

Installing Virtual Printers

Introduction to Virtual Printers

Virtual printing is a method for non-RIP computers on a network to submit jobs into the ONYX RIP-Queue. Graphic designers print from any program and select the virtual printer. The image will be sent as a post-script file to RIP-Queue. This paper explains how to setup the virtual printer and install them on any PC or Mac computer.

This feature is available with ProductionHouse, PosterShop and RIPCenter. This feature is not available with Thrive.

If Mac computers will be submitting jobs to the RIP-Queue computer, all custom Quick Sets and medias should be created or imported before installing the virtual printers on the Mac computers.

Configuring Virtual Printers Under Windows 7, 8, or 10

Virtual printers are automatically created after a printer is installed in RIP-Queue, or a printer is activated. This feature can be turned off, but set to on by default. After the virtual printer has been installed, it will be listed in Windows under Devices and Printers. The name used will be the same name as the printer in RIP-Queue followed by Onyx and then the product name, Production 12, PosterShop 12 or RipCenter 12.

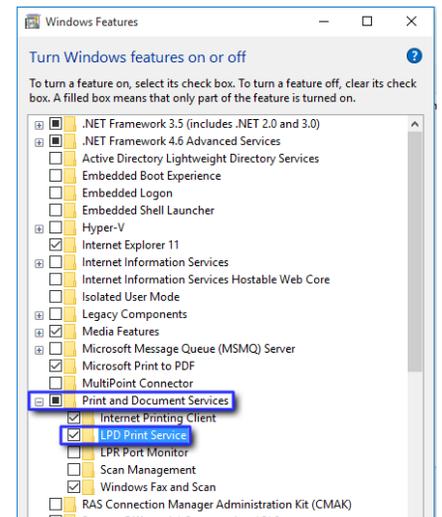


Figure 1: Turn on or off Windows features

There are settings that must be set on the RIP-Queue computer in order to install the virtual printer on a Mac computer. The first is to enable a specific printing services for Windows.

1. Go to **Control Panel** and select **Programs and Features**
2. Click on **Turn Windows features on or off** from the left side menu
3. Expand out the **Print and Document Services**
4. Enable the service, **LPD Print Service** and click **OK**

Next create a simple share name for the virtual printer. This is a name the Mac computer will see on the network.

1. Go to **Control Panel** and select **Devices and Printers**
2. Right-click on the virtual printer and choose **Printer Properties**
3. Select the **Sharing** tab and give the printer a new **Share Name**. Make the name simple with no spaces
4. Click **OK**
5. Make sure this name is written down or remembered because it will be needed when installing the virtual printers on the Mac computers

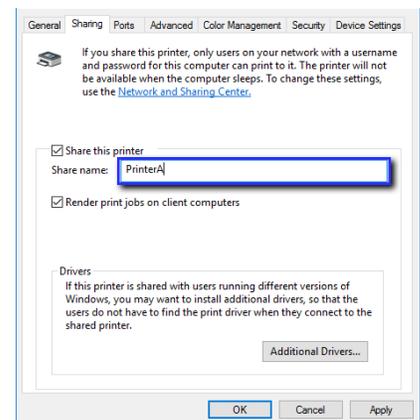


Figure 2: Setting the printer's share name

The third step is getting the IP address of the RIP-Queue computer.

1. Click on the **Start** menu, select **All Programs**, then Accessories and click **Command Prompt**. If it is not listed press the **Windows key + R**, then type in **cmd** and press **Enter**

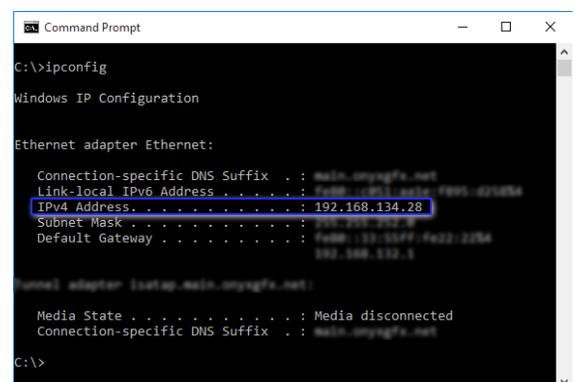


Figure 3: Running ipconfig from a Command Prompt

2. In the **Command Prompt** window type in **ipconfig** and press **Enter**
3. Write down the IPv4 address for the computer

The last item is copying the ppd. Each virtual printer has a ppd file that contains necessary information such as Quick Sets, medias, hot folder locations and more. The pdd file needs to be copied locally to each Mac computer that will be submitting jobs to RIP-Queue. This is where all Quick Sets and medias need to be installed before copying the ppd file.

1. Go to the **Onyx12** directory on the hard drive
2. Go to the **Server** and then the **PPD** sub-directory. For Mac's running 10.7 or newer there is another level directory, **MacLion**. Take the ppd from the correct directory
3. Get the ppd file for the printer and copy it over to each Mac computer

After these settings have been configured or recorded, the virtual printer can be installed on the Mac computer.

Adding the Virtual Printer a Windows Computer

Adding a virtual printer to a Windows computer is done the same way as adding a network printer to the computer.

1. Go to **Control Panel** and select **Devices and Printers**
2. Click **Add a Printer**
3. Select **Network Printer** and click **Next**
4. The printer will not normally be detected. Click on the **Printer was not listed** button
5. Specify the host computer name and end with a backslash (\). This will bring up a list of printers, including virtual printers
6. Select the virtual printer and click **Next**
7. Click **Finish** when the installation has completed

Adding the Virtual Printer for a Mac Computer

Installing a virtual printer on a Mac system is done under the Printers & Scanners section in System Preferences.

1. Copy the PPD from the RIP-Queue computer to the Mac hard drive. Location should be safe and easily found
2. In **Printers & Scanners**, click the plus button to add a new device
3. At the top choose the option, **IP**
4. Under the **address** field type in the RIP-Queue computer's IP address
5. Protocol must be set to **Line Printer Daemon - LPD**
6. Under the **Queue** section, type in the printer share name defined on the RIP-Queue computer. Remember this share name must be typed in exactly as it shows on the RIP-Queue computer
7. **Name** is what will show in the print windows on the Mac. Give it a name that makes it easy to identify what printer it is. This does not need to match the printer's share name
8. Location is also an option that can be set to anything desired
9. For the **Use** option, choose **Other**. A file browsing window opens. Go to the folder where the PPD was placed in Step 1. Select it and click **Open**
10. Lastly click **Add** to complete the virtual printer installation

Using the Virtual Printer

Using a virtual printer can require a few extra steps to make sure size, orientation and correct Quick Set are used. The option locations will vary based on what application is printing the jobs to the RIP-Queue computer. Because of this general options that need to be set will be listed below.

1. Page size printed needs to be configured to match the artboard size. In some applications this can be done in the main print window by selecting, **Custom** and specifying the image dimensions. If that is not an option choose **Custom PostScript Page Size**. After selecting this option, **Custom PostScript Page Size** needs to be defined. It is found in the **Advanced** section of the printing window
2. In **Custom PostScript Page Size**, there is an option to determine orientation, **Long Edge First** and **Short Edge First**. This means the file will be oriented either the long edge or the short edge is the width and the other edge will be the height. Another way to see it is, Long Edge First is the same as landscape and Short Edge First is the same as portrait
3. The last item to address is the **Quick Set**. The Quick Set needs to be set otherwise the Default Quick Set is used. The **Quick Set** options are set in the **Advanced** section of the print window. The specific location will vary based on OS and application

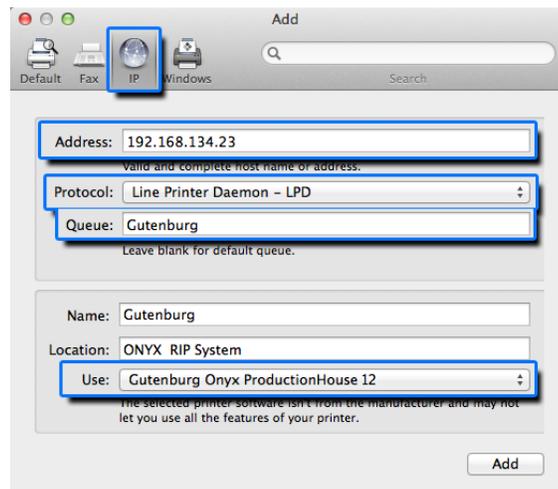


Figure 4: Adding the printer on a Mac

After configuring the settings, click Print and the job will be sent to RIP-Queue as a PostScript file.

Troubleshooting

During setup or printing problems may appear. This section will discuss the common problems that can be encountered.

Problem	Solution
An error appears creating the virtual printer in RIP-Queue's Console window. (This can appear as a popup as well.)	<ul style="list-style-type: none"> • Make sure User Account Control (UAC) in Windows 7 is set to Never Notify • Under Windows 8 and 10 RIP-Queue should be configured to Run as Administrator. Setting UAC to Never Notify does not turn UAC completely off • Make sure the user account on the RIP-Queue computer has full administrator rights • Turn off any antivirus or other security software
PPD files are not found in the Onyx12\Server\PPD folder.	<ul style="list-style-type: none"> • Go to Device and Printers (or Printers and Faxes) on the RIP-Queue computer. Remove the virtual printer. Finally relaunch RIP-Queue and the PPD files will be re-created correctly

<p>Printing Pause error when printing from a Mac.</p>	<ul style="list-style-type: none"> • Essential Windows Component is not activated. LPD Print Services needs to be enabled • Share name does not match the Queue name for the printer on the Mac. Change it on the RIP-Queue computer to match what was entered on the Mac. Or remove and reinstall the virtual printer on the Mac computer • IP address is not the IP address of the RIP-Queue computer. Verify the IP address of the RIP-Queue computer. If wrong, the virtual printer will need to be reinstalled on the Mac computer • Make sure Windows Firewall is off or port 515 is open. • Turn off additional security software on the RIP-Queue computer
<p>My new Quick Set does not show up when printing from a Mac.</p>	<ul style="list-style-type: none"> • If Quick Sets or profiles are added after the virtual printer is setup on a Mac computer, the printer will need to be re-added. A new version PPD from the Onyx12\Server\PPD folder is needed
<p>Files coming to RIP-Queue have truncated names.</p>	<ul style="list-style-type: none"> • The wrong ppd for the Mac system was used. If the Mac OS is 10.7 or newer the ppd used is found in Onyx12\Server\ppd\MacLion
<p>Adding the virtual printer on a Windows system says it needs the drivers installed to add the printer.</p>	<ul style="list-style-type: none"> • On the RIP-Queue PC browse to the Devices and Printers section and delete the existing virtual printer. Then re-launch RIP-Queue. A new printer is generated that will work with other Windows system