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OVERVIEW:

When migrating to Focalpoint Print Manager with a Lexmark invoice printer and Windows 2000, the itinerary does not print correctly while using the generic print driver. After exhausting all other known troubleshooting steps, the resolution is to reconfigure the Lexmark as an optac device in Focalpoint Print Manager. When issuing a test page the printer will form feed blank paper and test itineraries result in garbled text.

DESCRIBE ISSUE:

While using Focalpoint Print Manager in conjunction with a Lexmark invoice printer and Windows 2000, the printer will feed black paper when issuing a test print and garbled text when printing an itinerary. This issue only appears after installing Focalpoint Print Manager; it does not occur with Print Servers.

PRODUCT(S) EFFECTED:

Focalpoint Print Manager, all versions and Windows 2000, all service paks.

SOLUTION:

Reconfigure the Lexmark itinerary printer as an optac device using the following steps:

- 1) Delete the itinerary device in FPM.
 - 2) Change dip switches 5 & 6 on the Lexmark printer.
 - 3) Turn on auto cr and auto lf.
 - 4) Configure the itinerary printer in FPM as an optac device.
 - 5) Configure the COM port settings, baud rate set to 9600, parity set to odd, data bits 7, hardware flow control
 - 6) Change the DYO EOF label to line 66 for 8 ½ x 11 paper.
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HOW TO ORDER/CONTRACT:

N/A