

## Novell NetWare

This topic includes:

- "Configuration Software for NetWare Networks" on page 3-38
- "Quick Setup" on page 3-38
- "Advanced Setup" on page 3-38
- "NetWare 4.x, NetWare 5.x, and NetWare 6.x Print Server Setup" on page 3-39
- "Novell NetWare Troubleshooting" on page 3-39

### Configuration Software for NetWare Networks

CentreWare DP configures the printer and the network when using NetWare 4.x, 5.x, and 6.x. CentreWare DP is a Novell Directory Service (NDS)/Bindery tool used only for Novell Distributed/Enterprise Print Services (NDPS).

### Quick Setup

1. Print the "Configuration Page" and keep it for reference. For information about printing a "Configuration Page", go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.
2. View the "Configuration Page", then verify the following:
  - **Novell enable** is **On**
  - **Frame Type** is correctly set.
3. Install CentreWare DP on a Windows-based workstation.
4. Run the CentreWare DP application, then click **Setup Wizard** on the **Printer** menu.
5. Select **NDS Install**, then follow the **Setup Wizard** steps.
6. Install printer drivers from the *Printer Installer and Utilities CD-ROM*.
7. Send a print job to the printer.
8. Verify the print-quality of the document. If print-quality problems exist, or if your document did not print, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM* for more information.

### Advanced Setup

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

## NetWare 4.x, NetWare 5.x, and NetWare 6.x Print Server Setup

The Phaser printer defaults enable connection to Novell NetWare without adjustment. Review the “Configuration Page” and verify the following settings:

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

### Setting Up NetWare with CentreWare DP

The CentreWare DP software provides the quickest and easiest method for installing a printer on a network. For more information go to [www.xerox.com/office](http://www.xerox.com/office) for the *CentreWare DP User Guide* or see *CentreWare DP Online Help*.

### Advanced Setup in Bindery Mode for Novell Directory Services (NDS)

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

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

To access Xerox printers in this environment, Xerox Gateway software must be installed on a system. The latest version of the Xerox Gateway Software is available on the Xerox web site at [www.xerox.com/office](http://www.xerox.com/office). Instructions are available on the web site for installing a printer using NDPS. The web site also contains the *CentreWare for NDPS User Guide*.

## Novell NetWare Troubleshooting

Troubleshooting for Windows-based computers includes both hardware and software solutions to eliminate cabling, communication, and connection problems associated with direct-connected ports. Complete one of the following procedures (based on the type of port being used), then print a test page from your software application. If the test page prints, no further system troubleshooting is necessary. For print-quality problems, go to [Reference/Troubleshooting](#) on the *User Documentation CD-ROM*.

## Requirements

Verify that you:

- Are operating a Windows-based system with CentreWare DP software installed and at least one printer driver installed
- Are a NetWare Network Administrator, an administrative person with ADMIN/SUPERVISOR, or ADMIN/SUPERVISOR EQUIVALENT within login rights to the NetWare Server(s) servicing the Phaser printer
- Have a basic knowledge of NetWare

## Novell NetWare Troubleshooting Quick Check

1. Verify that the printer is plugged in, turned on, and connected to an active network.
2. Verify that the printer is receiving network traffic by monitoring the LEDs on the back of the printer. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
3. Verify that the client is logged into the network and printing to the correct print queue.
4. Verify that the user has access to the Phaser printer queue.
5. Verify that the Phaser printer NetWare print queue exists, is accepting jobs, and has a print server attached. If it does not, use the Setup Wizard in CentreWare DP to reconfigure the print queue.
6. Print the “Configuration Page”. Verify that **Printer Server** is enabled. Set the frame type to the frame type your NetWare server is using.

### Note

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

7. Verify that the **Primary Server** is set (NetWare 3.1x only). The primary server should have been set during initial queue setup and installed using CentreWare DP. If it is not set, use CentreWare DP to set it, then reset the printer.

### Note

Setting the Primary Server is extremely important on large networks.

8. Go to [www.xerox.com/office/support](http://www.xerox.com/office/support) if the above steps fail to resolve the printing problem.

### Novell NetWare Troubleshooting Step-By-Step

These procedures eliminate cabling, communication, and connection problems associated with network connected printers. The steps are divided into two groups:

- Novell NetWare Hardware Step-by-Step
- Novell NetWare Software Step-by-Step

#### Note

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

### Novell NetWare Hardware Step-By-Step

Note the LED activity on the printer. The green link LED is ON whenever it is connected to an active network. The amber traffic LED is flickering when data is being received.

1. Verify the following:
  - The cable connections: Use a new cable or connectors if possible
  - Which port your printer is attached to. Connect a functioning network device to your printer to test the port.
2. Print the “Configuration Page” from your printer. For information about printing Configuration pages, go to [Reference/Features/Front Panel](#).
3. Review the **Connectivity Settings** and verify these items:
  - **NetWare** is enabled
  - **Frame Type** matches the frame type of the desired file server

#### Note

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

- **PDL** is set to your desired PDL (**PostScript** or **PCL**) or to **Auto**
  - **Primary Server** (for NetWare 3.x only) is set to the name of the server which serves the print queue you have assigned to the Phaser printer
  - **NDS Tree** (for NetWare 4.x NDS and later) is set for the correct NDS tree name
  - **NDS Context** (for NetWare 4.x NDS and later) is set for the correct NDS Context
  - **Print Server** (PServer) Name is set for the name selected for the Phaser printer to act as a print server
  - **Novell Mode** is correctly set
4. If changes are made, reset the printer. Once the printer has been reset, allow approximately two minutes for the printer to go through a self test, then log onto the network server.
  5. Print out another copy of the “Configuration Page” to verify that the items you modified were set and kept.

### Novell NetWare Software Step-By-Step

1. Verify that CentreWare DP and a Phaser printer driver have been loaded on the workstation.
2. Click **Start**, click **Settings**, then click **Printers** to verify that the printer is installed.

### Launching CentreWare DP

1. Click **Start**, click **Programs**, then click **CentreWare DP**.
2. Select the desired printer. If a communications error message appears, your printer is not able to communicate with your workstation. Verify your printer's settings, then return to this document.
3. With the printer selected, click the **Printer** drop-down list, then select **Advanced Setup**.
4. Select one of the following connection methods:
  - **Novell Directory Services**
  - **Bindery**
5. Verify that the information displayed is also contained on the "Configuration Page". Verify these items:
  - a. The queue name of the Phaser printer is set to **service**. If necessary, create a new queue to test the printer.
  - b. The **Primary Server** lists the server name on the "Configuration Page"

### Printing a Document

1. Click the **Tools** drop-down list.
2. Select the **Send File...** menu item, then select the appropriate directory and file for downloading. Verify that this is a valid file with no errors.
3. Click **OK**. The file is sent to the printer. If the document does not print, review the Novell Menu settings on the "Configuration Page".

### Verifying the Network Settings

1. At the CentreWare DP main screen, click the **Printer** drop-down list, click **Properties**, then click **Connections**.
2. Click the **Network Card** tab. A new dialog box displays information about frame type and connectors.
3. Verify that the printer is enabled and the connector and frame type are correct. If changes are made, reset the printer from the front panel.
4. Re-print a test page. If the test print does not print, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).