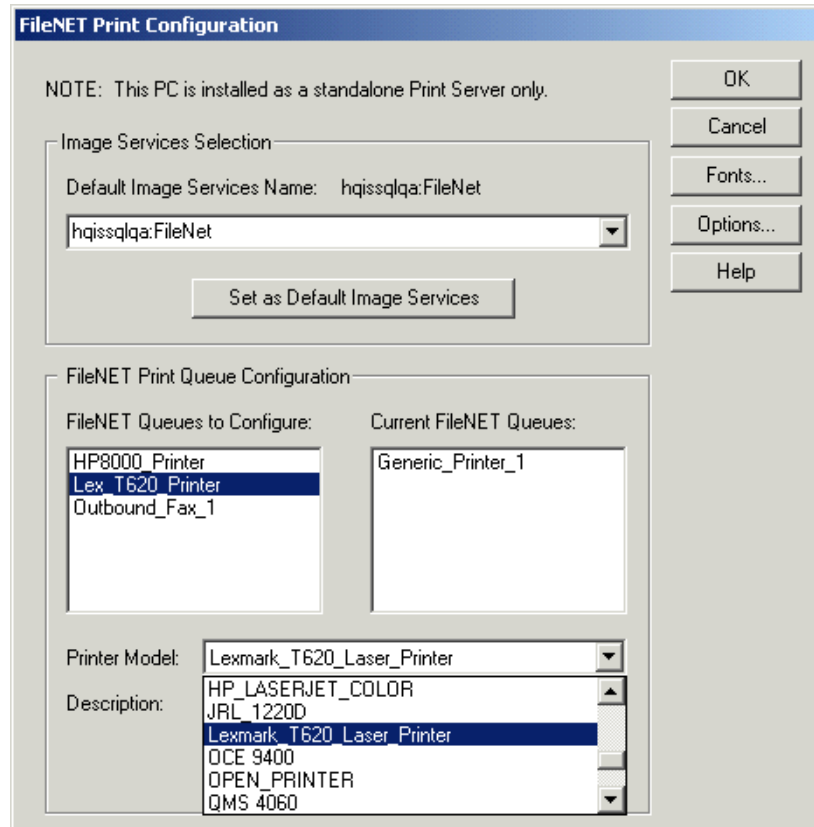
8 Select the specific printer, then click the Configure button to set the printer-specific options.

Installing Optional Fonts

About Fonts

Print may use different kinds of fonts when printing documents. The optional fonts that you can install on the system are used when you print documents that contain annotations from another FileNET application, such as IDM Desktop. Optional fonts will have no effect on the appearance of your original image.

You only need to install fonts on your system if you have the following requirements for printing text annotations:

- You need to print annotations that use an international character set such as Kanji or Greek. See "Installing International Fonts" on page 126 for more information.

- You want to print annotations in a special font, other than a default system font. See "Installing Third-Party Fonts" on page 127 for more information.

If you need to print the Euro character within annotations, and your printer does not support the Euro by default, see "Appendix A – Euro Character Support" on page 162 for more information.

Note When you install additional fonts for Print, these fonts will be downloaded to the printer when you start the Print service. Downloading an excessive number of fonts will take additional time and use printer memory. If your printer memory is limited, you should consider limiting the number of additional fonts, if possible.

Most printers come with a set of default fonts that are already installed and available for you to use. In many cases, these fonts will match the

fonts available on your system. You can also manually assign a font that is on your system to one of the fonts that is available on your printer. When you do this, you do not need to download any fonts to your printer, and your annotations will be printed with the selected printer-resident font. See "Mapping Fonts for IDM Annotations" on page 129 for more information.

Installing International Fonts

Before you can install fonts, you must stop the Print service.

Do the following to install international fonts provided by FileNET:

1 Insert the FileNET Font CD for the language character set you want to install.

2 From Windows Explorer, navigate to the **wfpsetup.exe** file on the CD.

3 Double-click the **wfpsetup.exe** file to start the installation.

4 You will be asked to confirm the installation. Click Yes to proceed. When the installation is complete, you will be prompted to start the Print Configuration program.

5 Exit from the font installer, then click the Configure button on the Print service Control to start the Print Configuration program.

6 After the connection to the Image Services server is established, click the Fonts button on the Print Configuration dialog box.

7 Select the character set that you want to use from the Default Character Set list.
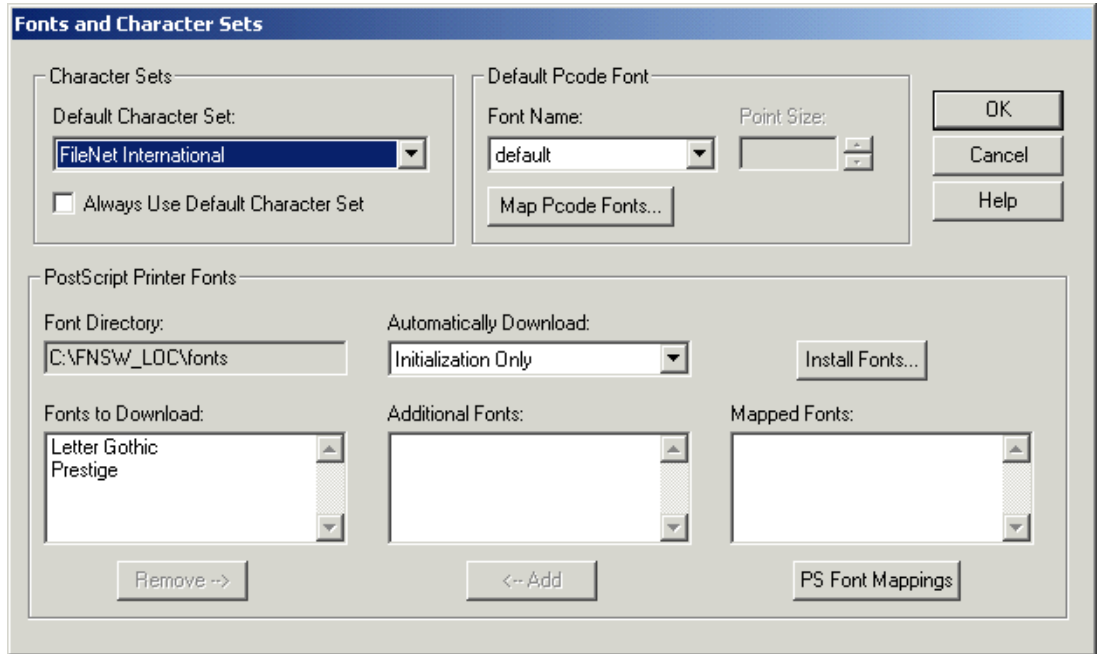
8 Click OK and then click OK again to exit Print Configuration. Restart the Print service, if you wish, from the Print Service Control.

Installing Third-Party Fonts

Before you can install fonts, you must stop the Print service. Do the following to install third-party fonts:

1 Click the Configure button on the Print Service Control to start the Print Configuration program.

2 Select the Image Services server, if necessary, then click the Fonts button on the Print Configuration dialog box.

3 From the Fonts and Character Sets dialog box, click the Install Fonts button. This displays the Install Postscript Fonts dialog box.
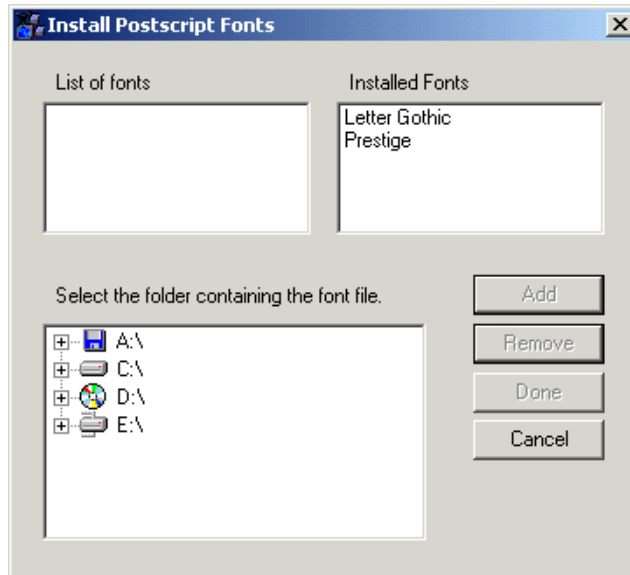
4 Select the folder containing the font file from the window in the lower left-hand area of the screen.

5 Select the font from the List of Fonts field. Click the Add button to install the font.

6 If you are installing more than one font, select additional fonts and click the Add button for each one.

7 Click the Done button when you are finished.

8 Use the Fonts and Character Sets dialog box to select the files you wish to download to each printer when you start Print Administrator.

The Fonts to Download window shows the fonts currently configured. Fonts that are installed but that will not be downloaded to the printer appear in the Additional Fonts window. Use the Remove and Add buttons to move fonts from one list to the other.

9 Click OK to exit the dialog box, then exit Print Configuration. Restart the Print service, if you wish, from the Print Service Control.

10 The next time you start the Print service, the configured fonts will be downloaded to each printer you have configured. (You can verify this by displaying the Print Administrator.)

Mapping Fonts for IDM Annotations

Do the following to map system fonts to printer fonts:

1 Stop the Print service from the Print Service Control, then click the Configure button to start the Print Configuration program.

2 Select the Image Services server, if necessary, then click the Fonts button on the Print Configuration dialog box.

3 Click the PS Font Mappings button. This displays the Postscript Font Mappings dialog.
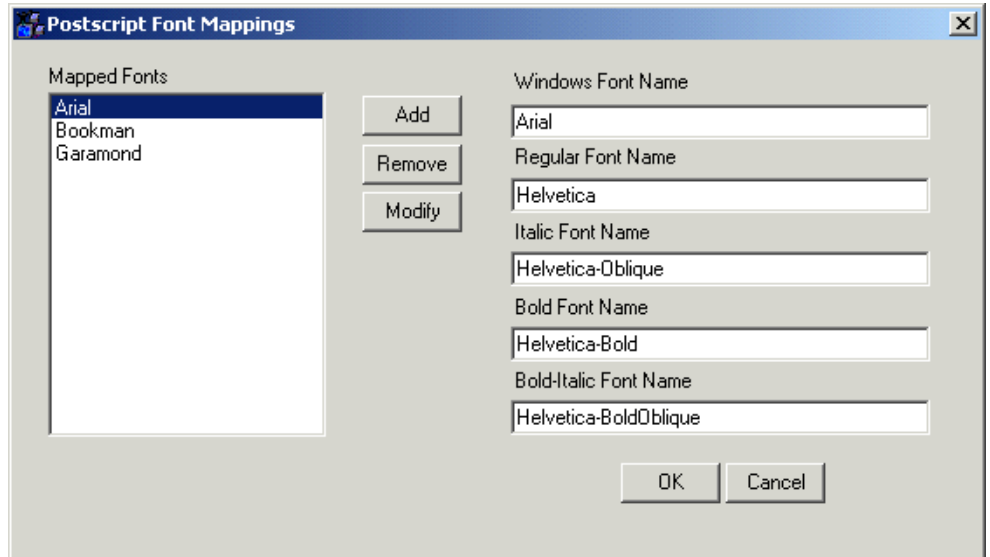
4 To add a font mapping, type the exact name of the Windows Font in the windows Font Name field at the top. This name can include spaces.

5 Type in the Postscript font name, which cannot include spaces, for each font style (regular, italic, bold, and bold italic). Each style should have a distinct name.

Note To obtain a list of the fonts available on your printer and the exact spelling of the font names, print a test page directly from the printer. Refer to your printer documentation for specific instructions.

6 Click the Add button to add the font mapping. The font will appear in the Mapped Fonts list.

7 Click OK when you are done adding fonts.

8 Click OK to exit from the Fonts and Characters dialog box, then exit from the Print Configuration program. Restart the Print service, if you wish, from the Print Service Control.

Note If you make a change to an existing font mapping, make a change to an existing font mapping, you must click the **Modify** button to save the changes. Otherwise, click **OK** to exit the dialog box without saving the changes.

Font Mapping Examples

The following example illustrates mapping the Greek fonts installed with Print to the Greek fonts available with IDM. Assume the following Greek fonts are installed on the Print machine:

- Dutch801GreekBT-Roman
- Monospace821GreekBT-Roman
- Arial

Assume the following fonts are on the IDM machine for annotations:

- Dutch801GreekBT Roman
- Monospace821GreekBT Roman

Note that the only difference is the spelling of the font name - the Print fonts include a hyphen while the IDM fonts do not.

To map the Dutch font, the Postscript Font Mappings dialog box looks like this:
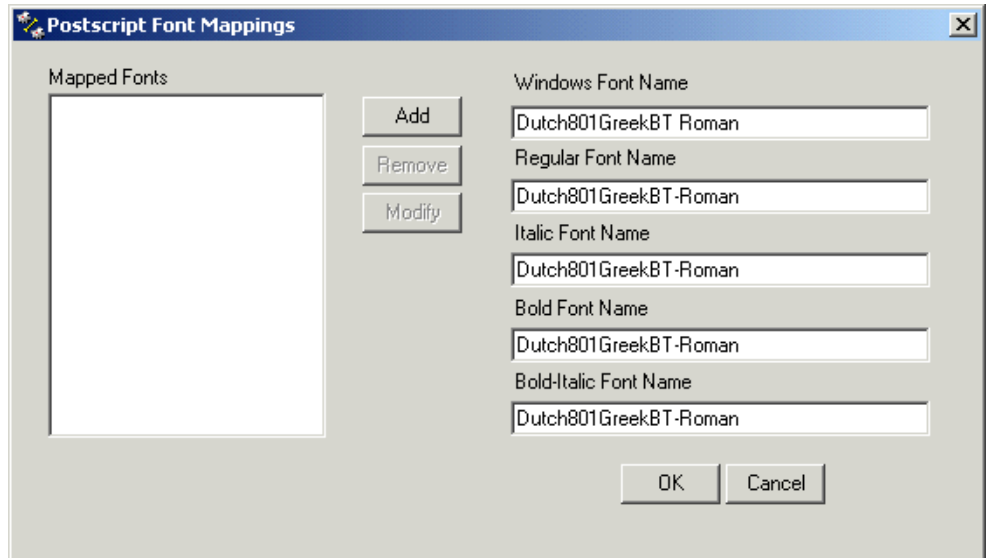
To map the Monospace font, the Postscript Font Mappings dialog box looks like this:
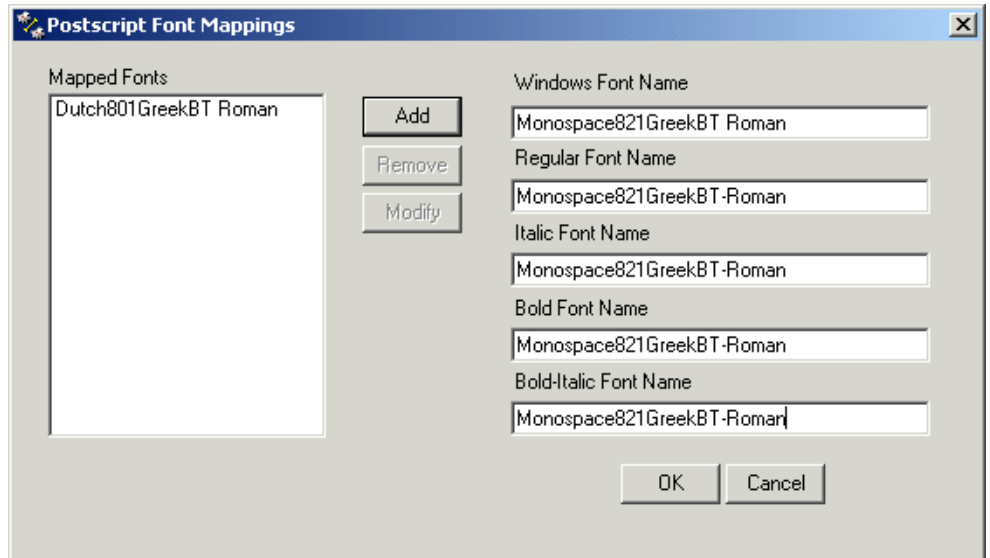
To map the Arial font to the Dutch font, the Postscript Font Mappings dialog box looks like this:
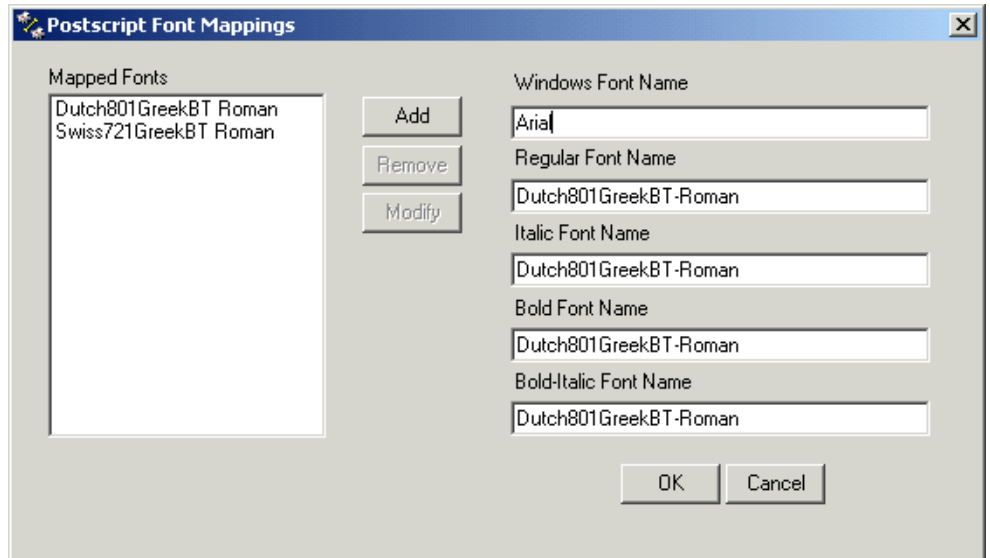
Note that the font names must be spelled correctly, including hyphens, spaces, etc.

Printing Test Pages

After completing Print configuration, print various types of documents and test images to verify your Print hardware and software configuration.

- For all printers, print the FileNET test PostScript file.

- For all printers, submit a print request from the IDM Desktop Print application.

- For printers connected through the Windows Printer control, print an ASCII text file.

- For each printer on a Print server with Kanji fonts installed, print a Kanji demo file.

When you can successfully print to each of the configured printers, the installation and configuration process is complete.

If you are unable to print, refer to as well as the Troubleshooting section of the Print online help.

Printing the FileNET PostScript Test File

After the software is installed, the Print test file is located in the following folder:

c:\FNSW_LOC\sd

Perform the following steps to print the FileNET Test PostScript file:

1 Start the Print service (if necessary) and display the Print Administrator. Make the Queue window of the desired printer active.

2 From the Queue window Tools menu, select the **Download PostScript** option.
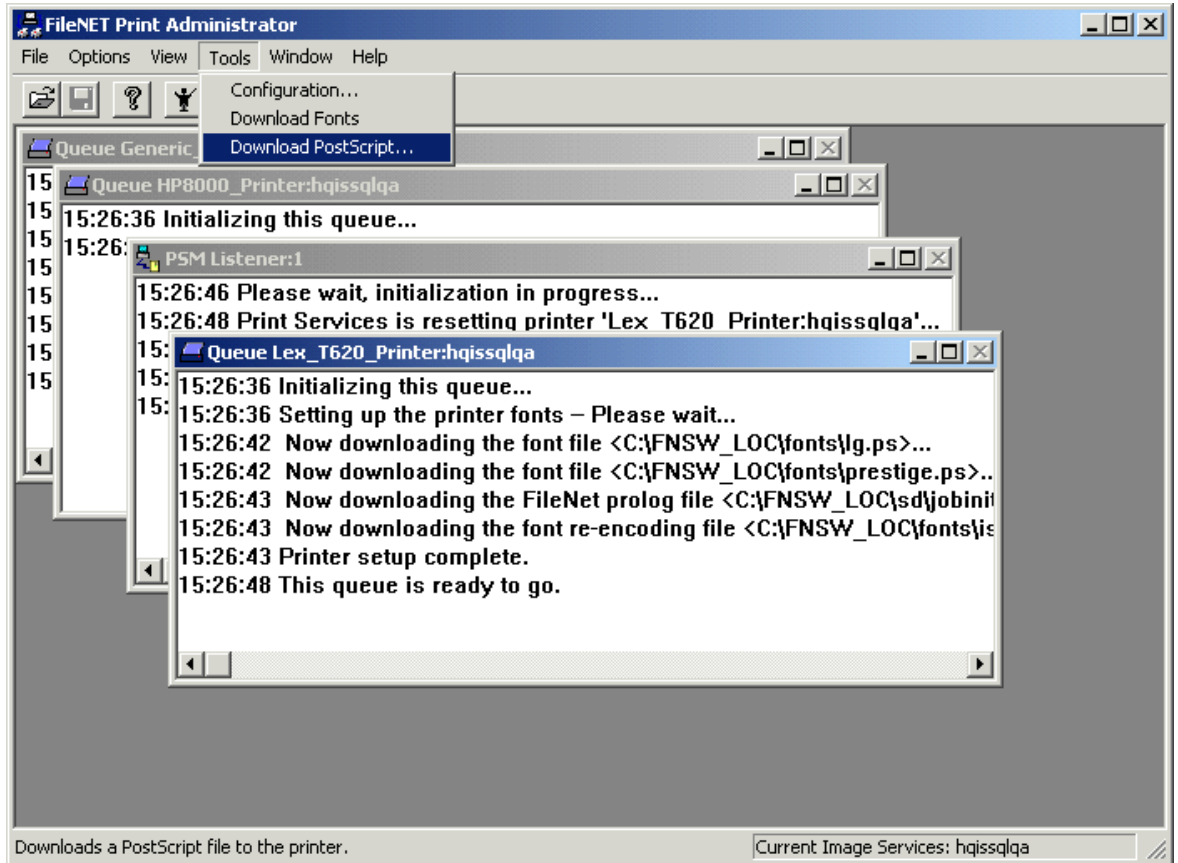
3 The Open dialog box displays. Navigate to the data files directory (c:\FNSW_LOC\sd) and select the file test.ps. Click Open.
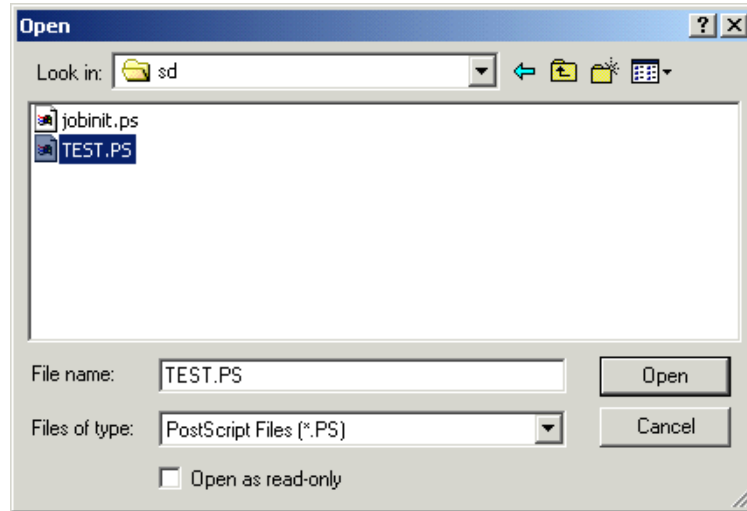
4 Verify that the test file prints correctly.

Printing From the IDM Desktop Print Application

Verify that you can print from the IDM Desktop Print application. See the IDM Desktop Online Help for more information.

On the print server, make sure that the Print service is running. Display the Print Administrator by clicking the Show/Hide Print Administrator button on the Print Service Control.

Perform the following steps on a IDM Desktop client PC:

1 Ensure that the Device Name drop-down list in the Print Preferences window includes the print server name.

2 In the Printer Status window, verify that the status of each printer supported by the print server is **Available**.

3 Submit a print request to each printer supported by the print server.

Printing an ASCII Text File

We recommend printing an ASCII text file on each HP LaserJet or other PostScript Level 2 printer configured through the Windows Printer control. See "Choosing a Connectivity Option" on page 26 for a description of Windows Printer connectivity.

Use a text editor (Windows Notepad, for example) to create and print an ASCII text file.

Printing a Kanji Demo File

If you installed Print Kanji fonts on your print server, verify the installation by printing a Kanji demo file on each printer supported by the print server.

Kanji demo PostScript files and an ASCII text file called demo.doc are located in the subdirectory (sd) of the Data Files Root Directory (\<data root>\sd).

The demo.doc file provides information about the Kanji fonts installed on your print server. In addition, demo.doc includes the names and descriptions of all the Kanji demo files. You can use the Windows Notepad application to view demo.doc.

Several Kanji demo files are included for each Print-supported Kanji font, including a dump file (such as HMFDUMP.PS). Printing a dump

file outputs the entire set of Kanji characters in the specified font. Note the names of the demo files to print before closing the demo.doc file.

After viewing demo.doc, perform the following steps to print a Kanji demo file.

1   From the Print Service Control, start the Print service and click the Show/Hide Print Administrator button to display the Print Administrator. Make the Queue window of the desired printer active.

2   From the Queue window Tools menu, select the **Download PostScript** option. A Windows dialog box displays.

3   In the Open dialog box, select the appropriate drive and the directory:

\<data files root directory>\sd

4   Select one of the Kanji demo files.

5   Click the OK button.

Verify that the file prints correctly.

Changing the Print Configuration

After installing and configuring Print for the first time, refer to this section to change the configuration. You can change a specific queue or all queues on the print server.

Note   Before you change the Print configuration, you stop the Print service from the Print Service Control.

Starting the Configuration Program

Stop the Print service, then click the Configure button on the Print Service Control screen. This displays the Print Configuration dialog box.
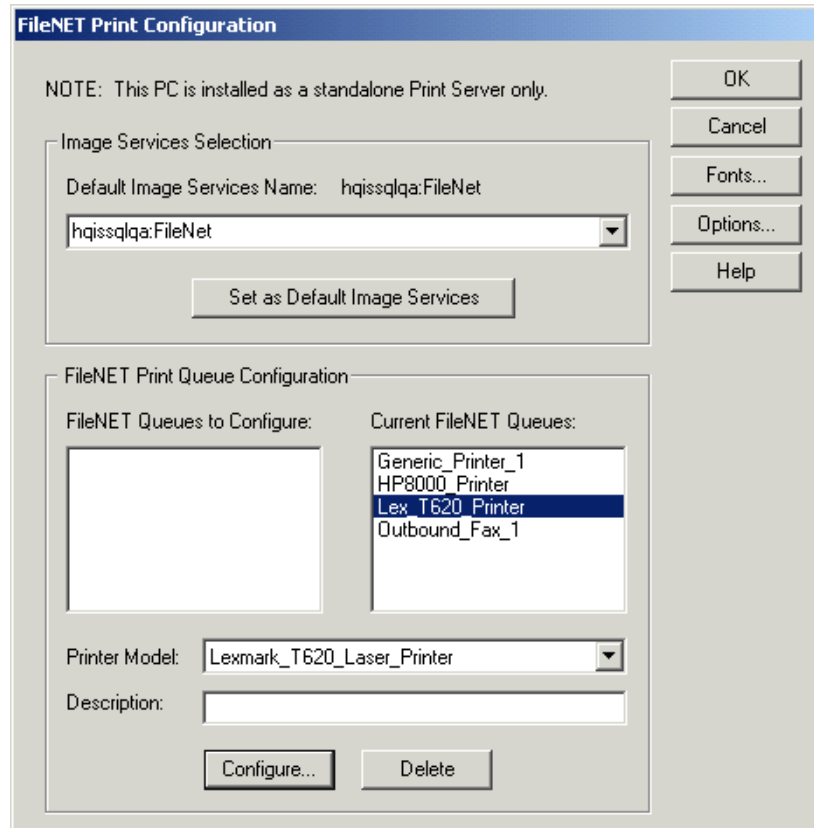
Note If your Windows user name does not have edit-access to the Print configuration, the Print Configuration program runs in read-only mode. You can view current configuration values, but you cannot make changes.

Adding a Print Queue

Before adding a new print queue to your existing Print configuration, you must define the queue on the Image Services server. See Chapter 3, "Configuring Image Services Software," on page 36 for information about defining a queue on the Image Services server.

In the Print Configuration dialog box, the new queue (defined on the Image Services server, but not in Print) is listed in the FileNET Queues to Configure box.

1 Highlight the queue name in the FileNET Queues to Configure box, then click the Configure button.

2 Configure the options for this queue. See "Configuring Printer-Specific Options for Individual Queues" on page 95.

3 Click OK to exit the Configuration program. You will see a message confirming that your queue has been configured.

4 Start the Print service and print some test pages on the newly-added printer. See "Printing Test Pages" on page 134.

Deleting a Print Queue

You may need to delete a print queue for one of two reasons:

• To make substantial changes to the queue configuration. Delete the queue configuration to erase all current settings, then recreate the queue with new settings.

• Because the queue is deleted from the Image Services server configuration.

To delete the queue on the print server:

1   Ensure that the Print service is not running. Click the Configure button on the Print Service Control to start the Print Configuration program.

2   In the Print Configuration dialog box, highlight the queue to delete in the Current FileNET Queues box.

3   Click the Delete button.

4   A confirmation message displays. Select Yes to delete the queue configuration.

        The queue name moves to the FileNET Queues to Configure box if the Image Services server configuration still contains a definition for the queue. See "Configuring Printer-Specific Options for Individual Queues" on page 95 to create a new configuration for the queue. You must configure a queue to submit jobs to a printer.

5   Click OK to Exit the Configuration program. Restart the Print service, if you wish, from the Print Service Control.

Changing the Printer Model

To change the printer model:

1   Delete the queue as described above. See "Deleting a Print Queue" on page 141.

2   On the Image Services server, change the printer model to the new model type. See Chapter 3, "Configuring Image Services Software," on page 36.

3 On the print server, configure a new queue for the printer model. See "Adding a Print Queue" on page 141.

Changing Print Queue Controls

1 Stop the Print service, then click the Configure button on the Print service Control to open the Configuration program.

2 In the Print Configuration dialog box, highlight the queue to change in the Current FileNET Queues box.

3 Click the Configure button.

4 Change the configuration settings to the new values. See "Configuring Printer-Specific Options for Individual Queues" on page 95 and the online help for more information on specific options.

5 Click OK to exit the Configuration program. A confirmation message displays confirming that the queue was successfully changed. Restart the Print service, if you wish, from the Print Service Control.

7
Configuring Print Services

After you have installed the Print software and configured the printer queues, you can configure the Print service through Windows, and control the Print service through the Print Service Control dialog box.

The Print Service Control

You start the Print Service Control by selecting the icon from the FileNET Print menu in the Start menu.
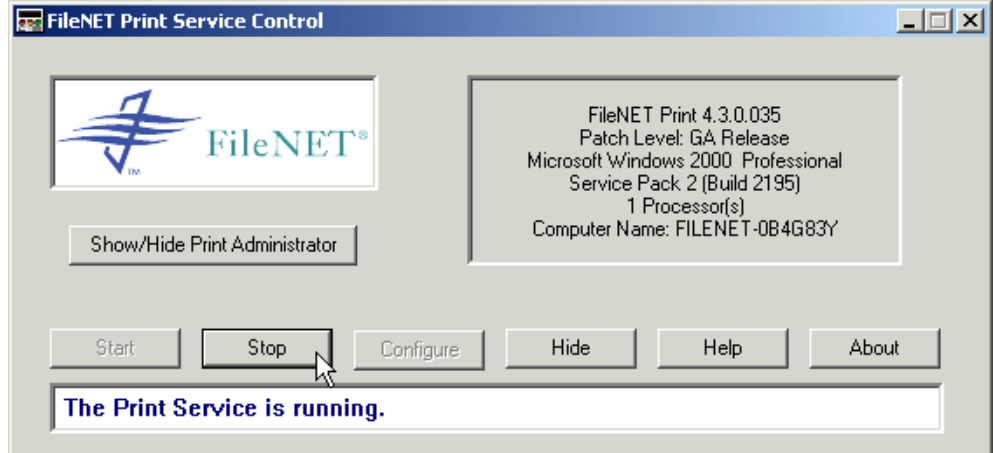
Note that the upper right-hand area of the screen displays information about the version of the Print software, as well as information about the configuration of the print server itself.

Starting and Stopping the Print Service

You use the Print Service Control to start and stop Print manually. Use the Start and Stop buttons.
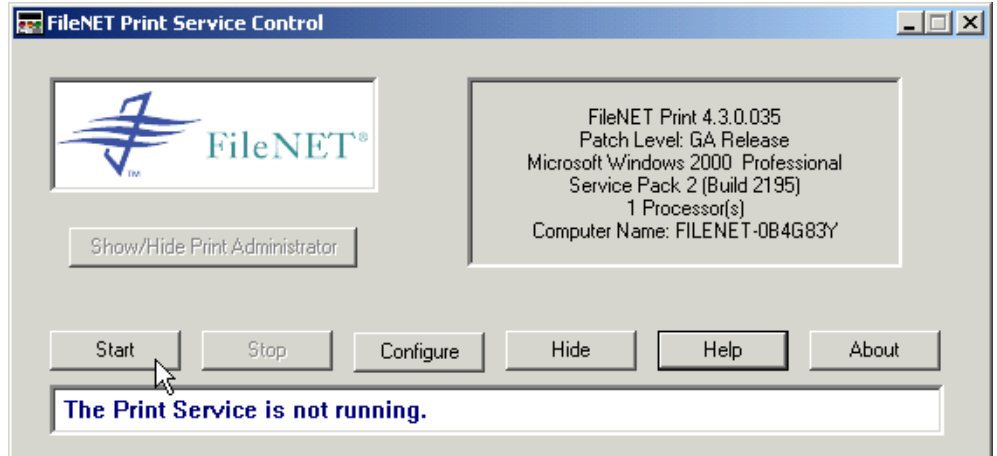
The window at the bottom displays the current status.

Configuring Print to Start Automatically

Because Print runs as a standard Windows service, you can configure it as you would configure other component services to start automatically whenever the print server starts. Following is an example of how you could configure the Startup Type using the Windows administrative tools.

1   From the Windows Control Panel, select Administrative Tools, then select Component Services to display the Component Services window.

2   Select Services from the Tree list.

3 Locate the FileNET Print entry in the list of services. Right-click on the FileNET Print entry and select Properties from the menu.
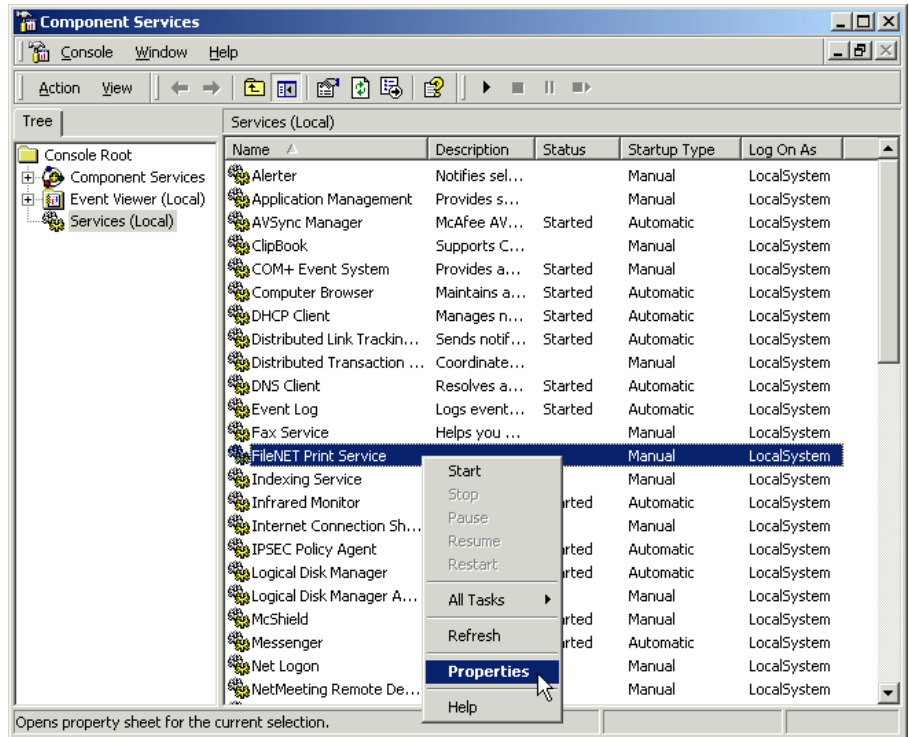
4 When the FileNET Print Properties dialog box is displayed, change the Startup Type to Automatic. This will automatically start the Print service each time the print server is started.
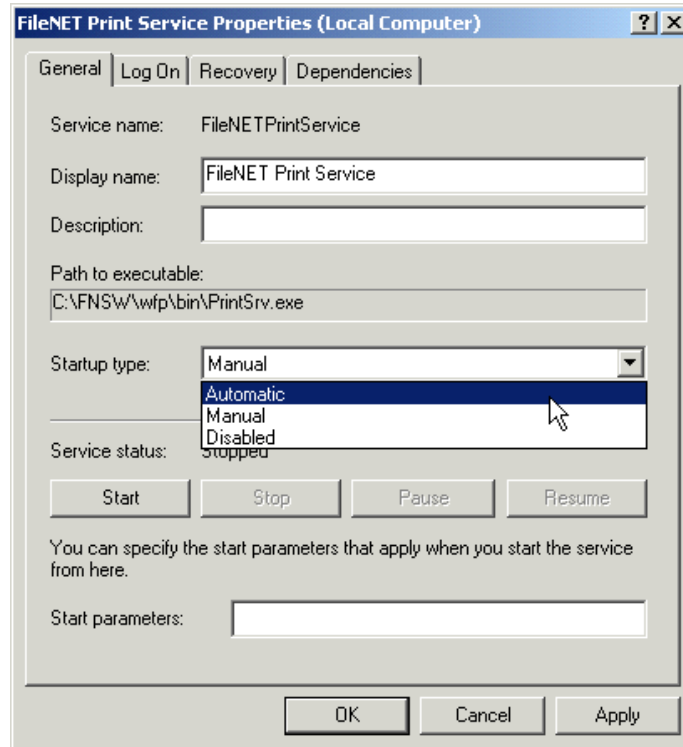
Notes
- When you enable Print to start automatically, you cannot send SNMP status messages via email notification, because the service must be associated with a specific user in order to initiate an email message. Status notification messages can still be sent to specific computers.

- In general, you should not change the Properties on the Log On tab from the defaults. For example, Print should always log on as a Local System account, and if you deselect the option "Allow service to interact with desktop" you will not be able to monitor the print queues.

Monitoring the Print Service

Because Print is a service, you can monitor it using the administrative tools provided with Windows. Following is an example of how to display the Event Viewer and view print events.

1 From the Windows Control Panel, select Administrative Tools.
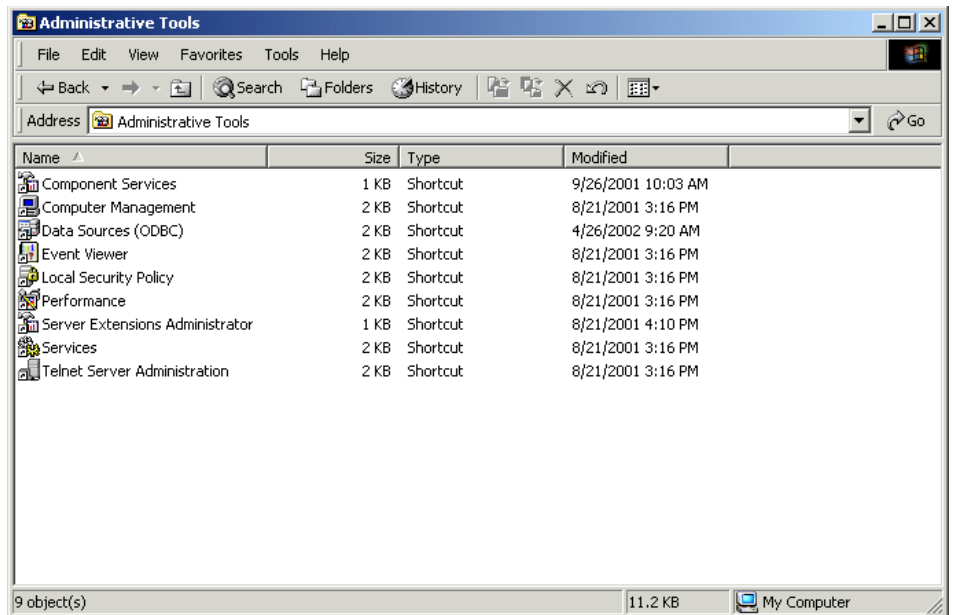
2 Open the Event Viewer, then select Application Log from the Tree list.
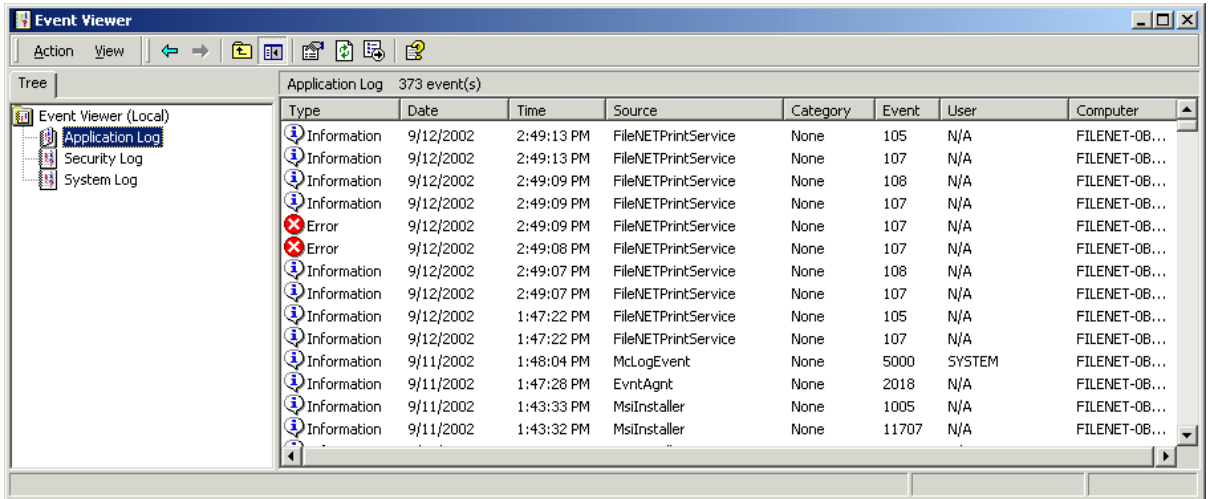
Monitoring the Print Service from Another Workstation

You can monitor events (including Print events) from another workstation. This allows you to check the status of the print server from another location, if necessary. Below is an example of how you might display the Application Log for a remote print server.

1 To log on to the print server from your workstation select the Run command from the Windows Start menu, then enter the computer name for the print server. Click OK. Enter an authorized user name and password, if prompted.

2 From the Control Panel, select Administrative Tools, then select Event Viewer, then select the Application Log.

3 Right-click on Event Viewer in the Tree, then select Connect to Another Computer from the context menu. Enter the print server's computer name to display the events for that computer.

8

Updating Print from an Earlier Release

The software update procedure varies depending on the Print version currently running on the print server.

Software Update Scenario	Action	Refer to:
You are running Print 4.2 (without the outbound fax feature) and want to update to Print 4.3.	1 Run the Print 4.3 Setup program and respond to the prompts.	Chapter 6, "Installing and Configuring Print Server Software," on page 76.
	2 Edit the queue configuration only if you want to make changes. Previous queue configurations are retained.	
You are running a FileNET Print product earlier than Print 4.2 (such as Print 4.1) and you want to update to Print 4.3. Assume that you want to retain all of the existing printer queues and you do not want to reconfigure them.	1 Upgrade the print server to Windows 2000.	"Upgrading the Print Server to Windows 2000" on page 152.
	2 Install Print 4.2, but do not configure the printer queues when prompted.	*Print 4.2 Installation Guide*, provided with the Print 4.2 software.
	3 Install Print 4.3 and edit your queue configuration only if needed. (Previous queue configurations are retained.)	"Running the Print Setup Program" on page 77 to update the software. "Configuring the Print Software" on page 83 to configure the queues.

Software Update Scenario	Action	Refer to:
You are running a FileNET Print product earlier than Print 4.2 (such as Print 4.1) and you want to update to Print 4.3.	1 Upgrade the print server to Windows 2000.	"Upgrading the Print Server to Windows 2000" on page 152.
	2 Uninstall the earlier version of Print.	
Assume that you **do not** want to retain the existing printer queues.	3 Install Print 4.3 and configure the queues as if you were performing a new installation.	"Running the Print Setup Program" on page 77 to install the software, and "Configuring the Print Software" on page 83 to configure the printer options.
You are running Print 4.3 and want to reinstall the software.	Run the Setup program and select the Repair option.	"Repairing the Print 4.3 Software".

Overview of Update Procedures

Note Before you can update to Print 4.3, you must be running Print 4.2, which also requires that you upgrade the print server hardware and operating system to Windows 2000. Upgrades from earlier releases of Print are not supported.

If you are updating from a Print release other than Print 4.2, you have two options for upgrading your system:

- If you want to retain your existing printer queues and configurations, then you will need to upgrade to Print 4.2, then update from Print 4.2 to Print 4.3. This will retain your configuration settings.

- If you only have a few printer queues configured or need to reconfigure your printers for other reasons, you can uninstall or remove the older version, then install Print 4.3 as if it were a new system.

Upgrading the Print Server to Windows 2000

This section applies to the following:

- Windows 2000 Professional

- Windows 2000 Server

- Windows 2000 Advanced Server

Important Note   Windows 2000 does not provide an uninstall feature, so be sure to back up your current configuration!

Before you begin the upgrade to Windows 2000, make sure the following tasks have been completed:

Check System Requirements and Printer Compatibility

Follow Microsoft's guidelines for system requirements, hardware and software compatibility, and BIOS compatibility outlined on the Microsoft Web site as well as the Hardware Compatibility List at:

http://www.microsoft.com/windows2000/professional/howtobuy/upgrading/compat/default.asp

Make sure that you have installed any necessary firmware updates and memory upgrades for your printer that may be required for Windows 2000 compatibility. You may also need to obtain a new printer driver before you can use the printer with Windows 2000.

Obtain the Current Windows 2000 Service Pack(s) and Security Updates

Note   As of the original release of Print 4.3, Microsoft Windows 2000 SP3 provided the latest updates. Windows 2000 SP2 or SP3 is the requirement for use of Print 4.3.

Subsequent service packs may be released for Windows 2000 and will be tested with Print as they become available. Refer to the Release Notes for information regarding supported service packs.

Use this link to either download the current Service Pack to your server or order the latest Windows 2000 Service Pack CD:

http://www.Microsoft.com/Windows2000/downloads/default.asp

You should also download any of the Security Updates that might apply to your server.

Upgrading to Print 4.3 from an Earlier Release

Before you can upgrade an earlier release of Print to Print 4.3, you must upgrade to Print 4.2, if you have not already done so. Note that Print 4.2 required an upgrade to Windows 2000.

If you are going to use the same printer(s) with the new release, you should make sure that you have all of the necessary printer drivers for Windows 2000. Some printers may also require memory or firmware upgrades. Contact your printer manufacturer for additional information.

After you have upgraded the print server and tested the installation of Windows 2000, proceed with the instructions for installing Print 4.3 in Chapter 6, "Installing and Configuring Print Server Software," on page 76.

Note that once you have upgraded the server to Windows 2000, versions of Print earlier than Print 4.2 will not run.

Repairing the Print 4.3 Software

Choose the Repair option if you need to reinstall the software to re-place one or more software files that may be corrupt. This process will also reinstall the original online help files for Print.
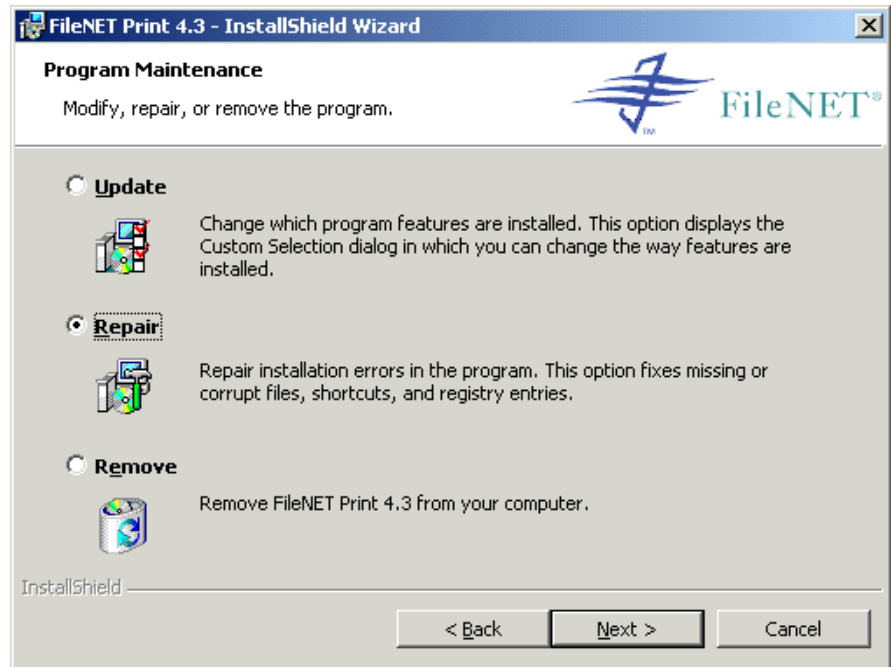
When you use the Repair option, your current print queues and config-uration information is retained and should be intact after the process is completed.

Removing the Print 4.3 Software

Important Note!　This procedure will delete all your print queues and configuration information. You must reconfigure Print using the steps described in "Configuring the Print Software" on page 83.

Use the Remove option if you are upgrading to a more current version of Print that requires a clean configuration or if you want to completely change your Print configuration. In addition, removing and reinstalling Print may be necessary to resolve certain system problems.
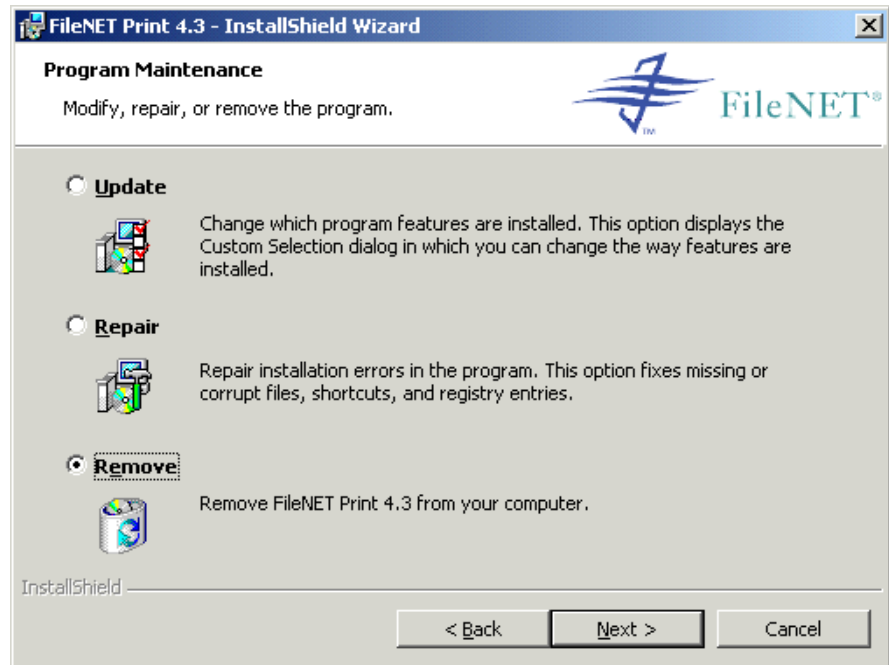
If you select the Remove option, a dialog box displays a confirmation prompt for deleting the existing Print configuration. Respond as appropriate.
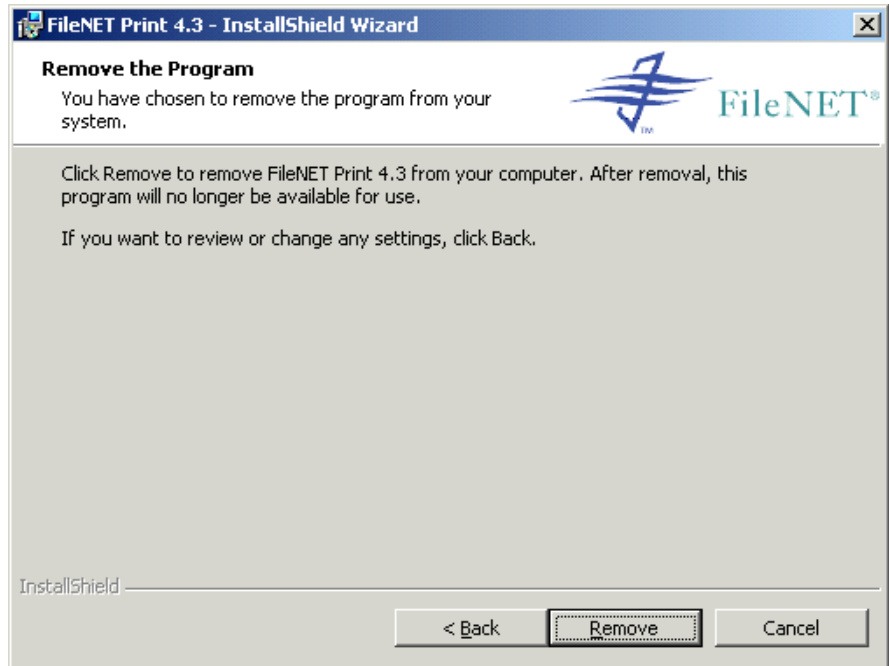
If you continue by clicking the Remove button, a progress bar displays to indicate the status of the procedure.

9
Troubleshooting

This chapter provides suggestions for identifying and resolving problems that can arise during Print installation and configuration. See the following additional sources of troubleshooting information, as needed.

- Print Service Control or Print Administrator online help (for problems that arise during printing, after Print installation and configuration)

- Microsoft Windows documentation (for general PC and Windows-related problems)

- Printer documentation (for problems specific to your printer)

Problem: Annotations are not Printing

When multiple Image Services servers are configured for a particular print server, only the annotations on the default Image Services servers can be printed. In order to print documents with annotations, the Image Services server where the annotations are stored must be configured as the default server. See "Defining the Default Image Services Server" on page 85 for more information.

Problem: Print Server Cannot Communicate with Image Services

A communication problem can prevent the print server from logging log on to the Image Services server. A message displays if logon fails. (The text varies depending on what program was starting up.)

- If the Configuration program was starting, this dialog box displays:
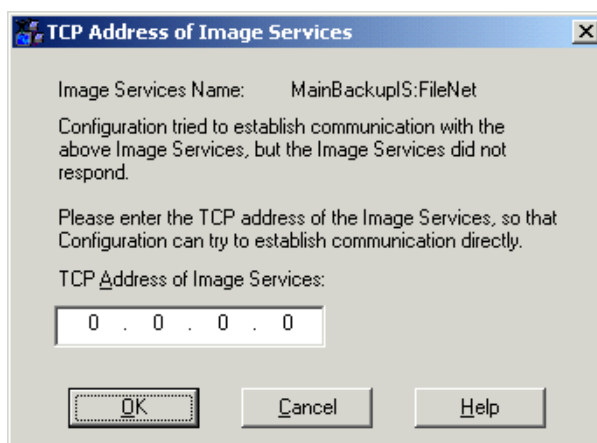
- If the Print service was starting up, the message is:

```
Print is unable to run because either the network is not
functioning, incorrectly configured, on the FileNET software
on the Image Server is not running.
```

Do the following to determine the source of and correct the problem.

From the Print Server:

- Make sure you entered the correct Image Services server name and domain in the Default Image Services Name field of the Print Configuration dialog box. This information is case sensitive.

- From the Print Server, open a Command Prompt window and enter the following at the DOS command prompt:

  ping <ip address of Image Services server>

  If TCP/IP is running (required for Image Services server-to-print server communication) and the physical connection between the Image Services server and the print server is working correctly, you'll see output on the print server similar to this:

```
Reply from 135.0.2.10: bytes=32 time=10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
Reply from 135.0.2.10: bytes=32 time<10MS TTL=225
```

Output other than that shown above usually indicates a network problem. Do the following:

- Ensure that the network cables are connected correctly.

- Check the Windows event logs. To view the event logs, run the Windows Event Viewer utility (generally located in the Windows Administrative Tools group in Control Panel). The system log may contain entries related to the network. See your Microsoft Windows documentation for further information about the Event Viewer and event logs.

- Check the error log for messages related to networking problems
  or Print Services Manager Server failures. For example, the follow-
  ing error message indicates networking problems:

<156,0,26>	Unable to locate an NCH server for the specified domain.
	Check the following:
	Is the server down?
	Is fnsw down?
	Has the physical connection been interrupted?
	Is the server name correct?
	Does the sever have a TCP/IP courier stack running?

  To view the error log, select Error Log from the Print Administrator's
  View menu and refer to "Troubleshooting" in the Print online help.

From the Image Services Server:

- An Image Services problem may prevent the FileNET software
  from running. If the problem persists, refer to the Image Services
  documentation for troubleshooting.

- Ensure that the network cables are connected correctly.

- Check the NCH database information. Contact FileNET customer
  support for assistance.

- Verify the IP address for the print server matches the IP address
  entered during configuration of the Image Services server. To verify
  the IP address open a Command Prompt window then type

  ipconfig

  Verify that the IP address is the same address configured on the
  Image Services server.

Appendix A – Euro Character Support

Note   This procedure applies to printing COLD documents on printers without a resident Euro font.

On older printers without Euro-supported resident fonts, it is necessary to map the P-Code Courier font to the Letter Gothic or Prestige fonts. These fonts are included with Print 4.3 and are downloaded to the printer by default.

Use the following procedure to do this:

1   Open Print Configuration, and click the Fonts button to display the Fonts and Character Sets dialog box.

2   Click the Map Pcode Fonts button.

3   Select Courier in the PCodes Font drop-down list.

4   Select a Letter Gothic or Prestige font from the PostScript Font drop-down list.
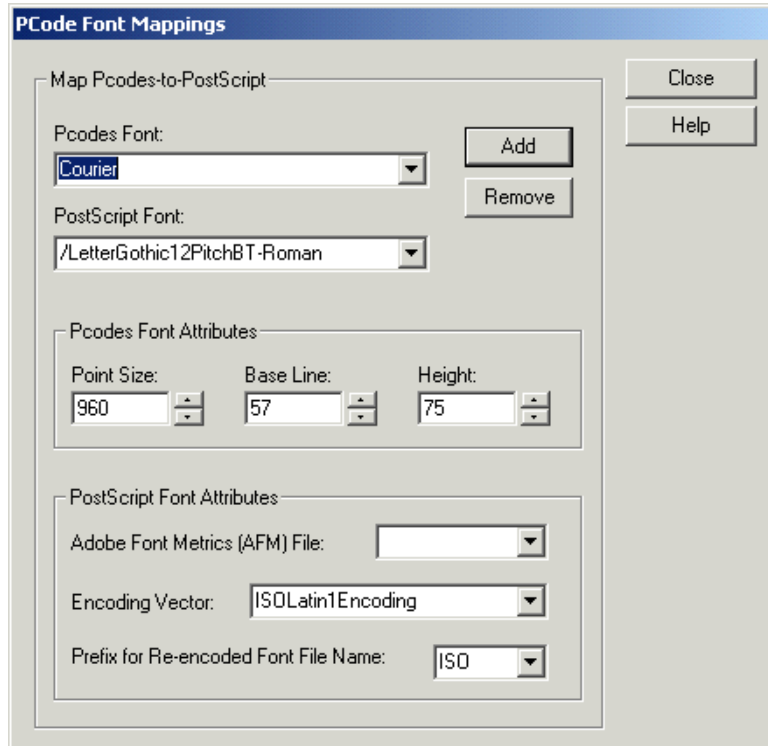
5 Click Add. You should see a confirmation message indicating that the mapping was added. Click Close to exit the dialog box.

Printing WFD Margin Notes

To print the Euro character in WFD margin notes, do the following from the Fonts and Character Sets dialog box:

1 Select the marginnotes in the Pcodes Font combo box.

2 Select the Letter Gothic or Prestige font in the PostScript Fonts combo box, then click Add. Click Close to exit the dialog box.
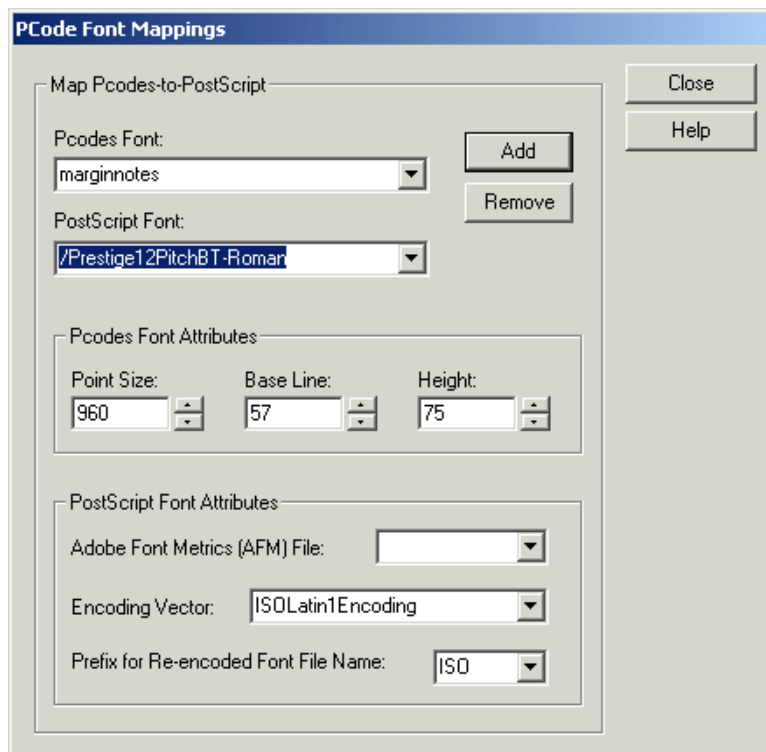
Printing IDM Annotations on Printers without Euro Character Support

To print the Euro character within IDM annotations on a printer without Euro character support, do the following from the Fonts and Character Sets dialog box:

1 Select the PS Font Mappings button at the bottom right corner of the Fonts and Character sets screen.

2 Enter Times New Roman (or the name of another Windows font used for IDM annotations) in the Windows Font Name field.

3 Enter the name of the font you want to substitute in the remaining fields. For example, to use a Euro-compatible font, enter the exact font name for Letter Gothic (LetterGothic12PitchBT-Roman) or Prestige (Prestige12PitchBT-Roman) in the remaining Font Name fields.

For Prestige and Letter Gothic, there is no variation of font face. Regular, Italic, Bold and Bold Italic all use the same name in the PostScript mapping.
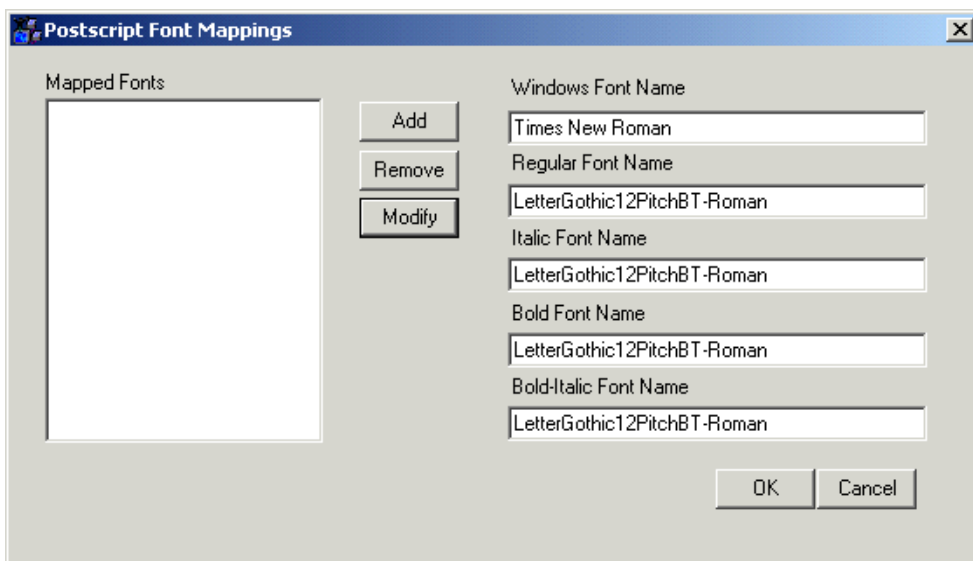
4 Click Add to add the mapping, then click OK to close the dialog box.

Appendix B – Printing Umlauts

The Umlaut character is only supported in the ISO 8859-1 character set. Do the following to enable this character set for printing of annotations:

1 From the Print Service Control, stop the Print service, then click Configure to open Print Configuration. Click the Fonts button to display the Fonts and Character Sets dialog box.

2 Select ISO 8859-1 from the Default Character Set drop-down list in the upper left-hand area of the screen.
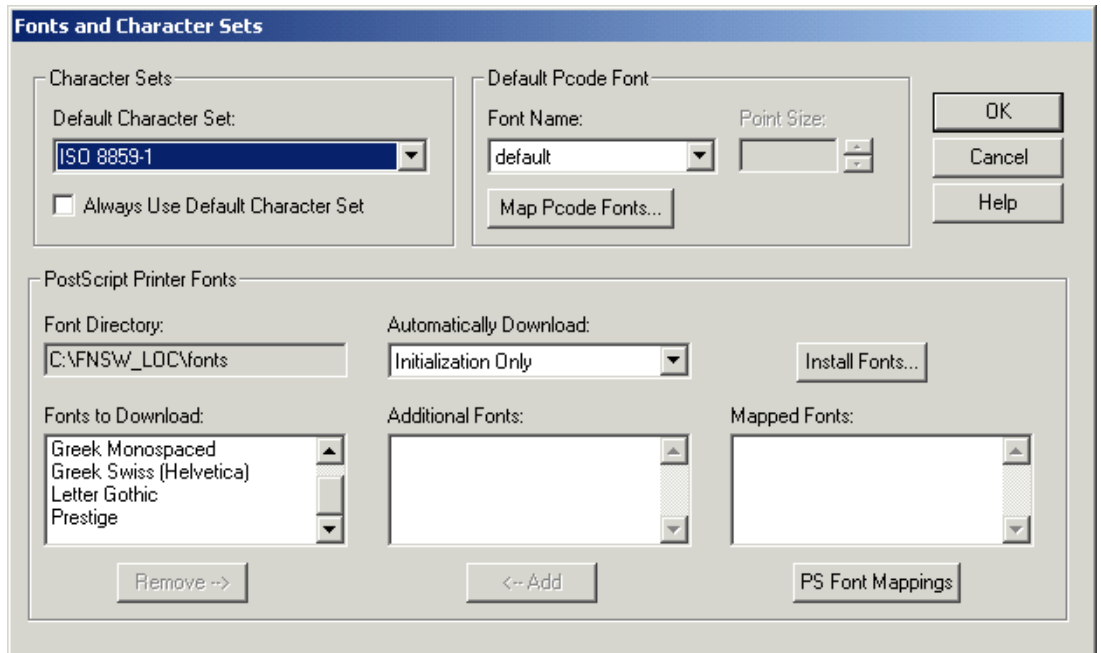
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