



## Web Printing

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This chapter describes how to install network printers and configure the BBSM Web Printing utility. You must purchase and install the KeyView Pro software to support this feature. KeyView Pro is sold separately by most software vendors.



### Caution

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BBSM supports a limited set of local printers and network printers. BBSM Version 5.1 also supports the HP JetDirect print server for network printers.

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The normal order for installing and configuring the components for Web Printing is as follows:

1. Install KeyView Pro 6.5. (See the [“Installing KeyView Pro 6.5 for Web Printing”](#) section on page 2-15.)
2. By using WEBconfig, configure BBSM Web Printing.
3. Install or configure the default printer for each site.

## Configuring BBSM Web Printing

Use the following steps to configure BBSM for web printing for each site and printer. (Note that the BBSM server must be properly configured before Web Printing can be configured.)

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- Step 1** From the BBSM Dashboard, click **WEBconfig**. The BBSM Port IP Addresses web page appears.
- Step 2** Click the **Sites** button. The BBSM Sites web page appears.
- Step 3** Note that if the Printing fields are grayed out, Key View Pro has not been installed, and you cannot configure web printing. (See [Figure 3-4 on page 3-8](#).)
- Step 4** Use the navigation buttons to select the site you want to configure for web printing.
- Step 5** In the Printing section, enter the desired information for each site, as shown below:
- a. In the BBSM Printer text box, enter the name of the BBSM printer you have assigned to the site.



### Caution

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Note that this printer name must match *exactly* the default printer name as it is defined in the Printers folder for web printing to work.

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- b. Select the type of printer: **Network Printer** or **Local Printer**.

- c. In the **Price Per Page** text box, enter the decimal number for the price of printing each page, such as **.10** for 10 cents. If printing is free, leave this text box blank or enter **0**.
- d. In the **Max Price Per Job** text box, enter the decimal number for the maximum price per job. For example, enter **10.00** if the maximum price for a job is \$10. If printing is free, leave this text box blank or enter **0**.
- e. In the Printer Account User ID field, enter the account user ID.
- f. In the Printer Account Password field, enter the account password.
- g. In the Please Confirm Password field, re-enter the password.




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**Note** For network printers, the user ID and the password must be valid for the server that has the printer connected to it. The printer account user ID should be different for each site.

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- Step 6** Click **Update**.
  - Step 7** When you have configured all sites and printers, click **OK** to close WEBconfig.
  - Step 8** Close the Printers window if it is open.
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## Adding a Custom Logo for Printing

You can install a custom logo that users will see when they activate the BBSM Web Printing utility. Use the following procedure to add a custom logo.

- Step 1** Create your customized logo. Note that BBSM Web Printing GUI pages are designed to work with a GIF file that has the following attributes:
    - 199 x 66 pixels
    - 256 colors (indexed)
    - White background
  - Step 2** Name the logo file, as follows: **hotel\_logo.gif**.
  - Step 3** Copy the file to this folder: `c:\atcom\Print`
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## Installing Printers

As described previously, within the BBSM system, you can set up a printer for each site or you can associate a printer with more than one site. The two sections that follow describe how to install a printer. The first gives you a general procedure for installing a printer, and the second gives an example.

Most printers come with printer driver software that can install the printer for you automatically. Use these software instructions from the vendor to install either a local printer (plugged directly into the BBSM server) or a network printer. When you have installed the printer, set it to be the default printer.

## Basic Printer Installation

If the printer cannot be automatically installed, use the procedure below as a general guide to installing the local printer.

**Caution**

Before you start any printer installation, log on to BBSM with the printer account.

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- Step 1** Connect the printer to the USB port on the BBSM server and turn the printer on.
- Step 2** Choose **Start > Settings > Printers > Add Printer**.
- Step 3** To clear the Welcome screen, click **Next**.
- Step 4** Select **Local printer** and click **Next**.
- Step 5** In the Available ports dialog box, check the printer port connection (USB port) and click **Next**.
- Step 6** At the manufacturer and printer model dialog, do one of the following:
- Select the manufacturer and printer model from the lists provided by Windows, and click **Next**.
  - Click **Have Disk** and follow the instructions provided with your printer driver to select it. If you get a message that the driver is already installed, select **Keep existing driver**, and click **Next**.
- Step 7** In the Printer name text box, enter a unique name for the printer.
- Step 8** To set this printer as the printer, click **Yes** for the Default printer attribute.
- Step 9** Do one of the following:
- For a printer connected directly to the BBSM server, select **Do not share this printer**, and then click **Next**.
  - For a printer connected to another network computer, select **Share as** and enter a unique share name, and then click **Next**.
- Step 10** Verify that **Yes** is checked to print a test page, and then click **Finish**. The printer appears in the Printers window. Confirm that this printer is the default printer.

**Caution**

Note that, for each site that has Web Printing enabled, the name entered in the BBSM Printer field on the Sites page in WEBconfig must match *exactly* the default printer name as it is defined in the Printers folder for web printing to work.

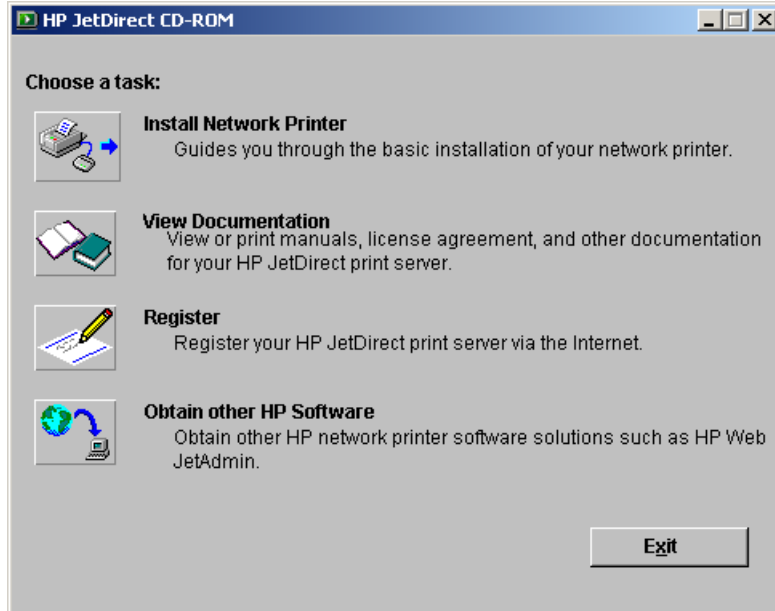
- 
- Step 11** If you get a **Files Needed** prompt, insert the required disk(s) and click **OK**.
- Step 12** If asked to reboot, click **OK** and reboot the server.
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## Example Printer Installation

The following is an example of how to install a HP LaserJet 5 network printer using the HP JetDirect Print Server.

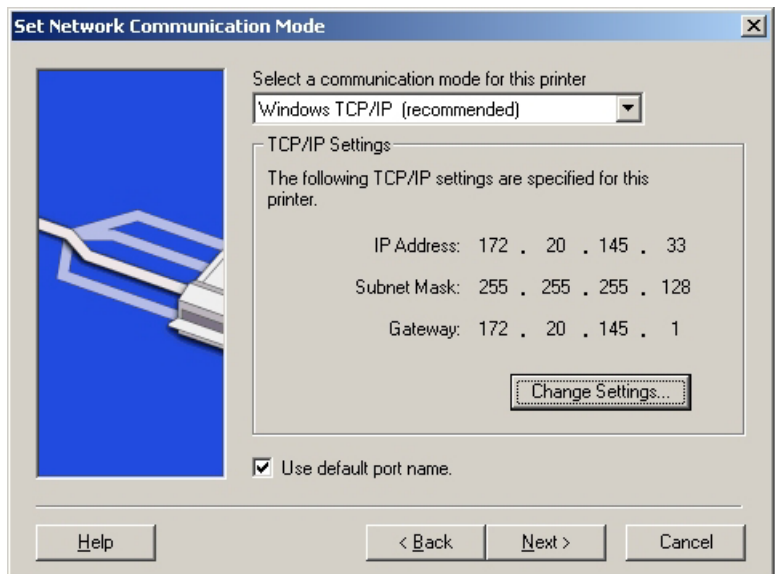
- 
- Step 1** Insert HP JetDirect Print Server CD. If setup.exe does not launch automatically, choose **Start > Run** to launch it. The HP JetDirect CD-ROM dialog box appears. (See [Figure 9-1](#).)

Figure 9-1 HP JetDirect Opening Dialog Box



- Step 2** Click **Install Network Printer** icon. The Welcome dialog box appears.
- Step 3** Click **Search from a list of available printers** and click **Next**. When the search has finished, the Identify Printer dialog box appears.
- Step 4** Select the appropriate printer. Click **Next**. The Set Network Communication Mode dialog box appears. (See [Figure 9-2](#).)

Figure 9-2 Set Network Communication Mode Dialog Box



- Step 5** Verify that the settings are correct. If necessary, click **Change Settings** and make the necessary changes.

- Step 6** When the settings are correct, click **Next**. The Printer Drivers dialog box appears.
- Step 7** From the Printer Drivers dialog box, select the appropriate printer and click **Next**. The Printer Name dialog box appears.
- Step 8** Enter the name for your printer and click **Next**. The Printer Sharing dialog box appears.
- Step 9** Do one of the following:
- For a printer connected directly to the BBSM server, select **Do not share this printer**, and then click **Next**.
  - For a shared printer connected to another computer on the network, select **Share as** and enter a unique share name, and click **Next**.
4. Leave the “Print a test page” box checked and click **Finish**.



**Note** Always print a test page to make sure that printer installed correctly.

Refer to your printer’s documentation if you have any problems installing the printer.

## Using BBSM Web Printing to Print a File

Files cannot be printed directly from an application. To use this utility, save the document to be printed and close it. Then, use the Web Printing steps below to print the file.



**Note** You must close the file you intend to print before using Web Printing.

- Step 1** Open the browser if it is not already open. Click **Connect**.
- Step 2** In the separate BBSM window, click **Print**. The BBSM Web Printing page appears. (See [Figure 9-3](#).)

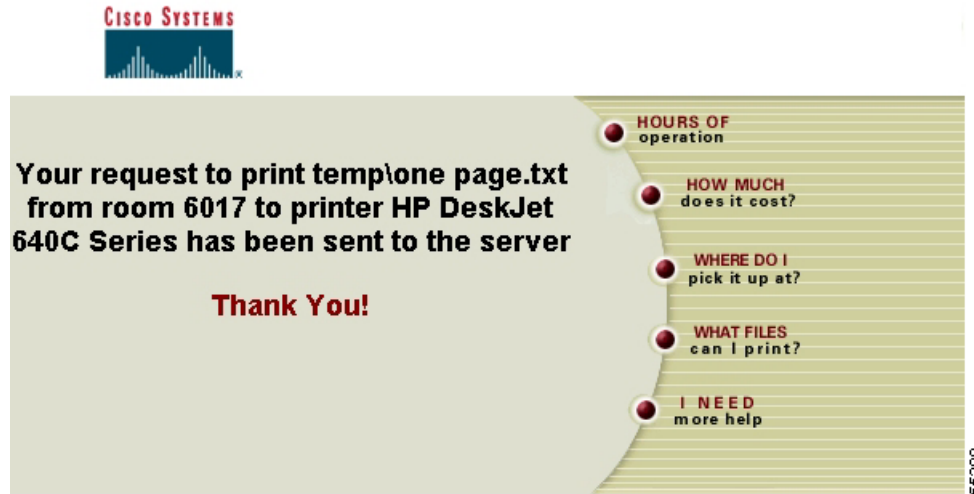
**Figure 9-3** BBSM Web Printing Page



- Step 3** Click **Browse...** to navigate to the file to be printed or type the path and file name in the text box.

- Step 4** Click **Print File**. A confirmation web page appears when the file has been sent to the Web Printing service. (See [Figure 9-4](#).)

**Figure 9-4** Print Confirmation Web Page



## Supported Web Printing File Types

You can use BBSM Web Printing to print the file types described in the following tables. (See [9-1](#) through [9-7](#).)

**Table 9-1 Web Printing Supported Document File Types**

File Type	Version
ASCII and ANSI	All
Applix Words	4.2, 4.3, 4.4
Executables	NA
HTML	1.x, 2.x, 3.x
IBM DCA/RFT Displaywrite	SC23-0758-1 4, 5
Lotus AMI Pro AMI Professional Write Plus Word Pro	2, 3 NA 96, 97, R9
Maker Interchange Format (MIF)	5.5
Microsoft RTF Word  Works Windows Write	NA For PC: 2–5.5 For Windows: 2.x, 6.0, 95, 97, 2000 For Macintosh: 4–6, 98 1.0, 2.0, 3.0, 4.0 1.0, 2.0, 3.0
Unicode Text	NA
WordPerfect	Windows: Versions 5.x, 6–8 Macintosh: 2, 3
XyWrite	4.12

**Table 9-2 Web Printing Supported Double-Byte File Types**

File Type	Version
Lotus <sup>1</sup> Word Pro 1-2-3 <sup>1</sup> Freelance <sup>1</sup>	96, 97, R9 96, 97, R9 96, 97, R9
Microsoft <sup>2</sup>	6, 95, 97, 2000
Excel <sup>2</sup>	6, 95, 97, 2000
PowerPoint <sup>2</sup>	6, 95, 97, 2000

1. Japanese, Korean, Simplified and Traditional Chinese

2. Japanese

**Table 9-3 Web Printing Supported Double-Byte File Types**

File Type	Version
Lotus <sup>1</sup>	
Word Pro	96, 97, R9
1-2-3 <sup>1</sup>	96, 97, R9
Freelance <sup>1</sup>	96, 97, R9
Microsoft <sup>2</sup>	6, 95, 97, 2000
Excel <sup>2</sup>	6, 95, 97, 2000
PowerPoint <sup>2</sup>	6, 95, 97, 2000

1. Japanese, Korean, Simplified and Traditional Chinese
2. Japanese

**Table 9-4 Web Printing Supported Spreadsheet File Types**

File Type	Version
Lotus <sup>1</sup>	
Word Pro	96, 97, R9
1-2-3 <sup>1</sup>	96, 97, R9
Freelance <sup>1</sup>	96, 97, R9
Microsoft <sup>2</sup>	6, 95, 97, 2000
Excel <sup>2</sup>	6, 95, 97, 2000
PowerPoint <sup>2</sup>	6, 95, 97, 2000

1. Japanese, Korean, Simplified and Traditional Chinese
2. Japanese

**Table 9-5 Web Printing Supported Presentation File Types**

File Type	Version
Applix Presents	4.3, 4.4
Corel Presentations	7.0, 8.0
Lotus Freelance	96, 97, R9
PowerPoint <sup>2</sup>	6, 95, 97, 2000
Microsoft PowerPoint	For Windows: v4.0, 95, 97, 2000 For Macintosh: 98

**Table 9-6 Web Printing Support Graphics File Types**

<b>File Type</b>	<b>Version</b>
AMI Draw Graphics	(SDW)
Applix Graphics	4.3, 4.4
Fax Systems (CCITT)	Groups 3 & 4
Computer Graphics Metafile (CGM)	NA
Corel Draw CDR (TIFF Header)	NA
Encapsulated PostScript (EPS)	NA
Enhanced Metafile (EMF)	NA
JPEG File Interchange Format	NA
Lotus Pic (PIC)	NA
Mac PICT (raster content)	NA
MacPaint (MAC)	NA
Microsoft Excel Charts Windows Animated Cursor Windows Bitmap (BMP) Windows Cursor/Icon Sound (WAV) Windows Metafile (WMF)	NA
PC PaintBrush (PCX)	NA
Portable Network Graphics (PNG)	NA
Sun Raster	NA
SGI RGB	NA
Truevision Targa	NA
WordPerfect Graphics (WPG)	1, 2
Multimedia Formats	NA
Audio Interchange File Format (AIFF)	NA
MIDI (MID)	NA
MPEG 1 Video (MPG)	NA
NeXT/Sun Audio (AU)	NA
QuickTime Movie (MOV)	NA
Video for Windows (AVI)	NA

**Table 9-7 Web Printing Supported Compression, Encapsulation, Fax, and Security File Types**

File Type	Version
Fax (DCX)	NA
GZ-compression	NA
Z-compression	NA
ZipFax Systems (CCITT)	NA
BinHex	NA
MIME	NA
TAR	NA
UUencode	NA

## Converting to a File Type Supported by BBSM Web Printing

If you are trying to print a file that has a nonsupported file type, use this procedure to convert the file type to one that is supported.

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- Step 1** Open the file as you normally would.
  - Step 2** Choose **File > Save As**.
  - Step 3** From the Save As Type (or similarly named) drop-down menu, choose a format that BBSM Web Printing supports from the tables in [“Supported Web Printing File Types” section on page 9-6](#).
  - Step 4** Verify that the file name now shows the proper new extension for the new file type.
  - Step 5** Click **Save**. BBSM Web Printing may still not be able to print the file properly. In this case, assure the end user that they will not be charged.
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## Printer Error Messages

Printer error messages are generated only when you are using printers that return error messages. Check the printer documentation to determine if your printer supports this feature. Note that printing can be time-consuming. For this reason, if users are printing a large file and want to print multiple copies, please have them wait a minute or two after the each job finishes.

If you are having trouble printing from BBSM Web Printing, error messages are placed in the Transaction History Report that can be accessed from the BBSM Reporting Pages option. (For more information, see the [“Transaction History Report” section on page 7-6](#)).

Table 9-8 Common Printer Error Messages

Message	Probable Cause and Recommendations
Printing Error	<p>This is a general printing error message. It could be due to the printer's being out of paper, a paper jam, or the printer being offline. Check the printer. Usually when the problem is cleared up, the pages print out without the end user resending the file.</p> <p>If the problem persists, check the issues listed below to determine if one of them may be the problem.</p>
ImpersonatingPrinterAcct Failed	You may not have logged on by using the printer account to install the printer. Log on as the printer account and reinstall the printer for the site setting to be the default printer.
Internet Explorer cannot open the Internet site <a href="http://server/BBSMPrintResp.asp">http://server/BBSMPrintResp.asp</a>	<p>The downloaded file is not available. This could be due to your security or language settings or because the server was unable to retrieve the requested file.</p> <p><b>Tell the users this:</b> The end user probably tried to print while the file to be printed was open in another application. (In the error message, the word <i>server</i> is replaced by the name of the BBSM server to which users are connected.)</p> <p><b>What the users should do:</b> The end user should exit the application, disconnect from the BBSM system, and close the browser. Then they can try printing from BBSM Web Printing again according to the printing procedure.</p>
Network congestion error	<p><b>Tell the users this:</b> The system is busy processing requests.</p> <p><b>What the users should do:</b> The end user should wait a minute or two and then try to print the document again.</p>
SetDefaultPrinter Failed	<p>The BBSM system cannot set the printer you assigned to the site as the default printer. The reason could be one of the following:</p> <ul style="list-style-type: none"> <li>• The printer name entered on the BBSM Sites web page in WEBconfig might be different from the printer name given when the printer was installed. Correct the name if necessary.</li> <li>• The printer account for the site is not in the administrator group for BBSM. Try going to the BBSM Sites page of WEBconfig, adding an extra letter to the printer name, and updating. Then change the printer name back to the original name and update again. This should add the printer account to the administrator group. If it does not, you must add it manually.</li> </ul>
There is no printer installed	<p><b>Tell the users this:</b> The end user tried to print a file using the application's File &gt; Print feature. Users cannot print files directly from an application unless they have connected a printer directly to their computers and installed the correct printer drivers.</p> <p><b>What the users should do:</b> To print while using the BBSM Web Printing utility, users should exit their application and use the printing procedure. (Note that a technician might also see this message if the BBSM Web Printing was not installed correctly.)</p>

Table 9-8 Common Printer Error Messages (continued)

Message	Probable Cause and Recommendations
Unsupported file type	<p><b>Tell the users this:</b> The end user tried to print a file that does not exist, or they tried to print a type of file that BBSM Web Printing does not support. (The user is not charged in either case.)</p> <ul style="list-style-type: none"> <li>• If the end user typed the name manually on the “Welcome to BBSM Web Printing” page, they should try printing again by using the Browse button to fill in the file name.</li> <li>• If a bad file name is not the problem, the user should be aware that some files are in a format that BBSM Web Printing cannot print or the files may contain macros or other information that BBSM Web Printing cannot interpret.</li> </ul> <p><b>What the users should do:</b> The end user should try the following:</p> <ul style="list-style-type: none"> <li>• Convert the file to a format that BBSM Web Printing can print (see “<a href="#">Supported Web Printing File Types</a>” section on page 9-6), and then try printing again.</li> <li>• Simplify the document (remove macros, for example) and then try printing again.</li> </ul> <p>If none of the above techniques is helpful, offer the user a refund.</p>
We’re Sorry! We were unable to print your file. Please try again later.	<p><b>Tell the users this:</b> A printing error occurred.</p> <p><b>What the front desk staff should do:</b> The front desk staff should check the log to determine what error code, if any, appeared. If the Error Code text is not visible, maximize the browser window.</p> <ul style="list-style-type: none"> <li>• If the Error Code is not blank; for example, it shows a negative number, report the error code to contact the Cisco TAC. (See the “<a href="#">Obtaining Technical Assistance</a>” section in the Preface to this user guide.). Tell the user to print again later after you have had a chance to correct the problem with Customer Support.</li> <li>• If the Error Code is blank, check the printer for the following problems. Note that the printing resumes when you fix the problem, and users do not need to reprint their jobs: <ul style="list-style-type: none"> <li>– Paper jam—If the printer has a paper jam, clear the jam and be sure the printer is online.</li> <li>– Printer offline—If the printer is not online, put the printer back online.</li> <li>– Printer out of paper—If the printer is out of paper, refill the paper tray and be sure the printer is online.</li> <li>– Paper tray pulled out—If the paper tray is not pushed in completely, push it in and be sure the printer is online.</li> </ul> </li> </ul> <p><b>Tip</b> The printer’s front panel often indicates the type of problem that has occurred. See your printer documentation for details.</p>

## When the Printed Output Does Not Look Correct

Occasionally, the printed output may not look correct. [Table 9-9](#) lists some common problems and solutions.

**Table 9-9 Common Printing Output Appearance Problems and Solutions**

Problem	Solution
Banner page appears (at the front desk) without a printout after an “Unsupported file type” message is logged from BBSM Web Printing.	<p><b>Tell users this:</b> They probably tried to print a nonexistent file, or a type of file that BBSM Web Printing does not support.</p> <p><b>What front desk staff should do:</b> Assure users that they are not charged for the empty printout.</p>
Banner page is followed by a blank page.	<p><b>Tell users this:</b> They probably tried to print a nonexistent file, or left the file name blank in the BBSM Web Printing dialog box.</p> <p><b>What front desk staff should do:</b> Assure users that they are not charged for the empty printout. Tell them to try printing again, using the Browse button in the dialog box to fill in the full path name automatically.</p>
Every sheet of a multisheet workbook prints.	<p><b>Tell users this:</b> BBSM Web Printing always tries to print every sheet in a workbook.</p> <p>If users want to print just one sheet that does not depend on other sheets for its values, tell users to:</p> <ol style="list-style-type: none"> <li>1. Copy their original workbook to a new file.</li> <li>2. Next, delete the unwanted sheets.</li> <li>3. Then print the new file.</li> </ol>
A .log and .txt file does not print correctly or prints only a blank page.	<p><b>Tell users this:</b> Many log files (.log) and some text (.txt) files have header information that is not recognized by BBSM Web Printing.</p> <p>Tell the users to do this:</p> <ol style="list-style-type: none"> <li>1. Copy the text into a Microsoft Word file.</li> <li>2. Try printing again.</li> </ol>
The printout is partially or completely black.	<p>This problem usually occurs in spreadsheets or presentations that contain macros or other information that BBSM Web Printing cannot interpret.</p> <p><b>Tell users this:</b> Try simplifying the document and print it again.</p> <p>It is possible that BBSM Web Printing is not able to print the file properly. In this case, assure the user they will not be charged.</p>

