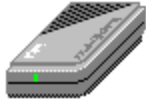


Netport Manager Help Contents



You can use Intel Netport Manager to set up and manage the Intel NetportExpress™ XL and EL print servers, and the Netport II and original Netport print servers.
Choose one of these main topics:



Basics

How To

Reference

Troubleshooting

How to Use Help

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[About Netport Manager](#)
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[About LANDesk Alert Management System](#)



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How to Use Help



How to Use Help

You can use Help to quickly find the information you want about Intel Netport Manager.

To use Help

- Use the scroll bars or the Page Down key to see more text in a topic.
- Choose underlined text like this or this to get more information.
- Use the buttons at the top of the Help window to go to other help topics. Choose the Exit button to exit Help.
- Choose these buttons anywhere in Help to jump to a list of topics:





To get Help from Netport Manager

- Choose Contents on the Help menu.
- Choose Search for Help on the Help menu to search for keywords in Help.
- Press the F1 key to get help related to what you are doing.
- Click this Toolbar button and click an item in the application to get related help:



See Also

[More information on using help](#)

[About Netport Manager Help](#)

Popup

This is an example of a Popup topic. Click the mouse or press any key to dismiss Popups.



Jump

Click [here](#) to return to How to Use Help.



Basics

These topics give you an overview of the Netport print server and explain how to use Netport Manager to set up and manage your Netports.

[About Netport Print Servers](#)

[About Netport Manager](#)

[About Netport Manager Help](#)

[About NetBIOS Monitor](#)

[About LANDesk Alert Management System](#)



About Netport Print Servers

Intel Netport print servers are small, stand-alone print servers that add flexibility to your network, letting you connect printers anywhere on a network.

All Netport print servers have the following features:

- **Independent operation.** The Netport handles your network printing. You don't need to set up a dedicated PC as a print server to put more printers on the network.
- **Printer support.** All Netport models support parallel printers. All Netport models but the EL support serial printers.
- **Network support.** Different versions of the Netport support Ethernet or Token Ring networks.
- **Novell compatibility.** The Netport can service NetWare print queues, or function as a printer associated with a NetWare print server (PSERVER). The Netport print server also supports Novell Directory Services (NDS).
- **NetWare System Fault Tolerance (SFT III) support.** SFT III provides continuous printing service even if the primary file server goes down. The Netport print server automatically attaches to the mirroring NetWare server without losing any queued print jobs.
- **Novell's NetWare Management System (NMS) support.** With NMS, you can locate Netport print servers in NMS network maps, and you can run Netport Manager from an NMS menu.
- **LANDesk Alert Management System support.** If your workstation uses Intel's LANDesk Alert Management system, you can configure the Netport print server to relay information to the LANDesk Management Suite. Once you define alerts, the LANDesk system can notify you so you can respond to print server events such as "printer offline."
- **DMI capability.** The Desktop Management Interface, a new industry standard, provides consistent information about the Netport print server regardless of different operating systems, environments, hardware platforms, and management software.

NetportExpress™ print servers have these additional features:

- **Passwords.** You can protect the configuration of an XL or EL by restricting access to the Netport with a password.
- **RBL design.** The Application Code for the NetportExpress print server is stored on a file server, rather than in Flash memory. This RBL file server design lets you upgrade all your XLs or ELs by copying new Application Code to a file server.
- **New protocols.** You can configure the XL as a print server for Microsoft LAN Manager, IBM LAN Server, Simple Network Management Protocol (SNMP), Macintosh and UNIX workstations.

See Also

[About Netport Manager](#)

[Deciding How to Set up a Netport](#)



About Netport Manager

Intel Netport Manager enables you to quickly and easily set up a Netport print server for printing on your network. You can use Netport Manager to set up and manage all versions of Netport print servers, including:



Netport I (the original Netport)



Netport II



NetportExpress XL



NetportExpress EL

Note: You must be logged in with the appropriate permission to configure a Netport print server. For Novell workstations, you must be logged in as a NetWare Supervisor, or have NDS Administrator rights in the desired context. For NetBIOS workstations, you must be logged in as Administrator.

Novell Note: Netport Manager enables you to connect to file servers and create print queues, so you can configure your Netport print servers to service new queues without leaving the program. You do not need to use PCONSOLE to create queues.

See Also

[About Netport Print Servers](#)

[Deciding How to Set up a Netport](#)



About Netport Manager Help

Netport Manager Help contains complete information on using Netport Manager to set up and manage your Netport print servers. For information on using Netport Manager Help, see [How to Use Help](#).

For information on installing the Netport hardware and software, see the manuals.



About NetBIOS Monitor

NetBIOS Monitor is a prep monitor for use with LAN Manager and LAN Server. You will need this monitor running on every NetBIOS file server containing queues to be serviced by the Netport print server. The file name for the NetBIOS Monitor program is LMNPMON.EXE, found on Intel NetportExpress XL Print Server Software Diskette #2.

To install the NetBIOS Monitor:

- 1** Log on to the desired LAN Manager or LAN Server file server as Admin with Admin privileges.
- 2** Place disk two in drive A: and install monitor software by typing:
A:
INSTALL A: C:
- 3** Be sure to make the new directory a shared network directory. Assuming you installed the NetBIOS Monitor program on the C: drive, the command would be:
NET SHARE NETPORT=C:\NETPORT

To shut down a NetBIOS Monitor, use the menu item Manage / NetBIOS Monitor.

See Also

[Preparing NetBIOS File Servers](#)

[NetBIOS Monitor](#)



Deciding How to Set up a Netport

All Netport print servers.

You can set up all Netport print servers in the following ways:

- **Novell Print Server** If you are installing a new printer on a new Netport and want to set up the Netport as an independent print server, choose Configure, Protocols, and then one of the Novell Print Server protocols (NDS or Bindery). More...
- **Novell Remote Printer** If you already use the Novell NetWare print server software, you can set up a Netport port as a remote printer by choosing Configure, Protocols, and then selecting one of the Novell Remote Printer protocols (NDS or Bindery). More...

NetportExpress print servers: Models EL and XL.

You can set up the multi-protocol NetportExpress print server in the following ways:

- **LAN Manager or LAN Server Print Server (XL Only)**
To print jobs sent by LAN Manager or LAN Server workstations on the network, choose Configure, Protocols, and then select LAN Manager Print Server or LAN Server Print Server. More...
- **TCP/IP Print Server (XL Only)** To print jobs sent by UNIX workstations on the network, choose Configure, Protocols, and then select TCP/IP Print Server. More...
- **AppleTalk Print Server (XL Only)** To print jobs sent by Macintosh workstations on the network, choose Configure, Protocols, and then select AppleTalk Print Server. More...

When configured as a Novell print server

- A Netport operates as a stand-alone print server, without running the NetWare print server software (PSEVER). The Netport logs in to a file server and attaches to the specified queues.
- Each print server configuration uses one user login slot for each file server the Netport services.
- Each Netport can service 32 queues. If you configure a queue to service two ports, that counts as two queues of the available 32.

When configured as a remote printer

- Each Netport port configured as a remote printer functions as one of the 255 possible printers associated with the NetWare PSERVER.
- A Netport print server does not take up any user login slots on file servers.
- When a Netport port is operating as a remote printer, the NetWare print server takes the print job from the queue and passes it to the Netport print server. Then the Netport sends the job to the printer through one of its connected ports.

LAN Manager or LAN Server printing

The NetportExpress XL can print jobs from queues that have been set up on LAN Manager or LAN Server file servers.

A device monitor program, NetBIOS Monitor, must also be installed on a NetBIOS file server.

Each XL port can service one queue per file server.

TCP/IP Printing

The NetportExpress XL print server can print jobs from supported UNIX workstations when they are connected to a network that has a Novell NetWare file server. The XL can print using supported UNIX print spoolers or the Intel-supplied *iprint* print utility. For information on supported UNIX systems and TCP/IP printing, see the *TCP/IP Printing* guide.

AppleTalk Printing

The NetportExpress XL print server can print jobs from networked Macintosh workstations. The XL prints from Macintosh workstations running EtherTalk or TokenTalk. The XL can also print from Macintosh workstations running LocalTalk when the workstations are connected to the network through a router. When you submit a print job from a Macintosh workstation, the XL handles the print job directly without using NetWare print queues. For information on AppleTalk printing, see the *Complete Guide*.



About LANDesk Alert Management System

The Alert Management System provides comprehensive alert management for LANDesk network management. You can assign responses to print server events, such as printer offline or server down. And the response can range from paging and email to script and program execution.

When the Alert Management System (AMS) receives an alert from the Netport print server, AMS performs the action you assigned to that alert, and keeps track of all the alerts in the LANDesk Event Log, even those events that are not assigned to actions.

- To select which alerts you want the Netport print server to send to LANDesk software, use Netport Manager's menu item Advanced / LANDesk Alerts.
- To set up actions on alerts received from Netport print server, such as sending a message when the printer is no longer working, use LANDesk Manager's menu item Manage / Events.

See Also

[Configuring Alerts for LANDesk Alert Management System](#)

LANDesk Management Suite, User's Guide, chapter "Using the Alert Management System."



How To

These topics explain how to set up and manage all of your Netport print servers on the network.

Setting up Netport Print Servers

[Setting a Remote Boot Load Server](#)

[Configuring a Novell NDS Print Server](#)

[Configuring a Novell Bindery Print Server](#)

[Configuring a Novell NDS Remote Printer](#)

[Configuring a Novell Bindery Remote Printer](#)

[Configuring an XL for LAN Manager or LAN Server Printing](#)

[Configuring an XL for AppleTalk Printing](#)

[Configuring an XL for SNMP](#)

[Configuring an XL for TCP/IP Printing](#)

[Configuring for LANDesk Alert Management System](#)

[Checking the Status of a Netport](#)

Preparing LAN Manager or LAN Server Servers and Queues

[Preparing NetBIOS File Servers](#)

[Sharing Print Queues for LAN Manager](#)

[Sharing Print Resources for LAN Server](#)

[Shutting down NetBIOS Monitor](#)

Managing Netport Print Servers

[Assigning Netports to Netport Domains](#)

[Changing a Configuration](#)

[Connecting to File Servers](#)

[Managing Novell Bindery Queues](#)

[Managing Novell NDS Queues](#)

[Resetting a Netport](#)

[Upgrading a Netport Print Server](#)

[Updating the Netport Flash Memory](#)

[Updating NetportExpress Application Code](#)



Configuring a Novell NDS Remote Printer

Use this option to set up a Netport port as a remote printer for an existing NetWare NDS print server.

- 1** Select a Netport in the Netports list and click Configure.
(If you are prompted, select an RBL server).
- 2** Click Protocols.
- 3** Select Novell NDS Remote Printer and a port, then click Configure.
- 4** Fill in the **Configure Novell NDS Print Server** window:
Choose a context for the print server.
Choose a context for the printer that's connected to the port.
Choose a context for the print queue. The queues listed are those in that context, as well as previously-assigned queues from other contexts.
Assign or create the desired print queues.
- 5** Choose OK, then Close.

See Also

[Configure Novell NDS Remote Printer](#)



Configuring a Novell Bindery Remote Printer

Use this option to set up a Netport port as a remote printer for an existing NetWare Bindery print server.

- 1 Select a Netport in the Netports list and click Configure.
(If you are prompted, select an RBL server).
- 2 Click Protocols.
- 3 Select Novell Bindery Remote Printer and a port, then click Configure.
- 4 Fill in the **Configure Novell Bindery Print Server** window:

Choose a Primary File server where you want the NetportExpress to log in as a print server. The Primary File Server stores the list of the other file servers.

Select a printer port you want to service queues. To configure more than one port, do one port at a time.

Select at least one queue. The list of queues shows queue names for all the file servers you are logged into.

Click Assign for at least one queue for the Primary File Server, and other assignments as needed. (Assigned queues have check marks.)

- 5 Choose OK, then Close.

See Also

[Configure Novell Bindery Remote Printer](#)



Configuring an XL for LAN Manager or LAN Server Printing

Before you can configure the NetportExpress XL for LAN Manager or LAN Server printing, be sure you have prepared queues and LPTs for shared network printing. You must do this in LAN Manager or LAN Server, before starting Netport Manager. (See [Preparing NetBIOS File Servers](#))

To set up a Netport

- 1** Select a Netport in the Netports list.
- 2** Choose Configure on the Main Menu.
- 3** Choose Netport Hardware. Set the options in the [Configure Netport Hardware](#) window and choose OK.
- 4** Choose Protocols to display the [Configure Protocols](#) window.
- 5** Select LAN Manager or LAN Server.
- 6** Choose Configure to specify a port and assign a queue.
- 7** Choose Close.



Preparing NetBIOS File Servers

Here is a checklist of the steps that must be done in LAN Manager or LAN Server, before using Netport Manager.

Note: This protocol is available with the NetportExpress XL print server only, and not with the EL, Netport II, or original Netport print servers.

- 1** On a file server, login to the network as Administrator with Admin privileges. Be sure Server Services is running at the console.
- 2** Install the NetBIOS Monitor program, LMNPMON.EXE, on the file servers you will be using (see [About NetBIOS Monitor](#)).
- 3** Create at least one queue, map that queue to LPT1, LPT2, or LPT3, and make the queue a shared network resource.



Jobs will not print if you use ports other than LPT1, LPT2 or LPT3 .

See Also

[Sharing Print Queues for LAN Manager](#)

[Sharing Print Resources for LAN Server](#)



Sharing Print Queues for LAN Manager

To share printing resources for LAN Manager:

- 1** From Print Manager, choose Setup / Queues / Add.
Enter a queue name and description.
Select a queue driver.
Select a printer and choose Add.
- 2** Choose OK to exit, then minimize the Print Manager.
- 3** In the OS/2 full screen, share the queue. For example, to map a queue called npqueue to LPT1, type:

```
NET SHARE NPQUEUE=LPT1
```



Jobs will not print if you use ports other than LPT1, LPT2 or LPT3 .

Each queue must be mapped to a unique LPT port (printing problems will result if all queues are mapped to LPT1).

See Also

[Preparing NetBIOS File Servers](#)

[Configuring an XL for LAN Manager or LAN Server Printing](#)



Sharing Print Resources for LAN Server

To create a printer object and install a printer driver on LAN Server:

- 1 Open Templates.
- 2 With the second mouse button, drag a Printer template to a folder on the desktop. In the Create a Printer window, enter the printer name. Choose a port that is connected to the printer. Choose one or more corresponding printer drivers from the driver list.
- 3 Choose Create, then OK.
- 4 Indicate whether or not you want the system to install an equivalent WIN-OS2 printer configuration.



Jobs will not print if you use ports other than LPT1, LPT2 or LPT3 .

Each queue must be mapped to a unique LPT port (printing problems will result if all queues are mapped to LPT1).

See Also

[Preparing NetBIOS File Servers](#)

[Configuring an XL for LAN Manager or LAN Server Printing](#)



Configuring an XL for AppleTalk Printing

Use this option to set up an XL to print jobs sent by Macintosh workstations.

To set up an XL for AppleTalk printing

- 1** Select a Netport in the Netports list.
- 2** Choose Configure.
- 3** Choose Netport Hardware. Set the options in the Configure Netport Hardware window and choose OK.
- 4** Choose Protocols to display the Configure Protocols window.
- 5** Select AppleTalk Print Server.
- 6** Select a port to configure.
- 7** Choose Configure to set the AppleTalk printing parameters. For more information see Configure AppleTalk Print Server.
- 8** Choose Close.



Configuring an XL for TCP/IP Printing

Use this option to set up an XL to print jobs sent by UNIX workstations.

To set up an XL for TCP/IP printing

- 1 Select a Netport print server in the Netports list.
- 2 Choose Configure on the Main Menu.
- 3 Choose Netport Hardware. Set the options in the Configure Netport Hardware window and choose OK.
- 4 Choose Protocols to display the Configure Protocols window.
- 5 Select TCP/IP Print Server.
- 6 Choose Configure to set the TCP/IP protocol parameters, such as IP address and port information. See also Configure TCP/IP Print Server.
- 7 Choose Close.

For more information on configuring an XL for TCP/IP printing, see the Release Notes distributed with your Netport software, or see the *TCP/IP Printing* guide supplied with the XL.

Note: To configure a UNIX workstation to use an XL, you must also install some software on the UNIX workstation. See the *Intel NetportExpress XL Release Notes*.



Configuring an XL for SNMP

Use this option to configure an XL for Simple Network Management Protocol (SNMP) support. This enables you to view the state of an XL from an SNMP console. You can also define SNMP traps to notify SNMP consoles whenever the XL starts up and when the XL receives a query from an SNMP manager with an invalid community.

To set up an XL for SNMP support

- 1 Select a Netport in the Netports list.
- 2 Choose Configure on the Main Menu.
- 3 Choose Protocols to display the Configure Protocols window.
- 4 Select SNMP.
- 5 Choose Configure to set the SNMP parameters. For more information, see Configure SNMP.
- 6 Choose Close.



Checking the Status of a Netport

You can use the Status button to check the status of a Netport and its configured ports and print protocols.

To check the status of a Netport

- 1 Select a Netport in the Netports list.
- 2 Choose Status.

Netport Manager displays the status in the Status window. To print a status report, choose Print.



Changing a Configuration

You can use the Configure button on the Main Menu to make the following changes to the configuration of a Netport:

Modify the Hardware Setup

Modify a Protocol Setup

Delete a Protocol Setup



Modifying the Hardware Setup

You can use the [Configure Netport Hardware](#) window to modify the Netport hardware settings.

To modify the Netport Hardware setup

- 1 Select a Netport in the Netports list.
- 2 Choose Configure on the Main Menu.
- 3 Choose Netport Hardware.
- 4 Change the settings in the [Configure Netport Hardware](#) window.
- 5 Choose OK.

See Also

[Modifying a Protocol Setup](#)

[Deleting a Protocol Setup](#)

[Updating the Netport Flash Memory](#)



Modifying a Protocol Setup

You can use the [Configure Protocols](#) window to modify an existing protocol setup.

To modify a protocol setup

- 1 Select a Netport in the Netports list.
- 2 Choose Configure on the Main Menu.
- 3 Choose Protocols.
- 4 Select one of the following protocols:
 - [Novell NDS Print Server](#)
 - [Novell Bindery Print Server](#)
 - [Novell NDS Remote Printer](#)
 - [Novell Bindery Remote Printer](#)
 - [LAN Manager](#) (XL only)
 - [LAN Server](#) (XL only)
 - [AppleTalk Print Server](#) (XL only)
 - [TCP/IP Print Server](#) (XL only)
 - [SNMP](#) (XL only)
- 5 If the Port list is present, select a port to change.
- 6 Choose Configure. Change the options in the Configure window for the selected protocol and then choose OK.
- 7 Choose OK in the Configure Protocols window.

See Also

[Modifying the Netport Hardware Setup](#)

[Deleting a Protocol Setup](#)



Deleting a Protocol Setup

You can use the [Configure Protocols](#) window to remove a protocol configuration that you no longer use.

To delete a protocol setup

- 1 Select a Netport in the Netports list.
- 2 Choose Configure on the Main Menu.
- 3 Choose Protocols.
- 4 Select the Protocol (and Port, if available) you want to delete.
- 5 Choose Remove.
- 6 Choose OK.

See Also

[Modifying the Netport Hardware Setup](#)

[Modifying a Protocol Setup](#)

[Updating the Netport Flash Memory](#)



Resetting a Netport

When you set up a Netport, it automatically resets. However, if you experience difficulty with a Netport, you may need to reset it manually.

To reset one or more Netports

- 1 Select the Netports in the Netports list.
- 2 Choose Reset on the Utilities menu.



If a job is interrupted by a reset, the job is lost. This applies to both the Reset menu option issued from Netport Manager, and resets issued by rebooting the file server.

The workaround is to resubmit the lost job.



Assigning Netports to Netport Domains

You can use the Domain Management window to organize your Netports into groups to display in the Netports list. The Netports list displays only the Netports in the selected Netport Domain. This enables you to group your Netports logically, enhances software performance, and reduces traffic on the network.

To create a new Domain of Netports

- 1 Choose Domains on the Manage menu.
- 2 Choose New and type a name for the new Domain.
- 3 In the Available Netports list, select the Netports to add to the new Netport Domain.
- 4 Choose Insert.
- 5 Choose OK.

To remove Netports from a Domain

- 1 Choose Domains on the Manage menu.
- 2 Select a Domain.
- 3 In the Netports in Domain list, select the Netports to remove from the Netport Domain.
- 4 Choose Remove.
- 5 Choose OK.

To delete a Domain

- 1 Choose Domains on the Manage menu.
- 2 Select a Domain.
- 3 Choose Delete.
- 4 Choose OK.



Upgrading a Netport Print Server

When Intel provides a product upgrade, you may be able to use Netport Manager to install the upgrade. The upgrade method depends on the type of product upgrade you receive.

Upgrade Instructions

If you download new software by modem, read the .TXT file that comes with the software. (See [Troubleshooting](#) .)

For the latest information on upgrading your Netport print server, see the Release Notes that Setup installs with Netport Manager.

See Also

[Updating the Netport Flash Memory](#)

[Updating NetportExpress Application Code](#)



Updating the Netport Flash Memory

You can use Netport Manager to update the software stored in the Flash memory of a Netport print server or to reset the configuration information stored in Flash.

Configuration refers to the parameters you set with the Netport Manager Configure option, such as file server names, alias names, password, and port parameters.

	Netport & Netport II	NetportExpress
Install new flash software to Netport flash memory, and save your configuration	<u>Update</u>	<u>Update RBL Flash</u>
Install new flash software to Netport flash memory, reset configuration to factory defaults, and lose your configuration	<u>Reflash</u>	1. <u>Update RBL Flash</u> 2. <u>Factory Defaults</u>

See Also

[Upgrading a Netport Print Server](#)

[Updating NetportExpress Application Code](#)



Reference

These topics explain each menu command and window in Netport Manager.

The Netport Manager Window

Configure

Netport Hardware

Protocols

Novell NDS Print Server

Novell Bindery Print Server

Novell NDS Remote Printer

Novell Bindery Remote Printer

LAN Manager (XL only)

LAN Server (XL only)

AppleTalk Print Server (XL only)

TCP/IP Print Server (XL only)

SNMP (XL only)

Status

Switch Settings

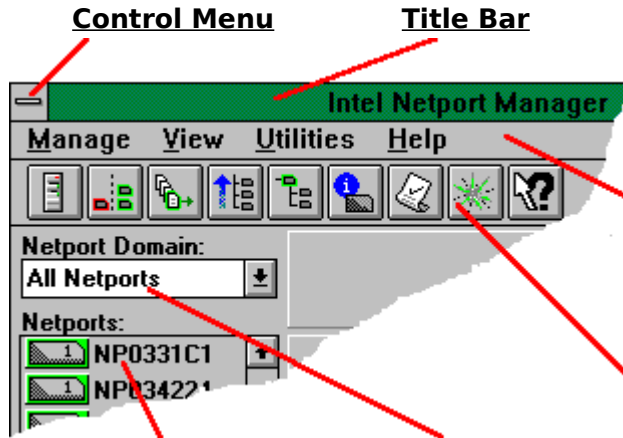
Menu Commands

Manage	View	Utilities	Advanced
<u>Network</u>	<u>Expand</u>	<u>Reset</u>	<u>LANDesk Alerts</u>
<u>Domains</u>	<u>Aliases</u>	<u>Factory Defaults</u>	
<u>Queues</u>	<u>Refresh</u>	<u>Update RBL</u>	
<u>NetBIOS</u>	<u>Toolbar</u>	<u>Flash</u>	
<u>Monitor</u>	<u>Status Bar</u>	<u>Update</u>	
<u>Exit</u>		<u>Reflash</u>	



The Netport Manager Window

When you start Intel Netport Manager, it displays the main window with a list of all of the Netport print servers in a selected Domain. You can select a Netport and act on that Netport using the menus on the menu bar, Toolbar buttons, or the buttons in the Main Menu window.



Menu Bar

Toolbar

Netports

Domain

Main Menu Buttons



Configure

Status



Manage

Utilities

See the Status Bar at the bottom of the window for short help messages.

Title Bar

The title bar contains the name of the application.

To move the Netport Manager window, drag the title bar.

The title bar also contains these elements:



Control-menu icon

Minimize button



Maximize button

Control Menu

You can choose the Control menu icon on the title bar to manipulate the Netport Manager window.

Use this menu choice...	To do this...
Move	Move the Netport Manager window with the cursor keys.
Restore	Return the window to normal size from Minimize or Maximize.
Minimize	Reduce Netport Manager to an icon.
Maximize	Enlarge Netport Manager to fill the entire screen.
Close	Exit Netport Manager.

Toolbar Buttons

Toolbar buttons give you shortcuts to menu commands.

Button	Menu Command
	Manage <u>N</u> etwork
	Manage <u>D</u> omains
	Manage <u>Q</u> ueues
	View <u>R</u> efresh
	View <u>E</u> xpand
	<u>S</u> tatus button
	Utilities <u>R</u> eset



Click here and then
anywhere
in the window for Help.



Set Remote Boot Load Server

The RBL server is the file server that stores the code that controls printing for the NetportExpress print server. You must assign an RBL server before a NetportExpress can be completely configured.

- 1** If the workstation that Netport Manager is running on detects more than one kind of file server, you may use radio buttons to select a server type for your RBL server (Novell NDS, Novell Bindery, or NetBIOS).
- 2** To define a Novell NDS server, first choose a context, then select from the list of servers in that context.

To define a Bindery server, select from the list of servers.

To define a NetBIOS server, select from the list of servers. NetBIOS server names start with a double backslash (\\).

- 3** (Optional) You can also define an Alternate RBL server in case the first RBL server is down. The Alternate RBL server must be of the same type as the first RBL server (Novell NDS, Novell Bindery, or NetBIOS).
- 4** Choose OK to save the RBL servers.

To change RBL definitions, use the Configure / Hardware window.

Note: The RBL server should be a stable file server not separated from the NetportExpress by a Wide Area Link.

See Also

[Configuring Netport Hardware for an XL or EL](#)
[Select NDS Context](#)



Select NDS Context

To select a new context, you can navigate your NetWare Directory Services tree.

The current context is of the form ContainerObject.OrgUnit...Org.

A "Container Object" is a leaf of the tree. "Organization Unit" is a branch of the tree, and there may be more than one branch. "Org" is the top of your organization's tree.

OK

To use the selected context for whatever you were setting up in the previous window, click OK.



Configure

Use this option on the Main Menu to set up or modify the configuration of a Netport. If you use this option to set up a new Netport, you must complete the setup in each of the following:



Netport Hardware

Protocols

To modify a configuration, see [Changing a Configuration](#).

Configure Hardware...

For an XL or EL

For a Netport I or II



Configure Netport Hardware for a Netport I or II

Use this [Configure](#) option to set an alias for a Netport, and to configure the hardware for the network and the printer ports.

Setting an Alias

If you want Netport Manager to display an alias name in the Netports list, type the name in the [Alias](#) field.

Configuring the Serial Port

Set the parameters in the Serial Port field to match the printer connected to the serial port of the Netport.

[Baud](#)

[Data Bits](#)

[Parity](#)

[Stop Bits](#)

[HW](#)

[Use Xon/Xoff](#)

[Handshaking](#)

Configuring Token Ring Models

You can set the following for Token Ring Netports:

[Source Routing](#)

[Token Ring Local Address](#)

Configuring a Netport I

Set the [Ethernet Parameters](#) for the Ethernet frame type.



Configure Netport Hardware for an XL or EL

Use this [Configure](#) option to set an alias for a Netport print server, and to configure the hardware for the network and the printer ports.

You can set the following for the NetportExpress:

[Netport Alias](#)

[Netport Password](#)

[Location](#)

Changing the Remote Boot Load Server

You must select a [Remote Boot Load Server](#).

[Alternate Remote Boot Load Server](#)

Configuring the Ports

To set the port parameters to match the printers connected to the Netport print server, choose [Ports](#).

Configuring Token Ring Models

You can set the following for Token Ring Netport print servers:

[Early Release](#)

[Source Routing](#)

[Token Ring Local Address](#)

See Also

[Set Remote Boot Load Server](#)

[Using a Password to Control Access to Utilities](#)



Using a Password to Control Access to Utilities

If you want to prevent unauthorized use of utilities such as Reset Factory Defaults and Update RBL Flash, you must enter a password in the Configure Hardware dialog box.

Logging in with NetWare supervisor privileges will prevent unauthorized configuration of protocols, but non-supervisors can run the Utilities. The recommended method to control access to NetportExpress utilities is to use a password for the NetportExpress.

See Also

[Configuring XL Hardware](#)



NetportExpress Port Settings

Choose Ports in the Configure Netport Hardware window to configure the printer ports on the Netport to match your printers.

Configuring the Parallel Port

Speed	Select one of the following:
Centronics High	Set the parallel port for high speed Centronics compatible printers.
Centronics Medium	Set the parallel port for Centronics compatible printers. This is the default setting, which works for most printers.
Centronics Low	Set the parallel port for Centronics compatible printers. Use this setting if Centronics Medium fails.
Software	Use this setting only if Centronics Low fails. This setting forces the printing of one character at a time, with the software controlling the parallel port handshake lines. This setting is much slower than Centronics Low.
Auto Line Feed	If your printouts contain extra space between lines, turn off this option. This option has no effect on most printers.

Configuring the Serial Port (XL only)

Set the parameters in the Serial Port field to match the printer connected to the serial port.

<u>Baud</u>	<u>Data Bits</u>
<u>Parity</u>	<u>Stop Bits</u>
<u>HW Handshaking</u>	<u>Use Xon/Xoff</u>



Configure Protocols

Use this Configure option to set up printing protocols to run on each port of a Netport print server. With an XL or EL, you can configure multiple protocols to run on each port.

To set up a protocol

- 1 Select one of the following protocols:

Novell NDS Print Server
Novell Bindery Print Server
Novell NDS Remote Printer
Novell Bindery Remote Printer
LAN Manager (XL only)
LAN Server (XL only)
AppleTalk Print Server (XL only)
TCP/IP Print Server (XL only)
SNMP(XL only)

- 2 If the Port list is present, select a port to configure.
- 3 Choose Configure to set up the selected protocol.

To remove a configured protocol

- 1 Select a protocol and port.

2 Choose Remove.

To accept the changes, choose OK.



Configure Novell NDS Print Server

To configure a port on a Netport as a print server that services Novell NetWare print queues, select Novell NDS Print Server in the [Configure Protocols](#) window .

- 1 Choose a context for the Print Server.
- 2 The following choices are optional:
[Print Server Password](#)
[Queue Scan Interval](#)
- 3 Choose a context for the printer that's connected to the XL port you're using.
- 4 Choose a context for the print queue. The queues listed are those in that context, as well as previously-assigned queues from other contexts.

Assign or create the desired print queues.

To create a new queue, choose [Queues](#).

These buttons change the view in the Queue/File Server list:

- [View All](#)
- [View Unassigned](#)
- [View Assigned](#)

- 5 Choose [OK](#).

See Also

[Configure Protocols](#)

[Configure Novell NDS Remote Printer](#)

[Limits on Assigning Queues](#)



Configure Novell Bindery Print Server

To configure a port on a Netport as a print server that services Novell Bindery print queues, Select Novell Bindery Print Server in the [Configure Protocols](#) window .

To configure a print server

- 1 Select a [Primary File Server](#).
- 2 The following choices are optional:
[Print Server Password](#)
[Queue Scan Interval](#)
[Notify](#) (Notify for Netport I and II)
- 3 Select the port you want to service the assigned (checked) queues. (For multiple queues and servers, set up one port at a time.)
- 4 Select at least one queue on the Primary File Server in the [Queue/File Server](#) list and choose [Assign](#). You can also assign queues on other file servers.

To create a new queue, choose [Queues](#).

To remove an assigned queue, select the queue and choose Unassign.

These buttons change the view in the Queue/File Server list:

- [View All](#)
 - [View Unassigned](#)
 - [View Assigned](#)
- 5 Choose [OK](#).

See Also

[Configure Protocols](#)

[Configure Novell Bindery Remote Printer](#)

[Limits on Assigning Queues](#)



Notify Bindery List

Choose Notify to specify users who will receive notification of printer offline conditions from an XL or EL. A printer offline message indicates that the printer cannot print for a variety of reasons. The printer may be out of paper or waiting for the user to change a form.

To notify users when a form change is waiting, check Form Change. To notify users when the printer is offline, check Error.

You can turn offline notification on or off for each port.

To assign users to the Notify List

- ▶ Select users in the Available Users list and choose Assign.

To remove users from the Notify List

- ▶ Select users in the Users to Notify list and choose Unassign.

Select either of the following printer offline conditions:

- Error
- Form Change



Notify NDS List

Choose Notify to specify users who will receive notification of printer offline conditions from an XL or EL. A printer offline message indicates that the printer cannot print for a variety of reasons. The printer may be out of paper or waiting for the user to change a form.

To notify users when a form change is waiting, check Form Change. To notify users when the printer is offline, check Error.

You can turn offline notification on or off for each port.

To assign users to the Notify List

- ▶ Select users in the Available Users list and choose Assign.

To remove users from the Notify List

- ▶ Select users in the Users to Notify list and choose Unassign.

Select either of the following printer offline conditions:

- Error
- Form Change



Configure Novell NDS Remote Printer

To configure a port on a Netport as a remote printer for a Novell print server, select Novell NDS Remote Printer in the Configure Protocols window . The NetWare print server sends print jobs to the configured port on the Netport print server.

Note: The NetWare PSERVER must be defined in PCONSOLE before you can use this configuration option.

- 1 Select a File Server.
- 2 Select a Print Server on the selected File Server.
- 3 If the Print Server is not already servicing any queues, select at least one queue in the Queue/File Server list and choose Assign.

To create a new queue, choose Queues.

To remove an assigned queue, select the queue and choose Unassign.

These buttons change the view in the Queue/File Server list:



View All



View Unassigned



View Assigned

- 4 Choose OK.

Note: You must stop and restart the NetWare PSERVER before it will send print jobs to the Netport print server.

See Also

[Configure Protocols](#)

[Configure Novell NDS Print Server](#)

[Limits on Assigning Queues](#)



Configure Novell Bindery Remote Printer

Select Novell Remote Printer in the [Configure Protocols](#) window to configure a port on a Netport as a [remote printer](#) for a Novell NetWare print server. The NetWare print server sends print jobs to the configured port on the Netport print server.

Note: The NetWare [PSERVER](#) must be defined in [PCONSOLE](#) before you can use this configuration option.

- 1 Select a [File Server](#).
- 2 Select a [Print Server](#) on the selected File Server.
- 3 If the Print Server is not already servicing any queues, select at least one queue in the [Queue/File Server](#) list and choose [Assign](#).

To create a new queue, choose [Queues](#).

To remove an assigned queue, select the queue and choose Unassign.

These buttons change the view in the Queue/File Server list:



[View All](#)



[View Unassigned](#)



[View Assigned](#)

- 4 Choose OK.

Note: You must stop and restart the NetWare PSERVER before it will send print jobs to the Netport print server. For information on restarting PSERVER, see the *Complete Guide*.

See Also

[Configure Protocols](#)

[Configure Novell Bindery Print Server](#)

[Limits on Assigning Queues](#)



Configure AppleTalk Print Server

Select AppleTalk Print Server in the Configure Protocols window to configure a port on a NetportExpress XL print server for AppleTalk printing.

To configure an XL for AppleTalk printing

- 1** If the network is divided into AppleTalk Zones, type the Zone name for the XL in the AppleTalk Zone field.
- 2** In the Chooser Name field, type a name that will appear for this port in the Chooser window on Macintosh workstations.
- 3** If the printer connected to this XL port is not a PostScript printer, type the name of the printer driver in the Printer Type field.
- 4** In the Font Group field, select a font group for the printer connected to this XL port.

Note: If you configure an XL for AppleTalk printing and specify an AppleTalk Zone that does not exist, the XL will use the default Zone. If you have a mixed topology network with Ethernet and Token Ring segments, the XL also uses the default Zone if you specify a Zone and the XL and router are not on the same segment.

For more information on AppleTalk printing, see the *AppleTalk Printing* guide supplied with the XL.



Configure TCP/IP Print Server

Select TCP/IP Print Server in the Configure Protocols window to configure a NetportExpress XL print server for TCP/IP printing. You can configure the XL to print using the *iprint* utility or using a stand-alone print utility.

To configure an XL to print with the *iprint* utility:

- 1 In the Configure IP window, enter an IP address for the XL in the Netport IP Address field.
- 2 Enter data in the following optional fields:
Subnet Mask
Default Gateway IP Address
ARP Timeout

Note: The XL also uses the settings in the Configure IP window for SNMP. If you change these settings here, they also change for SNMP configuration.

To configure an XL for standalone printing (without using *iprint*):

- 1 In the Configure IP window, enter an IP address for the XL in the Netport IP Address field.
- 2 Enter data in the following optional fields:
Subnet Mask
Default Gateway IP Address
ARP Timeout
- 3 Choose LPD Ports to display the Configure TCP/IP Ports window.
- 4 In the Port IP Addresses fields, enter an address for each port you want to configure for printing. The address for one port must be the same as the address in the Netport IP Address field.

For more information on configuring an XL for TCP/IP printing, see the Release Notes distributed with your Netport software, or the *TCP/IP Printing* guide supplied with the XL.

Note: To configure a UNIX workstation to use an XL, you must also install some software on the UNIX workstation. See the *Intel NetportExpress XL Release Notes*.



Configure LAN Manager or LAN Server Print Server

Before you can configure the NetportExpress for LAN Manager or LAN Server, be sure you have done the following:

- Prepared LAN Manager or LAN Server servers, queues and LPTs for shared network printing. You must do this before starting Netport Manager.
- Configured NetportExpress hardware.

To configure for LAN Manager or LAN Server:

- 1** Select LAN Manager or LAN Server in the Configure Protocols window.
- 2** Select a port. Be sure this is the same port that is connected to the printer.
- 3** Select one queue in the list and choose Assign.

To remove an assigned queue, select the queue and choose Unassign.

You may login to additional servers by clicking on Connections.

- 4** Choose OK.

See Also

[Configure Hardware](#)

[Preparing NetBIOS File Servers](#)

[Limits on Assigning Queues](#)



Configure SNMP

Select SNMP in the Configure Protocols window to configure an XL for Simple Network Management Protocol (SNMP).

To configure an XL for SNMP

- 1 In the Configure IP window, enter an IP address for the XL in the Netport IP Address field.
- 2 Enter data in the following optional fields:
Subnet Mask
Default Gateway IP Address
ARP Timeout

Note: The XL also uses the settings in the Configure IP window for TCP/IP printing. If you change these settings here, they also change for TCP/IP configuration.

- 3 Choose SNMP.
- 4 Enter a Location and Contact.
- 5 Set community names and access permissions in the Community fields.
- 6 To define traps for one or two target SNMP consoles, choose Traps.



SNMP Traps

Choose Traps in the Configure SNMP window to define SNMP traps. You can configure an XL to notify one or two target SNMP consoles whenever the XL starts up and when the XL receives a query from an SNMP manager with an invalid community.

To set up SNMP Traps and Targets

- 1 Select Enable Traps to enable the traps defined in the following steps.
- 2 If you want the XL to notify targets when it receives a request from an invalid community, select Authentication. If this option is not selected, the XL will send the cold-start trap whenever it is reset, but will not send the authentication-failure trap.
- 3 Identify one or two target SNMP consoles by specifying an IP Address and Community Name for each target.



Manage

Choose Manage on the Main Menu to display the following options:



Network



Domains



Queues

Note: You can also choose these options on the Manage drop-down menu.



Connecting to File Servers

You can use the Network window to connect to a file server when you are setting up a Netport print server.

Menu:

Manage / Network

Toolbar



Shortcut:

File Server Type Novell for NetWare.
NetBIOS for LAN Manager or LAN Server.

Novell Bindery

Attached: The file servers you are currently attached to.
Unattached: This list displays all file servers on the network.
Attach: Attach to a selected Unattached file server.
Detach: Detach from an attached file server. You can only choose Detach to detach from a file server you attached to with Netport Manager.

NetBIOS (LAN Manager, LAN Server)

Admin Rights: The file servers to which you have admin rights, and that are running NetBIOS Monitor. (See [About NetBIOS Monitor](#) .)

No Admin Rights: All NetBIOS file servers on the network that are running NetBIOS Monitor, that you are not logged into.

Login: Select a server in the No Admin Rights window, then login. (In other words, you can move servers from right to left, but not from left to right.)



Limits on Assigning Queues

Novell You can assign a maximum of 32 queues on a maximum of 8 file servers for each Netport print server. To check the total number of assigned queues for a Netport print server, select the Netport and choose Status.

LAN Manager, LAN Server

You can assign ONE Netport port to ONE queue on a file server.

Attach

Choose Attach in the [Network](#) window to attach to a new Novell file server.

To attach to a new file server



Type your user name and password for this file server.

See Also

[Network](#)

[File Server Login](#)

[Limits on Assigning Queues](#)



File Server Login

Netport Manager displays this window when you attempt to modify a print server or remote printer configuration and are not logged in as Supervisor on a Novell file server where the selected Netport print server services queues.

Use this control...

To do this...

File Server

Select a file server to Attach to.

Attach

Attach to a selected file server in the Attach to File Server window, and continue with the operation.

Continue

Continue without attaching to the file server. Use this option only if the file server is no longer in service. If you use this option:

- Netport Manager will not display check marks in the Queue/File Server list for queues assigned to this file server.
- If you do not attach to the primary file server, Netport Manager will not display check marks for assigned queues on any file server.
- If you change the configuration, the Netport will service only the queues displayed as assigned in the Queue/File Server list.

Cancel

Cancel the operation that requires Supervisor login.



Domain Management

Choose Domains on the Manage menu to define Netport groups that you can display in the Netports list.

Toolbar Shortcut



Use this control...

To do this...

Domain

Select a domain to modify or delete.

Netports in Domain

Select a Netport to remove from the selected domain.

Available Netports

Select Netports to add to a domain. This list displays all the Netports on the network.

Show Aliases

Display the Netport aliases in place of the ID in the Netports list. The list shows the Netport ID if the Netport has no alias.

New

Create a new domain in the New Domain window.

Insert

Add the Netports selected in the Available Netports list to the Netports in Domain list.

Remove	Remove the Netports selected in the Netports in Domain list.
Rename	Change the name of a selected domain in the <u>Rename Domain</u> window.
Delete	Delete the domain selected in the Domain list.
Refresh	Update the list of Netports in the Available Netports list.



New Domain

Choose New in the Domain Management window to create a new domain.

To create a new domain



Type a name for the domain in the Domain Name text box.



Rename Domain

Choose Rename in the Domain Management window to change the name of a domain.

To rename a domain



Edit the name for the domain in the Domain Name text box.



Managing Novell Bindery Queues

Choose Queues on the Manage menu to create and modify Novell Bindery queues.

Toolbar Shortcut



Use this...	To do this...
File Server	Select the Novell file server where you want to modify queues.
Queue	Select a Novell queue to modify.
Queue Users	Select a user or group to remove from a queue.
Available Users	Select a user or group to add to a queue.
Add	Add a selected available user to a queue.
Remove	Remove a selected user from the Queue Users list.
New	Use the New window to create a new queue on the server selected in the File Server list.
Delete	Delete a queue selected in the Queue list.

See Also

[Managing Novell NDS Queues](#)

[Connecting to File Servers](#)

[Sharing Print Queues for LAN Manager](#)

[Sharing Print Resources for LAN Server](#)

Managing Novell NDS Queues

You can add and remove users to queues, and then assign that queue for printing.

Use this...	To do this...
Change Context	Navigate through NDS contexts to select a context for the queue.
Queue	Select a queue in the current context to modify.
Queue Users	Select a user or group to remove from a queue.
Available Users	Select a user or group to add to a queue.
Add	Add a selected available user to a queue.
Remove	Remove a selected user from the Queue Users list.
New	Use the New window to create a new queue in the current context.
Bindery	Create an NDS reference to an existing Bindery queue.
Delete	Delete a queue selected in the Queue list.

See Also

[Managing Novell Bindery Queues](#)

[Sharing Print Queues for LAN Manager](#)

[Sharing Print Resources for LAN Server](#)

Reference Bindery Queue

You can create and NDS reference to an existing Bindery queue, and then assign that queue for printing.

Use this...

Queue Name

Show all servers

File Servers

Queues

To do this...

Enter a name for the NDS reference queue.

Show all the Bindery servers that you are logged into.

Select a server for which you'd like to see the queues.

Show all Bindery queues on the selected server.

See Also

[Managing Novell NDS Queues](#)

New Queue (Novell Bindery)

Choose New in the Queue Management window to create a new Novell NetWare queue.

To create a new queue



Type a name for the queue in the Queue Name text box.

Netport Manager creates the queue on the file server you selected in the File Server list of the Queue Management window.

New Queue (Novell NDS)

Choose New in the Queue Management window to create a new Novell NetWare queue.

To create a new queue

- 1** Type a name for the new queue in the Queue Name box.
- 2** Choose a volume where the new queue resides.



Reference **NetBIOS Monitor**

The Manage / NetBIOS Monitor menu option allows you to shut down the NetBIOS Monitor from any file server(s) on which it is currently running.



Once you stop NetBIOS Monitor from running on a file server, you will no longer be able to see that particular file server in any Netport Manager lists, for example when assigning a queue, or an RBL server, to a Netport print server.

See Also

[About NetBIOS Monitor](#)



Status

Use the Status button on the Main Menu to display status information on a Netport.

Toolbar Shortcut



The Status window displays the Netport ID, Alias and model, and the following sections of information:

Hardware settings Settings you set in the Configure Netport Hardware window.

Port settings Settings you set in the Configure Protocols window.

General information Hardware and software version information.

Printing Options

Print Print a report on Netport print server status.

Preview Display the report in its printed form.

Setup Select and setup a printer for a printed report.



Print

Choose Print to print a report (for Netport status or the expanded Netport list). Set the following to specify print options for the report:

Printer	This is the active printer and printer connection. Choose Setup to change the printer and printer connection.
Setup	Displays the <u>Setup</u> window, so you can select and set up a printer.
Print Range	Specify the pages to print.
Copies	Specify the number of copies to print.
Collate Copies	Prints copies in page number order, instead of multiple copies of each page.
Print Quality	Select the quality of the printing. Generally, lower quality printing takes less time to produce.

See Also

[Preview](#)



Preview

Choose Preview to display how a report would look in its printed form.

Print Preview toolbar

Print	Display the <u>Print</u> window.
Next Page	Preview the next printed page.
Prev Page	Preview the previous printed page.
One Page	Preview one printed page at a time.
Two Page	Preview two printed pages at a time.
Zoom In	Take a closer look at the printed page.
Zoom Out	Take a larger look at the printed page.
Close	Close the Preview window.



Setup

Choose Setup to select and set up a printer for printing a report. Reports can be printed on Netport status and on the expanded Netport list.

You can set the following options:

- | | |
|--------------|---|
| Printer | Select the printer you want to use. Choose Default Printer, or select one of the installed printers shown in the box. (You install printers and configure ports using the Windows Control Panel). |
| Orientation | Choose Portrait or Landscape. |
| Paper Size | The size of paper that the document is to be printed on. |
| Paper Source | Some printers offer multiple trays for different paper sources. Specify the tray here. |
| Options | Displays a dialog box where you can make additional choices about printing, specific to the type of printer selected. |
| Network | Choose this button to connect to a network location, assigning it a new drive letter. |



Utilities

Choose Utilities on the Main Menu to display the following options:

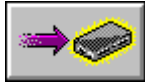


Reset



Factory Defaults

XL and EL



Update RBL Flash

XL and EL



Update

Netport I and Netport

II



Reflash

Netport I and Netport

II

Note: You can also choose these options on the Utilities drop-down menu. Dimmed menu choices indicate actions that you cannot perform on the selected Netport print server.



Update

Choose Update on the Utilities menu to upgrade the Application Code stored in the Flash memory of a Netport I or Netport II and preserve the configuration information. Use this option when you receive a new .UPD file from Intel.

To update the Flash of a Netport

- 1 When Netport Manager prompts you to update, choose Yes.
- 2 Select the file to use for upgrading in the Open window, and choose OK.

See Also

Reflash



Reflash

Choose Reflash on the Utilities menu to update the Flash memory in a Netport I or Netport II, and reset the configuration information to factory defaults. Use this option when you receive a new .UPD file from Intel. Select this file in the Open window.

To reflash and reset the configuration of a Netport

- 1 When Netport Manager prompts you to Reflash, choose Yes.
- 2 Select the file to use for upgrading in the Open window, and choose OK.

See Also

Update



Using the Factory Defaults option

The Factory Defaults option on the Utilities menu resets the parameters of a NetportExpress print server to the values assigned at the factory. These parameters include the RBL file server name, alias name, Netport password, port parameters, and protocol configuration.

This option is most useful when you want to undo a port's parameter settings quickly so you can start over.

Note: The RBL file server(s) will retain information about the NetportExpress independent of Factory Defaults. To remove this information completely from the server(s), see Deleting a Protocol Setup.

- 1 Select an XL or EL in the Netports list.
- 2 From the menus, choose Utilities / Factory Defaults.

Confirm by clicking OK.

See Also

[Update RBL Flash](#)

[About Factory Defaults](#)

[Forgotten password](#)



About Factory Defaults

If you want to restore your NetportExpress print server to its factory defaults, and to restore your network to the state it was in before you installed and configured the NetportExpress, do the following:

- 1** Remove the protocol configuration.
This removes information from the file server(s).
(See [Deleting a Protocol Setup.](#))
- 2** Use Factory Defaults.
This removes information from the NetportExpress server.
(See [Using the Factory Defaults option.](#))

What happens when you choose the Factory Defaults option?

If a NetportExpress password is defined, Netport Manager prompts you for the password before continuing. Netport Manager indicates it is erasing the Flash memory and tells you when the process is finished. The software resets the NetportExpress server to resynchronize it with the new settings. This reset interrupts any printing the NetportExpress server is currently handling.

The Factory Defaults option removes the RBL file server information which the NetportExpress server needs to be able to locate its Application Code.

However, if you use the Factory Defaults option, but do not first remove the protocol configuration, residual configuration information is left on the RBL file server(s) and the NetportExpress server may still remember that it was set up for the previous protocol.

See Also

[Update RBL Flash](#)

[Using the Factory Defaults option](#)

[Forgotten password](#)



Update RBL Flash

The Update RBL Flash option on the Utilities menu updates the Flash memory of a NetportExpress print server and saves the current configuration. Use this option when you receive the following update file from Intel:

NFLASH.NET

For fastest updates, before you begin...

- Make sure network traffic is normal for your network.
- Make sure there is no Wide Area Link between the NetportExpress print server you want to update and your Netport Manager workstation.

To update the RBL Flash

- 1 Highlight an XL or EL in the Netports list.
- 2 From the menu, choose Utilities / Update RBL Flash.

When Netport Manager prompts you to Update, choose Yes.

In the Open window, select the update file. The file is on the Intel upgrade disk, or downloaded by modem, depending on how you receive the update from Technical Support.

- 3 Choose OK.

Note: This operation can change the operation of the switches on an older NetportExpress print server. You may need to reset these switches before the NetportExpress server will reappear on the network.

See Also

[Forgotten Netport password](#)

[Switch Settings](#)

[Updating NetportExpress Application Code](#)



Updating NetportExpress Application Code

The Application Code for NetportExpress print servers is stored on the [RBL file server](#).

To update the Application Code:

- 1 Follow the instructions for installing the software update.
- 2 Choose OK in the Configure Netport Hardware window
OR
Copy one of the files below to the RBL server and then reset the Netport.

Use this file...	For this NetportExpress print server...
EN.NPX	Ethernet XL
TN.NPX	Token Ring XL
ENL.NPX	Ethernet EL
TNL.NPX	Token Ring EL

Netport Manager makes sure each RBL server uses the most recent Application Code:

For Novell Netport Manager compares the version of the Application Code in the SYS:LOGIN directory of the RBL server to the version in the Netport Manager directory. If the RBL server version is older, Netport Manager copies the new Application Code to the RBL server.

For LAN Manager, LAN Server Netport Manager compares the version of the Application Code in the same directory of the RBL server where the NetBIOS Monitor is, to the version in the Netport Manager directory. If the RBL server version is older, Netport Manager copies the new Application Code to the RBL server. (See [About NetBIOS Monitor](#).)

See Also

[Update RBL Flash](#)

[Factory Defaults](#)

[Reset](#)



Switch Settings

Update RBL Flash changes the operation of the switches on the back panel of any NetportExpress print server with an RBL version number lower than 2.11. If the RBL version is lower than 2.11, after you update the Flash memory, unplug the power connector from the NetportExpress server and use the following tables to set the switches. Then reconnect the power.

Ethernet Switch Settings

<u>Frame Type</u>	Switch Position (x = not used)			
	1	2	3	4
ENET Type II	Up	Up	x	x
802.3	Down	Up	x	x
SNAP	Up	Down	x	x
802.2 (default)	Down	Down	x	x

Token Ring Switch Settings

<u>Data Rate</u>	Switch Position (x = not used)			
	1	2	3	4
16 Mbps	Up (default)		x	x
4 Mbps	Down		x	x
802.2		Up (default)	x	x
SNAP		Down	x	x

Note: The frame type settings affect access to NetWare file servers and workstations and have no affect on LAN Manager, LAN Server, TCP/IP or AppleTalk printing.



Open

Select a directory and file for the Update RBL Flash, Update, and Reflash options.

To select a file to write to Flash

- 1 Select the directory that contains the new version of the software you received from Intel.
- 2 Select the file for the new software.

nflash.net For the XL and EL.

np*version*.upd For Netport I and Netport
II, where *version* is the
version number of the
software.



Netport Password

Type a password to configure or reset the selected NetportExpress print server. You define a Netport Password in the Configure Netport Hardware window.



Expanded Netport View

Choose Expand on the View menu to display detailed information on each Netport in the Netports list.

Toolbar



Shortcut

Expanded Netport View columns:

- Netport ID The Netport ID printed on the bottom of the device.
- Alias The alias name for the Netport, if defined.
- RBL Server The Remote Boot Load Server that a NetportExpress print server used to load the Application Code.
- RBL Version The version of the RBL software running in the Netport print server.
- App Version Current version of the Application Code running on the Netport print server.
- Location Physical location of the Netport print server.
- Network Address
Network address of the Netport print server.
- Uptime Hours, minutes and seconds of continuous operation of the Netport print server.

Printing Options

- Print Print a report on the expanded list of Netport print servers.
- Preview Display the report in its printed form.
- Setup Select and setup a printer for a printed report.



Configuring Alerts for LANDesk Alert Management System

To set up the Netport print server to send alerts to LANDesk Manager, choose Advanced / LANDesk Alerts from the menu.

Note: LANDesk must be running on the workstation for you to take advantage of the Alert Management System.

Enable alerts This check box enables or disables the Netport server's ability to send alerts.

LANDesk server Name of the LANDesk server associated with alerts for this Netport print server. See [Changing the LANDesk Server for Alerts](#).

Kinds of alerts that you can send to LANDesk Manager

Connection alerts For problems making a network connection with a server, such as Get Nearest Server failures or not enough login slots.

Configuration errors For problems with the NetWare configuration of the file server or RBL server, such as PCONSOLE errors.

Printer offline For printer problems, such as printer offline, out of paper, or toner low.

See Also

[Changing the LANDesk Server for Alerts](#)

[About LANDesk Alert Management System](#)



Changing the LANDesk Server for Alerts

The server name listed as "LANDesk Server" comes from one of these two sources:

- If the Netport print server has been configured for alerts, the server name will be read from the Netport print server's FLASH memory.
- If the Netport print server has no configuration for alerts, the server name is read from the LANDESK.INI file on the current workstation. (The current workstation must be configured as a LANDesk workstation.)

To change the server name to a new LANDesk server, you must first remove the current configuration, then re-configure:

1 Make sure the LANDESK.INI file has the right server name.

Make sure the current workstation is configured as a LANDesk workstation, and that the LANDESK.INI file on the current workstation contains the name of the server you want.

2 From Netport Manager, remove the current server by removing the Alerts configuration.

Start Netport Manager and choose menu item Advanced / LANDesk Alerts.
Click Remove to remove AMS information from the Netport print server.
Click Close to close the Configure LANDesk Alerts window.

3 From Netport Manager, get a new server by redoing the Alerts configuration.

Choose menu item Advanced / LANDesk Alerts.
Check Enable, and select the alerts you want.
Click Save to save the new Alerts information to the Netport print server.



Troubleshooting

Symptoms and Solutions

[Configure options dimmed in Netport Manager](#)

[Netport missing from the Netports list](#)

[Netport listed incorrectly in the Netports list](#)

[Activity light blinks in a pattern](#)

[Queues fill up but nothing prints](#)

[Queues disappear or jobs don't print \(LAN Manager or LAN Server only\)](#)

[Jobs pass through queues without printing](#)

[Graphics print in wrong format](#)

[Printer adds space between lines](#)

[Serial printer prints incorrectly](#)

[Printing is slow](#)

[Forgotten password](#)

See Also

[Customer Support Services](#)



Configure options dimmed in Netport Manager

If you cannot choose an option on the Main Menu because the button is dimmed, try one of the following:

- Select only one Netport for all actions except Reset. You can select multiple Netports and choose Reset on the Utilities drop down menu.
- If you are not logged into Novell as supervisor, or into LAN Manager or LAN Server as admin, exit Netport Manager, log in with the correct name and rights, and restart Netport Manager. You must be properly logged in if you want to configure a Netport.



Netport missing from the Netports list

If a Netport does not appear in the Netports list, try one of the following:

- Choose All Netports in the Netport Domain list.
- Check the Activity Light on the Netport. If the light is blinking in a pattern, and the Netport is not assigned to a Domain, the Netport will not be displayed in the Netports list. If the Activity Light blinks in a pattern, see *Troubleshooting* in the *Complete Guide*.
- If you have just reset the Netport, wait a few seconds, and then choose Refresh on the View menu. The Netport takes several seconds to re-establish itself on the network (up to 60 seconds on large networks, and longer if your Local Area Network is connected to a Wide Area Network.)
- Reset the Netport by unplugging the power cord, then plugging it back in. Wait a minute and then choose Refresh on the View menu. If this doesn't work, try a different network cable.
- Check the NetWare frame type switch on the Netport print server. If you perform Update RBL Flash to an older XL, the operation of the frame type switch may change. For information on setting the frame type of an XL, see [Switch Settings](#)
- For Token Ring Netports, check the data rate switch on the Netport. Set the switch up for 16 Mbps or down for 4 Mbps.
- Try connecting the Netport to a different network drop.
- For Token Ring Netports, try connecting the Netport to the same logical ring that your workstation is connected to. If you have set the Source Routing option for the Netport to Off, it does not send traffic across a Source Routing bridge. To change the Source Routing option, see [Configure Netport Hardware](#).



Netport listed incorrectly in the Netports list

If a Netport is listed incorrectly in the Netports list, try one of the following:

- If you just configured or reset the Netport, wait a few seconds, and then double-click on that Netport in the Netports list. (The Netport takes several seconds to re-establish itself on the network after a reset. The Netport may take up to 60 seconds to re-establish itself on large networks and longer if your Local Area Network is connected to a Wide Area Network.)
- Reset the Netport by unplugging the power cord, then plugging it back in. Wait a minute and then double-click on that Netport in the Netports list. If the Netport does not appear in the Netports list, choose Refresh on the View menu.



Activity light blinks in a pattern

If the activity light on the Netport blinks in a pattern, see the Troubleshooting chapter in the *Complete Guide*.



Queues fill up but nothing prints

If print queues fill up but nothing prints, try one of the following:

- Make sure the printer is online and is set up for the type of port you connected it to (parallel or serial).
- Make sure all of the cables are connected correctly.
- Test the network connection. Unhook the network cable from your workstation, and plug that cable into the Netport's network connector. Then check to see if anything prints.
- A bad printer cable, or a cable that is too long can cause the Netport to register offline and prevent a job from printing, even though the printer is actually online. The length of a parallel printer cable should not exceed six feet.
- If the problem is with a serial printer, make sure the serial cable works with the Netport. Try the same cable connected between a printer and the serial port of a PC.



Queues disappear or jobs don't print (LAN Manager or LAN Server only)

If queues disappear or jobs do not print, make sure each queue is mapped to a unique logical port (LPT1, LPT2, or LPT3).

Sometimes queues are set up so that all queues are mapped to the logical device LPT1. This will not allow printing with Netport print servers, because the Netport print server needs one logical LPT port to be associated with one physical LPT port.



Jobs pass through queues without printing

If print jobs pass through print queues but do not print, try one of the following:

- The serial port may be configured to service a queue and use only XON/XOFF handshaking, but no serial printer is plugged into the serial port of the Netport. Connect a printer to the serial port, or delete the printer application for the serial port. See [Deleting a Protocol Setup](#).
- Another print server (such as another Netport) may be servicing the queue. You could select a different queue, or change the queue that the other print server is using.



Graphics or text print in wrong format

If graphics do not print correctly, try one of the following:

- Include the NT (for no tabs) parameter in the NetWare CAPTURE command.
- If you are copying a graphics file to LPT1, use the /b parameter:
`copy /b filename lpt1`
- The print cable may need to be replaced.
- Make sure the parallel cable length does not exceed six feet.
- Change the parallel port speed parameter to Centronics Low.



Printer adds space between lines

If your printouts contain extra space between lines:

- Make sure the application sending the print job is not configured to double space.
- Use Netport Manager to turn off Auto Linefeed. (This requires Netport Manager version 1.7 or higher.)

To turn off Auto Linefeed

- 1** Choose Configure on the Main Menu.
- 2** Choose Netport Hardware.
- 3** Choose Ports.
- 4** Unselect Auto Linefeed.



Serial printer prints incorrectly

If a serial printer prints strange characters, prints graphics in the wrong format, or prints an error message, try one of the following:

- Reset the printer. It is possible that when the Netport loses power or is unplugged, it sends data in a format the printer cannot print. Resetting the printer clears this unprintable data.
- Check the printer documentation for the correct serial port parameters. Then choose Configure and choose Netport Hardware to set the corresponding serial port parameters on the Netport.



Printing is slow

If printing is slow, try one of the following:

- Choose Configure and choose Netport Hardware to check the Queue Scan Interval.
- Choose Configure and choose Netport Hardware to change the parallel port parameter from Software or Centronics Low to Centronics Medium or Centronics High.
- For NetWare only, configure as a print server for fastest printing. The printing speed when configured as a remote printer is limited by the NetWare print server.



Forgotten password

If you assign a password to a NetportExpress print server, and then later forget the password, you can recover with the following procedures.

For the XL: You must perform a serial port update to remove the password. The serial update also removes all other configuration information and you will have to reconfigure the Netport. For instructions, see FaxBack document 6051.

For the EL: Call Customer Support. Numbers for technician support are in the Technical Support chapter of the *Complete Guide*.

See Also

[Configure Netport Hardware for an XL or EL](#)

[Customer Support NumbersCustomer_Support_Numbers](#)



Intel's Customer Support Services

The Internet

CompuServe

Intel's BBS

FaxBack

TalkBack

Calling Customer Support

Customer Support Numbers



Using the Internet

If you have access to the Internet, you can browse support information for Intel products on Intel's World Wide Web server or download support documents from the Intel FTP server.

Intel World Wide Web server

Web URL: <http://www.intel.com>

Intel FTP server

Hostname: [ftp.intel.com](ftp://ftp.intel.com)
IP address: 143.185.65.2
Directory: /pub/PCandNetworkSupport

See also

[Using FTP.](#)

Using FTP

To use FTP to download support information, you must have access to a system or workstation that can connect to the Internet and that has the FTP software installed.

Note: FTP commands are similar to DOS. Here are some important differences:

- Commands and filenames are case-sensitive. Type all commands in lowercase.
- When typing a pathname, use the forward slash (/) rather than the DOS backslash.
- The dot (or period) character (.) is usually just another character, with no special properties.

Starting FTP

Before using the FTP commands listed below, start your FTP program. For example, enter the following at the DOS prompt:

```
ftp
```

Once FTP loads, you should see the FTP command prompt, usually:

```
FTP>
```

Connecting to the Intel FTP server

To connect to ftp.intel.com

- 1 Enter the following at the FTP> command prompt:

```
open ftp.intel.com
```

If this command returns an error, enter:

```
open 143.185.65.2
```

If both forms of the command return an error, your link to the Internet may not currently be in operation. Contact your local network administrator for assistance.

If a connection is established, the FTP server prompts for a username.

- 2 At the username prompt, enter:

```
anonymous
```

- 3 Next, the FTP server prompts for a password. Anonymous access doesn't require a password. You can enter your Internet mail address as a courtesy password. (The password line must not contain any spaces.)

Preparing for file transfers

binary Specifies binary (8-bit) transfers during this connection. This command has no effect on the transfer of text files but prevents the corruption of executable files over some networks.

Navigating directories

```
cd [directory_name]
```

Move to a subdirectory using the directory name. You can traverse multiple directories using a forward slash (/).

To move to the support directory where the Intel PC and Network Enhancement Product support files are located, enter:

```
cd /pub/PCandNetworkSupport
```

Finding out what is available

`dir` [*filespec*] [*output_file*]

filespec is a file specification for the files to be listed. You can include a path or wildcard characters.

output_file is a filename to use to write the directory listing to a file on your system. If you don't include a path, the file is written to the current directory. You must include both arguments to write the output to a file on your system.

Wildcards * Match any characters in the filename.
? Match any single character.

Notes: Most FTP client programs will not warn you if the file you specify will overwrite an existing file on your system.

To list files in the current directory, and all subdirectories, use `-R` in place of the search file specification in the first argument.

Examples `:dir` List all files.
`dir *.*` List all files with a dot in the name.
`dir * foo` List all files and save to local file `foo`.
`dir ETH*` List all files starting with `ETH`.
`dir -R foo` List files in the current directory, and all subdirectories and save in local file `foo`.

Retrieving files

`get` [*filespec*] [*local_file*]

Retrieve a single file. Wildcard characters are not allowed.

`mget` [*filespec*] [*local_file*]

Retrieve multiple files based on wildcard characters in the file specification. Any errors in the command line will cause the entire retrieval to fail.

local_file is an optional argument that lets you save the file on your system using a different filename.

File specifications in either form of the command may contain a path.

Examples: `get doodah.txt` Get file `doodah.txt`.
`get foo bar` Get file `foo` and save as file `bar` on local system.
`mget *` Get all files in current directory.
`mget doodah.*` Get all files beginning with `doodah` and followed by any characters.

Logging off

`bye` disconnect from the FTP server and exit from the FTP client program.

`close` disconnect from the FTP server and remain at the FTP command prompt, so you can connect to another FTP server.

Troubleshooting

No more logins allowed. Some FTP servers impose a limit on the number of anonymous logins. If an FTP server returns a message that no more logins are being allowed at the current time, try again later.

Remote server closes connection. If a connection remains inactive for too long, the

FTP server will terminate the connection. The usual period is about 15 minutes. You will not receive any warning that the connection has been closed, but the next command issued will result in a message similar to "remote server has closed connection." If this happens, open a new connection.

Downloaded files corrupted. Enter the binary command before downloading . Without this command, text files will transfer properly but binary (executable program) files will be corrupted.

See also

For more information about how to access the Internet, order Intel document #9051.



Using CompuServe

What is CompuServe?

CompuServe is a subscription service similar to a Bulletin Board System. There are both files (Libraries) for downloading and message sections (Forums) available online. Intel maintains a customer support forum with libraries and message sections related to Intel products. Set your communications software for 7-bit, even parity, no stop bit, and up to 14.4 Kbps.

Services and information available online:

- Product brochures and price lists
- Product announcements
- Compatibility notes
- Installation and troubleshooting instructions
- Software updates for Intel products

What you need:

- A CompuServe account
- A modem
- Communications software

For a free membership kit and a \$15 usage credit, contact CompuServe at (800) 524-3388 or call direct at (614) 529-1349. For help getting on the service contact CompuServe. For help using your communications software, contact your software vendor.

How to get there:

To access the Intel forum from CompuServe, the GO word is INTEL.



Using Intel's BBS

What is a Bulletin Board System (BBS)?

Intel's BBS is a customer support service that has the latest information about Intel products 24 hours a day, 365 days a year. To access the service, you need a modem and a communications program. Set your communications software for 8-bit, no parity, 1 stop bit and up to 14.4 Kbps.

Information/services available online:

- Product brochures and price lists
- Product announcements
- Compatibility notes
- Installation and troubleshooting instructions
- Software updates for Intel products

See also

[Using the BBS File Downloads area](#)

[Using the BBS FAQs - Self-Help Docs area](#)

[Using the Registered User Software Upgrades area](#)

[Calling Customer Support](#)

[Customer Support Numbers](#)



Using the BBS File Downloads area

To download files from the Main Menu of Intel's BBS

- 1 When you see the Main Menu, select FILE DOWNLOADS.
- 2 When you see the File Downloads screen, select a product category.
- 3 Next, you will see a list of products. Select a product.
- 4 The next screen shows a list of categories. Select the category you want.
- 5 The next screen shows a list of files. Select the files you want to download.
- 6 Press D for Download.
- 7 Select a protocol for the download that matches your communications software.
- 8 The BBS will prompt you when it is ready to start downloading to your system. Press the key on your keyboard that tells your communications software to start receiving.

See also

[Using the BBS FAQs - Self-Help Docs area](#)

[Using the Registered User Software Upgrades area](#)

[Things to do before contacting Customer Support](#)

[Customer Support numbers](#)



Using the BBS FAQs - Self-Help Docs Area

The Frequently Asked Questions (FAQs) and Self-Help Documents area of the BBS lets you view or download the same product information, compatibility notes, and installation and troubleshooting tips that are available from Intel's FaxBack service. You can search for documents using keywords or scan the catalog and select documents to read or download.

To view or download documents from the BBS Main Menu

- 1 When you see the Main Menu, select FAQs - Self-Help Docs.
- 2 When you see the FAQs - Self-Help Docs screen, select a product category and then select a product subcategory.
- 3 The next screen lets you search documents by keyword or scan document titles.
 - To search the database by keyword, press S. Then type the keywords that you want to find and press Enter.

The BBS looks for these keywords in the titles and text of all the documents about the products you selected in step 2, and displays a list of documents that contain all the words you entered.
 - To list document titles, press L.
- 4 At the command prompt, type the number for the document you want to view and press Enter.
- 5 To download the document you are viewing, press D. For more information, see [Downloading documents](#).

See also

[Using the BBS file downloads area](#)

[Using the Registered User Software Upgrades area](#)

[Customer Support Numbers](#)



Downloading documents

You can download the document you are viewing or specify a range of documents to download.

To download the document you are viewing

- 1 Press D.
- 2 If prompted for a protocol, select the one that matches the setting for your communications software.
- 3 The BBS will prompt you when it is ready to start the download to your system. Press the key on your keyboard that tells your communications software to start receiving.

To download more than one document

- 1 To select the documents, do one of the following:
 - Type the numbers of the documents you want to select from the list, typing a space between each number. Then press Enter.
For example, `3 5 9` selects documents 3, 5, and 9.
 - Type a slash and a range of numbers with a dash between the numbers. (Do not include spaces). Then press Enter.
For example, `/31-35` selects all the documents between 31 and 35 that appear in the list.
- 2 Press D.
- 3 If prompted for a protocol, select the one that matches the setting for your communications software.
- 4 The BBS will prompt you when it is ready to start the download to your system. Press the key on your keyboard that tells your communications software to start receiving.



Using the Registered User Software Upgrades area

Due to licensing restrictions, some software upgrades are posted in the Registered Software Upgrades area on Intel's BBS, rather than the public file downloads areas. In order to download these files, you will need the product disks and will need to fill in an online registration.

If you have difficulty downloading files in this area, make sure you have typed all numbers correctly and are using the correct set of disk numbers.

To download a registered upgrade

- 1** At the Main Menu on Intel's BBS, choose Registered User Software Upgrades.
- 2** The BBS shows a list of available upgrades. Select an upgrade on the BBS menu.
- 3** Fill in the online registration completely. All information is required.
- 4** The next screen contains a list of protocols. Select the protocol that matches the one you have selected in your communications software.
- 5** The BBS will prompt you when it is ready to start the download to your system. Press the key on your keyboard that tells your communications software to start receiving. (Check your software manual if you aren't sure which key to press.)
- 6** After you have downloaded the software upgrade, install it. Most of Intel's software upgrades contain a README.TXT file with installation information for the software.



Using FaxBack

What is FaxBack?

FaxBack is an automated Customer Support service that can instantly send you the latest information about Intel products 24 hours a day, 365 days a year. You can order product brochures and price lists, installation and troubleshooting instructions, compatibility notes, and more.

What you need to use FaxBack

- A touchtone phone
- The phone number of your fax machine
- A list of document or [catalog](#) numbers you wish to order

If you are calling the U.S. FaxBack System

When FaxBack answers the phone, you hear a greeting and introductory messages, followed by FaxBack's Main Menu.

Main Menu

- 1 Express Order.** Press 1 to enter an Express Order (when you know the document numbers you need).
- 2 Hot News.** Press 2 to hear more details about Hot News from Intel, including news about software upgrades for Intel products, new product introductions, price reductions, or important information about an Intel product you own.
- 3 Product Information/Catalogs.** Press 3 to get product information that could help you decide if Intel has a product solution for you.
- 4 Troubleshooting Information.** Press 4 if you already own an Intel product but are having a problem and would like troubleshooting information. You'll get entry to an in-depth collection of technical support material that can help you track down and solve your problem.
- 5 How FaxBack Works.** Press 5 to listen to a description of the FaxBack system and how it works.

If you are calling from outside the U.S.

The U.K. system lets you choose English, French, or German. The Singapore and Australia systems support English only.

Specifying your fax equipment

The FaxBack system will then prompt you to specify your type of fax equipment.

- If you have a fax machine or non-Intel fax board, choose the "Fax Machine" option.
- The original SatisFAXtion, SatisFAXtion 200, SatisFAXtion 350, SatisFAXtion 400 and Connection CoProcessor faxmodem boards have file transfer capabilities. If you own one of these Intel boards, you should select the "Intel faxboard" option.
- The SatisFAXtion 100, SatisFAXtion 300, and SatisFAXtion 400e faxmodems do not support file transfers. For these or any other Intel faxmodem not mentioned, you should select the "Fax Machine" option.

Document or catalog order

Next, the FaxBack system allows you to order [catalogs](#) or documents. If you choose to

order a catalog, you will still be able to order a document later in the same call. If you choose to order a document, the option to order a catalog is not available again during the same call.

Entering fax delivery information

After you enter your document or catalog order, the FaxBack system asks you for the phone number for your fax machine. Finally, it asks for your phone number so that number will appear on the cover sheet of the fax. (This number is optional.)

Leave FaxBack

You may hang up at any point during a FaxBack session, but the document order will not be delivered unless the FaxBack system has verbally confirmed that it is sending your order.

See also

[Customer Support Numbers](#)

[FaxBack catalogs](#)



FaxBack catalogs

Order one of the following FaxBack catalogs for a list of FaxBack documents you can order about an Intel product.

0102 Fax and Modems

0100 File transfers (including software upgrades) using an Intel SatisFAXtion Modem/200, 350, 400 or original SatisFAXtion or Connection CoProcessor

0101 InBoard and SnapIn CPU Boards

0103 Math CoProcessors, OverDrive Processors and CPUs

0104 Memory Products

0111 Mobile Products

0105 Network Adapters and Hubs

0109 Network Backup Servers

0106 Network Management and Utilities

0107 Network Print and Fax Servers

0108 Other Intel Products

0112 Personal Conferencing Products

0110 Video Products

9000 Intel PC and LAN Enhancement Price List (North America)

OR

List of dealers (outside North America)

9012 Intel PC and LAN Enhancements Spare Parts and Order Form
(applies to North America only)



Using TalkBack

What is TalkBack?

TalkBack is an automated service that makes it easy for you to find troubleshooting, compatibility and product information 24 hours a day, 365 days a year. TalkBack lets you hear questions and answers on a number of our popular products and, if you choose, it can also fax you more detailed information on the topics you just heard. The faxed information is the same as that used every day by our phone technicians and is updated frequently.

How do I use TalkBack?

When you call TalkBack, you first select one of the product lines mentioned in the TalkBack Main Menu by pushing a button on your touchtone phone. As soon as you hear the option you want, you can enter your request. Then you'll hear one or two more menu levels to narrow down the topic to a specific question and answer area.

Touchtone Selections

Press one of these keys any time while a message is playing:

- H** (4) HELP (List of key options)
- *** Skip to next question
- P** (7) Replay the answer
- #** Return to prior menu
- F** (3) Fax a document to you
- B** (2) Back up one message
- 1** Replay all messages

See also

[Customer Support numbers](#)



Calling Customer Support

Before you call...

Before you call, please be ready to describe these facts about your situation:

- 1** Activity light. If it is blinking in a pattern, how many blinks? (The activity light is on the opposite end of the Netport print server from the switches.)
- 2** Your Network Operating System version and connector type (RJ-45 or BNC).
- 3** Netport serial number (on the bottom of the Netport).
- 4** Report from Netport Manager Expanded View (software details).
- 5** Report from Netport Manager Status (configuration details).

See also

[Customer Support Numbers](#)



Customer Support numbers

Use the services and phone numbers below to contact Intel Customer Support.

Worldwide

Internet <http://www.intel.com>
[ftp.intel.com](ftp://ftp.intel.com) (Directory: /pub/PCandNetworkSupport)
CompuServe GO INTEL (settings: 7-E-1, up to 14.4 Kbps)

North American Service Center: Oregon, USA

FaxBack 800-525-3019 or 503-264-6835
TalkBack 800-368-3160 or 503-264-7777
BBS 503-264-7999 (modem settings: 8-N-1, up to 14.4 Kbps)
Call during available hours:
Sales 800-538-3373 or 503-264-7354
Technicians 800-321-4044 (CPU and Math Processors)
503-264-7000 (FAX, Modems, PCMCIA, Memory, Video,
Personal Conferencing, Network Products)

European Service Centre: Swindon, UK

FaxBack +44-1793-432509
BBS +44-1793-432955 (8-N-1, up to 14.4 Kbps)
Call during available hours:
Sales +44-1793-431155
Technicians
English +44-1793-431144
French +44-1793-421777
German +44-1793-421333

Asia-Pacific Service Centers

Sydney, Australia

FaxBack +61-2-975-3922
BBS +61-2-975-3066 (8-N-1, up to 14.4 Kbps)
Sales +61-2-975-3300
Technicians +1-800-649-931 Hours 08:00-18:00

Japan

Sales and
Technicians +81-298-47-1841 or
0120-868686 (toll-free in Japan)
Hours 09:00 - 12:00, 13:00 - 17:00, Mon. - Fri.

Singapore

FaxBack +65-256-5350
BBS +65-256-4776 (8-N-1, up to 14.4 Kbps)
Sales +65-735-3811
Technician +65-831-1311 Hours 08:00-18:00

Hong Kong

FaxBack +852-2-844-4448

BBS +852-2-530-4116 (8-N-1, up to 14.4 Kbps)
Technician +852-2-844-4456 Hours 08:00-18:00

Taiwan

FaxBack +886-2-514-0815
BBS +886-2-718-6422 (8-N-1, up to 14.4 Kbps)
Technicians +886-2-718-9915, Hours 08:00-18:00

Korea

FacBack +822-767-2594
BBS +822-784-3430 (8-N-1, up to 14.4 Kbps)
Technicians +822-767-2595, Hours 08:00-18:00

North American Service Center Phone Hours

Monday, Tuesday, Wednesday, Friday:

7:00 a.m.-5:00 p.m.

Thursday:

7:00 a.m.- 3:00 p.m (US Pacific Time)

European Service Center Phone Hours (British Time)

Monday, Wednesday, Thursday, Friday:

English 08:00-midnight

French 08:00-17:30

German 08:00-17:30

Tuesday:

English 08:00-15:45

French 08:00-15:45

German 08:00-15:45



Technical Support phone numbers

If you are unable to find answers to your questions in the Complete Guide or in help, please call us using the Intel phone numbers shown below.

These numbers are for automated technical support. To talk to a person, please refer to the technical support numbers in the *Complete Guide*.

WORLDWIDE

CompuServe GO INTELFORUM (settings: 7-E-1, up to 14.4Kbps)

NORTH AMERICAN SERVICE CENTER: OREGON, USA

FaxBack 800-525-3019 or 503-629-7576

TalkBack 800-368-3160 or 503-531-6070

BBS 503-645-6275 (modem settings: 8-N-1, up to 14.4Kbps)

EUROPEAN SERVICE CENTRE: SWINDON, UK

FaxBack +44-793-432509

BBS +44-793-432955 (8-N-1, up to 14.4Kbps)

ASIA-PACIFIC SERVICE CENTERS

SYDNEY, AUSTRALIA

FaxBack +61-2-975-3922

BBS +61-2-975-3066 (8-N-1, up to 14.4Kbps)

SINGAPORE FaxBack +65-256-5350

BBS +65-256-4776 (8-N-1, up to 14.4Kbps)

HONG KONG BBS +852-530-4116 (8-N-1, up to 14.4Kbps)

TAIWAN BBS +886-2-718-6422 (8-N-1, up to 14.4Kbps)

Technical Support on FaxBack

The Intel FaxBack service delivers product support information right to your fax machine. Answer a few questions on the voice menu and within minutes, Intel will fax you the information requested. This service operates 24 hours a day, seven days a week.

FaxBack documents of interest to Netport print server owners are:

NetportExpress XL/EL: Hardware Compatibility	6021	2pg
NetportExpress XL/EL: Operating Systems and Protocol Compatibility	6022	3pg
NetportExpress XL/EL: LED Diagnostics Error Codes	6065	2pg
NetportExpress XL/EL: Troubleshooting Notes from Tech Support	6061	16pg
NetPort and NetPort II: Troubleshooting Notes from Tech Support	6066	13pg

See also

[Technical Support phone numbers](#)

Popup terms

[This is a place-holder topic.]

Alias

A logical name you can assign to a Netport. If you choose Aliases on the View menu, the Netports list on the Main Menu displays the alias name in place of the Netport ID.

When defining an alias, follow NetWare naming conventions.

Aliases

Show Netport aliases in place of the ID in the Netports list. The list shows the Netport ID if the you have not defined an alias for the Netport. You can define an alias in the Configure Hardware window.

Alternate Remote Boot Load Server

An optional Remote Boot Load file server that the XL or EL can use if the RBL server is down when the Netport loads the Application Code.

AppleTalk Zone

The name of the AppleTalk Zone you want the XL to use for networks that are divided into AppleTalk Zones. All ports on the XL use this zone.

Application Code

The code that controls printing for Netport print servers. The Netport I and Netport II Application Code is stored in Flash memory. The NetportExpress Application Code is stored on a NetWare file server called the Remote Boot Load file server. Netport Manager copies the Application Code to the Remote Boot Load file server when you set up a NetportExpress print server. The NetportExpress downloads the Application Code when it begins operation or is reset.

ARP Time-out

The time in minutes that you want an entry to remain in the Address Resolution Protocol (ARP) table before it is deleted. Valid values: 0 - 120. Use 0 for no time-out. This is an optional field.

Assign

Assign a selected queue to a port. The Netport prints jobs in that queue through the port. The Assign button is dimmed if you do not select a queue or if you have already assigned the maximum number of queues.

Assign

Add users selected in the Available Users list to the Users to Notify list.

Available Users

All the users assigned to the selected print queue.

Baud

The baud rate for the printer connected to the serial port. The default is 9600.

Cancel Button

Cancel the settings in a window and close the window.

Chooser Name

The port name that you want users to see in the Chooser window on Macintosh workstations. The default Chooser Name is the Netport ID followed by -P1, -P2, or -S1. These names identify the two parallel ports the serial port on the XL. Do not enter any of these characters as part of the Chooser name:

@ * : =

Close Button

Close this window.

Configure

Display the configure window for one of these selected protocols.

Configure Novell NDS Print Server

Configure Novell Bindery Print Server

Configure Novell NDS Remote Printer

Configure Novell Bindery Remote Printer

Configure LAN Manager or LAN Server Print Server

Configure AppleTalk Print Server

Configure TCP/IP Print Server

Configure SNMP

Contents

Display the opening screen in Intel Netport Manager Help.

Current Context

The NDS name for the current context.

Change Context

Navigate the NDS "tree" and select a new context.

Data Bits

The number of data bits for each character sent through the serial port. Set to the same number of data bits as the printer connected to the serial port. The default is 8.

Default Gateway IP Address

The IP address that you want the XL to use to find its default gateway.

This is an optional field. Enter the address in this decimal dotted notation:

n.n.n.n

where *n* is a number between 0 and 255.

Expand

Show detailed information on each Netport in the Netports list.

Toolbar Shortcut



Domain

Select a Domain of Netports to view in the Netports list. If you select All Netports, the Netports list displays all Netports on the network.

Choose Domains on the Manage menu to assign Netports to Domains. This enables you to group your Netports logically, enhances software performance, and reduces traffic on the network.

Early Release

Early Token Release is a feature of 16 Mbps Token Ring networks that increases the efficiency of the network by using more of the network's idle time. (A 4 Mbps Token Ring network allows only one frame to be passed at a time.)

Error

Notify users in the Notify list of printer error conditions.

Ethernet address

A unique address assigned to every physical device on an Ethernet network.

Ethernet network

A local area network using Carrier Sense Multiple Access with Collision Detection (CSMA/CD) to regulate traffic on the network. Network nodes are connected by coaxial cable or twisted-pair wiring. The original Ethernet standard calls for baseband transmission at 10 megabits per second.

Ethernet Parameters

Select the Ethernet frame type for the network where a Netport I is installed.

Exit

Quit Netport Manager and save the Netport Domain settings.

File Server

The file server where the print server is defined. The Netport functions as a Novell remote printer for this print server.

File Server Connections

Attach to a new file server for assigning print queues.

Flash memory

Read/write non-volatile memory developed by Intel. The Flash memory in a Netport I or II stores the Application Code. The Flash memory in the NetportExpress print server stores the Remote Boot Load software, which loads the Application Code from the Remote Boot Load file server.

You can use Netport Manager to update the Flash memory.

Font Group

Select the font group that matches the font group used by the printer connected to this XL port. If you select None, the XL downloads the fonts to the printer with each print job. Standard35 is the default.

Form Change

Notify users in the Notify list when the printer stops for form changes.

About Netport Manager

Display the version number and copyright information for Intel Netport Manager.

How to Use Help

Display information on using Intel Netport Manager Help.

HW Handshaking

Set hardware handshaking to match the parameters of the printer connected to the serial port. The options are:

DTR: Data Terminal Ready. This is the default.

RTS: Request to Send.

DTR/RTS: Both DTR and RTS.

***iprint* Print Utility**

A UNIX print utility supplied by Intel with the XL. You can invoke *iprint* as a stand-alone UNIX program or from a spooler. The *iprint* utility takes the data from the standard input, connects to the server, connects to the network, and passes the data through to the printer.

***lpd* Printing**

A UNIX line printer daemon, or spooling mechanism, invoked with the *lpr* command on BSD systems.

Location

A description of the physical location of the Netport. Netport Manager stores the last 10 locations you specify and displays them in this drop-down list.

You can also view and change the location text from an SNMP console.

Contact

The name of the person responsible for managing the Netport as a node on the network.

Community

Set the access permission that an SNMP management console can have to the XL. You can specify two community names and set the access permissions.

Name Enter a community name an SNMP management console can use to access an XL. This field is case sensitive.

Access Choose Read-Only or Read-Write to deny or allow write access to the Location and Contact fields.

The default community name is PUBLIC with Read-Only access.

To allow an SNMP management console to have write access for the Location and Contact fields, define a unique Community name and set the Access field to Read-Write. The XL honors an SNMP request only if the SNMP console sends the request on a valid Community name that has the required access permission.

LPT1, LPT2, or LPT3 Only

Assign queues to ports LPT1, LPT2, and LPT3 **only**. Do not use any other LPT ports or any COM ports. Even if you want to print with the XL serial port, you must map the queue to LPT1, LPT2, or LPT3 on the NetBIOS file server.

Netport ID

The factory-assigned device ID that contains the network address of the Netport. (The last six digits in the Netport name make up the network address.) The Netport Device ID is printed on the bottom of the Netport. It begins with NP followed by six digits (for example, NP123456).

Netport IP Address

The Internet Protocol (IP) address that you want to assign to the XL TCP/IP print server. This is a required field. Enter the address in this decimal dotted notation:

n.n.n.n

where *n* is a number between 0 and 255.

Netport Password

Netport Manager uses a password to limit access to a NetportExpress print server. Once you define a password:

- Supervisors must enter that password to configure or reset the XL or EL.
- Non-supervisors who know the password can reset the XL or EL.

To remove password protection, delete all the asterisk (*) characters in the Netport Password field in the Configure Netport Hardware window.

Note: Logging in with NetWare Supervisor privileges controls access to configuring protocols, but does **not** limit access to utilities such as Reset Factory Defaults. To control access to utilities, you must use a NetportExpress password.

Netport List

Displays the Netports on the network or in the selected Domain. Select a Netport and use the drop-down menus, Toolbar buttons, or Main Menu buttons to act on that Netport.

The icons show the model and status of the Netport.

Examples



Netport I. **Red** indicates that the Netport is unconfigured.



Netport II. **Green** indicates that at least one port is configured for printing.



NetportExpress XL.



NetportExpress EL.



A Netport of unknown type, or one that is not responding.

Hint: To query and refresh the view of a Netport, double-click on that Netport in the Netports list.

New Queue

Create a new queue. You can create a new queue and then configure a Netport to service that queue for printing.

NLM

NetWare Loadable Module for Novell NetWare 3.x. A software module you can load into a file server to provide additional functions and services.

Notify

Notify queue operators defined in PCONSOLE of printer offline conditions.



Form
Change

Notify queue operators when
the printer stops for form
changes.



Error

Notify queue operators of
printer error conditions.

OK Button

Accept the configuration and update the Netport.

When you choose OK, the program writes the configuration to the Netport's Flash memory and resets the Netport. The configuration process takes less than one minute to complete. On a Wide Area Network this process may take longer.

OK Button

Accept the settings in a window and close the window.

Parallel Port 1 and 2

Set the parallel ports to one of these values:

- Centronics High Set the parallel port for high speed Centronics compatible printers.
- Centronics Medium Set the parallel port for Centronics compatible printers. This is the default setting, which works for most printers.
- Centronics Low Set the parallel port for Centronics compatible printers. Use this setting if Centronics Medium fails.
- Software Use this setting only if Centronics Low fails. This setting forces the printing of one character at a time, with the software controlling the parallel port handshake lines. This setting is much slower than Centronics Low.

Parity

Options for the parity, or error checking, bit sent with each character. Set to the same parity as the printer connected to the serial port. The default is None.

PCONSOLE

The Novell NetWare Print Console utility that lets you set up print servers, set up queues, and control network printing.

Port

A list of the Netport ports you can select to configure for printing.

Port IP Addresses

The IP address fields to set if users send print jobs with the *lpd* print utility. If your users are working with the *iprint* utility you do not need to enter an IP address in any port field.

If you are setting up one XL port, use the same address as the address in the Netport IP Address field. For *lpd* printing on multiple ports, assign unique IP addresses to the other ports.

Enter the addresses in this decimal dotted notation:

n.n.n.n

where *n* is a number between 0 and 255.

Port to Configure as Print Server

Select the port to configure as a print server. Then use the Assign button to assign queues to that port.

Primary File Server

The file server where the Netport logs in. The Netport can print from the queues on this file server and seven other file servers. The Primary File Server stores the list of the other file servers.

Print Server Password

A password that the Netport uses when logging in to the file server as a print server. If the Netport has trouble attaching to a particular file server, ensure that the print server password is defined and correct.

Print Server

The NetWare print server defined on the file server selected in the File Server list. The Netport functions as a remote printer for this print server.

print server

A hardware or software product that services a network print queue and sends the print data to a printer.

Printer Type

The type of printer connected to the selected port. LaserWriter is the default printer type. Use the default for any PostScript printer. For other printers, use the printer driver name that appears in the Chooser window on networked Macintosh workstations.

Protocols

Select a Protocol to Configure or Remove.

PSERVER

NetWare print server software.

EXE Print server running on a dedicated workstation.

NLM NetWare Loadable Module loaded onto a Novell NetWare 3.x file server.

VAP Value Added Process added to a Novell NetWare 2.x file server.

List of Queues and File Servers



indicates an assigned queue. Select one or more queues to Assign or Unassign.

Novell The list contains all the print queues on the file servers you are connected to. To create new queues, choose Queues.

LAN Manager or LAN Server (NetBIOS)

The list contains all the print queues on the file servers you have admin rights to.

Hint: Click Queue or File Server (or Destination) to sort the list in a different order. Each line always shows an available queue.

Queue Scan Interval

The time in seconds that the Netport waits to check for a print job in the print queue.
Valid values are 1 to 600 seconds.

Queues

Create new print queues that you can assign for printing.

RBL file server

Remote Boot Load file server. The file server that you choose to store the Application Code for the NetportExpress print server. You can also define an alternate RBL file server in case the first RBL file server goes down.

RBL Flash memory

Remote Boot Load Flash memory. The code stored in Flash memory that enables the NetportExpress print server to connect to the RBL file server and download the Application Code.

Refresh

Query each Netport and update the view of Netports in the Netports list.

Toolbar Shortcut



Hint: To refresh the view of a single Netport, double-click on that Netport in the Netports list.

Remote Boot Load Server

The file server that you choose to store the Application Code for the NetportExpress print server. The Netport downloads the Application Code when it begins operation or is reset.

Novell Netport Manager copies the Application Code to the SYS:LOGIN directory of the RBL file server. The program also checks to see if the software in the SYS:LOGIN directory is older than that in the Netport Manager directory so you can easily update old Application Code.

LAN Manager

or LAN Server Only file servers that are running the NetBIOS Monitor, LMNPMON.EXE, will be listed as candidates for the RBL server for a NetportExpress, or be listed as servers in any of the Netport Manager file server lists. NetBIOS server names start with a double backslash (\\). (See [About NetBIOS Monitor.](#))

remote printer

A device that uses the Novell NetWare PSERVER Application Program Interface (API) to connect to and print through the Novell NetWare print server.

Remove

Remove the configuration of the selected Protocol from the selected Port.

Reset

Restart a Netport so it can reattach to the file servers where it services print queues. Use this option if the Netport loses its connection to print queues. When a Netport's primary file server goes down, the Netport automatically tries to reattach when the file server comes back up.

Toolbar Shortcut



Tip: You can select multiple Netports and reset them with the Toolbar button.



If a job is interrupted by a reset, the job is lost. This applies to both the Reset menu option issued from Netport Manager, and resets issued by rebooting the file server.

The workaround is to resubmit the lost job.

Search for Help on

Display the Search window for Intel Netport Manager Help. You can select a keyword to find information in the Help system.

Source Routing

Turn source routing On or Off for a Netport on a Token Ring network. Off isolates the Netport so that it does not send traffic across a source routing bridge. This selection has no effect on a non-source routing network.

Status Bar

Dynamically displays brief information about the control under the mouse pointer. To turn the Status Bar display on or off, choose Status Bar on the View menu.

Status Bar

Turn on or off the display of messages at the bottom of the Netport Manager window.

Status List

Displays status for the hardware parameters and protocols configured on each port of the selected Netport.

Stop Bits

The number of stop bits sent with each character. Set to the same number of stop bits as the printer connected to the serial port. The default is 1.

Subnet Mask

The IP address that you want the XL to use as a subnet mask. This is an optional field.
Enter the address in this decimal dotted notation:

n.n.n.n

where *n* is a number between 0 and 255.

Token Ring Local Address

Assign an optional locally administered address to a Netport on a Token Ring network. The Netport will use this address in place of the IEEE-assigned address set by the manufacturer. Use hexadecimal format within the range of 400000000000 to 7FFFFFFFFFFF.

You must also ensure that the locally administered address is not duplicated elsewhere on the network.

For Netport I and Netport II, before you update the Flash memory of a Netport that uses a locally administered address, you must change this address to FFFFFFFFFFFF.

Token Ring network

A local area network that uses the token passing access method to transmit information at either 4 or 16 megabits per second. A Token Ring network uses special twisted pair cable and a ring topology in which all computers connect to a central wiring hub called the Multi-station Access Unit (MAU).

Toolbar

Display or remove the Toolbar in the Netport Manager window.

Unassign

Remove a selected queue from those assigned to a port.

Unassign

Remove users selected in the Users to Notify List.

Use Xon/Xoff

Enable Xon/Xoff handshaking. Set to match the printer connected to the serial port. By default Use Xon/Xoff is selected.

Users to Notify

The users who will be notified of printer offline conditions.

VAP

Value Added Process (for Novell NetWare 2.x). A software module you can add to the file server to provide additional functions and services.

View Buttons

Use these option buttons to change the view in the Queue/File Server list:



View All

Display all of the queues on connected file servers.



View Assigned

Display the queues that are on connected file servers and assigned for printing on this port.



View
Unassigned

Display the queues that are on connected file servers and not assigned for printing on this port.

Hint: Click Queue or File Server to sort the list by queues or file servers.

