

**NBS Technologies
Frequently Asked Questions
Ethernet connected Javelin Printers**

Javelin Ethernet FAQs

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How do I install the Ethernet drivers, parallel and/or USB drivers for the Javelin printer?

J360i Ethernet printers:

- When installing the drivers, select Install Ethernet and USB printer drivers
- Enter the IP address for the printer. Up to three addresses can be entered. If entering less than three IP addresses, leave the field blank and select 'Next'.
- Finish and restart the computer
- Attach the Ethernet and/or USB printers to the host computer

J420i and P520i Ethernet printers:

- When installing the drivers, select Install USB and Parallel
- Select Custom setup
- Select Next to keep the default parameters
- Select Install network printer components
- Select default ribbon type
- Enter the IP address for the printer. Up to three addresses can be entered.
- Select Next to keep the default parameters
- Finish and restart the computer
- Attach the Ethernet, parallel and/or USB printers to the host computer

Does the printer need to be on the same network segment as the PC?

Yes, consult your IT dept for more details.

Which Windows network operating systems are supported?

Windows 2000 and Windows XP are supported.

Can multiple users print to the same Ethernet printer?

Yes, multiple users can send print jobs to the same printer. The printer will process the prints in a FIFO order.

How do I set up multiple network printers from one client?

Javelin *i* Series drivers will support up to three network printers from each client. During the driver installation, type in the IP address for up to three card printers. Even if the IP address is not known, the IP address for each *i* Series Network Printer can be changed and directed to a new IP address.

Which print server is used on the printer?

J360i uses the 10/100 Print Server.

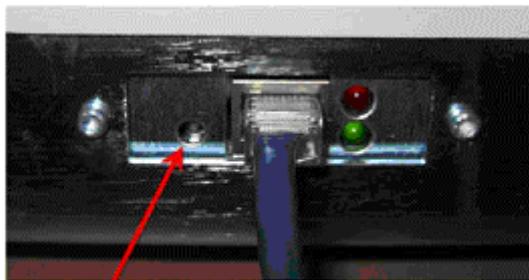
J420i and J520i use the Print Server II

How do I find the IP address for my Javelin printer once I have it installed on the network?

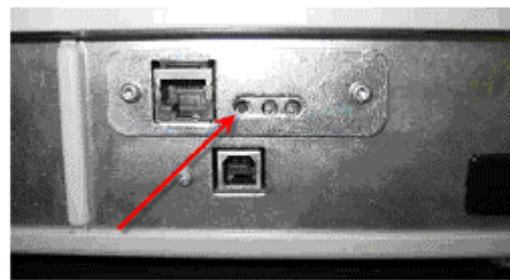
Javelin card printers are set to accept DHCP IP addresses from a DHCP server. There are three ways to locate the IP address of the printer. In order to communicate with the print server, the computer and the printer must be on the same network subnet.

1. Print an Ethernet test card

Press the reset button and hold until the green light flashes and you can hear the card starting to print. The IP address is located on the second line of the test card. The reset button is shown with the red arrow.



J310i, J420i and J520i



J360i

2. Use ZebraNet View to find all of your Javelin card and label printers. Refer to the ZebraNet View documentation on your documentation CD or the NBS website (http://www.nbstech.com/printer_drivers_and_manuals.html). ZebraNet View will display the System name, IP address and hardware address for all found print servers. The Ethernet test card will list the hardware address for the Javelin card printer. The default name for the print server is ZBRxxxxxxx, where the x's represent the serial number. The print server serial number is located on a sticker next to the Ethernet port.

3. Use the name of the printer to find the assigned IP address. The default name of the print server is ZBRxxxxxxx, where the x's represent the serial number. The print server serial number is located on a sticker next to the Ethernet port. Open a command prompt window (Start, Run, "command"). At the command prompt, enter "ping printername". The IP address will be displayed.

```
C:\WINNT\system32\command.com
Microsoft(R) Windows DOS
<C>Copyright: Microsoft Corp 1990-1999.

C:\>ping zbr2196956

Pinging zbr2196956.zebra.lan [10.1.5.60] with 32 bytes of data:

Reply from 10.1.5.60: bytes=32 time=10ms TTL=128
Reply from 10.1.5.60: bytes=32 time<10ms TTL=128
Reply from 10.1.5.60: bytes=32 time<10ms TTL=128
Reply from 10.1.5.60: bytes=32 time<10ms TTL=128

Ping statistics for 10.1.5.60:
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
    Approximate round trip times in milli-seconds:
        Minimum = 0ms, Maximum = 10ms, Average = 2ms

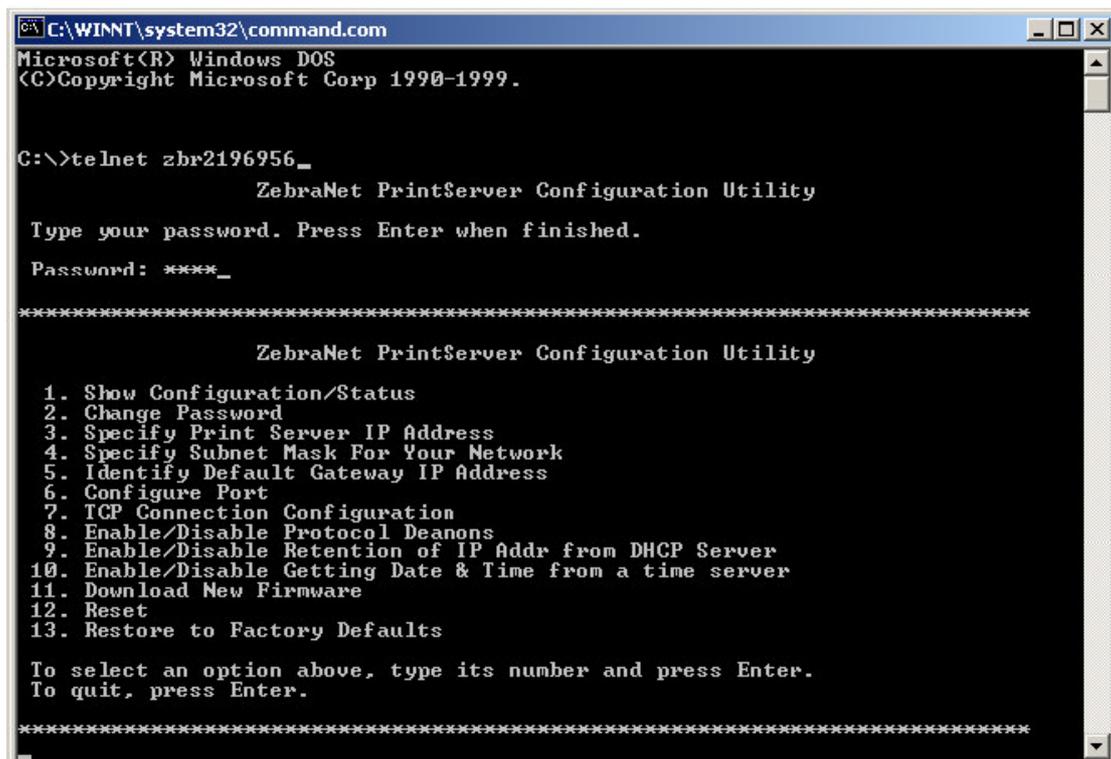
C:\>_
```

How do I find statistics about the Javelin printer?

1. Printer statistics can be viewed by using a web browser and the printer IP address. In the address field type in `http://XXX.XXX.XXX.XXX/` where XXX.XXX.XXX.XXX is the IP address of the printer. The main page will look like this:



2. Open a command prompt window (Start, Run, "command"). At the command prompt, enter "telnet printername" or "telnet IP address". Enter the password (default is 1234). Select the submenus by entering the number.

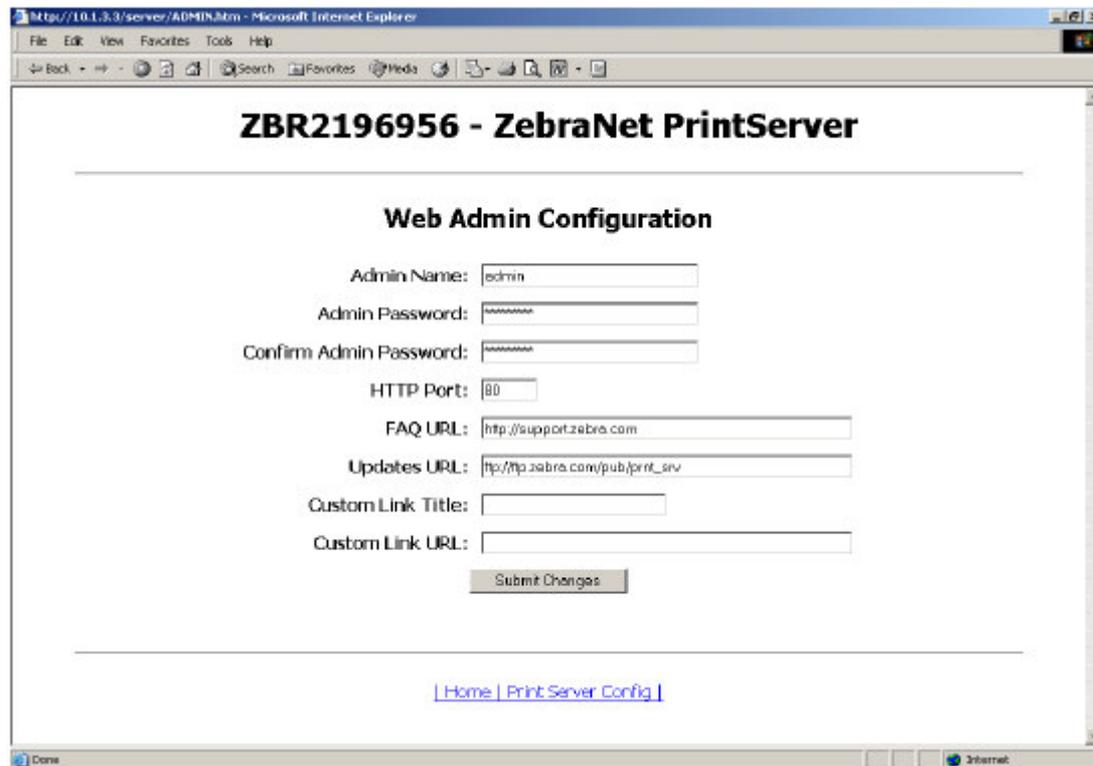


What is the default user name and password?

The default user name is admin. The default password is 1234.

How do I change the user name and password?

The username and password can be changed from the Web Admin page. Go to the Print Server Configuration web page. Select Web Admin.



The screenshot shows a web browser window with the address bar displaying "http://10.1.3.3/server/ADMIN.htm - Microsoft Internet Explorer". The page title is "ZBR2196956 - ZebraNet PrintServer". The main heading is "Web Admin Configuration". Below the heading are several input fields for configuration:

- Admin Name:
- Admin Password:
- Confirm Admin Password:
- HTTP Port:
- FAQ URL:
- Updates URL:
- Custom Link Title:
- Custom Link URL:

At the bottom of the form is a "Submit Changes" button. Below the form, there are two links: "[Home](#)" and "[Print Server Config](#)". The browser's status bar at the bottom shows "Done" and "Internet".

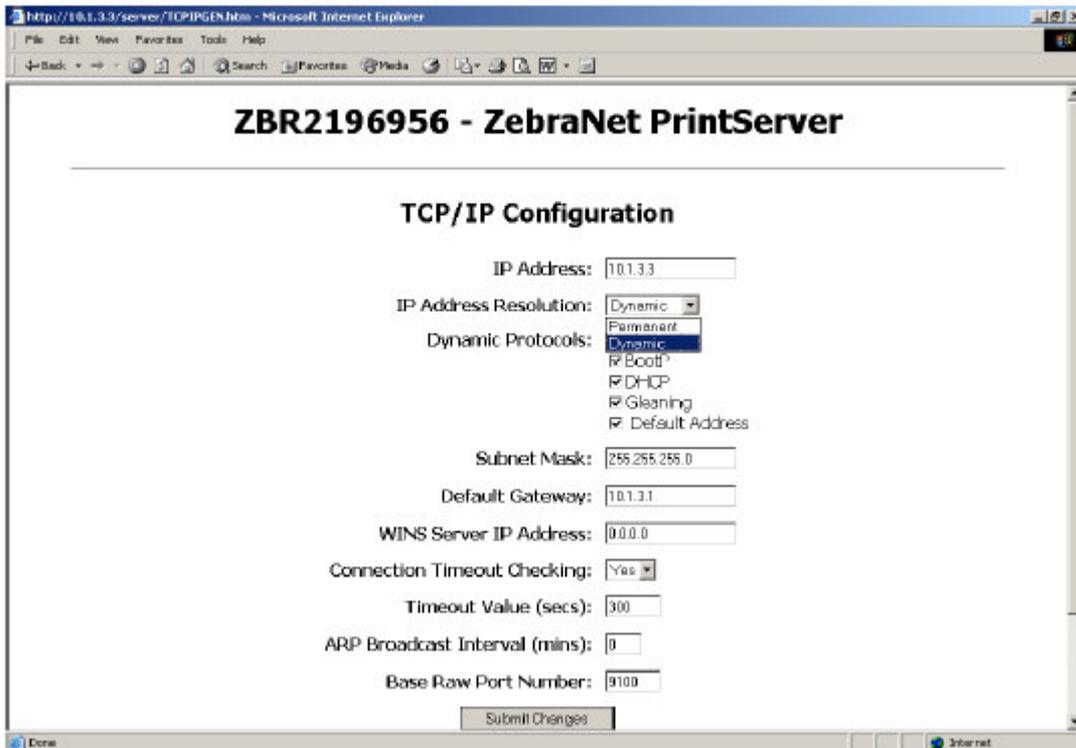
How do I set a static IP address?

A static IP address can be set through the main print server page. Select the Print Server hyperlink.



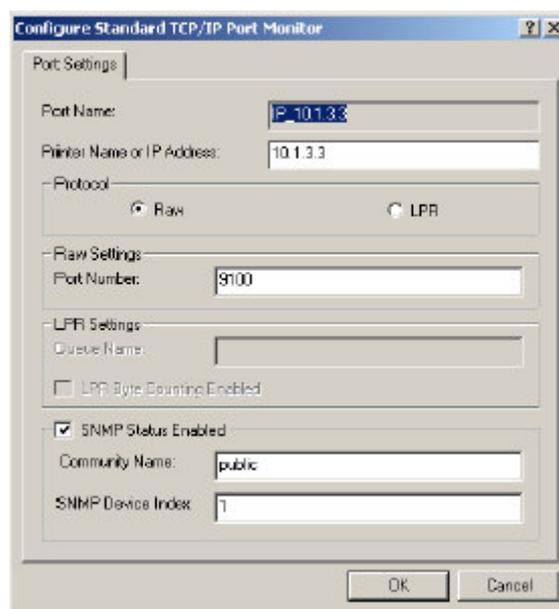
Select the TCP/IP Configuration link.

From the IP Address Resolution menu, select Permanent. Type in the IP address on the first line. Press the Submit Changes button. Select Reset Print server. Within 30 seconds, the printer will be reset to a fixed IP address.



How do I change the IP address in the driver?

The IP address in the driver can be changed through the Printer Properties. Open the Printer Control Panel window. Select the *i* Series Network Printer to be changed. Select Printer Properties and open the port tab. The TCP/IP port for that driver will be highlighted. Select Configure Port. Type in the new IP address under the Printer Name or IP Address field. Select OK, then select Apply. Test the printer connection by printing a test card. Select the Device Settings tab. Select the Tools sub menu, and then select Properties. In the Print Test Card sub window, select the type of test card to print. Select the Print button. A test card should print on the desired printer.



When my network reassigns the printer's IP address using DHCP, is the driver also updated?

No, you will have to manually change the address in the driver's ports section or the driver will no longer be able to send print jobs to the printer. It is recommended that your IS dept provide a fixed address for the printer.

How do I know what the best permanent IP address for the printer should be?

The printer's IP address must not be the same on any other device, PC or server on the network. Your IS dept will typically provide you with a reserved IP address for the printer.

Can the network connection to the printer be set at 100 Mbps?

The Ethernet print server for the J360i is designed for 10/100 Mbps networks. The print server is designed for a 10 Mbps connection and should be set at "auto" for the J420i and P520i or fixed for 10 Mbps.

Will printer errors be reported back to the driver?

On the J360i, all errors will be reported through the driver. On the J420i and J520i, after one minute, a generic error will be displayed on screen and the driver queue's Status will change from Printing to Error. Check the Printer's LCD to find the specific error on the printer.

Is error recovery supported with the Ethernet interface?

Yes, by pressing the Next button below the LCD panel, the incomplete print job will repeat.

If I have more than one card printer, how do I know which printer is listed in ZebraNet View?

Each printer will have a unique serial number for the print server. There will be a label placed on the back panel near the Ethernet port or on the print engine, above the cleaning cartridge with that printer's print server serial number. This number can also be found on the configuration card. ZebraNet View software will display each printer by its print server serial number.

How do I upload firmware to the Javelin Ethernet printer?

Firmware upload is available in the *i* Series driver for all connection types (parallel, USB and Ethernet). Under the Printer properties, select the Device Settings tab. Select the F/W Download sub menu, then select Properties. File button. Select the Select Browse to the location of the new firmware file (firmware files end in .bin and are available on the Javelin Card Printer website http://www.nbstech.com/printer_drivers_and_manuals.html).

How do I set up e-mail alerts?

The e-mail alert can be set at the SMTP Email Alert page. Go to the Print Server Configuration web page. Select SMTP Email Alert. Enter the SMTP server address and at least one e-mail address. Check "Paper Out". Submit changes. Whenever the printer runs out of cards or ribbon, an e-mail will be sent from the print server (in this case ZBR2196956), notifying the recipient that the paper is out.



The screenshot shows a web browser window titled "ZBR2196956 - ZebraNet PrintServer". The page content is titled "SMTP Email Alert Configuration". It contains the following fields and options:

- SMTP Server Address:
- Print Server Domain (optional):
- SMTP Configuration 1
 - Email Address:
 - Specific Alerts: On Line, Off Line, Paper Out
- SMTP Configuration 2
 - Email Address:
 - Specific Alerts: On Line, Off Line, Paper Out
- Submit Changes:

Does the *i* Series network driver automatically set up the ribbon configuration?

On the J360i printer, the ribbon is automatically detected by the driver.

On the J420i and J520i, the *i* Series network driver does not automatically set up the ribbon configuration, nor does it provide all the feedback available with a parallel or USB type connection. The print server only provides limited feedback to the print driver. If the ribbon is changed in these network printers, the driver must be reconfigured to the new ribbon type.

Can non-*i* Series ribbons be used with the Javelin Ethernet printer?

Multi-panel non-*i* Series ribbons will not print properly with the Javelin network printer. The absence of the RFID tag will cause the printer to assume the ribbon is a monochrome ribbon and only print one panel of the ribbon. The ribbon will not be synchronized and the printing may span two colour panels, resulting in a card with two colours. Therefore, the card will be passed under the print head only once and then ejected.

How do I reset the Ethernet print server?

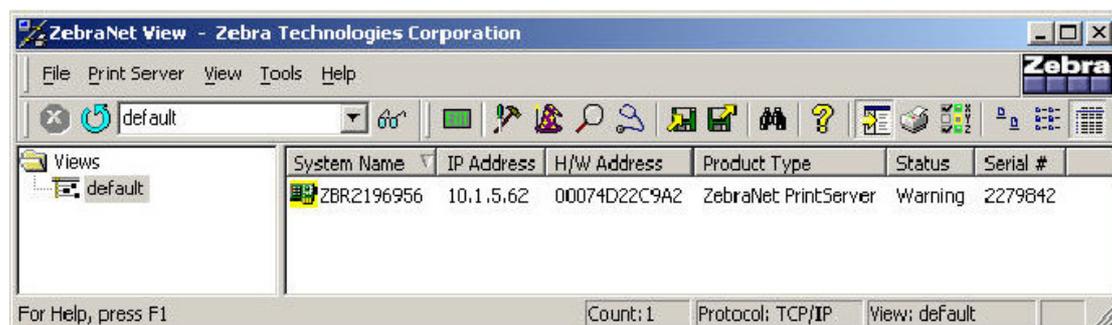
The Ethernet print server can be reset to its default configuration. To reset the print server, power off the printer. Press and hold the reset button (shown above) and power on the printer. Continue holding the button until the green LED blinks rapidly (less than 30 seconds). The print server is now reset to the default configuration.

After a print server reset, the J360i print server will need two settings changed in order to print cards. These settings can be changed in the web browser or through a telnet session. At the Print select the Output Port Configuration. Change the Parallel Port Server Configuration window, Mode to “Card Printer”. Change the Zebra Link Mode to “Disable 1284.4”



What to do if I cannot communicate with the J360i printer

Check ZebraNet View for the status of the print server. The status of the print server will show “Warning”. If you double-click the print server, a status window will open. Under the Error message setting, it will state “Paper Out”. This is the status when the Output Port Configuration has been changed. Change the Output Port Configuration to “Card Printer” for the Parallel Port Mode and “Disable 1284.4” for the Zebra Link Mode.



Can the Ethernet option be added to an existing J360i?

Yes, this option is field installable by a qualified technician capable of board level repair.

Can an existing J420i or J520i be sent back to the factory to add the Ethernet?

No, this a factory installed option.

Will internal Ethernet be offered on J310i or J210i at a future date?

No, this option will not be available on these models.

Can a C-series printer be upgraded to internal Ethernet?

No. Only J360i, J420i and J520i currently have this option. C-series printers can be networked using 3rd party print servers.

Does the Javelin Ethernet printer work with all routers and servers?

At this time, the only incompatibility known is with some Linksys routers that have a DHCP server built in. The router will give a valid IP address. Then a short time later, it will give an IP address of 0.0.0.0. To correct this issue, assign a static IP address to the printer within the range of the DHCP server, making sure the client computers are on the same subnet.