

Novell NetWare 3.x/4.x/5.x Network

This section provides installation and troubleshooting steps for Novell NetWare (3.x/4.x/5.x):

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Configuration software for NetWare networks

For Windows environments, the following software is available:

- CentreWare DP - Use this application to configure the printer and the network when using NetWare 3.x, 4.x and 5.x. Refer to the **Advanced Printer Management Tools CD-ROM** for the CentreWare DP software and documentation.
- Novell NWAdmin - Use this utility to manage existing queues on networks running NetWare 4.x or 5.x in NDS or NDPS/NEPS mode.

The Configuration Pages report information that you need for NetWare configuration. On the Configuration Pages, all zeros in the **IPX Networks** fields indicates that the printer does not recognize the network connection; this probably indicates a faulty cable connection, an incorrect frame type, or **Reply to Get Nearest Server** has not been set to **On**. It must be set to **On** for at least one file server or router on the same segment as the printer.

Note

For more information about the Xerox NDPS/NEPS solution, refer to the *CentreWare for NDPS User Guide* on the **Advanced Printer Management Tools CD-ROM** or see the Xerox web site at www.xerox.com/officeprinting/support.

Quick setup

1. Print the Configuration Pages and retain them for reference. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
2. Check the Configuration Pages and verify that **Novell enable=On** and **correct Frame Type** is set.
3. Install CentreWare DP from the **Advanced Printer Management Tools CD-ROM** on a Windows-based workstation.
4. Run the CentreWare DP application and choose **Setup Wizard** from the **Printer** menu. NetWare 3.x users should select the bindery server install and follow the Setup Wizard steps. NetWare 4.x and 5.x users should select the NDS install and follow the Setup Wizard steps.
5. Install print drivers from your printer's **Printer Installer and Utilities CD-ROM**.
6. Send a print job to the printer.

7. Check the print job for print-quality. If print-quality problems exist or if your job did not print, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM** to correct the problem.
8. If you want your printer to service more than one queue, proceed to the next section *Advanced setup*.

Advanced setup

The Advanced Setup option of CentreWare DP gives you a tool to control how your devices are configured in your Novell NetWare network environment. This tool is only necessary for connecting your device to more than one file server or queue. For a connection to a single device and queue, use Setup Wizard.

The Advanced Setup option requires Novell NetWare Client 32 in order to function. This utility is supplied on the **Advanced Printer Management Tools CD-ROM** for your convenience.

Refer to the *CentreWare DP User Guide* on the **Advanced Printer Management Tools CD-ROM** for instructions on using this option.

NetWare 3.x/4.x/5.x print server setup

The Phaser printer defaults, in most cases, enable connection to Novell NetWare without adjustment. Review the Configuration Pages and verify the following settings:

- NetWare is enabled.
- Frame Type matches the frame type of the desired file server.
- PDL is set to your desired PDL (PostScript or PCL) or to Auto. You may wish to set PDL to the desired type if only one PDL is used.
- Desired Novell mode is set: NDS/BEM, NDS, or BEM (Bindery Emulation Mode)
- Print Server Name

Setup with CentreWare DP

The CentreWare DP software supplied on the **Advanced Printer Management Tools CD-ROM** provides you with the quickest and easiest method for installing your printer on a network. Refer to the *CentreWare DP User Guide* on the **Advanced Printer Management Tools CD-ROM** or see CentreWare DP online help.

Advanced setup in bindery mode or for NetWare Directory Services (NDS)

The Advanced Setup option of CentreWare DP gives you an additional tool to control how your printers are configured in your Novell NetWare network environment. This tool is only necessary for connecting your printer to more than one file server or queue.

Novell NetWare Distributed/Enterprise Print Services (NDPS/NEPS)

In order to access Xerox printers in this environment, you need Xerox Gateway software installed on your system. The latest version of the Xerox Gateway Software is available on the Xerox web site at www.xerox.com/officeprinting/support. Instructions are available on the web site for installing your printer using NDPS. The web also contains the *CentreWare for NDPS User Guide*.

Novell NetWare troubleshooting

Troubleshooting for the Windows-based PC consists of both hardware and software procedures. The steps in each of these procedures should eliminate cabling, communication, and connection problems associated with direct-connected ports. Complete one of these procedures (based on the type of port being used), then run a test print from your software application. If the job prints, no further system troubleshooting is necessary. For problems with the appearance of your document, once it has printed, refer to the *Troubleshooting Guide* on the **Interactive Documentation CD-ROM**.

Requirements

- You are operating a Windows-based system with the CentreWare DP software and at least one print driver installed.
- You are a NetWare Network Administrator OR administrative person with ADMIN/SUPERVISOR or ADMIN/SUPERVISOR EQUIVALENT login rights to the NetWare Server(s) servicing the Phaser printer.
- The instructions for these troubleshooting tasks assume a base knowledge of NetWare.

Novell NetWare troubleshooting quick check

1. Verify that the printer is plugged in, turned on, and connected to an active network.
2. Verify that the printer is receiving network traffic by monitoring the LEDs on the back of the printer. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its orange traffic LED is flashing rapidly.
3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
4. Verify that the Phaser printer NetWare print queue exists, is accepting jobs, and has a Print Server attached. If not, try using Setup Wizard in CentreWare DP to reconfigure the print queue.
5. Print out the Configuration Pages. Verify that Printer Server is enabled. Try setting the frame type to the frame type your NetWare Server is using.

Note

To determine your NetWare IPX frame type, type config at the Novell console screen. On networks using multiple IPX frame types, it is CRITICAL that the frame type be set correctly.

6. Verify that the Primary Server is set (NetWare 3.1X only). (Primary Server should have been set during initial queue setup and installed using CentreWare DP.) If it is not set, use CentreWare DP to set it and reset the printer.

Note

Setting the Primary Server is extremely important on large networks.

7. If the above quick checks fail to fix the printing problem, refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Novell NetWare troubleshooting step-by-step

The steps in this procedure should eliminate cabling, communication, and connection problems associated with network connected printers. The steps are divided into two groups:

- Hardware Step-by-Step
- Software Step-by-Step

Software Step-by-Step assumes that you are connected to a Novell NetWare network with a Windows OS loaded on the client workstation. Complete both of these procedures, then run a test print from your software application. If the job prints, no further system troubleshooting is necessary.

Novell NetWare hardware step-by-step

1. Check LED activity on the printer. Link (green) LED should be ON whenever it is connected to an active network. Traffic (orange) LED should flicker with data reception.
2. VERIFY cable connections. If possible, substitute a new cable or connectors from a known good system or printer.
3. Check the port to which your printer is attached. Connect a known good network device to it and test.
4. Print the Configuration Pages from your printer. For information on printing Configuration Pages, refer to the *Front Panel* section of the *Features Guide* on the **Interactive Documentation CD-ROM**.
5. Review the Connectivity Settings and check for these items:
 - NetWare is enabled.
 - Frame Type matches the frame type of the desired file server.

Note

To determine your NetWare IPX frame type, type config at the Novell console screen. On large networks, using multiple IPX frame types, it is CRITICAL that the frame type be set correctly.

- PDL is set to your desired PDL (PostScript or PCL) or to Auto.
- Primary Server (for NetWare 3.x only) is set to the name of the server which serves the print queue you have assigned to the Phaser printer.

- NDS Tree (for NetWare 4.x NDS and later) is set for the correct NDS tree name.
 - NDS Context (for NetWare 4.x NDS and later) is set for the correct NDS Context.
 - Print Server (PServer) Name is set for the name selected for this Phaser printer to act as a print server.
 - Novell Mode is correctly set.
6. If any changes are made, reset the printer. Once the printer has been reset, allow the printer approximately two minutes to go through self test, and then log into the network server.
 7. Print out another copy of the Configuration Pages to verify the items you modified were set and retained.

Novell NetWare software step-by-step

1. Verify that CentreWare DP and a Phaser printer driver have been loaded on the workstation.
 - In Windows 95/98, Windows NT 4.x, or Windows 2000/XP, double-click on **My Computer** (you may have changed this name). Open the Printers folder to verify that there is an entry for the type of printer you installed.
2. Launch the CentreWare DP software.
 - In Windows 95/98, Windows NT 4.x, or Windows 2000/XP, click on the **Start** button and slide the highlight up to the Programs entry.
 - In the next fold-out window, slide the highlight up or down until you reach the **CentreWare DP** entry. Release the mouse button to launch.
3. If the desired printer's name appears, your printer is communicating through the network. Select the desired printer. If a communications error message appears, your printer is not able to communicate with your workstation. Verify your printer's settings, then return to this procedure.
4. With the printer still selected, select the **Printer** drop-down menu and highlight the **Advanced Setup** entry.
5. Under this menu is a sub-menu for NetWare. Select this option.
6. When the Advanced Setup dialog appears, verify the information contained on this screen against the information contained on the Configuration Pages. Check for these items:
 - Check the queue name the Phaser printer is set to service. If necessary, create a new queue to test the printer.
 - Primary Server has the server name listed on the Configuration Pages.
7. Exit this window and select the **Tools** drop-down menu.
8. Select the **Send File...** menu item.
9. When the dialog box appears, select the proper directory and file for downloading. Be sure this is a known valid file with no errors.
10. Click **OK** to download the file to your printer.
11. Check the printer to verify that the print job has printed. If the job has not printed, check the Novell Menu settings on the Configuration Pages.
12. At the CentreWare DP main screen, select the **Printer** drop-down menu. Highlight the **Properties** entry.
13. Once Properties is selected, highlight **Connections**.

- 14.** Select the **Network Card** tab. A new dialog box is brought to the front and displays information about frame type and connectors.
- 15.** Be certain the printer is enabled and the connector and frame type are correct.
- 16.** If any changes are made, reset the printer from the front panel.
- 17.** Run a test print again. If the test print does not print, refer to the Xerox web site at: www.xerox.com/officeprinting/support.