

TOSHIBA

GL-1010 Administrator's Guide



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*Your guide to installing, configuring, and troubleshooting the Toshiba
e-STUDIO GL-1010 Electronic Document Processing System*

GL-1010 Administrator's Guide



*For Installing and Troubleshooting Your
Toshiba e-STUDIO GL-1010 Electronic
Document Processing System*

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TABLE OF CONTENTS

LIST OF TABLES	XV
PREFACE	XVII
Introduction	xviii
Toshiba's Electronic Document Processing System	xviii
Intended Audience	xviii
Who Should Read This Guide	xviii
Scope	xix
Features and Functions	xix
Functional Highlights	xix
GL-1010 Software	xxi
Using This Guide	xxiii
Supplemental References	xxviii
Software CD Contents	xxx
Part 1 Setting Up and Installing the GL-1010	1
INSTALLATION OVERVIEW	3
The Big Picture	4
Hardware Setup	4
Network Configuration	5
Web-based Administration	5
Print Mode Setup	5
Client Software Installation	5

Planning and Preparation	6
Before You Begin	6
Developing an Installation Strategy	6
MODIFYING GL-1010 SETTINGS	13
Navigating the Control Panel	14
Performing Admin Functions	14
Logging In	15
Modifying GL-1010 Settings	16
Modifying Device Settings	27
Updating Settings	28
Restoring the Default GL-1010 Settings	30
Introduction to Wireless Networking	31
Architecture	31
Wireless Network Usage Modes	31
Wireless Configuration	31
Infrastructure	32
Ad Hoc	32
WEP Security	32
AIR-WGB35x	32
AIR-PCI35x	33
Setting up the wireless network using the air-pci35x	34
Installing and Enabling the wireless card and disabling wired networking	
34	
Enabling networking on both cards simultaneously	35
Uninstalling the wireless card and enabling the wired networking	37
Switching to wired networking without removing the wireless card	37
Switching back to wireless networking (the wireless card is already	
installed)	38
Wireless Values	39
Configuring Wireless Ethernet from the Copier Front Panel	40
Controlling GL-1010 Operation	45
Turn the GL-1010 Online/Offline	45
Print Test Pages	45
Reboot the GL-1010	47
Shutdown the GL-1010	48
Monitoring the Print Queue	50
Manage Scheduled Jobs	50
Manage Private Print Jobs	51
Manage Proof Print Jobs	53
Setting and Using Department Codes	54
Manage TopAccessComposer jobs	59
USING TOPACCESS	63
Overview	64
System Requirements	64
Opening TopAccess	64

Basic Functions	67
Accessing Online Help	67
Viewing Device Information	68
Managing the Job Queues	70
Setting Preferences	71
Viewing Job Counts	72
Administrator Functions	72
Adjusting Device Settings	72
Changing Network Settings	79
Enabling Print Services	80
Setting Email Parameters	81
Changing Scan Agents	83
Viewing Logs	84
Configuring Directory Services	85
LDAP Server Registration	86
LDAP Search	86
Working with the Address Book	87
Adding Contacts to the Address Book	87
Add an Address Book Group	88
Edit Address Book Contacts	88
Edit Address Book Groups	89
Creating Recipients for Templates	90
Using the Address Book with Templates	92
Searching the Address Book	93
Importing Data into the Address Book	94
Exporting Data from the Address Book	94
Upload Software to the Controller	95
Remove Software from the Controller	96
Backup	96
Restore	97
Deleting Files	98
Install Client Software	100
Device Search	101
UPDATING CONTROLLER SOFTWARE	103
Recovery Update	104
Update from Bootable CD-ROM	104
Update OS From Control Panel	106
Maintenance Update	109
Local Software Update Procedures	109
Updating the GL-1010 with Localized Printer Drivers	111
Part 2 Establishing Network Print Services	113
SETTING UP NOVELL PRINTING	115
Network Printer Mode	116

Considerations and Limitations	116
Prerequisites	116
Network Printer Setup	117
Print Server Mode	118
Considerations and Limitations	118
Prerequisites	118
Print Server Setup	119
NDPS Mode	121
Installing the Toshiba NDPS Gateway	123
Setting up the GL-1010 as an NDPS Object	124
Removing NDPS Components	131
SETTING UP MICROSOFT PRINTING	133
Peer to Peer Printing	134
Considerations and Limitations	134
Prerequisites	134
Microsoft Peer to Peer Setup	134
LPR/LPD Printing	136
Considerations and Limitations	136
Prerequisites	136
Microsoft LPD Setup	136
IPP Printing	137
Considerations and Limitations	137
Prerequisites	138
SETTING UP UNIX PRINTING	139
Installing the Unix TAR File	140
Considerations and Limitations	140
TAR File Setup	140
Managing Unix Print Queues	141
Considerations and Limitations	141
Prerequisites	141
Unix Queue Setup	141
Printing to the GL-1010 in Unix	142
SETTING UP MAC PRINTING	143
Setting Up AppleTalk Printing	144
Considerations and Limitations	144
Prerequisites	144
AppleTalk Setup	144
Setting Up LPR/LPD Printing	146
Considerations and Limitations	146
Prerequisites	147
Macintosh LPD Setup	147
MAC OS X Installation Information	148

INSTALLING CLIENT SOFTWARE	151
Installing Windows Software	152
Considerations and Limitations	152
Prerequisites	152
Client Setup	153
Uninstalling Client Software	154
Installing GL-1010 Windows Printer Drivers	155
Adding Printers in Windows	155
Enabling LPR/LPD Printing	156
Enabling IPP Printing	156
Installing Macintosh PPD Files	156
Considerations and Limitations	156
Prerequisites	157
INSTALLING OPTIONS	159
Installing the Network Scan Kit	160
Installing the Dongle and iButton	160
Installing the Twain Driver	161
Defining Scanner Agents	161
Setting Up Groups	166
Setting Up Templates	169
Password Protecting Template Attributes	183
Deleting Template Details (Resetting Templates)	184
Scan Administration	185
Managing Scan Jobs	188
Installing the Network Fax Kit	189
Installing the Fax Driver and Address Book Software	189
Uninstalling GL-Fax and Address Book Software	192
Configuring Fax Options	193
Managing Fax Jobs	195
Part 3 Troubleshooting Network Printing	197
TROUBLESHOOTING OVERVIEW	199
Network Connectivity Problems	200
Cannot Discover Device	204
Cannot PING GL-1010 Device	206
Cannot Print from Client	208
Job Not Listed in Current Jobs	211
TROUBLESHOOTING HARDWARE ERRORS	213
Common Errors	214
Startup Page Does Not Print	214
“Starting Controller, Please Wait” or “Shut-down in Progress, Please Wait” Message Displays	215

Device Name Does Not Default	216
Print Jobs Not Output From Copier	216
Device Status Indicators	217
Copier Maintenance Calls	217
Error Messages	221
TopAccess Logged Error Messages	221
Scan-Related Error Messages	226
LED Indicators	228
Corrupt Controller Software	229
Controller Operating System Corrupt	229
OS Update Does Not Boot Off CD	229
Incompatible OS Message	230
Indeterminate, Unexpected Behavior	230

TROUBLESHOOTING NETWORK ERRORS 231

Cannot See GL-1010 Device	232
Cannot Print To GL-1010 Device	234
Unknown GL-1010 Network Settings	235

TROUBLESHOOTING CLIENT ERRORS 237

General Software Errors	238
Software General Protection Fault	238
Invalid File Exception Handle	238
Invalid File Handle	239
Invalid Handle	239
Open.dll File Error Message	239
Invalid IDS Code	239
TopAccess Errors	240
Cannot Interpret Message Log Errors	240
Changes Made to GL-1010 Settings Did Not Take Effect	240
Jobs Log Status “Unserviceable”.	240
GL DocMon Errors	241
GL DocMon Status: “The GL-1010 is not responding”	241
Cannot View Job in GL DocMon Print Queue	242
Cannot Interpret GL DocMon Messages/Warnings/Errors	243
Printer Driver Errors	243
Driver Mapped to Wrong Port	243
Command Line Options Not Processed by GL-1010.	244
Application Cannot Find PPD File	245
Cannot Remember Document Password	245
Driver Installation Error Messages	246
“Setup Needs to Copy Windows NT Files”	246
“Client Software CD Now Required”	246
“File *.DRV on Client CD Count Not Be Found”	246
“Location Does Not Contain Information About Your Hardware”.	247

“This Port is Currently in Use”	247
“Problem with the Current Printer Setup”	247
Twain Driver Errors	248
Cannot Find the GL-1010.	248
Cannot Access Twain Folder	248
Twain Driver Dialog Does Not Appear	248
B/W Image Reversed.	249
Cannot Acquire Multi-Page Document.	249
Cannot Open a Password Protected Folder or Document.	249
TROUBLESHOOTING OUTPUT ERRORS	251
Job Submitted But Never Printed.	252
Error Message Printed Instead of Job	253
Stapling Errors	253
Documents Stapled in Wrong Order.	253
Multiple Copies Stapled Together.	254
Large Documents Not Stapled	254
Stapling Limits	254
Collation Errors	255
Number of Copies Specified is Not Printed	255
All Copies of Proof Print Job Printed Together.	256
Image Overlay Errors.	256
Image Overlay Appears Blurry or Dim	256
Cannot Import Image Overlay	256
Image Overlay File Deleted	257
Duplex Errors	257
Printing on Wrong Side of Letterhead	257
Problems with Banner Pages.	258
Banner Page Did Not Print.	258
Banner Page Listed as Separate Job in Queue.	259
Partial, Blank, or Blurry Pages	259
Blank Page Printed After Each Job	259
Incomplete or Partial Pages Print.	260
Wrong Fonts Print	260
Truncated Output	260
Booklet Prints on Wrong Size Paper	261
GLOSSARY OF TERMS	263
INDEX	271



LIST OF TABLES

Styles and Conventions Used In This Guide	xxiii
Key Terms and Concepts Defined	xxvii
GL-1010-Supported Protocols	7
Default Controller Settings	9
Fax Job Status Messages Defined	195
Resolving Network Connectivity and Printing Issues	201
Device Discovery	205
Cannot Ping GL-1010	207
Cannot Print From Client	209
Submitted Job Not in Current Jobs Queue	211
Startup Page Does Not Print	214
“Starting Controller, Please Wait”	215
Copier Does Not Output Print Jobs	217
Message Log Error Messages	221
Jobs Log Status Messages	224
Scan-Related LCD Messages	226
Cannot Find GL-1010	232
Cannot Print to GL-1010	234
Definition of Common Terms	263



PREFACE

The *GL-1010 Administrator's Guide* provides detailed instructions for setting up the GL-1010 controller and installing GL-1010 client software, transforming the Toshiba e-STUDIO28/35/45 into a complete, network-connected document processing system.

This *Preface* defines the scope and audience of this guide and introduces GL-1010 features and functions.

Topics:

Introduction	xviii
Intended Audience	xviii
Features and Functions	xix
Using This Guide	xxiii
Supplemental References	xxviii
Software CD Contents	xxx

INTRODUCTION

Toshiba's Electronic Document Processing System

Today, the notion of connecting multi-functional copiers to a network to improve document quality, processing speed, and overall productivity is no longer a novel one. Historically however, it has not always been easy for users to take full advantage of these benefits due to complexities in configuring their network, selecting print and output properties, and monitoring jobs.

With the introduction of the GL-1010, those difficulties are a thing of the past. The GL-1010 controller provides cross-platform support for Windows, Macintosh, and Unix operating systems over a wide variety of network protocols, including TCP/IP, IPX/SPX, NetBEUI, and AppleTalk. Additionally, the GL-1010 can run over either Ethernet or Token Ring. No matter what your network topology or configuration, you can enjoy all the benefits of network printing.

Add to that a client software package and web-based device management utility for unparalleled device and job control from the convenience of your desktop, and you can truly appreciate the time and opportunity cost savings the e-STUDIO GL-1010 Electronic Document Processing System affords.

As if that were not enough, now you leverage the cost and optimize the productivity of the GL-1010 controller by installing the optional Network Scan and the Network Fax kits. These options ensure maximum production performance and efficiency, as well as minimizing equipment costs, service calls, and the new product learning curve.

INTENDED AUDIENCE

Who Should Read This Guide

This guide, the *GL-1010 Administrator's Guide*, is intended primarily for Network Administrators or those responsible for setting up, maintaining, and managing GL-1010 devices over the network. A prerequisite for using this guide is a thorough understanding of your network environment: type, configuration, and terminology.

This guide is not intended for digital copier service technicians, operators, or end users. For information on using and maintaining

the Toshiba e-STUDIO28/35/45, refer to the Toshiba Operator's Manual for Copying Functions or contact your Toshiba authorized dealer for support. For information on using printer drivers and other client software, please refer to the *GL-1010 Operator's Guide (Basic)*.

Scope

It is assumed that those responsible for preparing their network for GL-1010 installation are proficient users of network-specific management tools, such as Microsoft's Server Manager and Novell's NetWare Administrator. Although references may be made to these and other third-party software, procedural topics on these products falls outside the scope of this guide.

FEATURES AND FUNCTIONS

Whether you utilize the GL-1010 controller in a high volume, large office environment, centralized copy and reprographics center, or print-for-pay facility, the feature-rich GL-1010 client software affords every user the opportunity to improve the output of their documents with increased productivity.

Functional Highlights

Expanded Client Platform Support

The GL-1010 controller supports printing from Windows, Unix, and Macintosh operating systems.

Web-based Device Administration and Job Management

TopAccess, an embedded Web-based device management tool, allows administrators to perform device management functions over the Internet using either Internet Explorer 5.0+ or Netscape Navigator 4.75+ browsers (Unix requires Netscape Navigator 4.76+ and Mac requires Netscape Navigator 4.78+). In end-user mode, TopAccess allows users to monitor and manage their print jobs over the Internet.

SNMP-based Communication

The GL-1010 incorporates SNMP technology for device discovery and management.

Scheduled Printing

The Print Scheduling feature allows you to specify the date and time you want to print your job. This can be especially useful if you want to delay printing for off-peak hours.

Proof Printing

The Proof Print feature allows users to check the printed output on a sample copy before printing an entire multi-copy job. This prevents costly mistakes and ensures that users get the results they expect.

Private Printing

Users can send sensitive or confidential documents to the copier and then release it to print by entering a private Document Password from the LCD Touch Screen.

TopAccessComposer

You can use the TopAccessComposer web utility to view, edit, merge and store documents on the GL-1010. You can then print your document using a web browser.

Queue-based or NDPS Novell Printing

The GL-1010 supports Novell's traditional queue-based print services and can function as either a Network Printer or Print Server. Additionally, the Toshiba NDPS Gateway, distributed on the e-STUDIO GL-1010 Admin's Client CD-ROM, allows the GL-1010 to emulate a NDPS-aware printer. Novell Distributed Printing Services (NDPS) is a new Novell printing service which is available on NetWare 4.11, NetWare 4.2 and NetWare 5 releases. It moves away from the queue-based paradigm allowing users to more quickly and easily establish Novell print services.

Network Faxing Support (optional)

The GL-1010 Network Fax kit allows you to send faxes from the Toshiba e-STUDIO28/35/45 digital copier. This feature-rich option kit provides address book and custom cover page support, in addition to the ability to schedule faxes and print transmission reports. With this versatile kit installed, faxing long or graphic-intensive documents is no longer a chore.

Additionally, you can use the Email to Print function to send a home email to the GL-1010, when it is configured as a POP3 client.

Scan/Email Print Support (optional)

The GL-1010 scan capabilities allow you to turn a hard copy document into an electronic file that can be stored on the network, retrieved from TWAIN compliant applications, or distributed via Email.

From the copier control panel or by using the TopAccess web utility, you can configure scan and distribution parameters, including scan settings, transfer type, and distribution locations. Additionally, you can use TopAccess to create scan templates that contain all required scan and distribution information. When downloaded to the copier, these templates provide a way to perform one-touch scan and send tasks from the copier control panel.

Another capability provided by the Scan/Email Print option is receiving and printing an Internet Fax job. This capability allows you to turn an electronic file attached to an email to a hard copy document.

GL-1010 Software

TopAccess

With the web-based device management utility, TopAccess, network administrators can configure network and device settings, view, filter message and jobs logs, and control current jobs using a web browser. Even operations such as shutting down or rebooting the controller and printing test pages can be performed remotely using TopAccess.

Additionally, TopAccess allows Administrators to enable event confirmation and notification, set the copier and print settings, and remotely configure network settings.

GL DocMon

GL DocMon provides end-users a way to monitor all jobs and control their own current jobs on the GL-1010 or SC-2 controller. With the notification feature enabled, users are notified of copier or printing events, such as paper-out or cassette open, before they

walk to the copier only to find their job incomplete or unsuccessful. GL DocMon also provides a menu link to the TopAccess web administration utility.

Printer Drivers

The e-STUDIO GL-1010 Client CD-ROM and e-STUDIO GL-1010 Admin's Client CD-ROM contain several printer drivers, filters and utilities to allow cross-platform printing to the GL-1010 from client machines running either Windows, Unix, or Macintosh operating systems. They are described in detail below:

WINDOWS PRINTER DRIVERS

For the Windows 95/98/2000, NT 4.0, and Windows Me platforms, there are three drivers you can install to provide network printing:

- PCL6
- PostScript 3 (level 3 compatible)

The PCL and PS printer drivers allow users to define job properties from the orientation and resolution of their pages to complex finishing options such as booklet layout and multi-position stapling.

Users can even enhance their printed documents with Image Overlays and Watermarks. Then, by using the Proof Print feature, they can check the output by printing a "proof" copy before printing an entire multi-copy job. Users can also employ Private Print mode, so that their secure or confidential documents will be held until they enter their personal Document Password at the copier. The Scheduled Print feature allows users to take advantage of off-peak hours to print large jobs.

Other features include Print Profiles, which allow users to define specific settings so future jobs can be configured with a click of the mouse.

Other exciting features that the GL-1010 printer drivers support are cover printing, sheet insertion, and page interleaving.

The GL-1010 supported printer drivers provide almost unlimited combinations of print, output, and finishing options to suit user needs from basic duplication to complex document assembly.

MACINTOSH

For the Macintosh platform, GL-1010 software includes a PPD driver extension file that works in conjunction with the standard Macintosh LaserWriter 8 printer driver version 8.6.5 (or higher) to provide printing to the GL-1010.

UNIX

Filters in TAR format are distributed on the e-STUDIO GL-1010 Admin's Client CD-ROM provide printing services from Unix machines running HP-UX, Sun Solaris, or IBM AIX operating systems.

IPP

The IPP client software includes a port monitor, which enables users to print from any Windows application to the GL-1010 over the Internet.

USING THIS GUIDE

Styles and Conventions

This guide employs several typographic styles to visually convey information. The following table illustrates the styles used and defines the conditions in which they are used.

Styles and Conventions Used In This Guide

Style	Usage Description	Example
BOLD, SANS SERIF FONT, ALL CAPS	Copier hard keys.	Press the PRINTER/NETWORK hard key.
SANS SERIF FONT, ALL CAPS	Soft keys, fields, function tabs on the LCD Touch Screen.	Press the ADMIN tab. Press the NETWORK SETTINGS soft key.
<i>Italic, serif font, initial caps</i>	Menu names and screen titles.	From the <i>File</i> menu, choose Print .
Menu options separated by right arrows.	Embedded Menu Options.	From the <i>Start</i> menu, choose Programs→Toshiba GL-Client Software →TopAccess .

Styles and Conventions Used In This Guide

Style	Usage Description	Example
Bold, sans serif font, initial caps	Buttons, controls, tabs, or menu options on application windows and dialog boxes.	Double-click Properties and click Services . From the Novell Printing group box, click On to enable Novell Printing. Click OK .
Courier	Text the user types in a field or from the command line.	Type the following command: <code>setup.exe</code>
< <i>Brackets enclosing, italic text</i> >	Variable text that is to be replaced with specific text applicable to the user's network.	Enter GL< <i>device name</i> >, where device name is the Microsoft Computer Name assigned to the GL-1010 controller.

Manual Organization

The GL-1010 Administrator's Guide is organized into three parts, and each part is further divided into chapters. The following outline summarizes the information contained in each chapter.

PART 1: Setting Up and Installing the GL-1010

Chapter 1, *Installation Overview*—describes how the various hardware and software components of the e-STUDIO GL-1010 Electronic Document Processing System fit within the overall installation scheme and offers suggestions for devising your own installation strategy.

Chapter 2, *Modifying GL-1010 Settings*—explains how to use the copier's front panel LCD touch screen to access the GL-1010 protocol settings and then how to enable, disable, or adjust them to accommodate your network configuration.

Chapter 3, *Using TopAccess*—describes how to navigate the TopAccess interface and summarizes the features and functionality it provides.

Chapter 4, *Updating Controller Software*—includes procedures for performing each type of software update: baseline/recovery installation, maintenance update, and option kit update.

PART 2: Establishing Network Print Services

Chapter 5, *Setting Up Novell Printing*—provides an overview of how to set up the GL-1010 as a Novell Network Printer, Print Server, or NDPS Printer Agent. For more detailed information, you will need to refer to your Novell documentation.

Chapter 6, *Setting Up Microsoft Printing*—discusses the limitations and issues you should consider as well as the prerequisite steps you must take before enabling Microsoft printing. It also provides step-by-step instructions for using TopAccess to enable Microsoft printing on the GL-1010.

Chapter 7, *Setting Up Unix Printing*—describes how to set up Unix printing services for SPARC platforms running Solaris v 2.5x, 2.6 or 7.0, PA-RISC platforms running HP-UX or RS6000 platform running IBM AIX 4.3x.

Chapter 8, *Setting Up MAC Printing*—describes how to set the necessary protocol and services properties on the GL-1010 to support Macintosh printing.

Chapter 9, *Installing Client Software*—provides procedures for installing client software and printer drivers, as well as optional GL-1010 tools, to establish network printing to the GL-1010 from client workstations. Additionally, this chapter explains how to install and configure the optional Network Scan and Network Fax kits, although the manuals that ship with the option kit provide the usage instructions.

Chapter 10, *Installing Options*—identifies the origin of an error if it is not immediately apparent by the problem itself, and then directs you to subsequent chapters for instructions on resolving it. Checklists provided in this chapter allow you identify the subsystem most likely responsible for the error condition.

PART 3: Troubleshooting Network Printing

Chapter 11, *Troubleshooting Overview*—covers those errors or faults that affect normal digital copier or controller operation.

Chapter 12, *Troubleshooting Hardware Errors*—describes the most common network configuration problems and provides steps to resolving them.

Chapter 13, *Troubleshooting Network Errors*—describes the most frequent and known client errors and provides steps to resolve the condition.

Chapter 14, *Troubleshooting Client Errors*—describes several common and known print errors and includes the likely cause. This chapter also suggests ways to resolve or work around the limitation to achieve the desired output results.

Chapter 15, *Troubleshooting Output Errors*—describes several common and known output errors and includes the likely cause. This chapter also suggests ways to resolve or work around the limitation to achieve the desired output effects.

Terms and Concepts

The following table defines the key terms and concepts used throughout this guide. These definitions apply within the context of this guide; they may be used differently by other companies or

in other product guides. In addition to the terminology defined here, refer to the Glossary at the end of this manual, which defines even more acronyms and industry terminology.

Key Terms and Concepts Defined

Term or Concept	Definition
e-STUDIO GL-1010 Electronic Document Processing System	This system consists of the Toshiba e-STUDIO28/35/45 digital copier with GL-1010 controller. This affords users the convenience of walk-up copying and network printing using the same device.
GL-1010	This component of the e-STUDIO GL-1010 Electronic Document Processing System provides network connectivity between the client workstations and the digital copier connected to it. The GL-1010 is physically mounted to the Toshiba e-STUDIO28/35/45. In this guide, it is sometimes referred to simply as “contoller” or “device”.
Local Operations	Those operations that affect the GL-1010 or Toshiba e-STUDIO28/35/45 functionality and are performed on the physical device, usually from the copier’s LCD touch screen. An example of local operation is changing the IP address of the GL-1010 from the <i>TCP/IP Setting</i> LCD touch screen.
Network Printing	Printing from a Windows, Macintosh, or Unix client workstation to the GL-1010, with the output produced on the connected Toshiba e-STUDIO28/35/45.
Printer Driver	A software component that comes with a printer that enables application programs to interact with the printer without the application programs having to concern themselves with the specific printer requirements. The GL-1010 Printer drivers significantly extend document print, layout and assembly functions that are not available with many applications.
Print Profile	A set of user-defined properties that are saved locally so that complex documents can be configured quickly and easily. Print profiles can be thought of as printing templates.
Private Print	A job type that allows you to print confidential or secure documents to the public copier. Users can assign private documents an identification number which must be used to print and retrieve the document from the copier’s front panel. This ensures that only the owner sees the private document and that it is not inadvertently collected by another user.
Proof Print	A job type that allows users to print one copy of a multi-copy job and preview and approve the copy before releasing the remaining copies to print.

Key Terms and Concepts Defined

Term or Concept	Definition
Remote Operations	Those operations that affect the GL-1010 or Toshiba e-STUDIO28/35/45 functionality, but are performed from a client or administrator workstation across the network. An example of a remote operation is printing a document from your workstation that is output on the Toshiba e-STUDIO28/35/45 copier.
Scheduled Print	A job type that allows user to schedule their print job for a future date and time.
Walk-up functions	Those operations performed from the control panel of the Toshiba e-STUDIO28/35/45. This includes standard copy functions, as well as network print monitoring and management functions.
SNMP	Simple Network Management Protocol. The protocol used for communication between the GL-1010 and network-connected devices. For a more technical definition of this term, please refer to the Glossary at the end of this guide.
NDPS Gateway	Novell Distributed Print Services (NDPS) simplifies the process of setting up, administering, and troubleshooting Novell printing by migrating away from queue-based printing toward a more "plug in and print" paradigm. In order for non NDPS-aware printers, such as the GL-1010, to operate within this model, a proprietary "gateway" must be installed and configured on the network. The Toshiba NDPS Gateway is distributed on the e-STUDIO GL-1010 Admin's Client CD-ROM.

SUPPLEMENTAL REFERENCES

In addition to the information in this guide, the following reference material is available to assist you in using and optimizing your GL-1010 controller:

Toshiba Operator's Manual for Copying Functions

This manual describes the digital copier functions: how to make copies, maintain the copier and troubleshoot mechanical and copying problems.

Quick Start Guide

The purpose of this guide is to introduce users to the GL-1010 product, summarize installation and operational procedures, and describe system requirements and specifications. A printed copy of this manual ships GL-1010.

GL-1010 Administrator's Guide (this guide)

You can find the .pdf version of this guide on the e-STUDIO GL-1010 Admin's Client CD-ROM. It is intended for the network administrator and contains detailed information for installing, configuring, and troubleshooting your Toshiba GL-1010.

GL-1010 Operator's Guide (Basic)

The *GL-1010 Operator's Guide (Basic)* provides detailed instructions for installing and using the GL-1010 printer drivers and the job monitoring utility, GL DocMon to print to Toshiba's e-STUDIO GL-1010 Electronic Document Processing System. It also describes how to use the web-based application, TopAccess (End User Mode) to monitor and manage print jobs. You can find the .pdf version of this guide on the e-STUDIO GL-1010 Client CD-ROM.

TopAccessComposer Operator's Guide

The TopAccessComposer Operator's Guide provides detailed instructions for using the TopAccessComposer web utility to view, edit, merge and store documents on the GL-1010. You can then print your document using a web browser. You can find the .pdf version of this guide on the e-STUDIO GL-1010 Client CD-ROM and the e-STUDIO GL-1010 Admin's Client CD-ROM.

GL-1010 Network Fax Operator's Guide (option)

If you have purchased the optional Fax feature, you will find that the e-STUDIO GL-1010 Fax Client CD-ROM contains a .pdf version of this guide. This guide contains information on enabling network fax functionality via the GL-1010. It includes procedures for sending faxes via the network from a remote workstation and using the fax software: GL Fax Driver, GL Fax Address Book, and GL Fax Address Book. It also describes how to use the web-based utility, TopAccess (End User Mode) and the client utility, GL DocMon, to manage fax jobs.

GL-1010 Scan Operator's Guide (option)

If you have purchased the optional Scan feature, you will find that the e-STUDIO GL-1010 Scanner Client CD-ROM contains a.pdf version of this guide. This guide contains information on enabling network scanning functionality via the GL-1010. It includes procedures for configuring scan functionality using the

web-based utility, TopAccess (End User Mode). The guide also provides instructions for local scanning and remote management of scan jobs.

Application-Specific Online Help

All of the e-STUDIO GL-1010 Electronic Document Processing System software and drivers come with application-specific online help. The print and fax drivers support “What’s This” context-sensitive help, which you can access by right-clicking on any of the fields on the user interface. You can also see task-oriented help topics by clicking on a **Help** button or choosing the **Contents and Index** option from the Help menu. For web-based help in TopAccess, click the help icon.

SOFTWARE CD CONTENTS

The GL-1010 ships with three separate software CD-ROMs:

e-STUDIO GL-1010 Admin’s Client CD-ROM

This CD includes the following Administration tools and applications:

- Toshiba’s NDPS Gateway that enables Novell NDPS printing to the GL-1010.
- Unix filters for printing from Sun Solaris, HP-UX, and IBM AIX operating systems.
- MIB folder.

e-STUDIO GL-1010 Client CD-ROM

This CD includes the following client drivers and utilities:

- GL DocMon, the Windows-based job monitoring utility.
- PCL6 printer drivers for Windows 95/98/2000, Windows Me, and Windows NT workstations.
- PostScript level 3 printer drivers for Windows 95/98/2000, Windows Me and Windows NT workstations.
- Agfa Font Manager and font collection.

- IPP port monitor, which enables printing to Internet-capable printers, such as the GL-1010.
- Macintosh PPD file, which extends the LaserWriter driver to support printing to the GL-1010 from Macintosh workstations.

e-STUDIO GL-1010 Recovery CD-ROM

This CD includes the following GL-1010 controller software:

- The Operating System software, which can be used to recover the controller's embedded Operating System in the event the HDD or files become corrupted or destroyed. Additionally, if you have a previous version of software installed, you can use this CD to perform a version upgrade.
- The controller software, which can be used to install or restore the baseline software version on the GL-1010.

PART 1



SETTING UP AND INSTALLING THE GL-1010



1 INSTALLATION OVERVIEW

The Toshiba e-STUDIO GL-1010 Electronic Document Processing System integrates various hardware and software components, therefore installation is a somewhat complex process. Additionally, as each network configuration varies from one to the next, the default installation settings are pre-selected to suit a majority of users' needs. They may need adjustment for optimal operation in your network environment. Accordingly, forethought and planning play critical roles in a successful implementation.

This chapter describes how the various hardware and software components fit within the overall installation scheme and offers suggestions for devising your own installation strategy.

Topics:

The Big Picture	4
Planning and Preparation	6

THE BIG PICTURE

The e-STUDIO GL-1010 Electronic Document Processing System consists of a Toshiba e-STUDIO28/35/45, GL-1010 controller, and client software. At a high level, the steps for implementing the system include:

- 1 Configuring the controller software to operate within your network environment, if applicable.
- 2 Using the LCD Touch Screen or the embedded web utility, TopAccess, to establish network-specific Print Services, optimize network settings, and customize device properties. On networks running TCP/IP, these functions can also be performed using the GL-1010 embedded web utility, TopAccess.
- 3 Setting up the print services you want to use: Novell, Microsoft, Unix, or Macintosh.
- 4 Installing client software, including the document monitoring utility, GL DocMon, and applicable printer drivers, filters, or PPD files.

Hardware Setup

Digital Copier

The Toshiba e-STUDIO28/35/45 is installed by your certified Toshiba service technician usually prior to and independent of the network implementation.

GL-1010 Controller

The GL-1010 controller is physically mounted to the back of the digital copier and connected to the PCI bridge board.

Network Interface Card

Network connectivity requires installing a NIC in the controller and then inserting the network cable into the card's connector. The GL-1010 ships with an embedded Ethernet network board. You can purchase a Token Ring NIC and install it for Token Ring networking. The GL-1010 does not support both Ethernet and Token Ring concurrently.

The first time you power on the GL-1010 controller after installing Token Ring NIC, it acquires the MAC address from the NIC in order to set the default Microsoft Computer Name and

then automatically reboots. This does not apply to the controller that does not have a Token Ring NIC.

Network Configuration

After the GL-1010 controller and digital copier hardware have been properly installed by service technician, you can locally configure the controller software, if necessary.

Using the copier's LCD Touch Screen, you can perform the following administrative functions:

- Set the TCP/IP addressing mode to employ DHCP services or manually enter the addressing information.
- Enter the primary and secondary WINS servers' IP Addresses.
- Enable or disable the IPX/SPX protocol and set the appropriate Frame Type.
- Enable or disable NetBEUI.
- Enable or disable the AppleTalk protocol and enter an AppleTalk name and zone (Ethernet only).
- Set the Token Ring speed.
- Set the Device Name and Workgroup.

NOTE:

Many of these settings can also be adjusted from a remote workstation by using the TopAccess application.

Web-based Administration

The embedded web administration tool, TopAccess, allows you to set up the Print Services applicable to your network from an administrator workstation using your Internet browser. Additionally, TopAccess provides access to job monitoring and system management functions.

Print Mode Setup

Depending on the type of printer your GL-1010 will function as, specific administrative functions may be required prior to establishing print services. For example, you may have to set up Novell printer and server objects.

Client Software Installation

After completing installation to this point, your Network Document Processing system will be fully functional; however, you will not be able to print to the digital copier from a remote,

network-connected workstation until you install the printer drivers (or the Unix filters or Macintosh PPD file) on the client machines.

PLANNING AND PREPARATION

Before You Begin

Installing and configuring a system with as many integrated components as Toshiba's e-STUDIO GL-1010 Electronic Document Processing System is not as simple as connecting pins and cables. However, you will find the installation procedure fairly straightforward, especially if you read Part 1, *Setting Up and Installing the GL-1010*, of this guide in its entirety. This helps you to develop your installation strategy with greater understanding of the ramifications your decisions carry.

Developing an Installation Strategy

The following guidelines should make you aware of potential issues, but cannot possibly take the place of your knowledge and experience in administering your own network. These steps should not be viewed as the definitive strategic guide, but rather as a starting point from which you can develop your own installation plan.

Notify Users

Whether you are upgrading an existing system or installing a new one, you do not want users inconvenienced by the installation process. It is recommended that you provide advance notification that walk-up functions and network printing will be disabled temporarily. It is further recommended that you select an installation time during non-peak hours so you do not impact network traffic.

Consider Network Protocol Limitations

The following sections outline the various configuration options the GL-1010 supports as well as any limitations you may encounter when setting up GL-1010 print services for your network environment.

GL-1010-Supported Protocols

Protocols	Considerations and Limitations
TCP/IP	<ul style="list-style-type: none">• Required if you want to manage the device using TopAccess.• Required for LPD printing.• If you will be employing DHCP for IP Address acquisition, which may assign different IP Addresses to the GL-1010, consider setting up WINS servers for host name resolution.• The GL-1010 cannot be used as a Print Server in a Novell environment over IP. However, it can be used as a Printer Agent if you have set up NDPS printing.
IPX/SPX	<ul style="list-style-type: none">• Running the GL-1010 as a Print Server in a Novell environment is supported only over IPX/SPX. NetWare 5.x defaults to TCP/IP.• The Frame Type is set to Auto Sense by default. To optimize the GL-1010 for your network, you may want to set the Frame Type, which you can do locally, from the copier's front panel LCD screen, or remotely by using TopAccess or TopAccess.
NetBEUI	<ul style="list-style-type: none">• NetBEUI is enabled by default. You can disable NetBEUI from the copier control panel or by using the remote device management tool, TopAccess. Refer to <i>Modifying Device Settings</i> on page 27.• Additionally, you must define a NetBEUI enabled port to which you can map the GL-1010.
Token Ring	<ul style="list-style-type: none">• TokenTalk for Macintosh printing is not supported.
AppleTalk	<ul style="list-style-type: none">• Available over EtherTalk only; TokenTalk is not supported.• The GL-1010 supports all Macintosh computers that use AppleShare, which includes all Macintoshes running version 6.0.7 (or later) operating system <i>except</i> for the Macintosh XL and 128K.

Determine if You Will Employ WINS Servers:

The GL-1010 currently supports the WINS host name resolution service. While optional, the advantages of employing a WINS server are many, especially if you are using DHCP to dynamically assign IP Addresses (enabled by default):

- Users can refer to the device by its “user-friendly” name rather than by IP address.

- Users will not have to look up the currently assigned IP Address every time they want to access the embedded Web server.
- Simplifies command line printing for LPR/LPD clients.

Determine the GL-1010 Printing Mode

MICROSOFT PRINT MODES

The GL-1010 supports the following Microsoft printing modes:

- Peer to Peer (NetBIOS on TCP/IP, IPX/SPX, or NetBEUI)
- LPR/LPD on TCP/IP, provided Microsoft TCP/IP printing services are installed on the client workstation.
- IPP, provided the Toshiba IPP port monitor software is installed and a port configured on the client workstation.

NOVELL PRINT MODES

The GL-1010 supports the following Novell NetWare printing modes:

- NetWare 3.x or 4.x Bindery mode PSERVER or RPRINTER
- NetWare 4.x or 5.x NDS mode PSERVER or NPRINT
- NetWare NDPS printer agent (using the Toshiba NLM-based gateway)

UNIX PRINT MODES

The GL-1010 supports LPR/LPD printing for the Unix Sun Solaris, HP-UX, and IBM AIX environments, providing the Toshiba filters are installed.

MACINTOSH PRINT MODE

The GL-1010 supports the following Macintosh printing modes:

- AppleTalk (over Ethernet only; Token Ring is not currently supported)
- LPR/LPD (over TCP/IP only)

Decide a Device Naming Convention

DEVICE NAME

Decide a unique name for the device (i.e., the host name). By default, the Microsoft Computer Name will be set to *GL<MAC Address>*, where MAC Address is the unique media access control of the NIC installed in the controller. However, you can rename the device to retain consistency within your network, providing the device name you choose is unique. (Minimum 1, maximum 15 alphanumeric characters.)

The device name is required for both Microsoft and Macintosh printing, as well as for controller software updates.

WORKGROUP NAME

You cannot assign the GL-1010 to a Microsoft Domain; it can only be assigned to a workgroup. The workgroup name is required for both Microsoft printing and controller software updates. By default, the workgroup name is *WORKGROUP*, however you can change it to retain consistency within your network. (Minimum 1, maximum 15 alphanumeric characters.)

Analyze the default GL-1010 Network Settings

The following table summarizes the default controller settings. Determine whether you will need to adjust these settings, which you can do either locally from the copier's LCD Touch Screen or remotely using TopAccess.

Default Controller Settings

Property	Default Setting	Comments
TCP/IP (Ethernet)	Enabled	Frame Type set to Ethernet II.
TCP/IP (Token Ring)	Enabled	Frame Type set to Token Ring SNAP.
IP Addressing	DHCP	If you do not want to take advantage of your network's DHCP services, you need to change IP Addressing to Manual and enter the IP Address either locally or remotely.

Default Controller Settings

Property	Default Setting	Comments
Gateway	[blank]	This property can be configured only if TCP/IP is enabled and IP Addressing is set to Manual. DHCP can be used to set the Gateway address.
Subnet Mask	255.0.0.0	This property can be configured only if TCP/IP is enabled and IP Addressing is set to Manual. DHCP can be used to set the Subnet Mask address.
Primary WINS	[blank]	DHCP can be used to set the primary WINS address.
Secondary WINS	[blank]	DHCP can be used to set the secondary WINS address.
NetBEUI	Enabled	All SNMP-based functions, such as automatic device discovery, are disabled in NetBEUI-only networks.
Microsoft Device Name	GL<MAC Address>	<MAC Address> is the media access control of the NIC installed on the GL-1010. The Microsoft Device Name is mandatory as it is used for both Microsoft and Macintosh printing.
Microsoft Workgroup	WORKGROUP	The Microsoft Workgroup Name is mandatory for Microsoft printing. Additionally, it is required if you want to update the controller software using TopAccess.
IPX/SPX (Ethernet or Token Ring)	Auto Sense	The GL-1010 attempts to automatically sense the IPX frame type. This facilitates automatic device discovery. However, if you are running a TCP/IP-only network, you should disable IPX/SPX to eliminate unnecessary network traffic.

Default Controller Settings

Property	Default Setting	Comments
NetWare Printing	Disabled	For NDPS support, you will need to configure the GL-1010 as an NDS PSERVER or NPrinter. NDPS is a separate software component NLM, which you must install on the NetWare file server.
Microsoft Printing	Enabled	Peer to Peer SMB/NETBIOS printing on TCP/IP, IPX/SPX, or NetBEUI. The printer name portion of the port name is DSSC, which cannot be modified.
LPD Printing	Enabled	The queue name is DSSC, which cannot be modified.
EtherTalk	Phase II	Currently, Macintosh printing is supported only over EtherTalk; TokenTalk is not supported.
AppleTalk Name	GL<MAC Address>	<MAC Address> is the unique machine address of the NIC installed on the GL-1010.
AppleTalk Type	LaserWriter	This setting cannot be modified.
AppleTalk Zone	*	Default (local) zone. If there are more than one AppleTalk zones defined, the GL-1010 appears in the default zone unless another zone is manually specified.
Macintosh Printing	Enabled	To enable Macintosh printing, you must have an Ethernet NIC installed in the GL-1010.
HTTP Server	Enabled	The HTTP server is integral for device management and job monitoring. Therefore, it is not possible to disable it.
IPP	Enabled	IPP works only over TCP/IP. Cannot be disabled.



2 MODIFYING GL-1010 SETTINGS

After installing the hardware, connecting the GL-1010 to the copier, and confirming the system is operational, you may want to adjust the default network settings to optimize the GL-1010's performance within your specific network.

This chapter explains how to use the copier's front panel LCD Touch Screen, to access the GL-1010 protocol and network settings and then how to enable, disable, or adjust them to accommodate your network configuration.

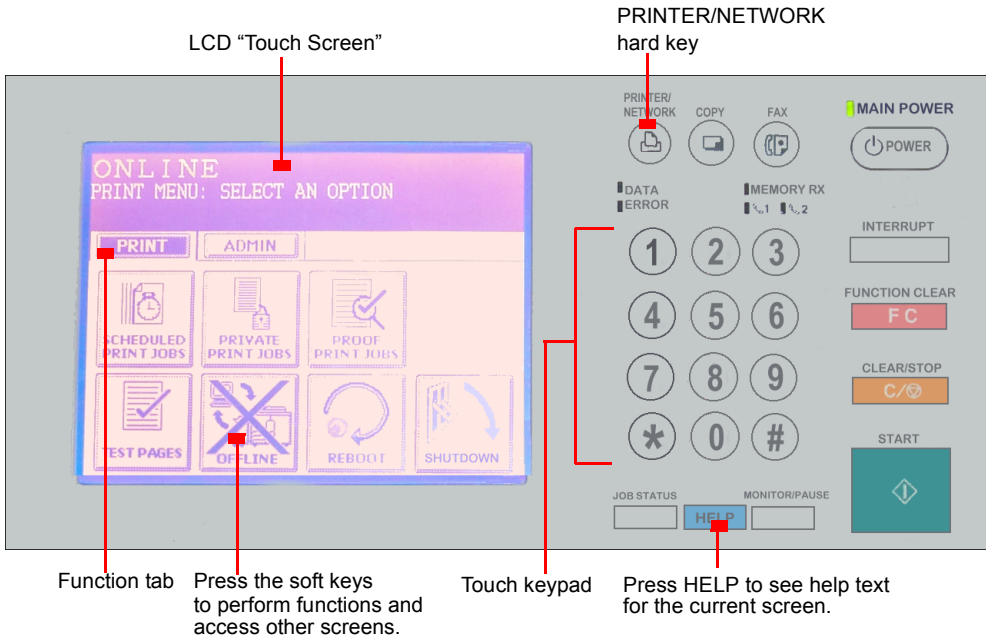
Additionally, this chapter describes network print functions you can perform at the copier's front panel LCD Touch Screen. This includes monitoring print queues and managing jobs.

Topics:

Navigating the Control Panel	14
Performing Admin Functions	14
Controlling GL-1010 Operation	45
Monitoring the Print Queue	50

NAVIGATING THE CONTROL PANEL

The Toshiba digital copier includes a control panel on the top front of the copier from which standard copy operations, as well as network printing and administrative functions, can be programmed. The control panel, sometimes called the copier *front panel*, includes both hard keys and an *LCD Touch Screen*. Buttons on the LCD Touch Screen are called *soft keys*.



When the user presses the **PRINTER/NETWORK** key, Print and Admin tabs display, from which the user can perform printing and administrative operations on the attached GL-1010. If the Scan option has been installed, a Scan tab is also displayed.

PERFORMING ADMIN FUNCTIONS

When you press the **PRINTER/NETWORK** hard key, you access a series of screens that allow you to perform network printing and administrative functions locally, from the copier's LCD Touch Screen. The following diagram illustrates the Admin menu structure.

NOTE:

If you forget your access entry code, contact your Toshiba authorized dealer

Logging In

The first time you access administrative functions from the copier's LCD Touch Screen, you must define the password. Once set, you will be required to enter this five-digit code each time you access the administration screens.

Setting the Password

- 1 Press the **PRINTER/NETWORK** hard key.
- 2 Press the **ADMIN** tab. The *Enter Admin Password* screen displays.



- 3 Enter the five-digit admin password and then press **OK**. If the password has not been set, use the default password, **12345**. Pressing **OK** displays the main *Admin Menu*.

- 4 Press CHANGE PASSWORD to display the *Change Admin Password* screen.

ONLINE
CHANGE ADMIN PASSWORD

PRINT SCAN ADMIN

Old Password *****

New Password ██████████

Confirm New Password

CANCEL OK

- 5 Press the OLD PASSWORD field to give it focus and then use the control panel's numeric keypad to enter the existing password. Press the NEW PASSWORD field to give it focus and then use the control panel's numeric keypad to enter a five-digit password.
- 6 Press the CONFIRM NEW PASSWORD field, and then re-enter the five-digit code to ensure it is entered correctly.
- 7 Press the OK soft key.

If the password entered does not match the number entered in the NEW PASSWORD field, a message displays informing you that the access code was not changed. Re-enter and confirm the password again.

- 8 If both the entered and confirmed passwords match, a message displays informing you that the password was changed successfully.

You can now use this password to log in and begin processing Administrative commands from the LCD Touch Screen.

Modifying GL-1010 Settings

Most users will not find it necessary to manually adjust GL-1010 protocol settings; the default settings ensure a quick and easy installation. However, you may want to customize the settings for optimal operation in your specific network environment.

NOTE:

For a complete list of the default GL-1010 Network Configuration settings, refer to the table Table , “Default Controller Settings,” on page 9.

For example, the default Auto Sense configuration setting for the IPX protocol. With Auto Sense enabled, the GL-1010 automatically determines the appropriate IPX frame type and issues SAP packets over the network, which are used for device discovery. This default setting makes device discovery immediate and automatic, but it generates IPX packets on all networks, even networks that only run TCP/IP.

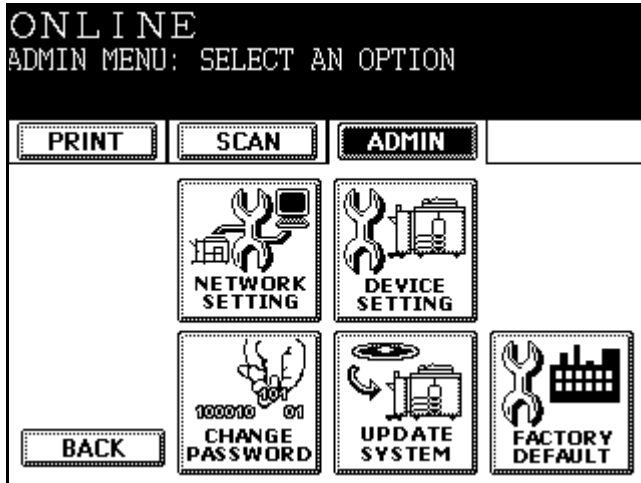
You can change the default network configuration settings from the LCD Touch Screen or from within the TopAccess application, once installed. For information on adjusting Network Setting using TopAccess, refer to the TopAccess online Help.

Accessing Network Protocol Settings

- 1 Press the **PRINTER/NETWORK** hard key.
- 2 Press the **ADMIN** tab. The *Enter Admin Password* screen is displayed:



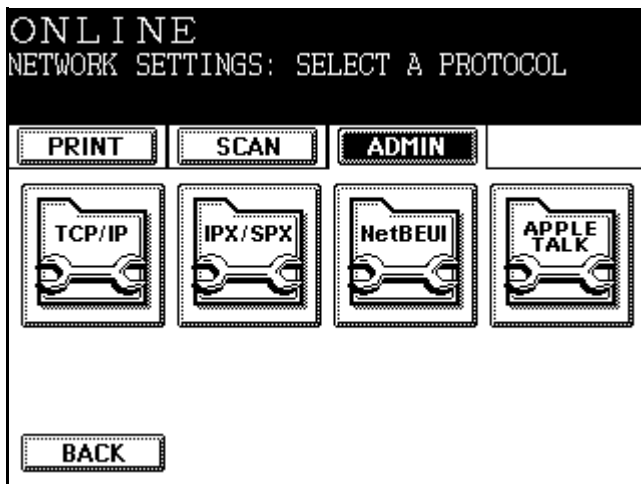
- 3 Enter your five-digit, numeric password. Press OK. The *Admin Menu* is displayed:



- 4 Press NETWORK SETTING to display the *Network Setting* screen:

NOTE:

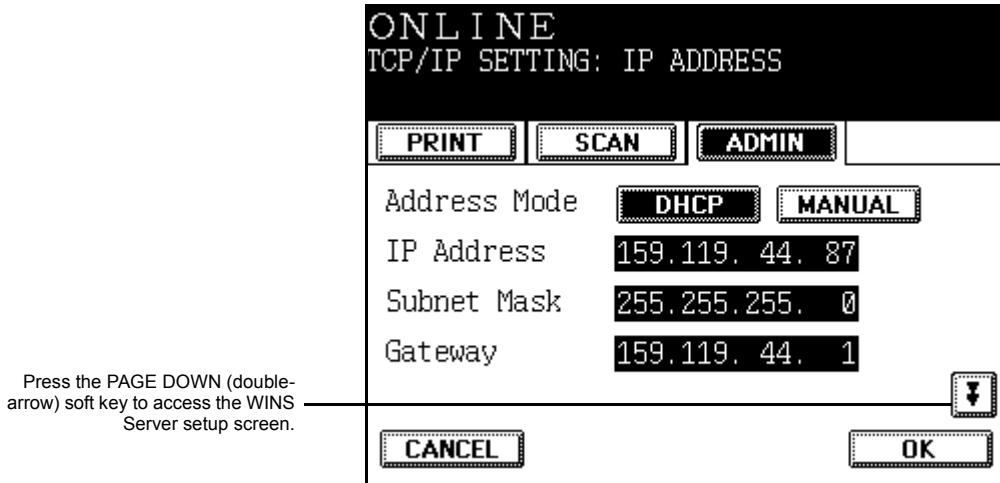
AppleTalk is available only if you have installed an Ethernet card; the Token Ring option is available only if you have installed a Token Ring card.



- 5 To access specific protocol settings, press the applicable soft key. For more details, refer to the following pages in this manual:
 - ◆ TCP/IP and WINS server (see page 19)
 - ◆ IPX/SPX (see page 22)
 - ◆ NetBEUI (see page 23)
 - ◆ AppleTalk (see page 24)—only for Ethernet
 - ◆ Token Ring (see page 26)—only for Token Ring

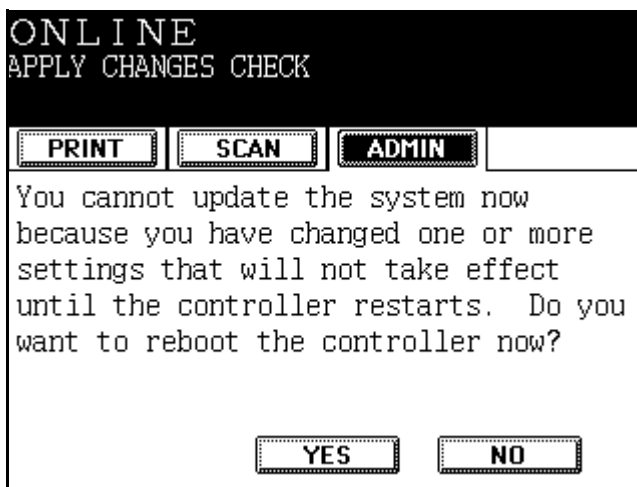
Configuring TCP/IP Protocol Settings

- 1 From the *Network Setting* menu, press the TCP/IP soft key. The *TCP/IP Setting* screen is displayed:



- 2 By default, the IP Address acquisition mode is DHCP. So, if you are entering this screen for the first time, the IP ADDRESS, SUBNET, and GATEWAY fields are not editable. Press the field to give it focus and then edit the value using the control panel's numeric keypad.
- 3 Enter the IP Address, Subnet Mask, and Gateway using the copier's numeric keypad.
- 4 Press OK. If you want to view or modify the WINS server IP addresses, press the PAGE DOWN softkey. Proceed to *Setting Up WINS and DNS Servers* on page 20. Otherwise, press OK to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:

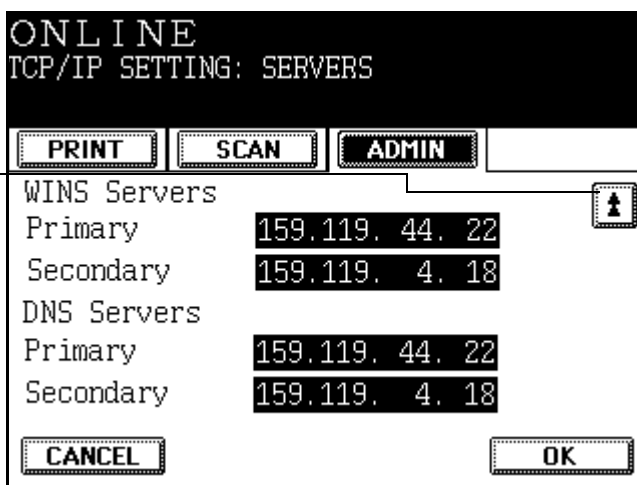


- 5 If you are finished changing controller settings press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Setting Up WINS and DNS Servers

- 1 From the *TCP/IP Setting* menu, press the PAGE DOWN softkey. The *TCP/IP Setting: Servers* screen is displayed:

Press the PAGE UP soft key to return to the TCP/IP Setting screen.



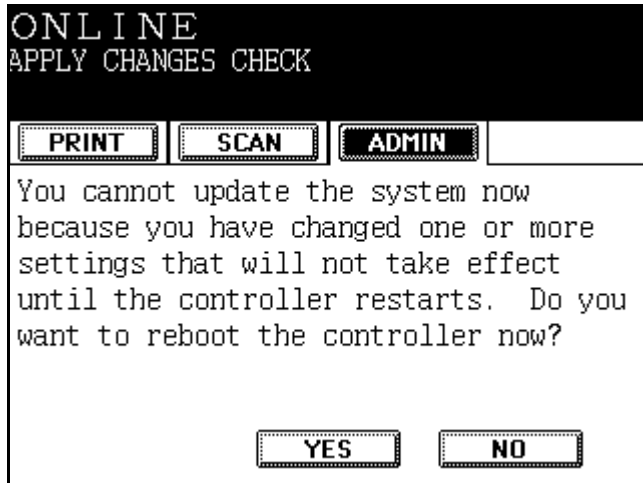
NOTE:

If you have DHCP enabled, it obtains WINS and DNS server information automatically. However, any information entered on the Server Settings screen overrides the settings acquired by DHCP.

- 2 Press PRIMARY or SECONDARY field for WINS Servers or DNS Servers to give focus.

- 3 Enter the IP Address of the Primary or Secondary WINS and/or DNS server using the copier's numeric keypad.
- 4 Press OK to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:



NOTE:

Check the configuration page that automatically prints upon startup to confirm that the changes were applied.

- 5 If you are finished changing controller settings, press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Configuring IPX/SPX Protocol Settings

- 1 From the *Network Setting* menu, press IPX/SPX to display the *IPX/SPX Setting* screen:

NOTE:

The IPX/SPX Settings screen shown here displays the Ethernet NIC settings. The screen varies slightly if you have a Token Ring NIC installed.

ONLINE
IPX/SPX SETTING

PRINT SCAN ADMIN

Protocol ENABLE DISABLE

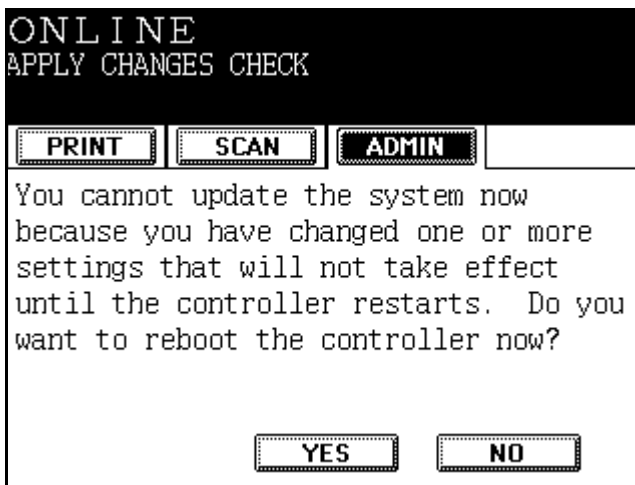
Frame Type AUTO EN_802.2 EN_802.3 EN_II EN_SNAP

CANCEL OK

- 2 If you are running a TCP/IP-only network, press DISABLE. Otherwise, click ENABLE to ok or modify the IPX/SPX frame type.
- 3 Select the frame type from the options shown.

By default, the frame type is set to AUTO. With the Auto Sense option enabled, the GL-1010 inspects network traffic in the attempt to determine the appropriate frame type. While this makes frame type discovery automatic, it can also cause network congestion.
- 4 Press OK to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:



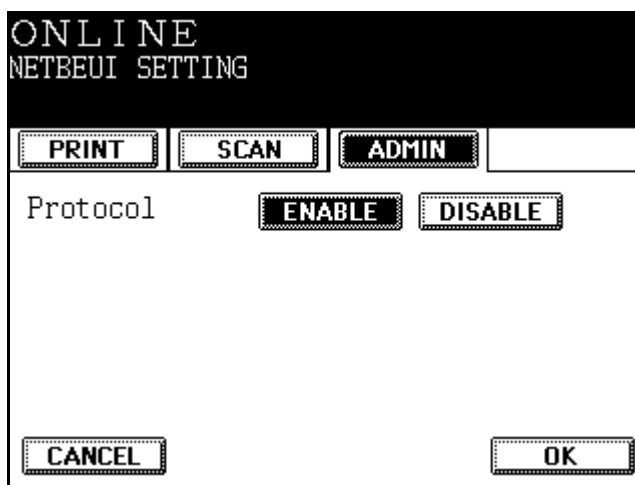
NOTE:

Check the configuration page that automatically prints upon startup to confirm that the changes were applied.

- 5 If you are finished changing controller settings, press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Enabling the NetBEUI Protocol

- 1 From the *Network Setting* menu, press NETBEUI to display the *NetBEUI Setting* screen:

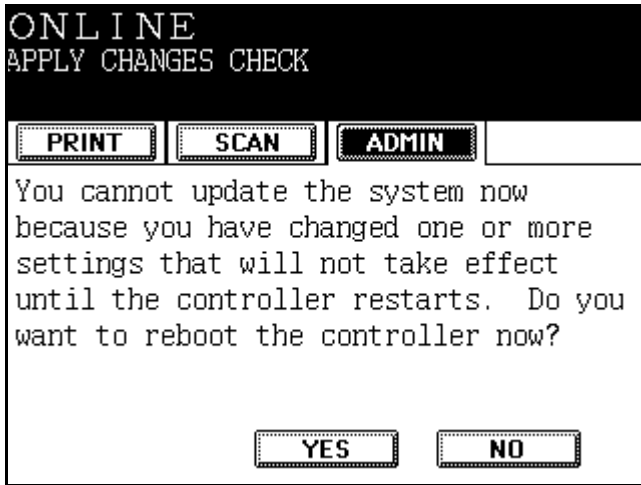


- 2 Enable or disable NetBEUI, as applicable for your network.
- 3 Press OK to save the changes for the duration of the session.

NOTE:

If the GL-1010 is implemented in a NetBEUI-only network, SNMP functions will not be available for GL DocMon or the printer drivers.

The *Apply Changes Check* screen is displayed any time controller settings change:



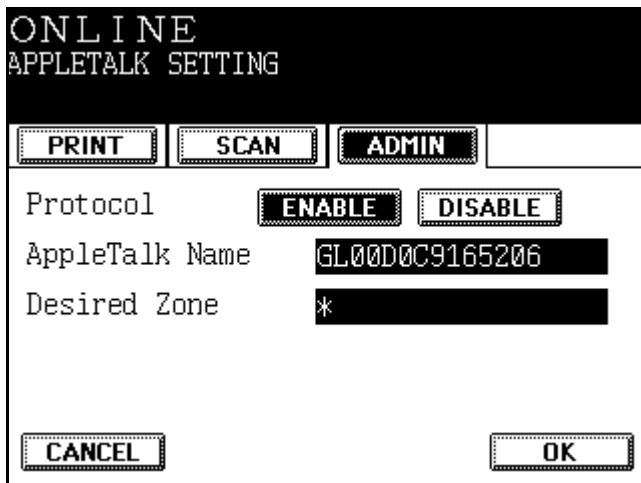
NOTE:

Check the configuration page that automatically prints upon startup to confirm that the changes were applied.

- 4 If you are finished changes the settings, press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Configuring AppleTalk Protocol Settings

- 1 From the *Network Setting* menu, press APPLE TALK to display the *AppleTalk Settings* screen:



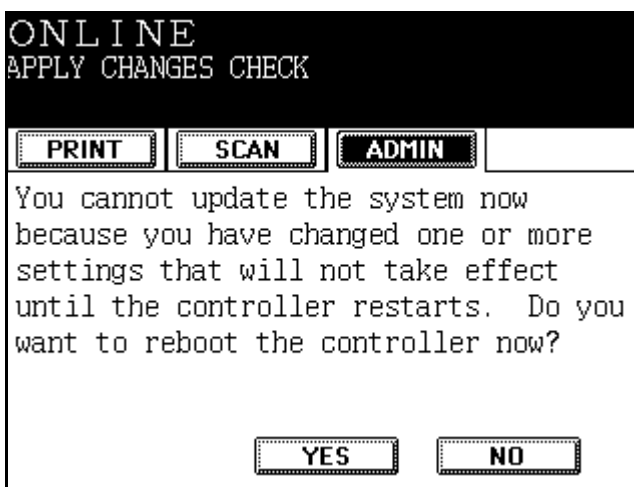
NOTE:

Currently, the GL-1010 supports EtherTalk access only; TokenTalk is not supported.

- 2 By default, Macintosh printing is enabled. If it has been disabled, click ENABLE to establish Macintosh print services.

- 3 Press the APPLE TALK NAME field to display the touch keyboard. Enter the AppleTalk name, which is the same as the Microsoft Computer Name (device name). By default, the device name is GL<MAC Address>, where MAC Address is the media access control number of the NIC installed in the GL-1010. For example, GL00DOC9165206. You can change the name, up to 15 alphanumeric characters, as long as the name is unique within your network.
- 4 Press the DESIRED ZONE field to display the touch keyboard. Enter the AppleTalk Zone, which is "*" by default. This indicates the local zone, although you can change the name, up to 15 alphanumeric characters, if you wish.
- 5 Press OK to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:



NOTE:
Check the configuration page that automatically prints upon start up to confirm that the changes were applied.

- 6 If you are finished changing controller settings, press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Configuring Token Ring Settings

- 1 From the *Network Setting* menu, press **TOKEN RING** to display the *Token Ring Setting* screen:

NOTE:

The Token Ring Settings screen appears only if a Token Ring NIC is installed in the GL-1010.

```
ONLINE
TOKEN RING SETTING

PRINT  ADMIN

Network Speed  AUTO
              4 MB/S  16 MB/S

CANCEL  OK
```

- 2 Set the Token Ring speed: 4MB/S or 16MB/S. Alternately, select **AUTO** to automatically sense and set the correct speed.
- 3 Press **OK** to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:

```
ONLINE
APPLY CHANGES CHECK

PRINT  SCAN  ADMIN

You cannot update the system now
because you have changed one or more
settings that will not take effect
until the controller restarts. Do you
want to reboot the controller now?

YES  NO
```

NOTE:

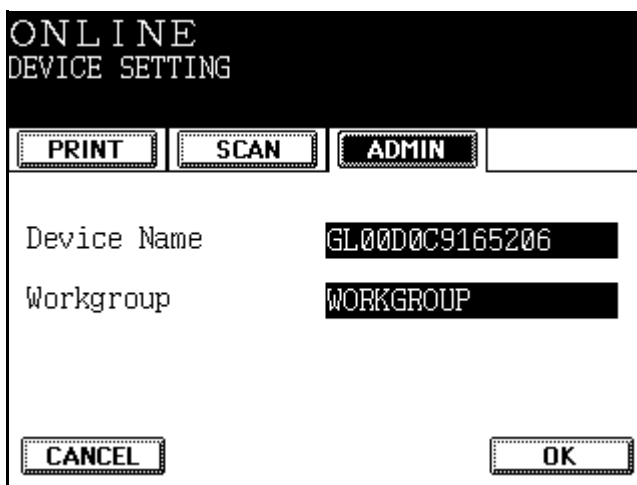
Check the configuration page that automatically prints upon start up to confirm that the changes were applied.

- 4 If you are finished changing controller settings, press **YES**. Otherwise, press **NO** to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

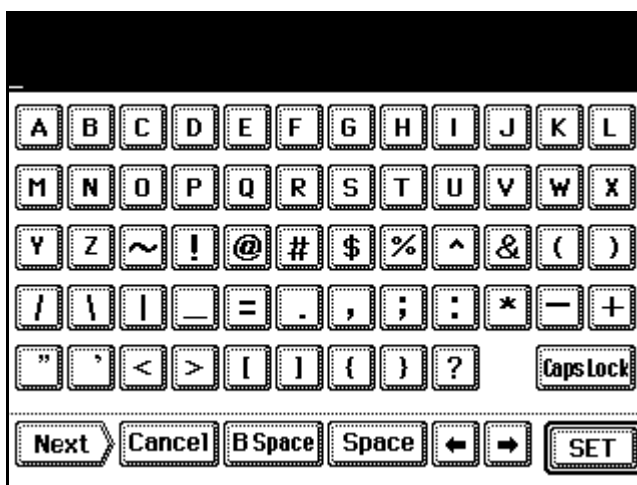
Modifying Device Settings

Naming the Device and Workgroup

- 1 From the *Admin Menu*, press DEVICE SETTING to display the *Device Setting* screen:



- 2 Press the DEVICE NAME field to display the touch keyboard:



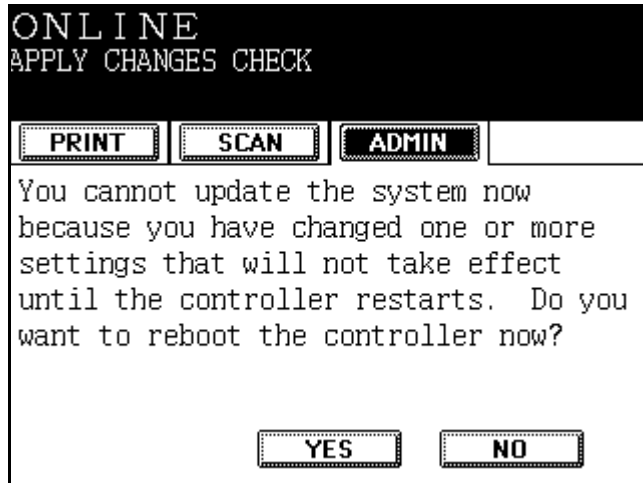
NOTE:

You cannot change both the device name and the workgroup name at the same time. Change one, and then apply the changes. After the controller reboots and the changes take affect, you can change the other.

- 3 Enter the device name, which is the same as the Microsoft Computer Name. By default, the device name is *GL<MAC Address>*, where *MAC Address* is the media access control number of the NIC installed in the GL-1010. For example, *GL00DOC9165206*. You can change the name, up to 15 alphanumeric characters, as long as the name is unique within your network.

- 4 Press the WORKGROUP field to display the alphanumeric touchpad and enter the name of the workgroup to which the GL-1010 belongs. Maximum 15 characters.
- 5 Press OK to save the changes for the duration of the session.

The *Apply Changes Check* screen is displayed any time controller settings change:

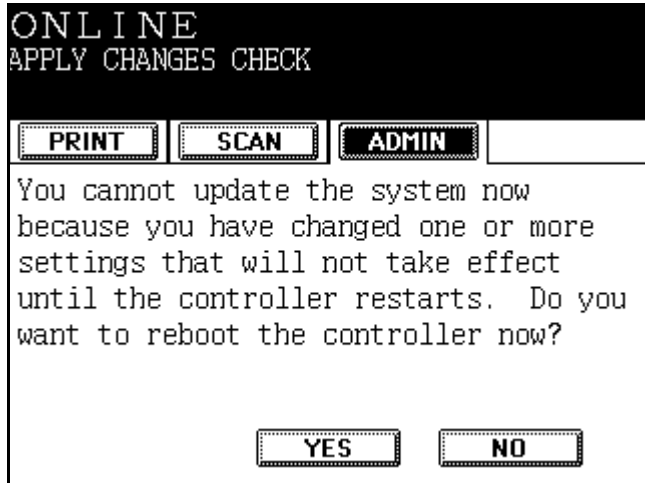


- 6 If you are finished changing controller settings, press YES. Otherwise, press NO to continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Updating Settings

After you are finished updating network or device settings, you need to apply the changes you made during the session. This process updates and reboots the controller so the modifications can take effect. If you do not apply your changes, any modifications you have made will be lost if you press the **COPY** hard key or the copier times out.

- 1 From any of the Admin screens, press OK. If any changes have occurred during the duration of the session, the *Apply Changes Check* screen displays:



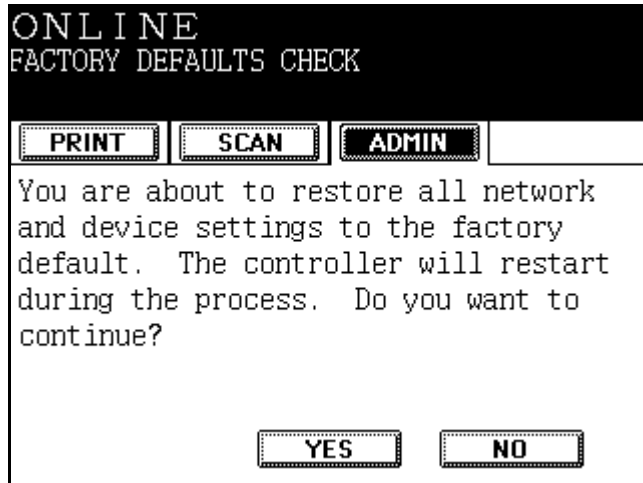
NOTE:

Check the configuration page that automatically prints upon start up to confirm that the changes were applied.

- 1 If you are finished changing controller settings, press YES. Otherwise, press NO and continue your session. Once the controller reboots, a configuration page prints out. Verify that the settings were changed successfully.

Restoring the Default GL-1010 Settings

- 1 From the *Admin Menu*, press FACTORY DEFAULT. A confirmation message is displayed:



- 2 Press YES to restore all network and device settings. Press NO to return to the *Admin Menu* without changing current settings.

INTRODUCTION TO WIRELESS NETWORKING

This section describes Toshiba's implementation of the Cisco Aironet 350 Series Workgroup Bridge AIR-WGB35x and Cisco Aironet 350 PCI 802.11b wireless Network Interface Card (NIC).

Architecture

The wireless Workgroup Bridge and PCI NIC support network protocols such as TCP/IP, IPX/SPX, NetBeui, and AppleTalk.

Wireless Network Usage Modes

The controller supports the following four usage modes:

- **Wired Ethernet LAN** - To use the embedded Ethernet LAN, all protocols should be unbound from the Cisco wireless NIC.
- **Wireless LAN using AIR-WGB35x** - To use the Cisco wireless Workgroup Bridge, all protocols should be unbound from the Cisco wireless NIC. The Workgroup Bridge must not be used together with the wireless NIC.
- **Wireless LAN using AIR-PCI35x** - To use the Cisco wireless card, all protocols should be unbound from the embedded Ethernet NIC. Either the Infrastructure or Ad Hoc network type can be used.
- **Wired Ethernet LAN and peer-to-peer wireless** - The embedded Ethernet LAN NIC can be used to connect to the LAN while the Cisco wireless NIC is used to communicate with another client who is not on the network. In this peer-to-peer scenario, all protocols can be bound to both NICs simultaneously and the wireless NIC must be configured for the Ad Hoc network type.

Wireless Configuration

Changing the wireless settings does not require rebooting the controller. This includes changing from one Access Point (AP) to another by changing SSID. However, if the Access Points are connected to different networks, a reboot is necessary.

The wireless operation mode can be categorized into two modes, Infrastructure and Ad Hoc. Infrastructure is used to connect to a wired Ethernet network through a specified Access Point. Ad Hoc is used to set up small network between two or more devices. The 802.11b standard specifies a security method called Wireless Enable Privacy (WEP). This WEP security will restrict unauthorized client to access the wireless network.

Infrastructure

To communicate with an AP, the SSID of the client must match the SSID of the access point. The channel is set on "automatic". The Default Access Point (DAP) does not need to be specified. Setting a DAP value is only necessary in the roaming scenario where there are more than one AP with the same SSID. The client can connect to any of these AP. However, whenever possible, it will automatically connect to the AP being specified as DAP.

Ad Hoc

Ad Hoc is designed as a peer-to-peer communication mode. In Ad Hoc mode, the SSID between clients must match for communication to be possible. The first client to start an Ad Hoc session will set a "communicating" channel. All subsequent clients that wish to communicate with this first client will automatically be tuned to match the first client's "communicating" channel. The channel set in their own configuration will be ignored unless the channels match.

WEP Security

WEP security allows the access point to verify the client authentication before communication takes place. The WEP encryption key can either be 40 bits (5 pairs of hex) or 128 bits (13 pairs of hex). These keys can take any values as long as they are hex, they are not case sensitive, and they match exactly between the access point and the clients.

Open Authentication and Shared Key Authentication are the two authentication modes. The access point and client authentication modes must match for any communication to take place. A session between the client and the AP can be broken into two stages, authentication and communication. Authentication is when the AP authenticates the client. Communication is when the two actually exchange data. Under Open Authentication mode, the AP will authenticate the client regardless of the WEP key, thus the client and the AP will always associate. Communication will take place only if the WEP keys between the client and the AP match. Shared Key Authentication, on the other hand, requires that the WEP key has to match in order for the AP to authenticate and communicate with the client.

AIR-WGB35x

To install the Cisco Aironet 350 Series Workgroup Bridge, configure it according to the Cisco AIR-WGB35x User's Guide.

Connect the Workgroup Bridge to the embedded Ethernet NIC using the supplied network cable. Configure the Networking on the controller via the ADMIN>NETWORK SETTING button.

Extensible Authentication Protocol (EAP) is supported.

AIR-PCI35x

To install and configure the Cisco Aironet 350 PCI 802.11b wireless NIC, please follow the steps on the next few pages.

Extensible Authentication Protocol (EAP) is not supported.

UI Controls	Description
SSID	Service Set Identifier. To identify the specific wireless network
Network Type (Infrastructure) (Ad Hoc)	Specifies type of network to access. Connect to a wired Ethernet network through an Access Point Peer-to-peer. Set up small network between 2 or more client devices
WEP Security	Wired Equivalent Privacy
WEP KEY (40 bit)	5 pairs of hex (e.g. 1a2b3c4d5e)
WEP KEY (128 bit)	13 pairs of hex (e.g. 1a2b3c4d5e6f7a8b9c0d1e2f3a)
Open Authentication	Allows client adapter, regardless of the WEP key, to authenticate with an AP. For communication to take place, however, the WEP keys of the clients and the AP MUST match
Shared Key Authentication	Allows client adapter to authenticate and communicate only with AP that have the same WEP keys.
Default Access Point	MAC address of the access point to be connected to, by default, if possible (e.g. if the SSID of the DAP match with the SSID that the client specify). If there's no AP with the MAC address that match DAP and matched SSID, then the client will try to connect to any other AP that has match SSID.
Channel	Frequency to be used as channel for communications conforms to the IEEE 802.11 standard. In infrastructure mode, this is automatic. In Ad Hoc mode, channel in all client adapters must match.
Data Retries	Defines the number of times a packet will be resent if the initial transmission is unsuccessful
Fragment Threshold	Defines the threshold above which RF data packet will be split up or fragmented.
RTS Threshold	Specifies the size of the data packet that the low-level RF protocol issues to a request-to-sent (RTS) packet.
RTS Retry Limit	Specifies the number of times the client adapter will resend a RTS packet if it does not receive a clear-to-send packet from the previously sent RTS packet.
Data Rate	Rate of transmit or receive packets to or from Access Point
Transmit Power	Defines the transmit power level of the client adapter.

SETTING UP THE WIRELESS NETWORK USING THE AIR-PCI35X

If both the embedded NIC and the wireless NIC are enabled, the wireless NIC must be configured for **Ad Hoc** (peer-to-peer).

Pressing the **FACTORY DEFAULTS** button when both the embedded and wireless NICs are present will give precedence to the wireless NIC (the controller will operate on the wireless NIC only).

The **WIRELESS** button on the copier LCD panel and the wireless settings in TopAccess are only visible when the wireless NIC is installed.

The following instructions assume that the controller has been updated with the latest version of the software.

Installing and Enabling the wireless card and disabling wired networking

- 1 Prepare and install Wi-Fi compatible access point within range of the controller.
- 2 Shutdown the Controller.
- 3 Install the wireless NIC in Slot 1.
- 4 Turn the controller on.
- 5 Remove the network cable from the controller.
- 6 Press **FACTORY DEFAULT** in the Admin tab of the copier front panel and reboot the controller. Wait until the controller prints a Startup Page before you continue.
- 7 Configure the wireless (Wi-Fi) settings for the Cisco card as appropriate for your wireless network (e.g. SSID, Network Type and Transmit Power via the **ADMIN>WIRELESS SETTINGS>WIRELESS** buttons on the front panel). Ensure to select either the Infrastructure or Ad Hoc network type as desired.
- 8 If the Infrastructure network type was selected, verify the Wi-Fi connection by viewing the transfer rate on the front panel. The panel will indicate either Not Connected or display the current transfer rate.
- 9 Configure the wireless networking on the Cisco card via the **ADMIN>WIRELESS SETTINGS** button on the front panel. The wireless NIC is currently in DHCP mode.

- If the Infrastructure network type was selected, configure any of the network protocols as needed
 - If the Ad Hoc network type was selected and the TCP/IP protocol is to be used, select **MANUAL**
 - ◆ Set the static IP address to 192.168.2.2, Subnet Mask to 255.255.255.0 and Default Gateway to 0.0.0.0. The connecting client should have a IP address of 192.168.2.x and same Subnet Mask and workgroup as the controller
- 10 Reboot the controller.
- 11 Perform a test print.

Troubleshooting

Transfer rate says "No connection"	Verify the access point is working
Transfer rate says "No connection"	Verify SSID matches the access point
Transfer rate says "No connection"	Verify WEP against the access point
There is a connection to the access point and the printer is not visible on the network	Verify that the indicated settings on the Intel card are all disabled. If it still fails, increase the Transmit Power Setting.
There is a connection to the access point, the authentication mode is Open System, and the printer is not visible on the network	Verify that the indicated settings on the Intel card are all disabled. If it still fails, make sure that the WEP key of the client and AP match.

Enabling networking on both cards simultaneously

The embedded NIC is connected to the LAN and the wireless NIC is configured for **Ad Hoc** (peer-to-peer).

- 1 If the wireless NIC is already installed, go to step 6.
- 2 Shutdown the Controller.
- 3 Install the wireless NIC in Slot 1.
- 4 Turn the controller on.
- 5 Press **FACTORY DEFAULT** in the Admin tab of the copier front panel and reboot the controller. Wait until the controller prints a Startup Page before you continue.
- 6 Configure the wireless networking on the Cisco card via the **ADMIN>WIRELESS SETTINGS** button on the front panel.
 - Select **NETBEUI** and select **DISABLE** (press **NO** if asked to reboot)

- Select IPX/SPX and select DISABLE (press NO if asked to reboot)
 - Select APPLE TALK and select DISABLE (press NO when asked to reboot)
 - Select TCP/IP and select MANUAL
 - ◆ Set the static IP address to 0.0.0.0, Subnet Mask to 0.0.0.0 and Default Gateway to 0.0.0.0
- 7 Configure Wi-Fi for **Ad Hoc**.
- 8 Reboot the controller.
- 9 Configure the wired networking on the controller via the ADMIN>NETWORK SETTING button on the front panel.
- Select NETBEUI and select ENABLE (press NO if asked to reboot)
 - Select IPX/SPX and select ENABLE (press NO if asked to reboot)
 - Select APPLE TALK and select ENABLE (press NO when asked to reboot)
 - Select TCP/IP and select MANUAL
 - ◆ Set the static IP address to 192.168.2.1, Subnet Mask to 255.255.255.0 and Default Gateway to 0.0.0.0
- 10 Reboot the controller.
- 11 Configure the wired networking on the controller via the ADMIN>NETWORK SETTING button on the front panel.
- Select TCP/IP
 - ◆ For a fixed IP address, set a valid static IP address, Subnet Mask, Default Gateway, DNS and WINS servers accordingly. If DHCP is desired, press DHCP
 - If desired, disable any of the other protocols as needed
- 12 Reboot the controller.
- 13 Configure the wireless networking on the Cisco card via the ADMIN>WIRELESS SETTINGS button on the front panel.
- To use NETBEUI, select NETBEUI and select ENABLE (press NO if asked to reboot)
 - To use IPX/SPX, select IPX/SPX and select ENABLE (press NO if asked to reboot)

- To use APPLE TALK, select APPLE TALK and select ENABLE (press NO when asked to reboot)
 - To use TCP/IP, select MANUAL
 - ◆ Set the static IP address to 192.168.2.2, Subnet Mask to 255.255.255.0 and Default Gateway to 0.0.0.0. The connecting client should have a IP address of 192.168.2.x and same Subnet Mask and workgroup as the controller
- 14 Reboot the controller.
 - 15 Perform a test print for both the wired and wireless configurations.

Uninstalling the wireless card and enabling the wired networking

- 1 Power down the controller.
- 2 Remove the wireless NIC.
- 3 Attach the network cable to the controller.
- 4 Power up the controller.
- 5 Press FACTORY DEFAULT in the Admin tab of copier front panel and reboot the controller. Wait until the controller prints a Startup Page before you continue.
- 6 Configure the Networking on the controller via the ADMIN>NETWORK SETTING button.
- 7 Perform a test print.

Switching to wired networking without removing the wireless card

- 1 Attach the network cable to the controller.
- 2 Disable wireless networking via the ADMIN>WIRELESS button on the front panel.
 - Select NETBEUI and select DISABLE (press NO if asked to reboot)
 - Select IPX/SPX and select DISABLE (press NO if asked to reboot)
 - Select APPLE TALK and select DISABLE (press NO when asked to reboot)
 - Disable TCP/IP

- ◆ If DHCP is selected, select MANUAL (make sure the IP address and Default Gateway are all blanks or zeros)
 - ◆ If MANUAL is selected, set the static IP address and Default Gateway to all zeros or blanks
- 3 Reboot the controller.
 - 4 Configure the wired networking on the controller via the ADMIN>NETWORK SETTING button on the front panel.
 - Select NETBEUI and select ENABLE (press NO if asked to reboot)
 - Select IPX/SPX and select ENABLE (press NO if asked to reboot)
 - Select APPLE TALK and select ENABLE (press NO when asked to reboot)
 - Enable TCP/IP
 - ◆ For DHCP or a fixed IP address, set a valid static IP address, Subnet Mask, Default Gateway, DNS and WINS servers accordingly and reboot the controller. If DHCP is desired, press DHCP via the ADMIN>NETWORK SETTING>DHCP button on the front panel and reboot the controller
 - 5 Perform a test print.

Switching back to wireless networking (the wireless card is already installed)

- 1 Remove the network cable from the controller.
- 2 Press FACTORY DEFAULT in the Admin tab of the copier front panel and reboot the controller. Wait until the controller prints a Startup Page before you continue.
- 3 Configure the wireless (Wi-Fi) settings for the Cisco card as appropriate for your wireless network (e.g. SSID, Network Type and Transmit Power via the ADMIN>WIRELESS SETTINGS>WIRELESS buttons on the front panel). Ensure to select either the Infrastructure or Ad Hoc network type as desired.
- 4 If the Infrastructure network type was selected, verify the Wi-Fi connection by viewing the transfer rate on the front panel. The panel will indicate either Not Connected or display the current transfer rate.

- 5 Configure the wireless networking on the Cisco card via the ADMIN>WIRELESS SETTINGS button on the front panel. The wireless NIC is currently in DHCP mode.
 - If the Infrastructure network type was selected, configure any of the network protocols as needed
 - If the Ad Hoc network type was selected and the TCP/IP protocol is to be used, select MANUAL
 - ◆ Set the static IP address to 192.168.2.2, Subnet Mask to 255.255.255.0 and Default Gateway to 0.0.0.0. The connecting client should have a IP address of 192.168.2.x and same Subnet Mask and workgroup as the controller
- 6 Reboot the controller.
- 7 Perform a test print.

Wireless Values

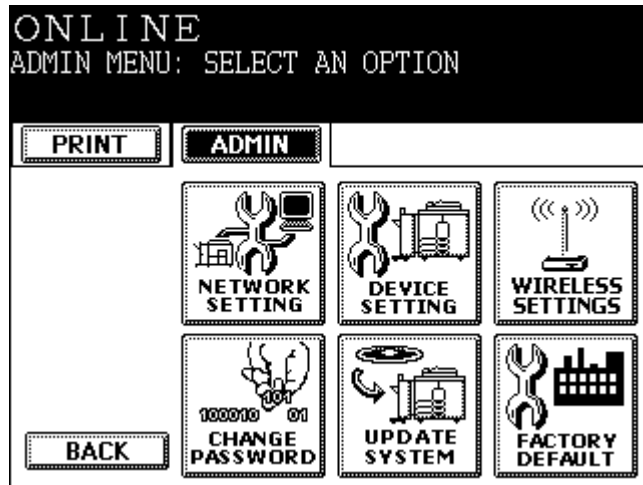
The following table shows the User Interface controls to configure the wireless options from the front panel and the TopAccess Web Administration Page.

UI Controls	Type of Control		Value	Read	Write	Default
	Front Panel	Web				
Data Rate	Text Label in status area of front panel	Text label	11, 5.5, 2, 1	X		(None)
SSID	Text field	Text field	(32 bytes)	X	X	(None)
Network Type	Option button	Combo	Infrastructure / Ad Hoc	X	X	Infrastructure
WEP Security	Option button	Check box	Enabled/Disabled	X	X	Disabled
WEP ENCRYPTION	Option button	Combo	40 Bits / 128 Bits	X	X	40 bit
WEP KEY (40 bit)	Text Field	Text Field	5 * 2 hex characters		X	(None)
WEP KEY (128 bit)	Text Field	Text Field	13 * 2 hex characters		X	(None)
Authentication	Option buttons	Combo	Open/Shared	X	X	Open
Default Access Point	Text Field	Text Field	6 * 2 hex (Infrastructure)	X	X	(None)
Channel	Text Field	Combo	Numeric (1–11) (Ad Hoc)	X	X	6
Data Retries	Text Field	Text Field	Numeric (1 – 128)	X	X	16
Fragment Threshold	Text Field	Text Field	Numeric (256 – 2312)	X	X	2312
RTS Threshold	Text Field	Text Field	Numeric (1 – 2312)	X	X	2312
RTS Retry Limit	Text Field	Text Field	Numeric (1 – 128)	X	X	16
Transmit Power	Option buttons	Combo	1, 5, 20, 30, 50, 100	X	X	30 m W

Configuring Wireless Ethernet from the Copier Front Panel

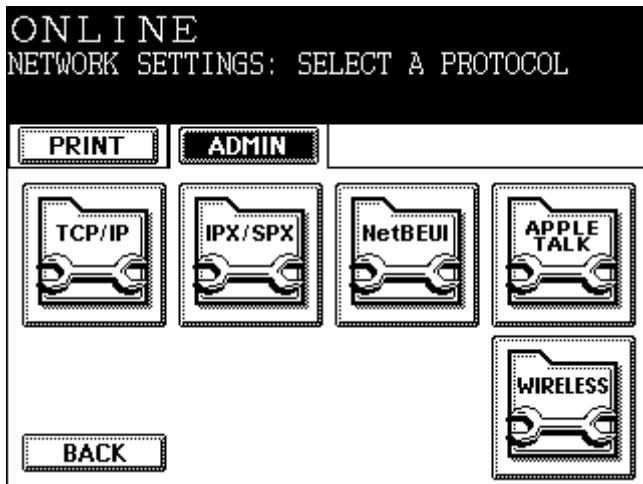
Admin Screen

Press the WIRELESS SETTINGS soft key.

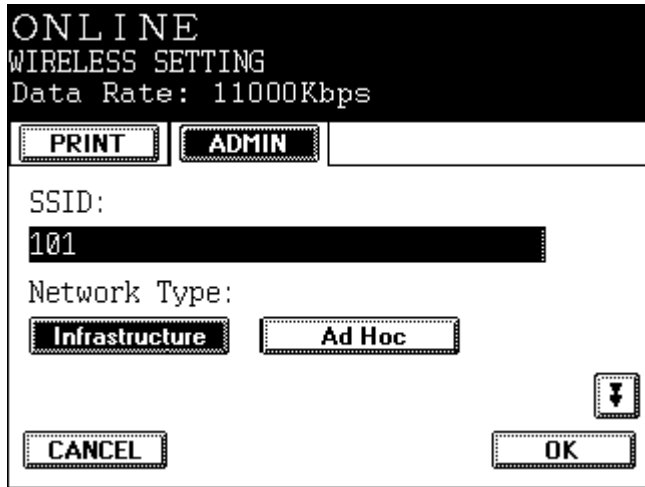


Pressing the Wireless Ethernet button invokes the Wireless Ethernet Settings Screen.

Once WIRELESS SETTINGS is selected, the user is moved through Network configuration and then wireless configuration. The Network configuration user interface flow matches that of Network Settings.



After the network settings are configured the Wireless information is shown.

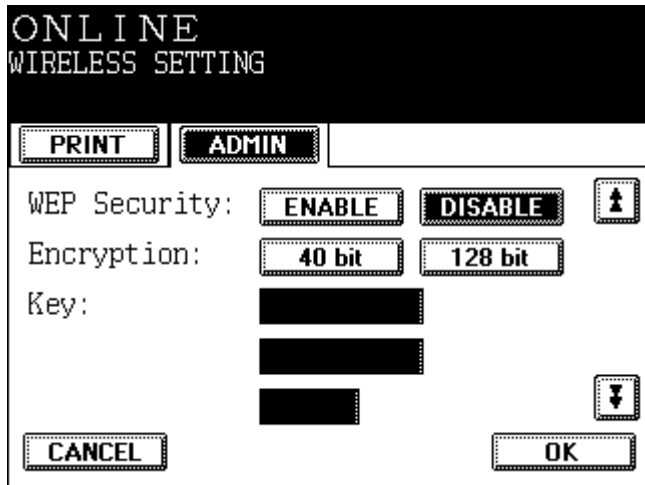


In the status area on the top of the copier display, the Data Rate will be shown on the third line. The panel will indicate either Not Connected or display the current transfer rate.

The two Network Types are Infrastructure and Ad Hoc.

The screens are slightly different between Infrastructure Mode and Ad Hoc Mode.

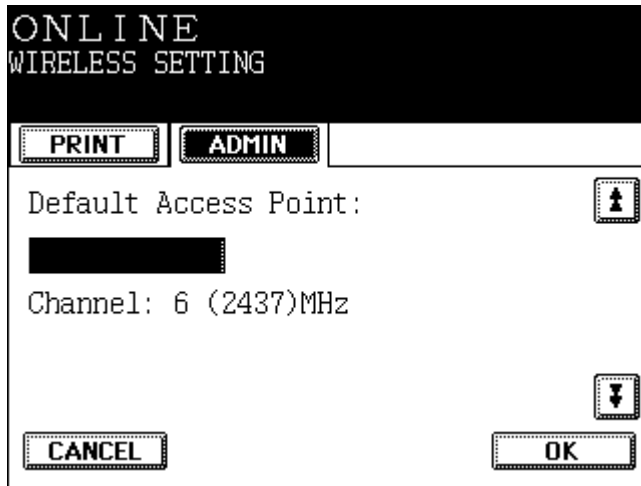
Press the down arrow to navigate through the wireless options.



By default, WEP security is set to “Disabled.”

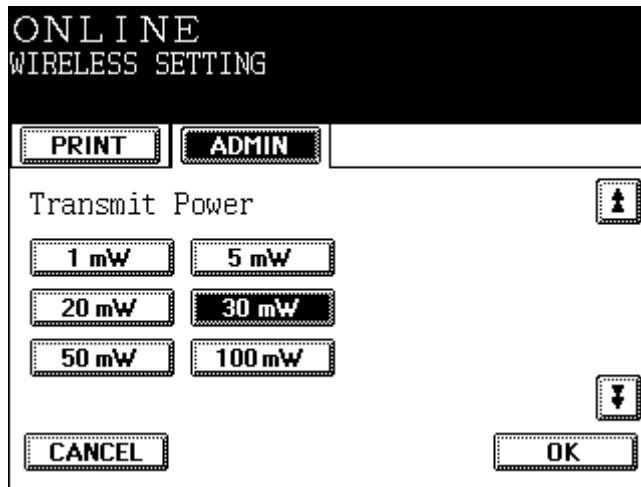
When you enable WEP security, the Encryption and Key buttons appear.

In the next screen, you can configure the Default Access Point.



In Infrastructure Mode, the Channel value cannot be edited. In Ad Hoc mode, the Channel value can be set by pressing the **CLEAR/STOP** hard key to clear the field before entering a new value.

Press the down arrow to adjust the Transmit Power settings.



Press the down arrow to complete the wireless NIC settings.

ONLINE WIRELESS SETTING

PRINT ADMIN

Data Retries: 16 (1-128)

Fragment Threshold: 2312 (256-2312)

RTS Threshold: 2312 (1-2312)

RTS Retry Limit: 16 (1-128)

CANCEL OK

You can also configure the wireless NIC settings from TopAccess

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Wireless](#) link.

TopAccess gl-wonder: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs Scan Preferences Counters Administration

Device Setup Logs Address Book Maintenance Notification

Setup

[Network](#) | [Print Services](#) | **[Wireless](#)** | [Email](#) | [Scan Agents](#)

DEVICE

Country Version:
Card Version Model:
Card FirmWare Version:
Manufacturer:

IPX/SPX

Protocol:
Frame Type:

TCP/IP

IP Address Resolution:
Primary DNS Server:
Secondary DNS Server:
Primary WINS Server:
Secondary WINS Server:
WINS Scope ID:

Shutdown Reboot Online Print Device Configuration Print PCL Fonts Print PS Fonts

TOSHIBA | Install Software | Top | Help | V. Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.

This screen includes both the network and card settings for the wireless NIC.

The screenshot shows the 'Setup' page in the TopAccess Administration interface. The page is titled 'TopAccess' and 'gl-wonder: Ready | Online'. The navigation menu includes 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Administration' menu is expanded to show 'Setup', 'Logs', 'Address Book', 'Maintenance', and 'Notification'. The 'Setup' page is divided into several sections: 'NetBEUI' with a 'Protocol' dropdown set to 'Disable'; 'AppleTalk' with a 'Protocol' dropdown set to 'Disable' and an empty 'AppleTalk Zone' text field; 'Services' with 'Server Service' and 'Master Browser' dropdowns both set to 'Disable'; and 'General' with an empty 'SSID' text field, a 'Data Rate' dropdown set to '0Mbps', and a 'Network Type' dropdown set to 'Infrastructure'. At the bottom, there are links for 'Shutdown', 'Reboot', 'Online', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The Toshiba logo and copyright information are visible at the very bottom.

5 Once you have entered the settings, click **Save**.

The screenshot shows the 'Setup' page in the TopAccess Administration interface, specifically the wireless security settings. The page is titled 'TopAccess' and 'gl-wonder: Ready | Online'. The navigation menu includes 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Administration' menu is expanded to show 'Setup', 'Logs', 'Address Book', 'Maintenance', and 'Notification'. The 'Setup' page is divided into several sections: 'Use WEP Security' with a checkbox that is unchecked; 'Web Encryption' with a dropdown set to '40 Bit'; 'WEP Key' with an empty text field; 'Authentication' with a dropdown set to 'Open'; 'Default Access Point' with an empty text field; 'Chanel' with an empty text field; 'Transmit Power' with a dropdown set to '1 mW'; 'Data Retries' with an empty text field; 'Fragment Threshold' with an empty text field; 'RTS Threshold' with an empty text field; and 'RTS Retry Limit' with an empty text field. At the bottom, there are 'Save' and 'Reset' buttons. There are also links for 'Shutdown', 'Reboot', 'Online', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The Toshiba logo and copyright information are visible at the very bottom.

For more information on wireless NIC settings, consult the *Cisco Aironet Wireless LAN Adapters 340 and 350 Series Quick Start Guide*.

CONTROLLING GL-1010 OPERATION

The following functions can be performed from the copier's LCD Touch Screen to control GL-1010 operation:

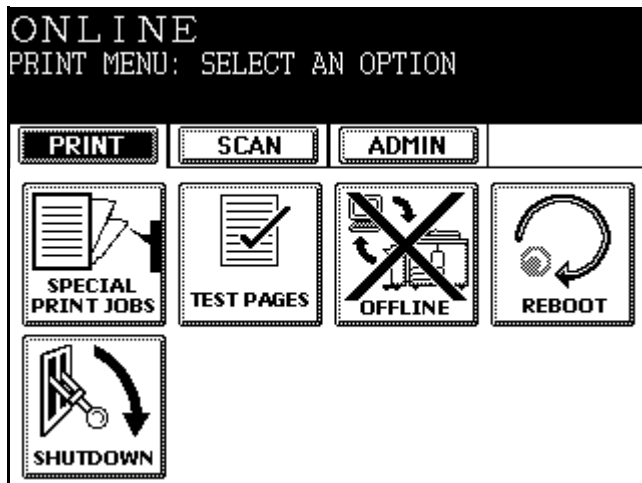
- Turn the GL-1010 Online/Offline
- Print Test Pages
- Reboot the GL-1010
- Shutdown the GL-1010

Turn the GL-1010 Online/Offline

The GL-1010 must be online to perform network printing functions. By turning the GL-1010 offline, you will disable printing to the device for all users.

Turn the GL-1010 Offline

- 1 Press the **PRINTER/NETWORK** hardkey.
- 2 Press the **PRINT** tab. The main *Print Menu* displays:



- 3 To take the GL-1010 offline and disable printing, press **OFFLINE**. The printer remains offline until manually enabled.

Print Test Pages

There are three types of test pages that you can print to discover the controller's current settings:

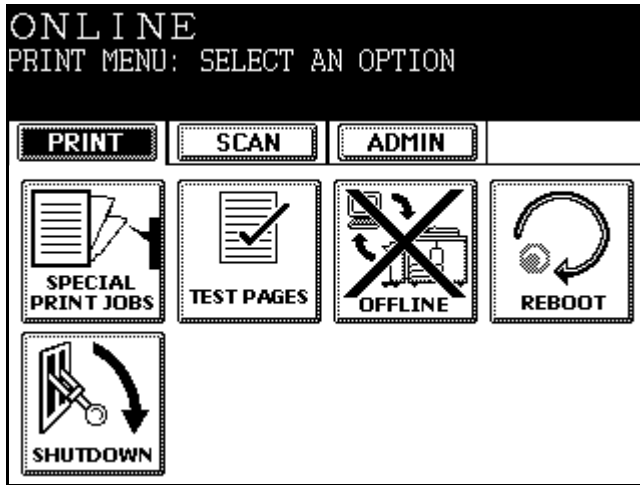
- Configuration Page details the current GL-1010 and network settings

- PCL font list shows all PCL printer fonts installed on the GL-1010.
- PS3 font list shows all PostScript (level3-compatible) fonts installed on the GL-1010.

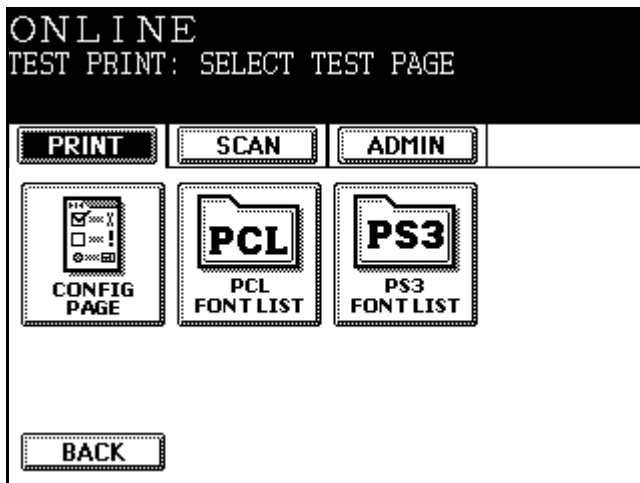
You can select only one test page to print at a time.

Printing a Test Page

- 1 Press the **PRINTER/NETWORK** hardkey.
- 2 Press the **PRINT** tab. The main *Print Menu* displays:



- 3 Press **TEST PAGES** to display the *Test Print* menu.



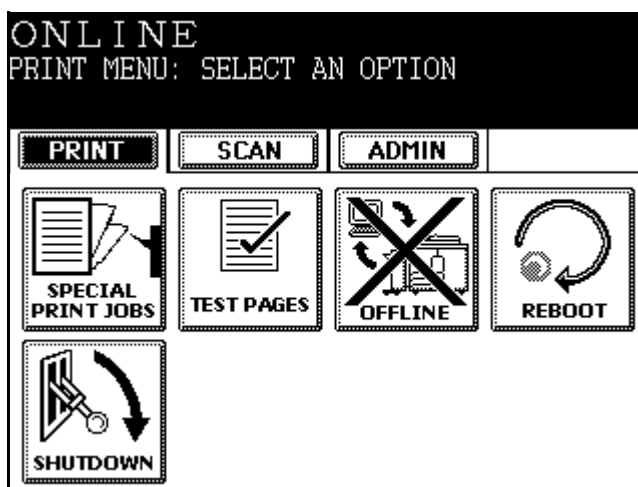
- 4 Press the soft key that corresponds to the type of test page you want to print: CONFIG PAGE, PCL FONT LIST, or PS3 FONT LIST.
- 5 After printing test pages, press BACK to return to the main Print Menu.

Reboot the GL-1010

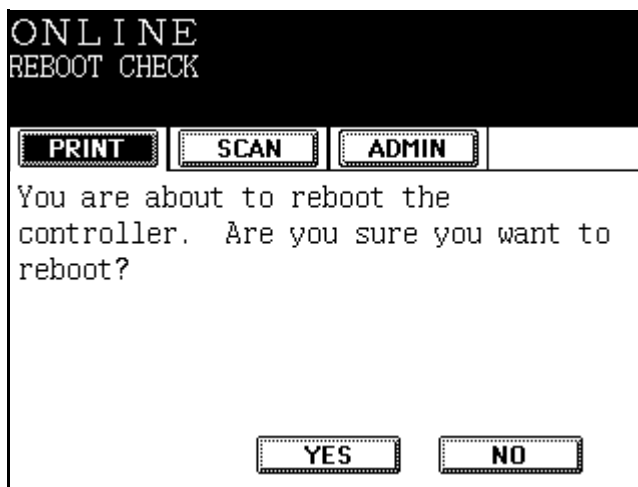
It is often necessary to reboot the controller before settings changes can take affect. Other time, you may need to reboot the controller to resynchronize communication between the copier and the controller. If possible, avoid rebooting the controller by physically resetting it. Rather, reboot the controller from the LCD Touch Screen.

Rebooting the Controller

- 1 Press the **PRINTER/NETWORK** hardkey.
- 2 Press the **PRINT** tab. The main *Print Menu* displays:



- 3 Press REBOOT. You will be asked to confirm that you want to reboot the controller:



- 4 Press YES to proceed. The controller goes offline while rebooting and the LCD Touch Screen displays at first Shut-down in progress and then Starting Controller. Please wait. When the controller comes back online, you can resume network and printing functions.

Shutdown the GL-1010

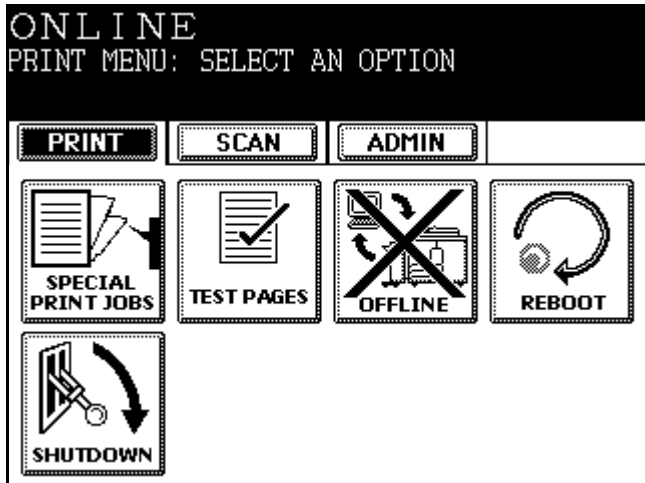
Gracefully powering down the Toshiba Network Document Processing System begins with shutting down the GL-1010 controller from the copier control panel. After you have shut down the controller, you can safely power off the copier.

Shutting Down the Controller

Important: Do NOT power off the controller by pressing the controller's power switch for three seconds or more since it may happen to a Lock, and in worst case, this may damage the controller HDD or corrupt the GL-1010 software.

Instead, power down the controller from the copier LCD Touch Screen, using the Shut Down function.

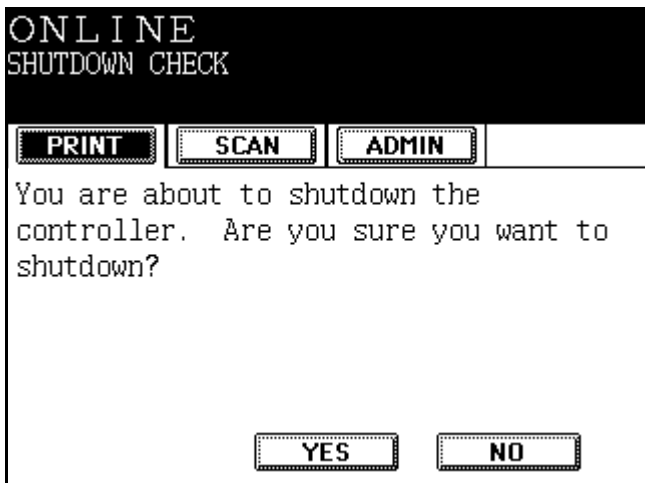
- 1 Press the **PRINTER/NETWORK** hardkey.
- 2 Press the **PRINT** tab. The main *Print Menu* displays:



- 3 Press **SHUTDOWN**. You will be asked to confirm that you want to shut down the controller:

CAUTION!

Do NOT power off the controller by pressing the controller's power switch for three seconds or more since it may happen to a Lock and, in worst case, this may damage the controller HDD or corrupt the GL-1010 software.



- 4 Press **YES** to proceed. To restart the controller, turn the power switch on the controller.

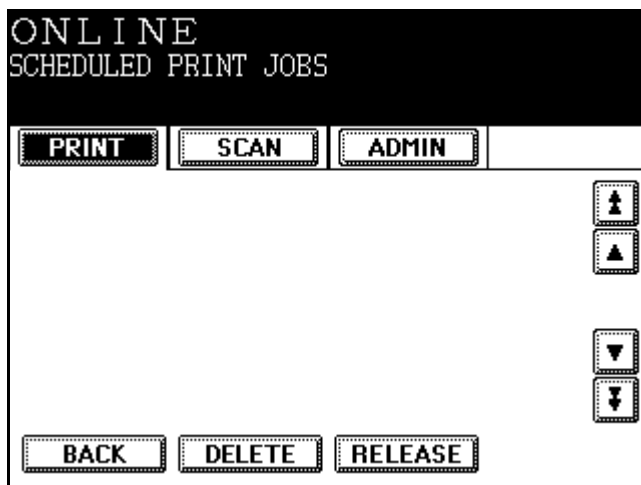
MONITORING THE PRINT QUEUE

From copier's LCD Touch Screen, you can manage Scheduled Jobs, Private Print Jobs, and Proof Print Jobs.

Manage Scheduled Jobs

Viewing the Scheduled Jobs Queue

- 1 Press the **PRINTER/NETWORK** key.
- 2 Press the **PRINT** tab.
- 3 Press **SPECIAL PRINT JOBS**.
- 4 Press **SCHEDULED PRINT JOBS** to display the list of pending print jobs and their status:



- 5 Press the up and down arrow soft keys to scroll through the jobs in the list one at a time. Use the double arrow keys to move from page to page of listings.
- 6 Press **BACK** to return to the main *Print Menu*.

Deleting Scheduled Jobs

- 1 Access the Scheduled Jobs queue. Refer to *Viewing the Scheduled Jobs Queue* on page 50 for details.
- 2 Scroll to the job you want to delete.
- 3 Press **DELETE**. You are asked to confirm that you want to delete the selected job. Press **DELETE** again to remove the job from the print queue.

- 4 Press **BACK** to return to the main Print Menu.

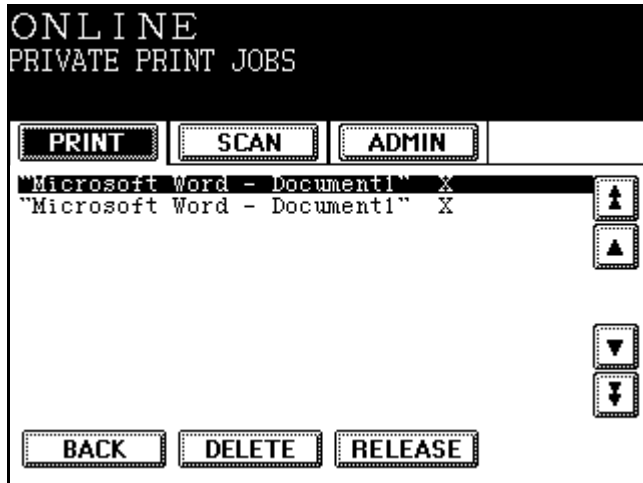
Release Scheduled Jobs

- 1 Access the Scheduled Jobs queue.
- 2 Scroll to the job you want to print.
- 3 Press **RELEASE** to print the job now, rather than at the scheduled time.
- 4 Press **BACK** to return to the main *Print Menu*.

Manage Private Print Jobs

Viewing the Private Print Queue

- 1 Press the **PRINTER/NETWORK** key.
- 2 Press the **PRINT** tab.
- 3 Press **SPECIAL PRINT JOBS**.
- 4 Press **PRIVATE PRINT JOBS** to display the list of pending private print jobs and their status:



- 5 Press the up and down arrow soft keys to scroll through the jobs in the list one at a time. Use the double arrow keys to move from page to page of listings.
- 6 Press **BACK** to return to the main *Print Menu*.

Deleting a Private Print Job

- 1 Access the Private Print Jobs queue. Refer to *Viewing the Private Print Queue* on page 51 for details.
- 2 Scroll to the job you want to delete.
- 3 Press DELETE. You are asked to confirm that you want to delete the selected job. Press DELETE again to remove the job from the print queue.
- 4 Press BACK to return to the main *Print Menu*.

Releasing a Private Print Job to Print

- 1 Access the Private Print Jobs queue. Refer to *Viewing the Private Print Queue* on page 51 for details.
- 2 Scroll to the job you want to release for printing.
- 3 Press RELEASE. The *Enter Document Password* screen is displayed:



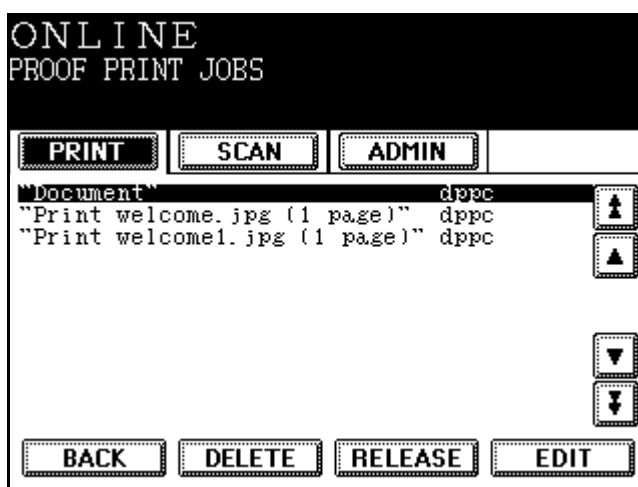
- 4 Use the control panel's numeric keypad to enter the four digit document password and then press OK. If the password entered is correct, the job is released to the current jobs print queue. Once the private print job becomes a current job, manage it as any other current job.

If you do not know or cannot remember the document password, you must delete the job from the Private Print Jobs queue and then resubmit the job.

Manage Proof Print Jobs

Viewing the Proof Print Jobs Queue

- 1 Press the **PRINTER/NETWORK** key.
- 2 Press the **PRINT** tab.
- 3 Press **SPECIAL PRINT JOBS**.
- 4 Press **PROOF PRINT JOBS** to display the list of pending proof print jobs and their status:



- 5 Press the up and down arrow soft keys to scroll through the jobs in the list one at a time. Use the double arrow keys to move from page to page of listings.
- 6 Press **BACK** to return to the main *Print Menu*.

Deleting a Proof Print Job

- 1 Access the Proof Print Jobs queue. Refer to *Viewing the Proof Print Jobs Queue* on page 53 for details.
- 2 Scroll to the job you want to delete.
- 3 Press **DELETE**. You are asked to confirm that you want to delete the selected job. Press **DELETE** again to remove the job from the print queue.

Releasing a Proof Print Job to Print

- 1 Access the Proof Print Jobs queue. Refer to *Viewing the Proof Print Jobs Queue* on page 53 for details.
- 2 Scroll to the job you want to release for printing.

- 3 Press RELEASE. The *Edit Proof Print Job* screen is displayed:

ONLINE
EDIT PROOF PRINT JOB

PRINT SCAN ADMIN

Owner dppc
Title "Document"
Num. of Pages 1
Num. of Copies 9

CANCEL OK

- 4 The original number of copies selected to print, minus the proof print copy, appears in the NUMBER OF COPIES field. If necessary, you can modify the number of remaining copies using the numeric keypad.
- 5 Press OK to send the remaining copies to print.

Setting and Using Department Codes

The e-STUDIO GL-1010 Electronic Document Processing System keeps track of the number of pages printed, copied, faxed and scanned and maintains a set of counters. These statistics can be displayed in totals or broken down into statistics per department. Department Codes can be enabled or disabled from the digital copier LCD panel. Each department has a department name and a corresponding Department Code. Department Codes can be created from the digital copier LCD panel or from the TopAccess web utility. The first Department Code created becomes the Master Department Code and the user in possession of this code has access to all other codes. When the Department Code is enabled, users may enter a Department Code when using the printer drivers so that the number of printed pages is added to the counter for the appropriate department. The administrator may also choose to turn on Department Code Enforcement. When Department Code Enforcement is on, all users must enter a valid Department Code in order to print.

Enabling Department Codes

You must enable or disable the Department Code from the digital copier LCD panel. In TopAccess, the GL-1010 Administrator can see whether the Department Code system is enabled. In order to enable the Department Code, you must create at least one Department Code.

Enabling Department Code Enforcement

If the Department code system is enabled, the GL-1010 Administrator can also enable enforcement of Department Codes from the TopAccess web utility. If the Department Code system is disabled, the Department Code Enforcement option is grayed out.

- 1 Login to the system as the administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Device](#) submenu.
- 4 From the *Department Code Enforcement* drop-down menu, click **Enable**.
- 5 Click **Save**.

NOTE:

There is no driver's enforcement of Department Code in Unix filters, Mac PPD or raw jobs.

Creating the Master Department Code

You must create the first Department Code from the digital copier LCD panel. Once created, it becomes the Master Department Code and the user in possession of this code has access to all other codes. The Master Department Code is needed in order to create any subsequent Department Codes, edit or delete Department Codes or view detailed statistics on any given Department Code. Other than the Master Department Code, Department Codes can be created from the digital copier LCD panel or from the TopAccess web utility. Each department is given a department name and a corresponding 5-digit Department Code. When no Department Codes exist, all prints, copies etc. will be charged against a default department called UNDEFINED. For more information on creating Department Codes from the LCD panel, see the Operator's Manual for Copier Functions.

Creating Department Codes

Department Codes can be created from the digital copier LCD panel or from the TopAccess web utility. Each department is given a department name and a corresponding 5-digit Department Code. When no Department Codes exist, all prints, copies etc. will be charged against a default department called UNDEFINED.

- 1 Click the [Counters](#) tab.
- 2 Click the [Copy/Print/Fax](#) submenu.
- 3 In the Enter a department code to access department counters field, enter the Master Department Code.
- 4 Click **Enter**.
- 5 Click the **New** button.
- 6 The Add new department code dialog box appears.
- 7 Enter the new department code and the new department name.
- 8 Click **OK**.

DEPARTMENT CODE FUNCTIONALITY

Case 1: Department Code is disabled

- 1 The GL-1010 ignores any Department Codes submitted with a print job.
- 2 In TopAccess the users can click on the Counters tab to display counter totals. Print and Copy totals will always be shown. The Scan and Fax totals will be displayed only if the Scan and Fax options are installed. The user will not be prompted to enter a Department Code. The Enforce Department Codes option is grayed out.
- 3 In the Printer Drivers, the Department Code label and edit field will be disabled. Raw and non-Windows print jobs may include the Department Code but there is no enforcement or checking of the validity of the code.

Case 2: Department Code is enabled on the LCD panel AND Department Code Enforcement is disabled.

- 1 The GL-1010 reports Department Code to the digital copier.
- 2 In TopAccess the users can click on the Counters tab to display counter totals. Print and Copy totals will always be shown. The Scan and Fax totals will be displayed only if the Scan and Fax options are installed. The administrator can enable the Enforce Department Codes option. The user may enter a Department Code. If the user enters an invalid Department Code, TopAccess will prompt the user to enter a valid Department Code. If the user enters a valid Department Code other than the Master Department Code, the counters of that Department and the counter totals will display. The user can export the displayed counter information to a .CSV file. The user cannot change any counters. If the user enters the Master Department Code, the counter totals and the counters of all the departments will be displayed. The user can export the displayed counter information to a .CSV file. This time, the user can reset the counters of any Department. The total counters cannot be changed. The user can also delete any department and department code.
- 3 In the Printer Drivers, the Department Code label and edit field will be enabled. If a Department Code is entered, it will be included in the print job but there is no enforcement or checking of the validity of the code. Similarly, raw and non-Windows print jobs may include the Department Code but there is no enforcement or checking of the validity of the code. If the Department Code is valid, the appropriate department counter will be incremented accordingly. If the code is invalid, the UNDEFINED department counter will be incremented instead.

Case 3: Department Code is enabled on the LCD panel AND Department Code Enforcement is enabled

- 1 The GL-1010 reports Department Code to the digital copier. The controller will enforce Department Code usage. It will check with the copier the validity of the Department Code in the print job. If the code is valid, it will be sent to the proper queue, depending on the type of the print job. If the Department Code is invalid, the job will be put on hold in the "Invalid Department Code" (IDC) queue. There are two IDC queues; one for print jobs, and one for fax jobs. Jobs held in these IDC queues can be released for processing by any valid Department Code or the Master Department Code. These jobs can then be charged to the Department Code entered or

to the Master Department Code. The "Invalid Department Code" job icon will be enabled at the copier LCD panel. Click to see the list of all invalid Department Code jobs. These jobs may be released by entering a valid Department Code or the Master Department Code. Unreleased invalid Department Code jobs will be purged according to the "Number of days to save Private, Proof & Invalid Print Jobs" entry in TopAccess and recorded in Jobs log. After released, the jobs will be sent to the originally intended queues. Normal print jobs will be printed. Proof print jobs will be sent to the Proof Print queue. Private print jobs will be sent to the Private Print queue and TopAccessComposer jobs will be sent to TopAccessComposer. Scheduled print jobs will be sent to the Scheduled Print queue. Fax jobs will be sent to the Fax queue. Delayed fax jobs will be sent to the Delayed Fax queue. Raw and non-Windows print jobs that do not have a valid Department Code will be processed as IDC jobs as described above.

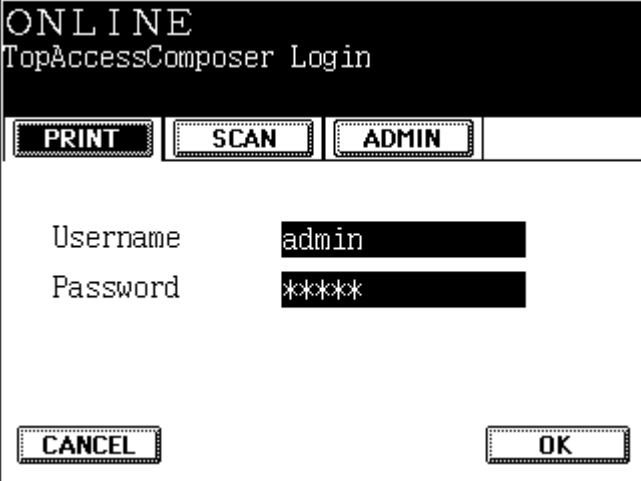
- 2** In TopAccess the users can click on the Counters tab to display counter totals. Print and Copy totals will always be shown. The Scan and Fax totals will be displayed only if the Scan and Fax options are installed. The administrator can disable the Enforce Department Codes option. The user may enter a Department Code. If the user enters an invalid Department Code, TopAccess will prompt the user to enter a valid Department Code. If the user enters a valid Department Code other than the Master Department Code, the counters of that Department and the counter totals will display. The user can export the displayed counter information to a .CSV file. The user cannot change any counters. If the user enters the Master Department Code, the counter totals and the counters of all the departments will be displayed. The user can export the displayed counter information to a .CSV file. This time, the user can reset the counters of any Department. The total counters cannot be changed. The user can also delete any department and department code. A submenu for IDC jobs is added to the Print Jobs tab and Fax Jobs tab and it is called Invalid.
- 3** In the Printer Drivers, the Department Code label and edit field will be enabled. A Department Code **MUST** be entered and it will be validated against the list of valid Department Codes stored in the copier. Once validated, it will be included in the print job. Raw and non-Windows print jobs that do not

include a valid Department Code will be sent to the "Invalid Department Code" (IDC) queue. If the Department Code is valid, the appropriate department counter will be incremented accordingly. "TopAccessComposer" and "TopAccessComposer Print" jobs will also require a Department Code. However, if for some reason the Department Code is invalid, the "TopAccessComposer" portion of the job will be processed normally and the document will be stored in TopAccessComposer. The Print portion of the job will be treated as an "Invalid Department Code" job.

Manage TopAccessComposer jobs

Releasing TopAccessComposer Jobs

- 1 Press the **PRINTER/NETWORK** key.
- 2 Press the **PRINT** tab.
- 3 Press **SPECIAL PRINT JOBS**.
- 4 Press **TA COMPOSER** to display the TopAccessComposer login screen:

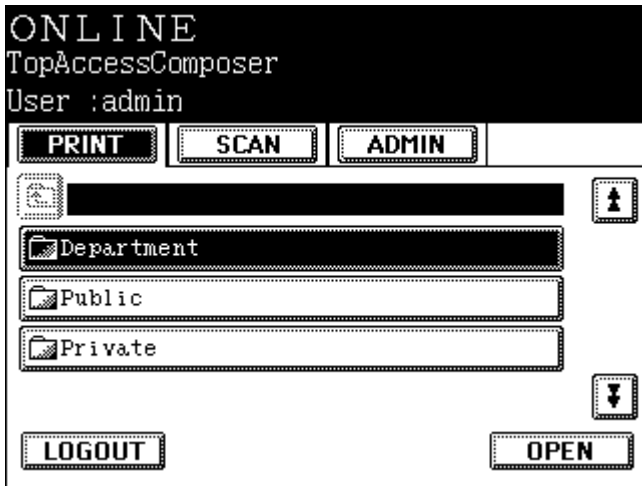


The screenshot shows a terminal-style login interface. At the top, it says "ONLINE" and "TopAccessComposer Login". Below this are three buttons: "PRINT", "SCAN", and "ADMIN". Underneath, there are two input fields. The first is labeled "Username" and contains the text "admin". The second is labeled "Password" and contains the text "*****". At the bottom of the screen, there are two buttons: "CANCEL" on the left and "OK" on the right.

- 5 Enter your user name and password and click **OK**.

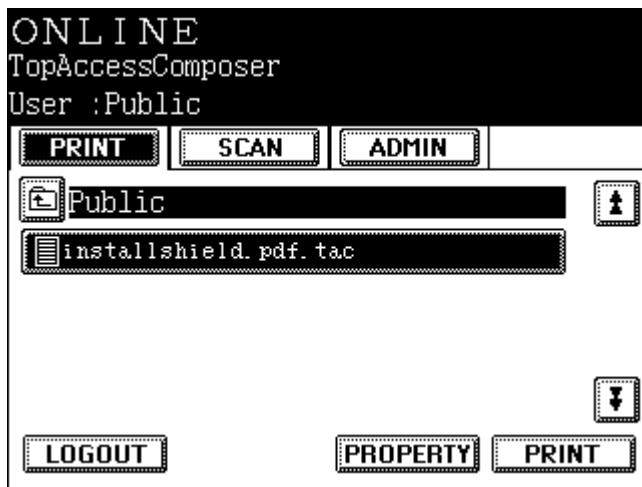
If you only need to access the Public folder, click **OK** without entering a user name or password.

The TopAccessComposer folder screen appears.



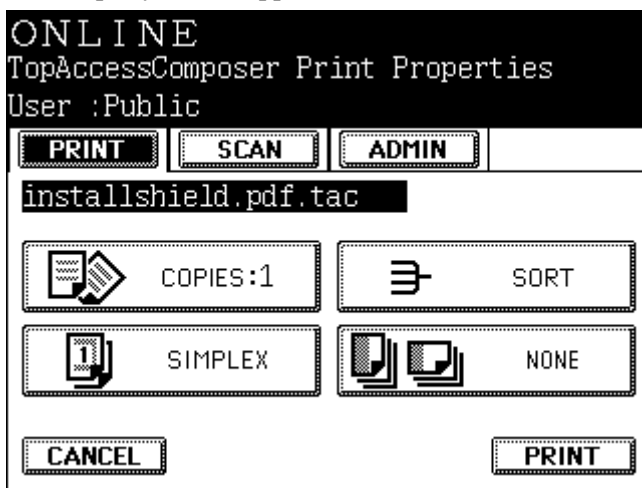
- 6 Click the folder for the queue to view and click OPEN.

The folder contents screen appears.



- 7 Press the up and down arrow soft keys to scroll through the jobs in the list one at a time. Use the double arrow keys to move from page to page of listings.
- 8 To change the print properties, click the PROPERTY key.

The Property screen appears.



- 9 Modify the print settings and press PRINT.
- 10 Press LOGOUT to return to the TopAccessComposer login screen.



3 USING TOPACCESS

Toshiba's device and job administration utility, TopAccess, allows you to configure device and network settings, monitor and manage print jobs, and diagnose network printing errors. Also, all of the device and network configuration options you set from the copier's front panel LCD can also be performed remotely using TopAccess, all from the convenience of your desktop. TopAccess is supported on Windows platforms.

This chapter describes how to access TopAccess and navigate the user interface. Additionally, this chapter explains how to perform many network and job management functions.

Topics:

Overview	64
Basic Functions	67
Administrator Functions	72

OVERVIEW

TopAccess is a web-based job and device management tool that allows users to access GL-1010 device information over the internet.

This chapter explains how to run and use TopAccess (Administrator functions). For information on using TopAccess (End-User functions), refer to *GL-1010 Operator's Guide (Basic)*.

System Requirements

Before running TopAccess, make sure the workstation meets the following minimum requirements:

- Windows 95/98/2000/Me or NT 4.0
- Internet Explorer 5.0+ or Netscape Navigator 4.75+ browsers (Unix requires Netscape Navigator 4.76+ and Mac requires Netscape Navigator 4.78+).
- TCP/IP Enabled

Opening TopAccess

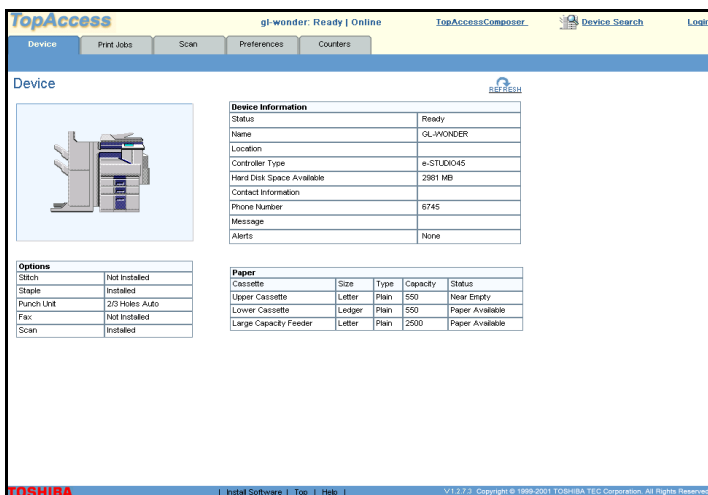
To navigate to TopAccess, enter the following URL on the search line of your Internet browser.

`http://<IP Address> or http://<Device Name>`

For example:

`http://159.119.44.234 or http://mygl-1010`

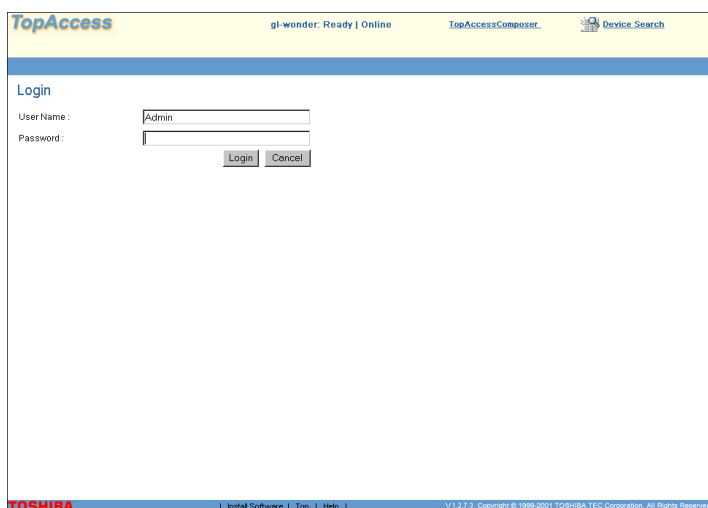
The TopAccess web page is displayed:



When you initially open the TopAccess Web site, you have access to end-user functions, such as viewing device settings and the print queues. You must log on as administrator to perform administrative functions.

Logging On as Administrator

- 1 At the top right-hand side of the TopAccess Web page, click the [Login](#) link.

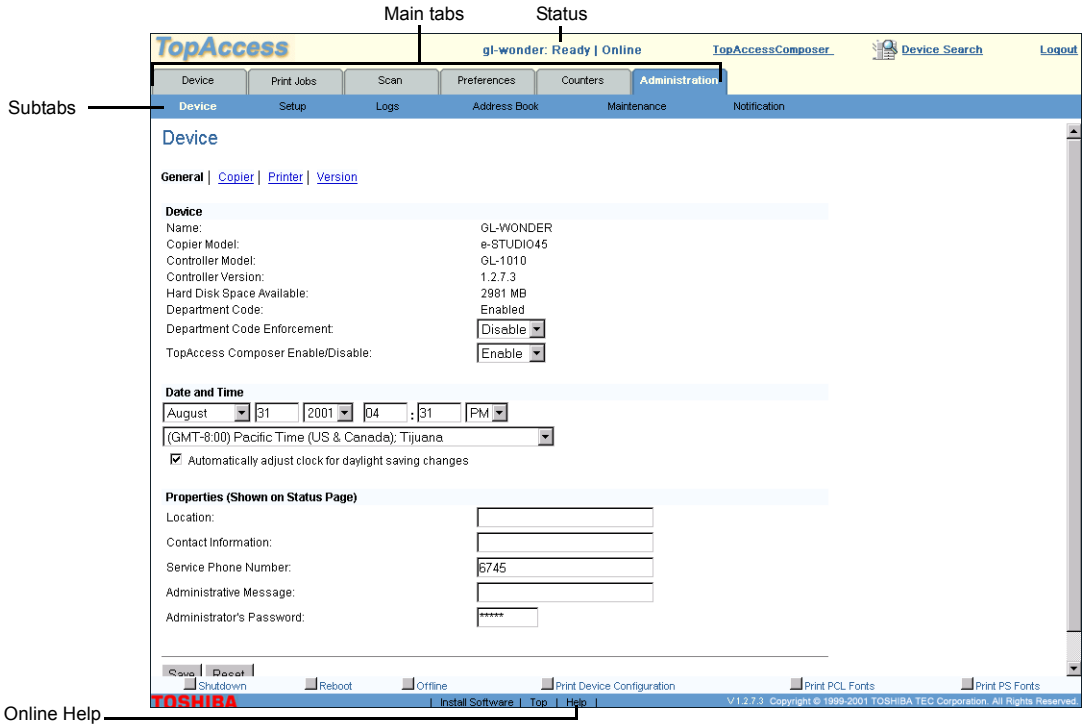


- 2 Enter the administrative username (“Admin”) and password. The password is the same as that used at the LCD Touch

Screen to log on to administrative functions. The default admin password is **12345**. If you have not set the username and password, use the defaults and then immediately change the password to maintain secure access.

For more information on setting and changing passwords, refer to *Setting the Password* on page 15.

3 Click [Login](#).



After successfully logging on, you can perform administrative functions from the Administration tab.

Changing the Administrative Password

- 1** At the top right-hand side of the TopAccess home page, click [Login](#). The Login page will display.
- 2** Enter the administrative username and password.
- 3** Click the **Login** button.
- 4** After successfully logging on, you can perform administrative functions from the Administration tab.
- 5** Click the [Administration](#) Page.

- 6 In the Properties area, enter an administrative password string for the device in the Administrator's Password field. This password will be required for all subsequent Administrator logins.
- 7 To enter a new password, simply enter the new password over the old password.
- 8 Click **Save**.

Setting the Logon Timeout Interval

- 1 Click the [Preferences](#) link.
- 2 From the Admin Login Timeout Period drop-down box, select the amount of time the system may be left before the Administrator will be timed out. The default is 100 minutes.

Note: You must be logged in as an Administrator to perform this function.

- 3 Click the **Save** button to save your new settings. Click **Reset** if you have not yet saved your changes and to refresh and restore the settings to their original state.

Logging Off

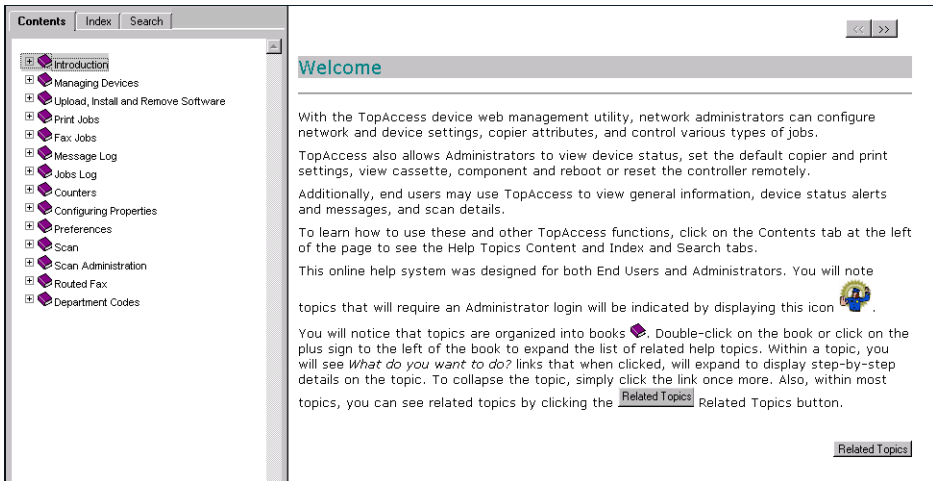
- 1 Click the [Logout](#) link at the top, right-hand side of the TopAccess Web site.

BASIC FUNCTIONS

Accessing Online Help

TopAccess includes extensive Web-based help to assist you in performing both end-user and administrative functions. The help system organizes information into task-oriented, procedural topics so that you can easily perform your monitoring and management jobs.

To access the Web-based help system, click the [Help](#) link at the bottom of the page.



In Help, click one of the following tabs:

- To browse through topics by category, click the **Contents** tab. You will notice that topics are organized into books. Double-click on the book or click on the plus sign to the left of the book to expand the list of related help topics. Within a topic, you will see *What do you want to do?* links that when clicked, will jump to step-by-step procedures. To collapse the topic, simply click the link once more. Also, within most topics, you can see related topics by clicking the Related Topics button.
- To see a list of index entries, click the **Index** tab, and then either type a word or scroll through the list.
- To search for words or phrases that may be contained in a Help topic, click the **Search** tab.

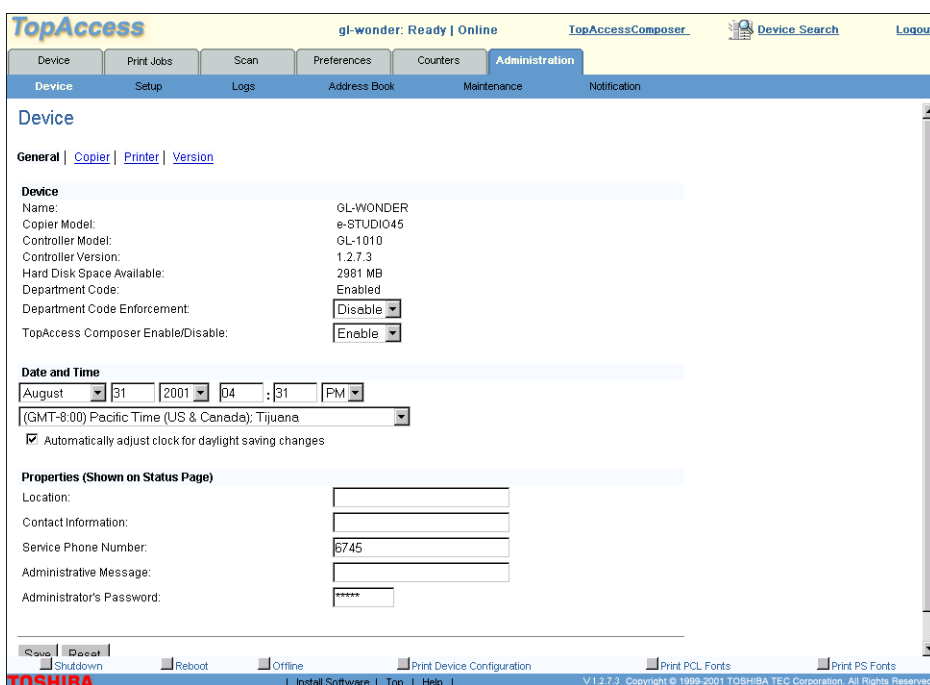
In the left frame of the Help window, click the topic, index entry, or phrase to display the corresponding topic in the right frame.

Viewing Device Information

The TopAccess Device tab shows the following information about the GL-1010:

- Device Status
- Device Name and Location

- The contact name and phone number for the person responsible for managing the GL-1010.
- List of alerts, if applicable
- Paper Trays of this device (media size, media types, cassettes and their status). Administrators can define the paper type for each cassette by selecting it from the drop-down list box.
- List of optional components installed on the device, such as Scan, Fax, Finishers and so on.



Additionally, you can perform the following remote operations from this page:

- Shut down the GL-1010
- Reboot the GL-1010
- Turn the GL-1010 online or offline
- Print configuration and font pages

For more information on performing device functions, please click the [Help](#) link at the bottom of the page to access the Web-based online help system.

Managing the Job Queues

From TopAccess, you can view and delete print jobs from the queue. If you have installed the optional Network Scan feature or Network Fax feature, you will also see tabs displayed for managing the Fax and Scan job queues. For more information on these options, refer to the manual on the option CD-ROM.

When you click the Print Jobs tab, you will see all current jobs: document name, status, owner, number of pages, size, and date/time submitted.

<input checked="" type="checkbox"/>	Document	Status	Owner	Pages	Size (kB)	Submitted
<input type="checkbox"/>	"Microsoft Word - Document1"	Deleting	labuser	1	1	10/13/2000 13:24:48Hrs

You can also see all of the current jobs by other job types by selecting the link from the menu:

- To see only pending or printing jobs, click [Current](#).
- To see only Private Print jobs, click [Private](#).
- To see only Proof Print jobs, click [Proof](#).
- To see only Scheduled Print jobs, click [Scheduled](#).
- To see only TopAccessComposer jobs, click [TopAccessComposer](#).
- To see only Invalid jobs, click [Invalid](#).
- To see all jobs regardless of job type, click [All](#).

Setting Preferences

Click the Preferences tab to set options such as the date and time format, the number of jobs and messages to display in the logs, and the language setting for the Web browser.

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with tabs for Device, Print Jobs, Scan, Preferences, Counters, and Administration. The Preferences tab is selected. Below the navigation bar, the Preferences section is displayed. It contains several settings, each with a drop-down menu or a text input field:

- Date Format: MM/DD/YYYY
- Time Format: H:M:s:s
- Device Status Refresh Rate: No refresh
- Job Queue Refresh Rate: No refresh
- Number of items to show for logs: 100
- Start Page: Device
- Language: English (United States)
- Admin Login Timeout Period: 100 Minutes

At the bottom of the settings area, there are two buttons: Save and Reset. The footer of the page includes the Toshiba logo and various utility links: Shutdown, Reboot, Online, Print Device Configuration, Print PCL Fonts, and Print PS Fonts. The footer also contains the text: Install Software | Top | Help | V1.2-7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.

Change preferences by selecting the option from the drop-down list. Click **Save** to keep the new settings or click **Reset** to return to the previously saved settings.

NOTE:

You must enable the Department Code function from the LCD panel. See e-STUDIO28/35/45 OPERATOR'S MANUAL FOR COPYING FUNCTION.

Viewing Job Counts

The Counters page allows authorized users to view job counts by department or for all departments. You are required to enter a valid Department Code to access the counter information.

The screenshot shows the 'Counters' page in the TopAccess web interface. The page is titled 'Copy/Print/Fax' and 'Scan'. It features two data tables:

Print Counter		
Printer	Copy	Total Print
6173	1559	7749

Scan Counter		
Copy	Scan	Total Scan
0	0	0

Below the tables, there is a text input field labeled 'Enter a department code to access department counters' and an 'Enter' button. A 'REFRESH' button is located to the right of the Scan Counter table. The interface includes a top navigation bar with tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The footer contains various system links like 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'.

ADMINISTRATOR FUNCTIONS

You must log on as administrator in order to access the Administration tab. Refer to *Logging On as Administrator* on page 65 for more information.

Adjusting Device Settings

From the Administration tab, click the [Device](#) link on the menu to open the Device page. Device settings are organized into the following categories, which you can access by clicking the link at the top of the page: General, Copier, Printer, and Version.

Remember to scroll to the bottom of the page and click **Save** if you adjust any of the device settings. Click **Reset** to ignore the current changes and return to previous settings.

Additionally, you can perform the following remote operations from this page:

- Shut down the GL-1010
- Reboot the GL-1010
- Turn the GL-1010 online or offline
- Print configuration and font pages

For more information on performing device functions, please click the [Help](#) link at the bottom of the page to access the Web-based online help system.

Device General Settings

This page allows you to perform the following functions:

- View device name, model, version information and available hard disk space.
- Adjust the time, date, and time zone settings. It is important the time and date are set at least once because that synchronizes the controller and copier time and date. This will directly affect any scheduled printing and faxing.
- Enable or disable Department Code Enforcement.
- Set the properties that display on the Status page, such as the service contact and phone number and administrator messages.

TopAccess gl-wonder: Ready | Online [TopAccessComposer](#) [Device Search](#) [Logout](#)

[Device](#) | [Print Jobs](#) | [Scan](#) | [Preferences](#) | [Counters](#) | **Administration**

[Device](#) | [Setup](#) | [Logs](#) | [Address Book](#) | [Maintenance](#) | [Notification](#)

Device

[General](#) | [Copier](#) | [Printer](#) | [Version](#)

Device

Name: GL-WONDER
 Copier Model: e-STUDIO45
 Controller Model: GL-1010
 Controller Version: 1.2.7.3
 Hard Disk Space Available: 2981 MB
 Department Code: Enabled
 Department Code Enforcement:
 TopAccess Composer Enable/Disable:

Date and Time

August | 31 | 2001 | 04 : 43 | PM
 (GMT-8:00) Pacific Time (US & Canada); Tijuana
 Automatically adjust clock for daylight saving changes

Properties (Shown on Status Page)

Location:
 Contact Information:
 Service Phone Number: 6745
 Administrative Message:
 Administrator's Password:

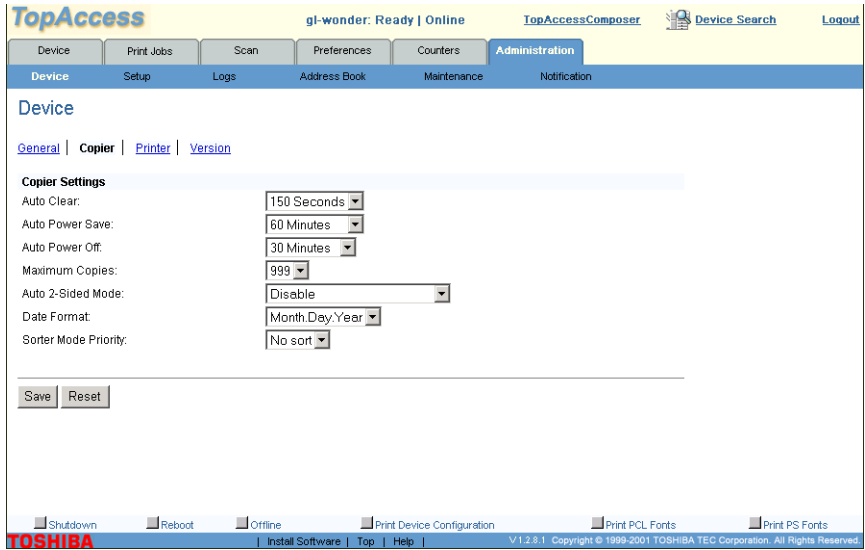
TOSHIBA | [Install Software](#) | [Top](#) | [Help](#) | V1.2.7.3 Copyright © 1998-2001 TOSHIBA TEC Corporation. All Rights Reserved.

Device Copier Settings

This page allows you to change the following copier settings:

- The Auto Clear feature allows you to specify when the copier should automatically return to the default screen and settings.
- The Auto Power Save feature controls when the copier enters into a Power Saving Mode based on inactivity.
- The Auto Power OFF feature controls when the copier actually shuts off after a defined period of inactivity.
- The Maximum Copies setting allows you to set the maximum number of copies that can be made during a single copy job. Please note that the Output tray may need clearing if the actual number of pages copied exceeds the output tray capacity.
- The Auto 2-Sided Mode setting allows you to set duplex mode for the selected device to conserve paper. The settings include requiring multi-page 1-sided jobs to be printed using both sides of the paper, or 2-sided jobs to be printed on both sides of the paper (no change), or allow the user to set the parameters at their own workstation.
- The Book double-sided Original Selection feature allows you to specify that when the Book Copy feature is selected, output is located in the specified order on each page and printed. This does not affect other copy or print jobs.
- The Date Format setting allows you to specify the format for displaying the Date for the selected copier.

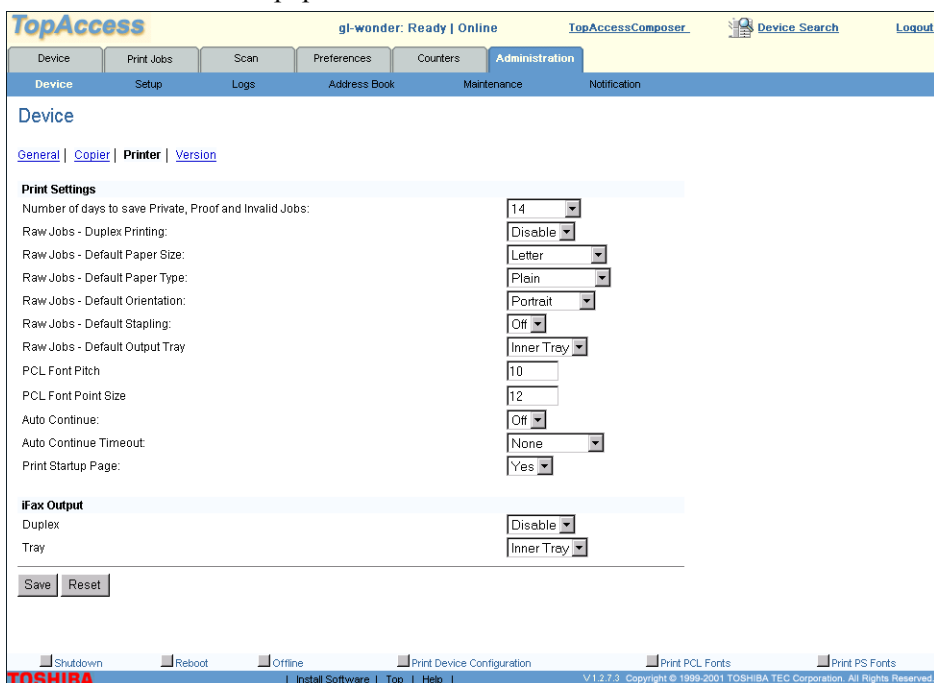
- The Sorter Mode Attributes allow you to set how controller sorts copy jobs using the finisher. For example, all copy jobs may be directed to one output tray or sorted utilizing the 3 trays as sorting bins.



Device Printer Settings

This page allows you to perform the following functions:

- Specify the number of days to hold private and proof print jobs.
- Specify print parameters for raw jobs sent to the device
- Set auto-continue options, which enable printing to continue if a paper-out condition occurs.



TopAccess gl-wonder: Ready | Online TopAccessComposer Device Search Logout

Device | Print Jobs | Scan | Preferences | Counters | **Administration**

Device | Setup | Logs | Address Book | Maintenance | Notification

Device

[General](#) | [Copier](#) | [Printer](#) | [Version](#)

Print Settings

Number of days to save Private, Proof and Invalid Jobs: 14

Raw Jobs - Duplex Printing: Disable

Raw Jobs - Default Paper Size: Letter

Raw Jobs - Default Paper Type: Plain

Raw Jobs - Default Orientation: Portrait

Raw Jobs - Default Stapling: Off

Raw Jobs - Default Output Tray: Inner Tray

PCL Font Pitch: 10

PCL Font Point Size: 12

Auto Continue: Off

Auto Continue Timeout: None

Print Startup Page: Yes

iFax Output

Duplex: Disable

Tray: Inner Tray

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

TOSHIBA | Install Software | Top | Help | V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved

Device Version Settings

This page displays version information for various device components.

The screenshot shows the TopAccess web interface for a Toshiba printer. The page is titled "Device" and is part of the "Administration" section. The "Version" tab is selected, displaying the following version information:

Version Information	
Printer Manufacturer:	TOSHIBA
Copier Firmware Version:	T320SU010
Copier Main ROM Version:	320M-091
Copier Scanner ROM Version:	320S-04
Printer DSI Version:	TV005.06S07.0/2.03
OS Version:	1.0.0.0
Network Card Type:	Ethernet
Network Card Model:	Intel(R) PRO/100+ Management Adapter
MAC Address:	0000c9216281
Driver Version:	3.35.10.0
CPU Type:	434
BIOS Manufacturer:	Award Modular BIOS v4.51PG
BIOS Date:	4/23/90

At the bottom of the page, there are several utility buttons: Shutdown, Reboot, Offline, Print Device Configuration, Print PCL Fonts, and Print PS Fonts. The footer includes the Toshiba logo, navigation links (Install Software, Top, Help), and copyright information: V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.

Changing Network Settings

From the Administration tab, Click the [Setup](#) submenu, then click the [Network](#) link on the menu to open the Network page. These settings allow you to enable and set different protocol parameters, including IPX/SPX, TCP/IP, NetBEUI, and AppleTalk.

Remember to scroll to the bottom of the page and click **Save** if you adjust any of the device settings. Click **Reset** to ignore the current changes and return to previous settings. Click Restore Defaults to return to the factory-configured settings.

The screenshot displays the 'Setup' page for network configuration. The page is titled 'Setup' and includes a navigation menu with links for 'Print Services', 'Wireless', 'Email', and 'Scan Agents'. The main content area is divided into sections for different protocols:

- IPX/SPX:** Protocol is set to 'Enable' and Frame Type is set to 'Auto'.
- TCP/IP:** IP Address Resolution is set to 'DHCP'. Primary DNS Server is 159.119.100.57, Secondary DNS Server is 159.119.100.48, Primary WINS Server is 159.119.44.22, and Secondary WINS Server is 159.119.100.11. WINS Scope ID is empty.
- NetBEUI:** Protocol is set to 'Enable'.
- AppleTalk:** Protocol is set to 'Enable' and AppleTalk Zone is set to '*'.

At the bottom of the page, there are buttons for 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer includes the Toshiba logo and copyright information: 'V 1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

Enabling Print Services

From the [Administration](#) tab, click the [Setup](#) submenu, then click the [Print Services](#) link on the menu to open the Print Services page. From this page, you can enable Novell, Microsoft, LPD, IPP, or AppleTalk printing.

Remember to scroll to the bottom of the page and click **Save** if you adjust any of the device settings. Click **Reset** to ignore the current changes and return to previous settings.

The screenshot shows the 'Setup' page for 'Print Services' in the TopAccess interface. The page is titled 'gl-wonder: Ready | Online' and includes navigation tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', 'Administration', 'Logs', 'Address Book', 'Maintenance', and 'Notification'. The 'Administration' tab is active, and the 'Setup' submenu is selected. The 'Print Services' link is highlighted in the navigation menu.

The main content area is divided into sections for different printing services:

- Novell Printing:** Service is set to 'Disable'. Operating Mode is 'Print Server'. NetWare Environment is '4x/5x (NDS)'. Print Server Name, Context Name, and Tree Name are empty text boxes. Printer Number is '0'.
- Microsoft Printing:** Service is set to 'Enable'. Microsoft Name is 'GL-WONDER'. Workgroup is 'DSE'.
- LPD Printing:** Service is set to 'Enable'.
- IPP Printing:** Service is set to 'Enable'.
- Mac Printing:** Service is set to 'Enable'. Mac Printer Name is 'GL000C9216281'.

At the bottom of the page, there are buttons for 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer includes the Toshiba logo and copyright information: 'V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

Setting Email Parameters

If the optional scan feature is installed, click the [Administration](#) tab, click the [Setup](#) submenu, then click the [Email](#) link to view or modify the following Email server functions from the Email page:

- POP3 Settings
- SMTP Settings
- Message Handling
- Error printing options

The screenshot shows the 'TopAccess' web interface. The top navigation bar includes 'gl-wonder: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below this is a menu with 'Administration' selected, which has opened a submenu with 'Setup' selected. The 'Setup' page has a breadcrumb trail: 'Network | Print Services | Wireless network setup | Email | Scan Agents'. The main content area is titled 'Setup' and contains three sections: 'POP3 Settings', 'SMTP Settings', and 'Message Handling'. 'POP3 Settings' includes fields for 'Server IP Address' (0.0.0.0), 'Polling Rate' (10 Minutes), 'User Name', 'Password', and 'POP3 Port Number' (110). 'SMTP Settings' includes 'Server IP Address' (0.0.0.0), 'Mail Domain Name', and 'SMTP Port Number' (25). 'Message Handling' includes 'Maximum Scan to Email / IFax Size' (20 MB). Below these is an 'If ifax Print Error' section with a checked 'Print Error Message' checkbox and an unchecked 'Send To Administrator's Email Address' checkbox. At the bottom, there are status icons for 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer contains the 'TOSHIBA' logo and copyright information: 'V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

You should set these properties prior to creating scan agents. Refer to *Send to Internet-Fax* on page 165 for more information.

POP3 Settings

- 1 Log on as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Email](#) link.
- 5 Enter the POP3 Server IP Address.

- 6 Select a Polling Rate. Polling rates control how frequently the TopAccess will poll the controller for new mail.
- 7 Enter a Email Password.
- 8 Re-enter to confirm the Password entry.
- 9 Click **Save**.

SMTP Settings

- 1 Log on as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Email](#) link.
- 5 Enter the SMTP Server IP Address.
- 6 Enter the Domain Name.
- 7 Click **Save**.

Message Handling

Data may be rejected by the receiving SMTP Email server when the file size exceeds the maximum mail size limits set for the server/gateway.

If your Email is returned due to exceeded file size, verify the recipients maximum limits and adjust the fragmentation setting for the Scan template you are using.

Error printing options

If you encounter problems with Email, you can have the errors printed or Emailed to an administrator for diagnosis and troubleshooting. You can enable either or both error printing options.

Changing Scan Agents

From the [Administration](#) tab, click the [Setup](#) submenu, then click the [Scan Agents](#) link on the menu to open the Scan Agents page.

Click **Reset** to ignore the current changes and return to previous settings.

The screenshot displays the TopAccess web interface. At the top, the header includes the 'TopAccess' logo, the user 'gl-wonder: Ready | Online', and links for 'TopAccessComposer', 'Device Search', and 'Logout'. Below the header is a navigation bar with tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Administration' tab is active, showing sub-tabs for 'Device', 'Setup', 'Logs', 'Address Book', 'Maintenance', and 'Notification'. The 'Setup' sub-tab is selected, and the 'Scan Agents' link is highlighted in the navigation menu. The main content area lists several links: 'Send to TWAIN (1.2)', 'Send to File (1.2)', 'Send to Email (1.2)', 'Send to iFax (1.2)', and 'Send to ProofBuddi (1.2)'. At the bottom of the interface, there is a footer with the 'TOSHIBA' logo, 'Install Software | Top | Help |' links, and version information 'V 1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'.

Viewing Logs

TopAccess includes a Message Log and a Jobs Log.

Message Log

From the [Administration](#) tab, click the [Logs](#) link on the menu. Click the [Print Msg](#) link to see a log of print errors. Click the [PC-Fax Msg](#) link to see a list of PC-Fax errors. Click [Routed Fax Msg](#) link to see a log of Routed Fax errors. Click the [Scan Msg](#) link to see a log of Scan errors. Set the total number of messages displayed from the Preferences page.

To filter the type of messages by severity level, check either the Warning or Error box and then click **Refresh View**.

The screenshot shows the TopAccess web interface. At the top, there's a header with the user name 'gl-wonder: Ready | Online' and the application name 'TopAccessComposer'. Below the header is a navigation menu with tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Administration' tab is selected, and within it, the 'Logs' sub-tab is active. Below the navigation, there are links for 'Print Job | Scan Job' and 'Print Msg | Scan Msg'. A filter section shows 'Show the following types:' with 'Log Total: 303'. There are checkboxes for 'Errors' (checked) and 'Warnings'. A 'REFRESH' button is next to it. Below the filter, there's a 'Go to page:' section with a dropdown menu showing '1 2 3 4' and navigation links '<< Previous 10 Pages' and 'Next 10 Pages >>'. There are 'Clear Log...' and 'Export...' buttons. The main content is a table with the following data:

#	Severity	Description	Component	Time
303	Errors	Close ADU cover	Printer	08/16/2001 17:34:33
302	Errors	Close finisher door	Printer	08/16/2001 17:26:13
301	Errors	Close ADU cover	Printer	08/16/2001 17:25:56
300	Warnings	Close upper cassette	Printer	08/16/2001 17:25:40
299	Errors	Join finisher to copier	Printer	08/16/2001 17:25:29
298	Errors	Close finisher door	Printer	08/16/2001 17:25:17
297	Errors	Close front cover	Printer	08/16/2001 17:25:17
296	Errors	The Copier Unit Cannot be Detected. Please power cycle the copier.	Printer	08/16/2001 08:48:09
295	Errors	The Copier Unit Cannot be Detected. Please power cycle the copier.	Printer	08/15/2001 11:31:48
294	Errors	The Copier Unit Cannot be Detected. Please power cycle the copier.	Printer	08/15/2001 11:18:27
293	Errors	The Copier Unit Cannot be Detected. Please power cycle the copier.	Printer	08/10/2001 13:47:00
292	Errors	The Copier Unit Cannot be Detected. Please power cycle the copier.	Printer	08/06/2001 18:48:00

At the bottom of the interface, there's a footer with the TOSHIBA logo, a status bar with 'V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.', and several utility buttons like 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'.

Print Msg log screen

Jobs Log

From the [Administration](#) tab, click the [Logs](#) submenu. This page displays a log of all Print, Scan, PC-Fax and Routed Fax jobs that originated on the device. Set the total number of jobs displayed from the [Preferences](#) tab.

The screenshot shows the TopAccess web interface. The main navigation bar includes tabs for Device, Print Jobs, Scan, Preferences, Counters, and Administration. The Administration tab is selected, and the Logs submenu is active. The page title is "Logs" and it shows a total of 361 log entries. A filter box allows selecting job types: Print, Private, Proof, Scheduled, TopAccessComposer, and Invalid. The log table is currently on page 14 of 14. The table columns are #, Document, Type, Status, Owner, Pages, Size, and Time. The log entries include various print jobs, such as administrative guides, test pages, and configuration pages, all completed by the Administrator or tkatapsk.

#	Document	Type	Status	Owner	Pages	Size	Time
361	"GL-1010 Administrator's Guide_U.PDF"	Print	Completed	Administrator	1	162	09/13/2001 18:01:04
360	"Test Page"	Print	Completed	Administrator	1	44	09/13/2001 17:57:04
359	"GL-1010 controller software"	Print	Completed	Administrator	3	18	09/13/2001 17:50:03
358	"Untitled "	Print	Completed	Administrator	2	69	09/13/2001 16:38:56
357	"http://cdmsvrb06.config.toshiba.com/servlet/sis/CMTemplate/CESer"	Print	Completed	tkatapsk	1	34	09/13/2001 15:10:13
356	"Untitled "	Print	Completed	tkatapsk	1	74	09/13/2001 15:09:53
355	"Untitled "	Print	Completed	tkatapsk	1	73	09/13/2001 14:41:41
354	"> APS.EXE for Bank of England"	Print	Completed	Administrator	1	15	09/13/2001 13:45:21
353	"Test Page"	Print	Completed	Administrator	1	44	09/13/2001 11:50:50
352	GL-1010 Configuration Page	Print	Completed	Administrator	1	38	09/12/2001 22:29:03

To filter the log by job type, check the job type at the top of the page and then click **Refresh**.

To clear the job log, click **Clear Log**. To export a job log, click **Export**, select the criteria for the log to export, and click **OK**.

CONFIGURING DIRECTORY SERVICES

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
- 4 Click the [Directory Services](#) link.

The Directory Service Properties page appears.

- 5 Click **New** to create a new Directory Service, **Edit** to edit an existing Directory Service or **Delete** to delete a Directory Service.

NOTE:

The following limitations exist: 1. Support for LDAP version 3 only. 2. User authentication and SSL are not supported. The controller uses anonymous access to LDAP servers.

- 6 Enter the Directory Service Name, Server IP Address, Port Number (Optionally, you can enter a Search Base, select a Search Timeout and enter a Maximum Number of Results.
- 7 Click **OK**.

LDAP Server Registration

The Administrator can register the Directory Service properties of the LDAP server using TopAccess. The setup parameters are shown below.

Parameter	Range	Default Value	Remarks
IP Address	0.0.0.0 - 255.255.255.255	0.0.0.0	No validation of input values
Port Number	1 - 99999	389	389 is the default for non SSL 636 is the default for SSL
Search Base		(Empty)	
Max number of result	1 - 999	100	
Search timeout for server	1 - 5 minutes	60	One-minute increments.

LDAP Search

The Administrator can search for data using the registered LDAP servers. The search keys that can be entered are shown below.

Parameter	Range	Default Value	Remarks
Directory	GL-1010 Address Book (see remarks) List of registered LDAP servers	GL-1010 Address Book	GL-1010 Address Book is not an LDAP server, but is displayed at the top of the directory list. A user can select the GL-1010 Address Book or an LDAP server at the same screen
Name	64 characters	None	Applies to sn, cn, givenName
Email Address	90 characters	None	Applies to email

The entered search keys are applied to the attributes shown below.

Input parameters	LDAP Search	GL-1010 Address Book Search
Name only	Partial matches on "sn", "cn" or "givenName" attributes	Partial matches on Name field only Name consists of (first name) + (space) + (last name)
Email Address only	Partial match on "mail" attributes	Partial match on "Email Address" field
Both Name and Email	Matches on Name AND Email Address	Matches on Name AND Email Address
None	Parameter error.	Parameter error.

When the search results are returned, they are applied as follows:

Fields in DB	LDAP Search	GL-1010 Address Book Search
Last Name	If sn is supplied, apply value If cn is supplied, apply value Otherwise, leave empty	Apply value of Last Name field
First Name	If givenname is supplied, apply value Otherwise, leave empty	Apply value of First Name field
Email Address	If mail is supplied, apply value Otherwise, leave empty	Apply value of Email Address field

WORKING WITH THE ADDRESS BOOK

TopAccess comes complete with an Address Book feature. You can use this feature to enter names and create groups that can be used when using the Scan to Email or Scan to iFax agents. You can setup the Address Book in advance or you can add recipients while you create a recipient list for a scan to Email or Scan to iFax transmission. You can build a recipient list that contains one or more contacts or groups. You have the option of using the Address Book. The Address Book is maintained by the Administrator and can be accessed and used by all users.

Adding Contacts to the Address Book

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
- 4 The Address Book Contacts List page is the default display.
- 5 Click **New**.

The Contact Properties page displays.

- 6 Enter the **Last Name**. A maximum of 32 characters is allowed.
- 7 Enter the **First Name**. A maximum of 32 characters is allowed.
- 8 Enter the **Email Address**. A maximum of 90 characters is allowed.
- 9 If you want to add the new contact to a group, click the desired group(s) in the Group display. If a group is not selected the address will display in the “No Group” list of addresses that are not assigned to any group.
- 10 Click **OK** to save the new address.
- 11 Click the **Reset** button to clear all the field entries and begin adding another address.

Add an Address Book Group

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
The Address Book Contacts List Group List page is the default display.
- 4 Click the [Groups](#) link. The Group Properties page displays.
- 5 Click **New**.
- 6 Enter the new **Group Name**. A maximum of 20 characters are allowed.
- 7 Enter any descriptive comments for the group. A maximum of 64 characters are allowed.
- 8 Click **OK** to save your new group to the list.

Edit Address Book Contacts

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
The Address Book Contacts List page is the default display.
- 4 Check the box to select the contact to edit.

- 5 Click **Edit**.
- 6 Modify the name and information as needed.
- 7 Click **OK** to save your new settings.

Edit Address Book Groups

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
- 4 Click the [Groups](#) link. The Address Book Contacts List page is the default display.
- 5 Check the box to select the group to edit.
- 6 Click **Edit**.
- 7 Modify the **Group Name** and **Comments** for the group.
- 8 Click **OK** to save your new settings.

Creating Recipients for Templates

- 1 From the Template Properties - Agent Settings Page, click the **Agent Settings** drop-down arrow and select the desired Scan Agent for the template (Send to Email or Send to iFax).

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with tabs for Device, Print Jobs, Scan, Preferences, and Counters. The 'Scan' tab is selected. Below the navigation bar, there is a 'Templates' section. The main content area is titled 'Template Properties' and contains three sections:

- Group Information:** A table with columns 'No.', 'Group Name', and 'Owner'. The first row contains the values '001', 'test', and an empty field.
- Template Information:** A table with columns 'No.', 'Template Name', and 'Owner'. The first row contains the values '3', 'test_test b', and 'tester'.
- Agent Settings:** A dropdown menu with the text '(Select Agent)' and a 'Select' button. The dropdown menu is open, showing a list of options: '(Select Agent)', 'Send to TWAIN', 'Send to File', 'Send to Email', 'Send to iFax', and 'Send to TopAccessComposer'.

At the bottom of the page, there is a footer with the TOSHIBA logo and the text 'Install Software | Top | Help | V.1.2.9.2. Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 2 Click **Select**. The agent details for the Scan Agent you have selected for the template will display. Complete the agent delivery details as required.

- 3 Scroll down the page or click the link to “recipient list” in To column and click **New**.

The screenshot shows the TopAccess web interface. At the top, there are navigation tabs: Device, Print Jobs, Scan, Preferences, Counters, and Administration. Below these are sub-tabs for Scan Jobs and Templates. The main content area is divided into several sections: a header with a search box and a date field, a 'From' field, a 'From Name' field, a 'Body' section with radio buttons for 'No Message' and 'The maximum size for body is about 1KB', a 'File Format' dropdown menu set to 'MultiPage TIFF(G4)', a 'Maximum Message Size' field set to '20 MB', and a 'Fragment Message' section with radio buttons for 'No Fragmentation', '64 KB', '256 KB', and '512 KB'. At the bottom, there is a 'Recipient List' section with buttons for 'New', 'Address Book', and 'Search'. Below these buttons are columns for 'Last Name', 'First Name', and 'Email Address'. At the very bottom, there are system status icons for Shutdown, Reboot, Offline, Print Device Configuration, Print PCL Fonts, and Print PS Fonts, along with a TOSHIBA logo and copyright information.

The Add Address dialog will display.

The screenshot shows a 'Contact Properties' dialog box. It has a title bar and a close button. The main area contains three input fields: 'Last Name', 'First Name', and 'Email Address'. The 'Email Address' field is marked with a red asterisk and the word 'Required'. Below the input fields are 'OK' and 'Cancel' buttons.

- 4 Enter the Last Name, First Name and required Email Address.
- 5 Click **OK**.
- 6 The new recipient is added to the distribution list. Repeat Step 4-6 until you have completed your recipient list.

Using the Address Book with Templates

- 1 From the Template Properties - Agent Settings Page, click the **Scan Agents** drop-down arrow and select the desired Scan Agent for the template (Send to Email, Send to iFax).

The screenshot shows the 'Template Properties' page in the TopAccess web interface. The 'Agent Settings' section is active, with a dropdown menu open showing the following options: (Select Agent), Send to TWAIN, Send to File, Send to Email, Send to iFax, and Send to TopAccessComposer. The 'Send to Email' option is highlighted.

- 2 Click **Select**. The agent details on the Scan Agent you have selected for the template will display. Complete the agent delivery details as required.
- 3 Scroll down the page and click **Address Book**.

The screenshot shows the 'Agent Settings' page in the TopAccess web interface. The 'Body' field is selected, and the 'Recipients' section is visible. The 'Recipients' section has a dropdown menu open showing the following options: No Message, 64 KB, 256 KB, and 512 KB. The 'Address Book' button is highlighted in the 'Recipient List' section.

The Address Book dialog will display.

- 4 Select the desired Group List to display the members of the respective list.
 - All User-Displays all users in the Address Book
 - No Group User-Displays only users who do not belong to a group
 - Group-Predefined group

The Address List for the selected group is displayed.

<input checked="" type="checkbox"/>	Last Name	First Name	Email Address
<input type="checkbox"/>	Lee	John	john.lee@tbs.toshiba.com
<input type="checkbox"/>	Mylonas	George	george.mylonas@tbs.toshiba.com

- 5 Check the check box adjacent the addressee's name.
- 6 Click **OK** to add the addressee to the recipients list.

Searching the Address Book

- 1 Login as the system administrator.
- 2 Click the **Administration** tab.
- 3 Click the **Address Book** submenu. The Address Book Contacts list is the default display.
- 4 Click **New**. The Contact Properties page displays.
- 5 Click **Search**. The Search Contact page displays.
- 6 Enter and select the search parameters for which to search the Address Book. You can search by Last Name, First Name, Email Address, and Group or any combination of the parameters.

NOTE:

Click the table heading in the Address Book for which you wish to sort, Group or Name. The page will refresh and the label will display an up or down arrow indicating the column in the list is sorted in ascending or descending order.

7 Click Search.

Search Results and the number of matching results are displayed.

Click the radio button to select a contact and click OK to view the Contact Properties page for the selected contact.

Importing Data into the Address Book

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
- 4 Click the [Import](#) link.
- 5 Enter the file name of the address book to import or click Browse to search for it.
- 6 Select the delimiter from the drop-down menu.
- 7 Click **Import**.

Exporting Data from the Address Book

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Address Book](#) submenu.
- 4 Click the [Export](#) link.
- 5 Select the delimiter from the drop-down menu.
- 6 Click **OK**.
- 7 Click the File Name link to download.

Upload Software to the Controller

The system administrator can upload the Fax driver, Printer driver, Macintosh PPD, AIX Filters, HP Filters, Solaris Filters and the Scan Driver to the controller to share with other users. Users can then download the software to their computers.

- 1 Login to the system as the administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.
- 4 Click the [Upload Software](#) link.

The screenshot shows the 'TopAccess' web interface. At the top, there is a navigation bar with 'gl-wonder: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below this is a menu with 'Administration' selected, and sub-menus for 'Device', 'Setup', 'Logs', 'Address Book', 'Maintenance', and 'Notification'. The main content area is titled 'Upload Files to Controller' and contains the following elements:

- Navigation links: [Upload Software](#), [Remove Software](#), [Backup](#), [Restore](#), [Delete Files](#)
- Text: "You can upload GL-1010 client software to the controller. This allows end-users to install the software into their system from the Top Access 'Install Software' link, located at the bottom of the Top Access page."
- Language: English US (dropdown)
- Upload Files: Printer Drivers (dropdown)
- Text: "The following are the required files and they are located in 'GL-1010 Client CD 1', if uploading from your installation CDs."
- File list with 'Browse...' buttons:
 - WebUSA\data1.cab
 - WebUSA\data2.cab
 - WebUSA\data1.hdr
 - WebUSA\setup.cab
 - WebUSA\setup.zip
 - WebUSA\kernel.exe
 - WebUSA\isapplet.jar
- Text: "Upload the following file for users who may want to download the self extracting executable file to their system."
- File list with 'Browse...' button:
 - WebUSA\GL1010ClientInstall.exe
- Upload button

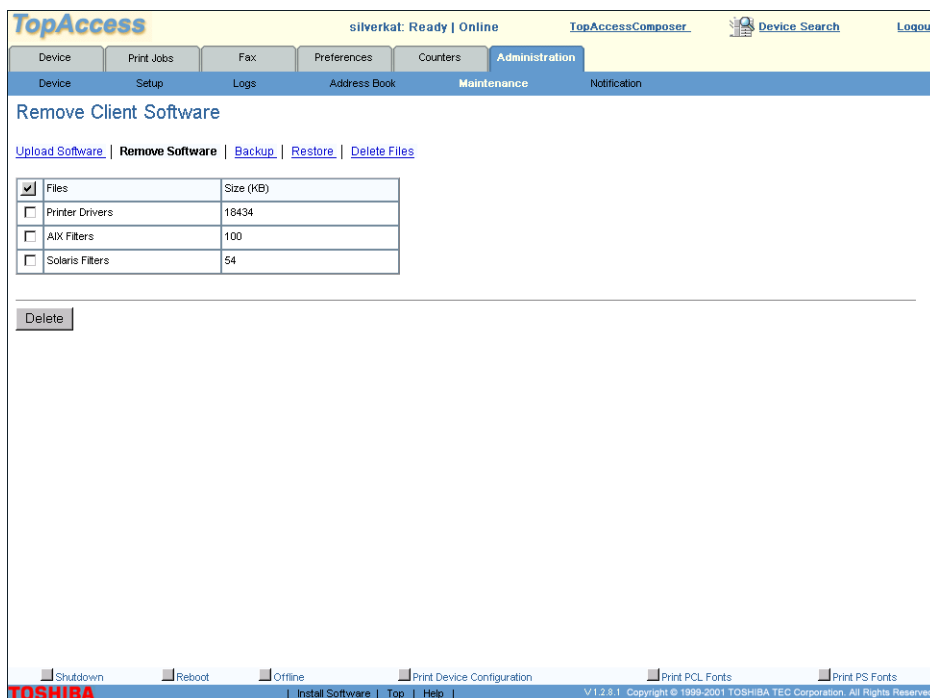
At the bottom, there is a status bar with 'TOSHIBA' logo, 'Install Software | Top | Help', and 'V.1.2.3.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.' and icons for 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'.

- 5 Click the *Language* drop-down arrow and select the language of the software to upload.
- 6 Click **Browse** and locate the specified files to upload.
- 7 Click **Upload**.

Remove Software from the Controller

The system administrator can remove client software from the controller to free up memory space.

- 1 Login to the system as the administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.
- 4 Click the [Remove Software](#) link.



- 5 Check the boxes of the software to remove.
- 6 Click **Delete**.

Backup

Create a backup of your address book, templates or mail boxes to store the above information on your client PC. This can be beneficial if you want to restore these files later or upload them to another controller.

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.

NOTE:

Depending on the amount of information stored, the process of creating a backup file may take several minutes.

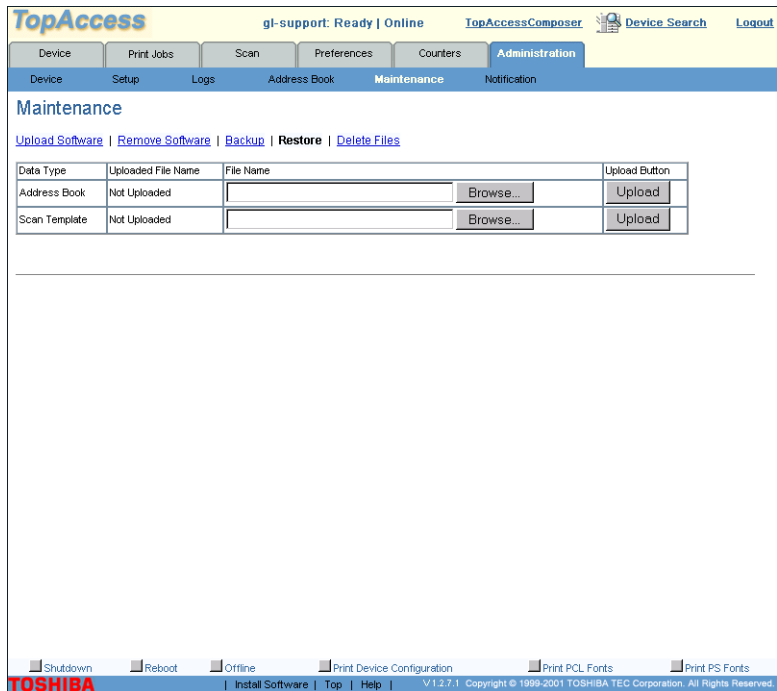
- 4 Click the [Backup](#) link.
- 5 Click **Create New File** to proceed.
- 6 If you have previously created a backup file, a message stating “An old backup file exists in the controller. Do you want to replace it?” will display. Click **Yes** to delete the previous backup file and create a new file. Click **No** to use the previous backup file as it is.
- 7 The Backup File Information page will display the Backup File Name (for example, TA20000330_083430.tmc) and the File Size.
- 8 Click the [File Name](#) link.
- 9 The *File Download* dialog box will display. Select the Save this file to disk option and then click **OK**.
- 10 In the Save As dialog box select the desired file location and then click **Save**.

Restore

Restore a backup of your address book, templates or mail boxes to recover the above information from your client PC.

- 1 Click the [Administration](#) tab.
- 2 Click the [Maintenance](#) submenu.

3 Click the **Restore** link.



4 Enter the name of the previously saved file or select the Browse button to locate the file.

5 Click the **Upload** button to upload the file.

The Restore screen appears and displays the backup file information.

6 Click **Continue**.

The Maintenance screen appears and displays the uploaded file name.

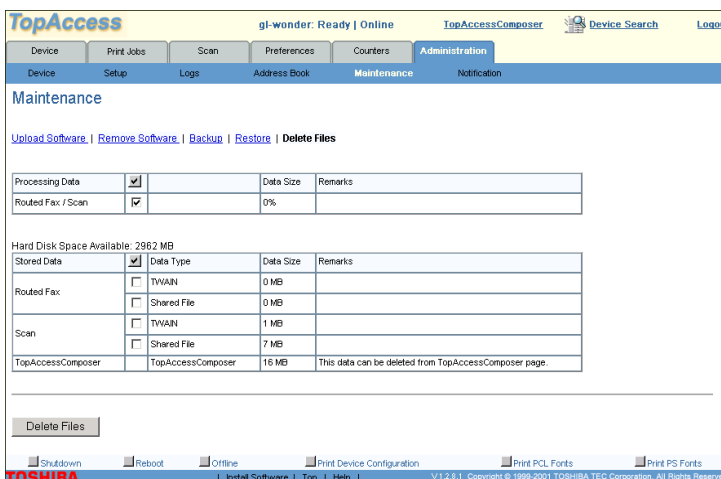
7 Click **Restore**.

8 Click OK to restore the file and reboot the controller.

Deleting Files

You can delete files stored on the file folders on the controller, including jobs that are still being processed, in order to free disk space on the controller's hard drive. Deleting files requires that the controller be rebooted. This procedure may take several minutes.

- 1 Login as an Administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.
- 4 Click the [Delete Files](#) link to open the Delete Files page.



The various file folders set up in the controller are "Processing Data" for current jobs data folder. "Shared File," and "TWAIN" for Routed Fax and Scan.

- 5 To delete files in a specified folder, check the checkbox adjacent the file folder or click the check mark button to select all file folders and then click the **Delete Files** button.

Warning! When you select the "Data Processing" folder containing current jobs data, the jobs log and message log are deleted with it automatically.

- 6 The following message will display, "Are you sure you want to delete all data in Folder(s)". Click **Yes** to proceed with the process or **Cancel** to cancel the procedure.
- 7 The Reboot page is displayed and the controller will reboot. After rebooting, the restore process will begin. This procedure may take several minutes.

Install Client Software

If the system administrator has uploaded software to the controller, users can install the software on their workstations.

- 1 Click the [Install Software](#) link at the bottom of the screen.

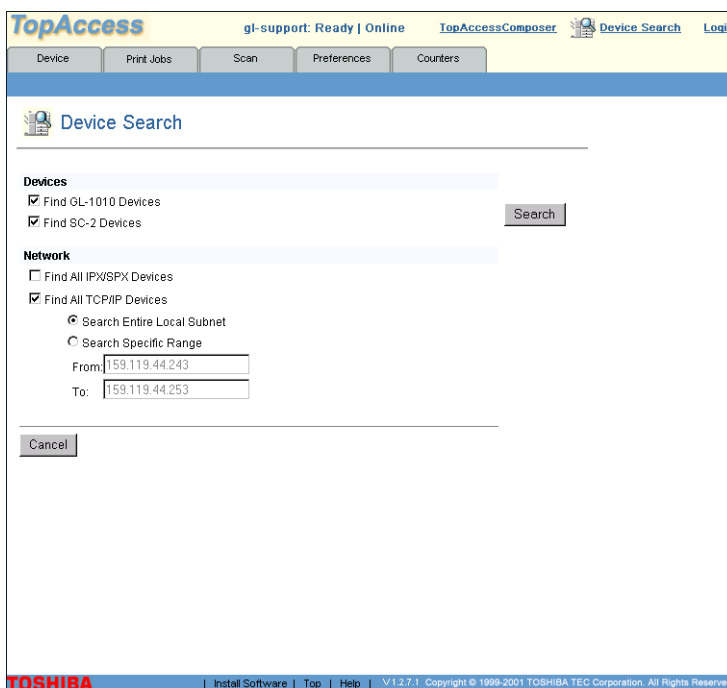
The screenshot shows the 'TopAccess' web interface. At the top, there is a navigation bar with 'gl-wonder: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below this is a secondary menu with 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The main content area is titled 'Install Client Software' and contains the following text: 'You can install the most recent GL-1010 printer drivers and device monitors onto your computer. Select the components you want to install from the list below.' Below this is a note: 'To run the GL-1010 install program, you may be asked for permission to run ActiveX Controls(or Applets in the case of Netscape) and plug-ins. When asked whether you want to run these, answer 'Yes'.' There are five tabs: 'Print Drivers', 'Fax Driver', 'Unix Filters', 'Macintosh PPD Files', and 'Scan Driver'. An 'Install' button is located to the right of these tabs. Below the tabs is a table with three columns: 'Software Component', 'Description', and 'Size'. The table lists five items, each with an unchecked checkbox: 'GL DocMon' (Document Monitor), 'PCL6 Printer Driver', 'PSL3 Printer Driver', 'TOSHIBA IPP Port Monitor', and 'AGFA True Type Fonts'. Below the table is the text 'Total Download Size of Selected Components'. At the bottom of the page, there is a 'Cancel' button and a note: '* If the web install fails you can also download a self extracting zip file at [GL-1010 Client Installation](#).' The footer contains system status icons (Shutdown, Reboot, Offline, Print Device Configuration, Print PCL Fonts, Print PS Fonts), the 'TOSHIBA' logo, and navigation links 'Install Software', 'Top', and 'Help'. The version information 'V 1.2.5.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved' is also present.

- 2 Click the link of the software type to install.
You can click Print Drivers, Fax Drivers, Unix Filters, Macintosh PPD Files or Scan Driver.
- 3 Check the boxes of the software components to install.
- 4 Click **Install**.

Device Search

You can locate and connect to all other GL-1010 and/or SC-2 devices connected to your network.

- 1 Click the [Device Search](#) link at the top of your browser's window.



The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with the TopAccess logo, a status indicator 'gl-support: Ready | Online', and links for 'TopAccessComposer', 'Device Search', and 'Login'. Below this is a secondary navigation bar with buttons for 'Device', 'Print Jobs', 'Scan', 'Preferences', and 'Counters'. The main content area is titled 'Device Search' and contains two sections: 'Devices' and 'Network'. In the 'Devices' section, there are two checked checkboxes: 'Find GL-1010 Devices' and 'Find SC-2 Devices', with a 'Search' button to the right. In the 'Network' section, there are two unchecked checkboxes: 'Find All IPX/SPX Devices' and 'Find All TCP/IP Devices'. Under 'Find All TCP/IP Devices', there are two radio buttons: 'Search Entire Local Subnet' (selected) and 'Search Specific Range'. Below these are two input fields: 'From: 159.119.44.243' and 'To: 159.119.44.253'. A 'Cancel' button is located at the bottom of the form. The footer of the page includes the TOSHIBA logo and copyright information: '| Install Software | Top | Help | V1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 2 Check the boxes to select the devices that you want to locate. You can search for GL-1010 devices and/or SC-2 devices on your network.
- 3 Check the boxes to select the appropriate protocol.
- 4 Click **Search**.

A window appears showing the results of your device search.

Device Search Results

18 device(s) found

Device	Location	IP/PIX Address	Type
dlilbert		159.119.44.34	GL-1010
gl-air	John's Area	159.119.44.67	GL-1010
conan		159.119.44.81	GL-1010
tony-fax		159.119.44.106	GL-1010
gl009027c79201		159.119.44.113	GL-1010
sc2punch		159.119.44.115	SC2
sc3-katie		159.119.44.121	GL-1010
sc3-et		159.119.44.130	GL-1010
6570es		159.119.44.144	SC2
sc2009027594215		159.119.44.148	SC2
silverkat		159.119.44.163	GL-1010
sc3-pvt2		159.119.44.170	GL-1010
lab-newgen		159.119.44.184	GL-1010
amiraf1010		159.119.44.216	GL-1010
sc2009027582337		159.119.44.231	SC2
sc2punch2		159.119.44.241	SC2
gl-support	Hallway	159.119.44.243	GL-1010
newgen3		159.119.44.251	GL-1010

- 5 Find the GL-1010 or SC-2 device to connect to in the Device Search Results list and click the corresponding link.

A browser window containing the TopAccess screen for the selected device appears.



4 UPDATING CONTROLLER SOFTWARE

There are two types of controller software updates:

- Recovery update—Replaces the operating system (OS) software and the controller software from the bootable e-STUDIO GL-1010 Recovery CD-ROM.
- Maintenance update—Installs upgraded GL-1010 modules only from the e-STUDIO GL-1010 Recovery CD-ROM.

This chapter includes procedures for performing both the Recovery and Maintenance updates.

Topics:

Recovery Update	104
Maintenance Update	109

RECOVERY UPDATE

The e-STUDIO GL-1010 Recovery CD-ROM is used to upgrade or restore the operating system on the GL-1010 controller. There are two ways to update the operating system:

- Boot the GL-1010 from the e-STUDIO GL-1010 Recovery CD-ROM.
- Perform a OS Update from the copier control panel. This is the recommended method of updating the OS software. The controller performs a backup operation and saves the network settings, which are then restored following the update.

NOTE:

If the Scan kit option is installed, be sure to back up the templates and addressbook before recovering or updating controller software. They are deleted during recover/update process.

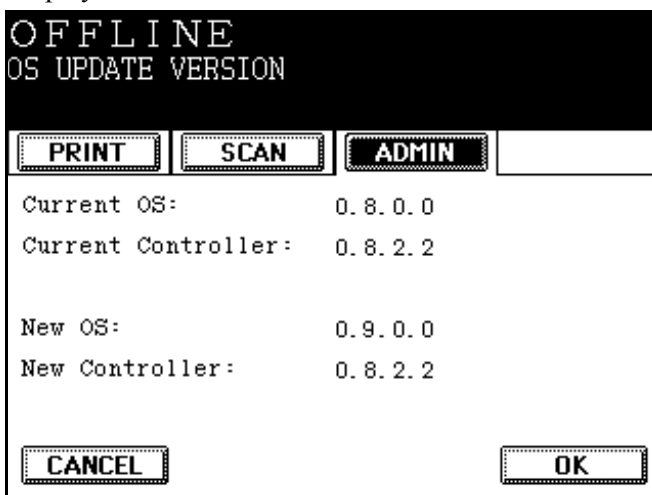
This section provides procedures for performing each method of Operating System update.

Update from Bootable CD-ROM

- 1 Power up the e-STUDIO28/35/45 system.
- 2 Immediately insert the e-STUDIO GL-1010 Recovery CD-ROM into the drive. The flashing light on the CD-ROM drive indicates the controller is trying to boot off of the CD. If this light does not flash, leave the CD in the drive and reboot the controller.
- 3 Check the LCD Touch Screen on the copier. It displays the following message as the controller boots off of the CD-ROM:

Starting controller. Please wait.

When the controller finishes booting up, a process that takes almost three minutes, the *Offline OS Update Version* screen displays:



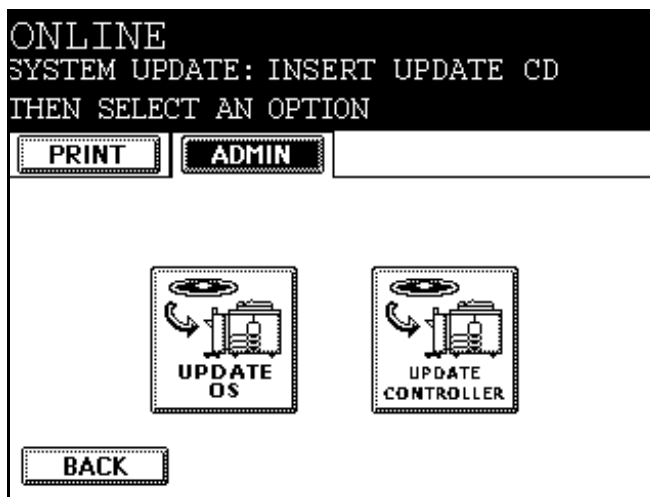
If this screen does not display, the controller did not boot off the CD successfully. Refer to *OS Update Does Not Boot Off CD* on page 229.

- 4 Press OK to continue. The controller begins copying the software from the CD to the hard disk drive (HDD). This process takes approximately seven minutes, during which time the *OS Update Progress* screen displays.
- 5 When the system update process completes, it automatically powers down the controller. Press the START KEY to start controller displays.
- 6 Power on the controller by pressing the START button and *immediately* eject the bootable CD-ROM from the drive. You *must* remove the CD-ROM before the controller can boot up.
- 7 After boot up, an initialization process begins. This takes approximately 30 to 45 minutes. During that time, *Starting Controller*. Please wait displays. When complete, the controller automatically reboots.
- 8 When communications with the copier resume, a test page prints out on the copier and the front panel becomes operational again. The controller software version printed on the test page should match the actual update version. If so, the system update has completed successfully.

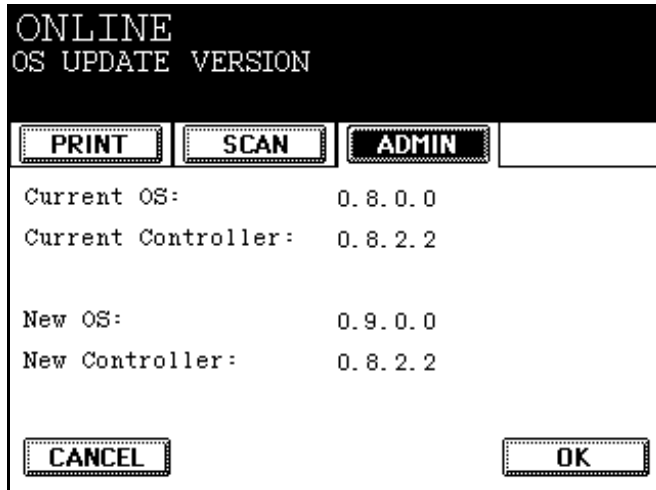
If you experience problems during the update process, or if the system does not come back online after the update process completes, please contact your Toshiba authorized dealer for support.

Update OS From Control Panel

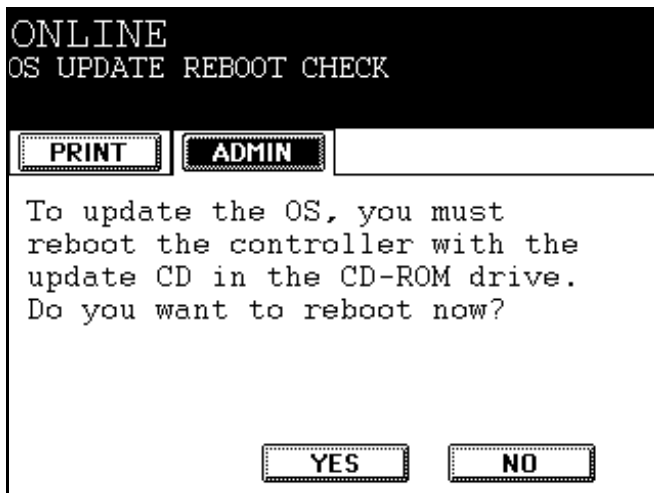
- 1 Press the **PRINTER/NETWORK** hard key on the copier control panel. Press the **ADMIN** tab and then log on to perform administrative functions.
- 2 Press **SYSTEM UPDATE** to display the *System Update* menu.



- 3 Insert the e-STUDIO GL-1010 Recovery CD-ROM into the controller's CD drive and then press UPDATE OS. The *OS Update Version* screen displays.

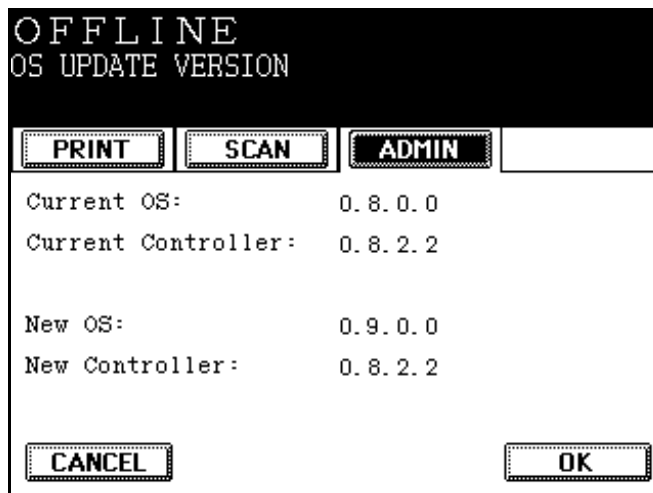


- 4 Confirm the Current OS and New OS versions are correct. Press OK to continue.
- 5 The following message is displayed, prompting you to confirm that you want to reboot the controller.



- 6 Press YES to continue with the update. The existing system settings are backed up and then the controller reboots to

CD-ROM mode. The following screen displays. Note that the controller is now offline.



If this screen does not display, the controller did not boot off the CD successfully. Refer to *OS Update Does Not Boot Off CD* on page 229 .

- 7 Press OK to continue. The controller begins copying the software from the CD to the hard disk drive (HDD). This process takes approximately seven minutes, during which time the *OS Update Progress* screen displays.
- 8 When the system update process completes, it automatically powers down the controller. Press the **START KEY** to start controller displays.
- 9 Power on the controller by pressing the **START** button and *immediately* eject the bootable CD-ROM from the drive. You *must* remove the CD-ROM before the controller can boot up.
- 10 After boot up, an initialization process begins. This takes approximately 30 to 45 minutes. During that time, *Starting Controller*. Please wait displays. When complete, the controller automatically reboots.
- 11 When communications with the copier resume, a test page prints out on the copier and the front panel becomes operational again. The controller software version printed on the test page should match the actual update version. If so, the system update has completed successfully.

If you experience problems during the update process, or if the system does not come back online after the update

process completes, please contact your Toshiba authorized dealer for support.

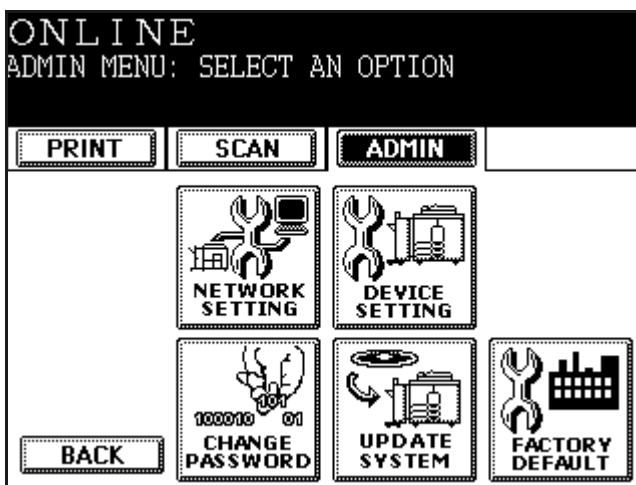
MAINTENANCE UPDATE

Use the Maintenance Update procedure to update the controller software. This method retains the controller's current configuration.

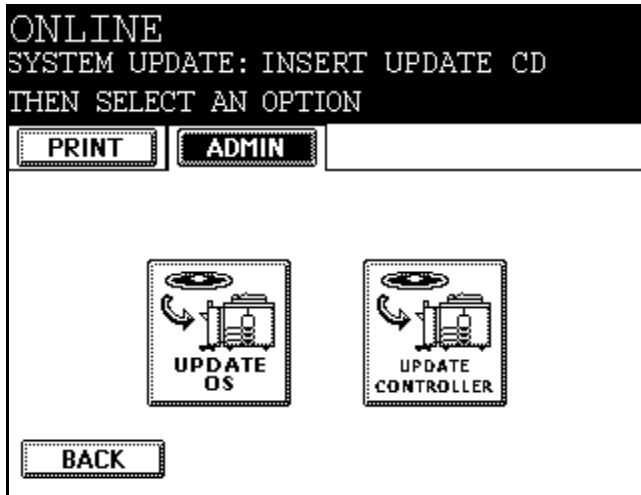
Local Software Update Procedures

Perform the following steps from the copier's control panel:

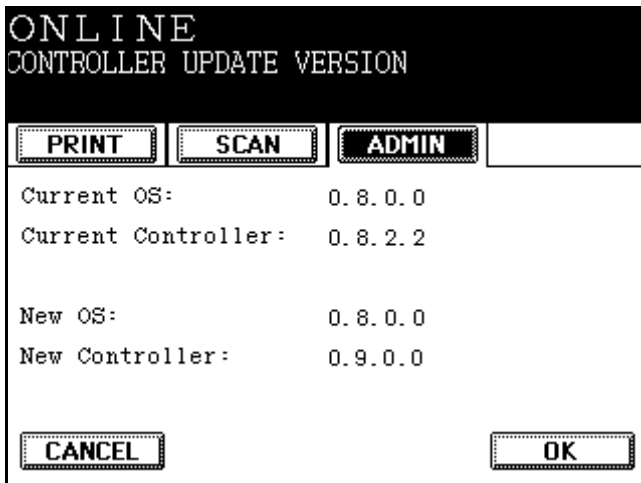
- 1 Press the **PRINTER/NETWORK** hard key and then press the **ADMIN** tab.
- 2 Enter the administrator password and press **OK** to display the main *Admin Menu*:



- 3 Press UPDATE SYSTEM to display the *System Update* main menu.



- 4 Insert the CD that contains the updated controller software in the GL-1010 CD-ROM drive and then press UPDATE CONTROLLER. The *Controller Update Version* screen is displayed:



- 5 Make sure the information displayed is correct. If not, press CANCEL to return to the *System Update* menu. If it is correct, press OK to begin the controller update process. The status message now displays CONTROLLER UPDATE PROGRESS.

When the update is complete, the CD is ejected from the CD-ROM drive and the controller reboots automatically.

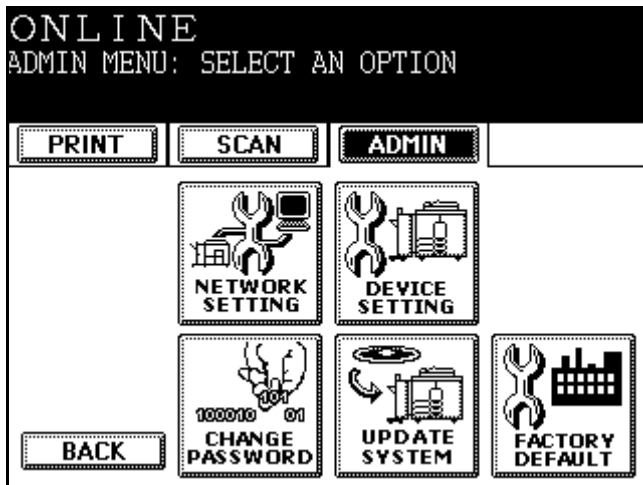
CAUTION!

Be sure to remove the CD from the drive before the controller reboots. Otherwise, the CD-ROM drive closes upon bootup and the controller will boot from the CD, which initiates the Operating System update process. If this happens, press the CANCEL soft button on the copier's LCD panel to cancel the OS Update. The controller will shut down. Press the START button to reboot the controller and quickly remove the e-STUDIO GL-1010 Recovery CD-ROM.

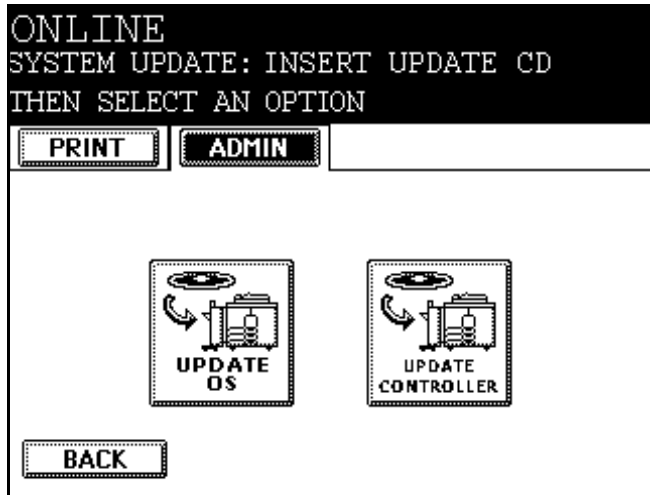
Updating the GL-1010 with Localized Printer Drivers

The GL-1010 does not come with localized printer drivers pre-installed. If users want to download the European drivers from the controller, you must first install them from the e-STUDIO GL-1010 Client CD-ROM.

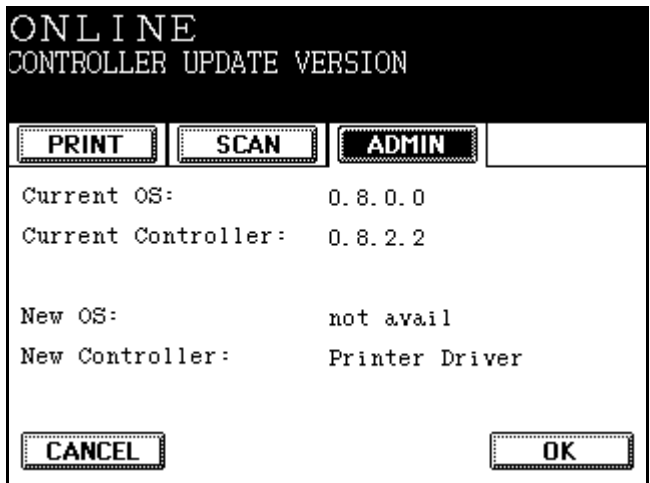
- 1 From the copier controller, press the **PRINTER/NETWORK** hard key and then press the **ADMIN** tab.
- 2 Enter the administrator password and press **OK** to display the main *Admin Menu*:



- 3 Press UPDATE SYSTEM to display the *System Update* main menu.



- 4 Insert the e-STUDIO GL-1010 Client CD-ROM in the GL-1010 CD-ROM drive and then press UPDATE CONTROLLER. The *Controller Update Version* screen displays.



- 5 Press OK to begin installing the appropriate printer driver on the controller. The language selected depends on the copier's language setting. If the copier's language setting does not match one of the supported driver languages, US English is installed by default.
- 6 When the update is complete, the CD is ejected from the CD-ROM drive and the controller reboots automatically. Make sure to remove the CD before the controller begins rebooting.

PART 2



ESTABLISHING NETWORK PRINT SERVICES



5 SETTING UP NOVELL PRINTING

The GL-1010 supports the following Novell printing services:

- NetWare 3.x Bindery mode
- NetWare 4.x Bindery emulation mode
- NetWare 4.x NDS mode
- NetWare 5.x NDS mode (over IPX/SPX only)
- NetWare NDPS Printer Agent

This chapter provides an overview of how to set up the GL-1010 as a Novell Network Printer, Print Server, or NDPS Printer Agent. For more detailed information, refer to your Novell documentation.

Topics:

Network Printer Mode	116
Print Server Mode	118
NDPS Mode	121

NETWORK PRINTER MODE

Considerations and Limitations

The GL-1010 can function as either a NetWare Network Printer or a Print Server, but not both concurrently. You must decide prior to setup which mode you prefer. Consider the following issues before making your choice:

- If you are running in an IP-only network, the GL-1010 can function only as a Novell NDPS Printer Agent providing NDPS services have been configured and the Toshiba NDPS Gateway has been installed. IPX/SPX is required to configure the GL-1010 as a Network Printer
- As a Network Printer, the GL-1010 can support multiple print queues.
- Running the GL-1010 as a Network Printer is not as fast or efficient as running it in Print Server mode.

NOTE:

You may use an existing queue, print server, and printer definition. However, to avoid any possible confusion configuring or using the device, it is recommended that you create new definitions for each GL-1010 that you install.

Prerequisites

Use the NetWare management utility PCONSOLE (for NetWare 3.x or 4.x Bindery Mode) or NWAdmin (NetWare 4.x or 5.x NDS Mode) to perform the following steps prior to enabling Novell print services from the copier front panel or TopAccess.

If you have any questions about performing these steps, refer to your Novell NetWare documentation.

- 1 Create a new Print Server (PSERVER) on the Novell file server. Note the print server name (e.g., GL_2_PS).
- 2 Create a new print queue (e.g., GL_2_Q)
- 3 Create a new printer for the GL-1010. Set the Printer Type to **Other/Unknown** and note the printer number.
- 4 Assign the print queue to the printer on the NetWare file server.
- 5 Assign the printer to the Print Server.
- 6 Run the PSERVER.NLM using the following syntax:

```
LOAD PSERVER <PSERVER_NAME>
```

Network Printer Setup

Before bringing the GL-1010 online, make sure that the Print Server you created for the device is up and running on the network file server.

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) submenu.
- 5 Click the [Print Services](#) link..

The screenshot shows the TopAccess web interface. The top navigation bar includes 'TopAccess', 'gl-wonder: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below this is a secondary navigation bar with 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', 'Administration', and 'Notification'. The 'Administration' tab is active, and the 'Setup' submenu is selected. The main content area is titled 'Setup' and contains several sections for configuring print services:

- Novell Printing:** Service: ; Operating Mode: ; NetWare Environment: ; Print Server Name: ; Context Name: ; Tree Name: ; Printer Number: .
- Microsoft Printing:** Service: ; Microsoft Name: ; Workgroup: .
- LPD Printing:** Service: .
- IPP Printing:** Service: .
- Mac Printing:** Service: ; Mac Printer Name: .

At the bottom of the page, there are links for 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer includes the Toshiba logo, 'Install Software | Top | Help |', and 'V1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 6 From the Service drop-down list, select **Enable**.
- 7 From the Operating Mode drop-down list, select **Network Printer**.

- 8 From the NetWare Environment drop-down list, select the applicable option:
 - ◆ 3.x Bindery (or 4.x Bindery Emulation) Mode
 - ◆ 4.x/5.x NDS Mode
 - ◆ 3.x and 4.x/5.x Mixed Mode.
- 9 In the Print Server Name field, enter the name of the Print Server you previously created. For example, GL_2_PS.
- 10 In the Printer Number field, enter the number assigned to the printer you previously created. For Bindery mode, the number is between 0 and 15; for NDS mode, the number is between 0 and 254.
- 11 Scroll to the bottom of the page and then click **Save**.
- 12 Proceed to *Installing Client Software* on page 151.

PRINT SERVER MODE

Considerations and Limitations

- You must enable the IPX/SPX protocol before you can run the GL-1010 in Print Server mode.
- You cannot attach any other printers to an GL-1010 running in Print Server mode. This is contrary to the 255 printer limit imposed by NetWare.

Prerequisites

Use the NetWare management utility PCONSOLE (for NetWare 3.x or 4.x Bindery Mode) or NWAdmin (NetWare 4.x or 5.x NDS Mode) to perform the following steps prior to enabling Novell print services through TopAccess.

If you have any questions about performing these steps, refer to your Novell NetWare documentation.

- 1 Create a new Print Server (PSERVER) on the Novell file server.
- 2 Create a new print queue (e.g., GL_2_Q).
- 3 Create the printer (e.g., GL_2_PR) and select **Other/Unknown** for the Printer Type.
- 4 Assign the print queue to the printer.

NOTE:

When using NetWare PCONSOLE version 4.x.x., toggle between NDS and Bindery modes using the **F4** key.

- 5 Assign the printer to the Print Server. Note the printer number.

Print Server Setup

Set Protocol

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) tab.
- 5 Click the [Network](#) link.

The screenshot displays the TopAccess web interface for network configuration. The main navigation bar includes tabs for Device, Print Jobs, Scan, Preferences, Counters, Administration, and Notification. The Administration tab is active, and the Setup sub-tab is selected. The Network section is expanded, showing links for Print Services, Wireless, Email, and Scan Agents. The IPX/SPX settings are configured with Protocol set to 'Enable' and Frame Type set to 'Auto'. The TCP/IP settings include IP Address Resolution set to 'DHCP', Primary DNS Server (159.119.100.57), Secondary DNS Server (159.119.100.48), Primary WINS Server (159.119.44.22), and Secondary WINS Server (159.119.100.11). The NetBEUI settings have Protocol set to 'Enable'. The AppleTalk settings have Protocol set to 'Enable' and AppleTalk Zone set to '*'. The bottom of the page features a status bar with icons for Shutdown, Reboot, Offline, Print Device Configuration, and Print PCL Fonts, along with the TOSHIBA logo and version/copyright information.

- 6 From the IPX/SPX settings group, select the **Enable** protocol option and then select the applicable **Frame Type**. Accept the default, Auto, to automatically sense the Frame Type.

Do not log out of TopAccess. Proceed to the next section, *Set Print Services* on page 120.

Set Print Services

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Print Services](#) link.

The screenshot shows the TopAccess Administration interface. The 'Administration' tab is selected, and the 'Setup' submenu is active. The 'Print Services' link is highlighted. The 'Novell Printing' section is expanded, showing the following configuration options:

- Service:
- Operating Mode:
- NetWare Environment:
- Print Server Name:
- Context Name:
- Tree Name:
- Printer Number:

The 'Microsoft Printing' section is also visible, with the following configuration options:

- Service:
- Microsoft Name:
- Workgroup:

The 'LPD Printing' and 'IPP Printing' sections are also visible, both with the Service set to 'Enable'.

- 5 From the Service drop-down list, select **Enable**.
- 6 From the Operating Mode drop-down list, select **Print Server**.
- 7 From the NetWare Environment drop-down list, select the applicable option:
 - ◆ 3.x Bindery (or 4.x Bindery Emulation) Mode
 - ◆ 4.x/5.x NDS Mode
 - ◆ 3.x and 4.x/5.x Mixed Mode.
- 8 Depending on the option you selected, perform the applicable step:

- ◆ If you selected Bindery or Mixed Mode, enter the name of the file server where you created the Print Server for the GL-1010.
 - ◆ If you selected either the NDS or Mixed Mode options, enter the Tree name and Context under which the GL-1010 is installed.
- 9 In the Print Server Name field, enter the PSERVER name you previously created for the GL-1010.
 - 10 In the Context Name field, enter the context name for the GL-1010.
 - 11 In the Printer Number field, enter the printer number assigned to the printer you previously created.
 - 12 Scroll to the bottom of the page and then click **Save**.

Proceed to *Installing Client Software* on page 151.

NDPS MODE

Novell Distributed Print Services (NDPS) simplifies the process of setting up, administering, and troubleshooting Novell printing. By migrating from queue-based printing toward a more “plug in and print” paradigm, NDPS provides many benefits to both administrators and end-users.

Administrator Benefits

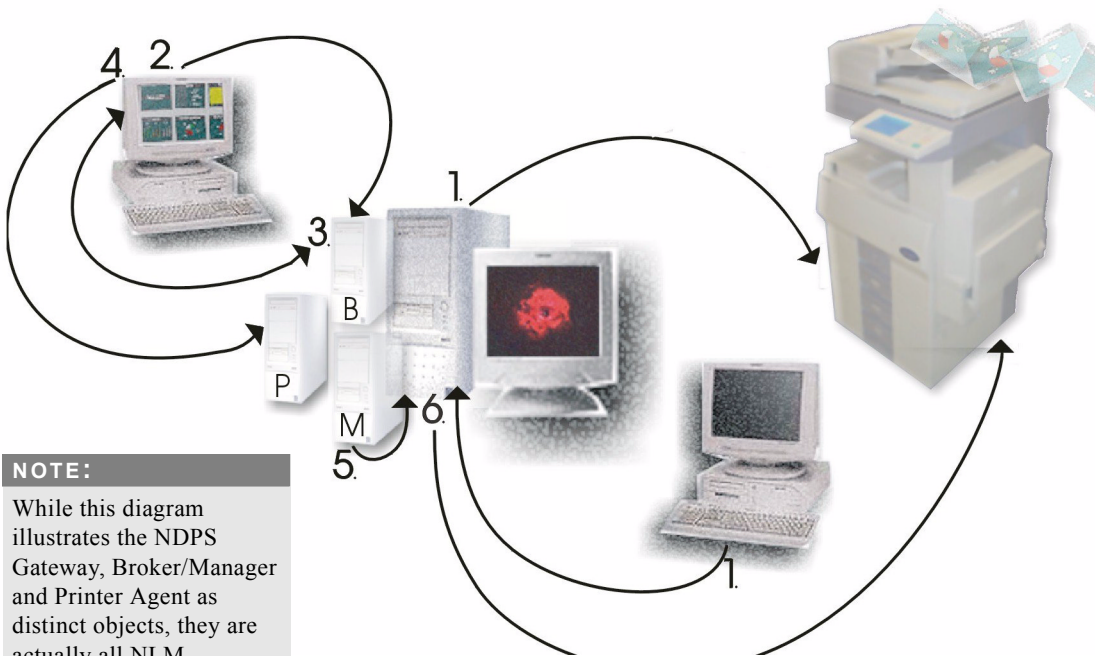
- NDPS pre-loads printer drivers and network resources (such as fonts and forms) to the NDPS database. This allows users to simply select and download the correct driver, eliminating many of the frequent configuration problems users encounter with queue-based printing.
- Monitor jobs with real time status reports using the printer control screen.
- Manage printer usage by configuring access rights for the printer object.
- Receive event notification by pop-up message, GroupWise message, Email, or event log, which promotes proactive error resolution.

User Benefits

- All printers are discovered automatically, allowing users to simply select the appropriate one.
- NDPS automatically downloads the correct printer driver to the user's machine.
- Supports customized print configurations.
- Supports drag and drop printing.
- Supplies real-time printer status.

Overview of the Toshiba's NDPS Gateway

Because the GL-1010 is not a "NDPS-aware" printer, it requires a "Gateway" in order to emulate the NDPS model. The Toshiba Gateway mechanism employs several components, notably the NDPS Manager, NDPS Broker, and NDPS Printer Agent. The following figure illustrates the communication flow between these objects.



NOTE:

While this diagram illustrates the NDPS Gateway, Broker/Manager and Printer Agent as distinct objects, they are actually all NLM applications residing on the NetWare file server.

- 1 The NetWare printer can be discovered in two ways:
 - ◆ The printer is automatically discovered by the Toshiba NDPS Gateway.

- ◆ The administrator manually adds it to the NDPS Manager, which resides on the same NetWare file server as the Toshiba NDPS Gateway.
- 2 When a user wants to add a NDPS printer, the client queries the NDPS Brokers to identify all available NDPS printers.
- 3 The NDPS Broker responds with a list of NDPS Printer Agents. The user selects a Printer Agent and the Toshiba NDPS Gateway downloads the appropriate driver to the user's desktop.
- 4 When the client is ready to print, he sends the print job to the Printer Agent, which is a virtual printer image created in the NDPS network.
- 5 The NDPS Manager then passes the print jobs to the Toshiba NDPS Gateway.
- 6 The Toshiba NDPS Gateway issues the native printing commands to the printer.

Installing the Toshiba NDPS Gateway

Considerations and Limitations

- The Toshiba NDPS Gateway can be installed in servers running NetWare 5.x with service pack 3A (3.0.1) or higher. A self-extracting executable file contains both the Toshiba NDPS Gateway and a NetWare Admin Snap-in component that are necessary to support NDPS printing on the GL-1010.
- The NDPS Manager can drive several Gateways simultaneously. The Toshiba NDPS Gateway does not interfere with other manufacturer's Gateways.
- The Toshiba NDPS Gateway supports multiple printers; one printer can also be split between several Gateways to balance the work load.
- Both NDPS and non-NDPS users can share the same printer.
- The Toshiba NDPS Gateway supports both Server-based and Windows-based network configurations.

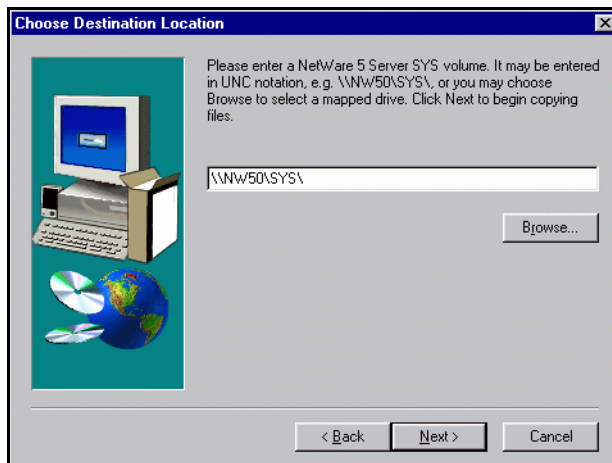
Prerequisites

Install NDPS service in NetWare servers. NDPS comes with NetWare 5, but it is not installed automatically. The NDPS install program extends the NDS schema for three NDS objects:

- ◆ NDPS Manager
- ◆ NDPS Broker
- ◆ NDPS Printer Agent

Setup

- 1 Insert the e-STUDIO GL-1010 Admin's Client CD-ROM into the CD-ROM drive on the administrative workstation.
- 2 Copy `ndps.exe`, the self extracting executable file from the CD to the workstation. Double-click the file to launch the InstallShield setup program.
- 3 Follow the Setup Wizard. You will be prompted to supply the server volume or **Browse** to select a mapped drive.



- 4 Click **Next** to proceed with installation. When the NDPS Gateway and NetWare snap-in components have been installed, you can configure the GL-1010 as an NDPS object.

Setting up the GL-1010 as an NDPS Object

Considerations and Limitations

- The GL-1010 should be automatically discovered by the Toshiba NDPS Gateway. However, if it is not, you must manually create a new NDPS Printer Agent. (See *Create Printer Agent* on page 125.)

Prerequisites

- 1 Load NWADMN32.EXE on the administrator workstation to launch the NetWare administration program.
- 2 Determine the Tree or Context under which you want to install the NDPS printer agent.
- 3 Make sure that both a NDPS Manager and Broker object exist at this level. If not, you must create them first.
- 4 Add drivers to the Print Broker so they can be selected from the drivers list and associated with the Printer Agent.

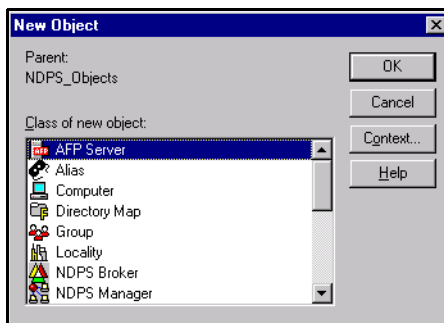
Add Drivers to the Print Broker.

- 1 Launch NWAdmin.
- 2 Double-click the Broker icon.
- 3 Click **Resource Management (RMS)**.
- 4 Click **Add Resources**.
- 5 Select the applicable operating system: Windows 95/98/2000/Me or Windows NT. Click **Add**.
- 6 Click **Browse** to locate the driver's .inf file on either the distribution CD or a shared network location.
- 7 Click **OK**.

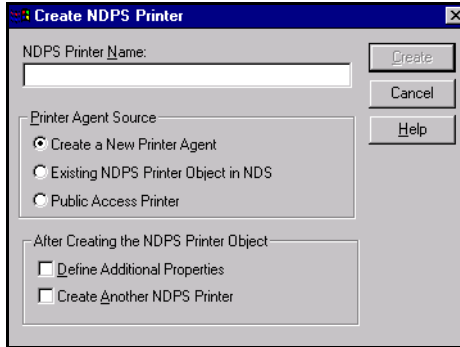
Now, when you create a Printer Agent, you can associate the drivers by selecting them from the list of drivers managed by the broker.

Create Printer Agent

- 1 Right-click anywhere within the Parent Level (Tree or Context under which you want to install the NDPS Printer Agent) and then choose **Create**. The *New Object* dialog box opens:

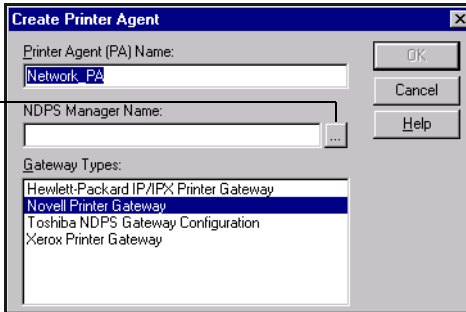


- From the Class of New Object list box, select the **NDPS Printer** object. The *Create NDPS Printer* dialog opens:

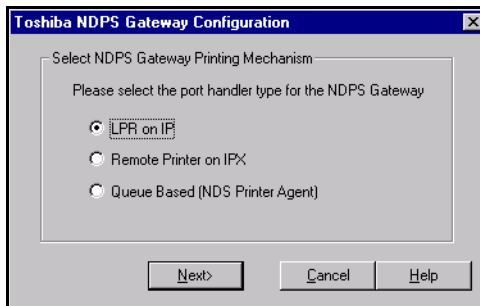


- Enter the **NDPS Printer Name** and then click **Create**. The *Create Printer Agent* dialog box opens:

Enter the name of the NDPS Manager or click the browse button to locate and select the applicable NDPS Manager.



- Enter the NDPS Manager name or click the browse button to locate it.
- Select the **Toshiba NDPS Gateway** type, and then click **OK**. The *Gateway Configuration* dialog opens:

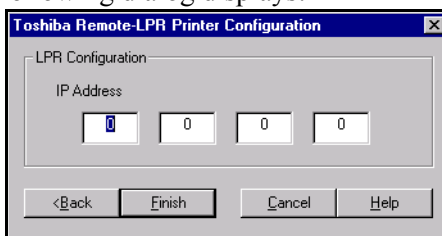


- Select the NDPS Gateway Printing Mechanism:
 - ◆ LPR on IP
 - ◆ Remote Printer on IPX
 - ◆ Queue-Based (NDS Printer Agent)

- 7 Click **Next**. The configuration dialog that appears depends on the printing mechanism you choose. A description of configuration settings for each option follows. When you finish configuring the Printer Agent, proceed to *Select Drivers* on page 130.

LPR PRINTER AGENT

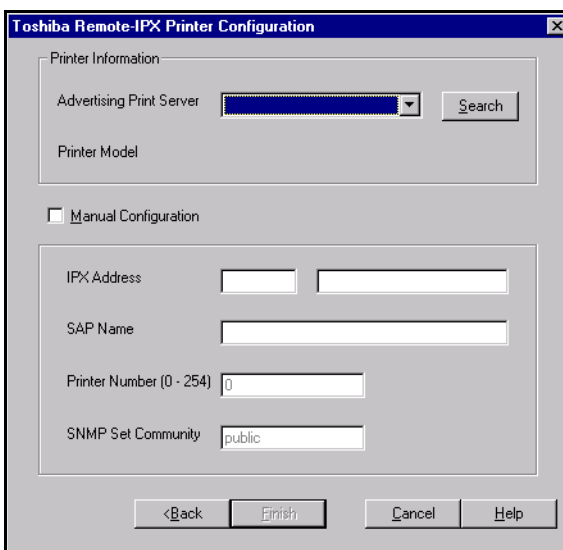
If you select the LPR Gateway configuration option, the following dialog displays:



Enter the IP Address of the GL-1010 controller and then click **Finish**. You will be asked to confirm your choice. Click **Yes** to continue. When the update is complete, you can proceed to the driver selection section (see page 130). Make sure to configure the GL-1010 for LPR/LPD printing in order to utilize this service. (Refer to *LPR/LPD Printing* on page 136.)

REMOTE PRINTER ON IPX

If you select the Remote Printer on IPX option, the following dialog displays:



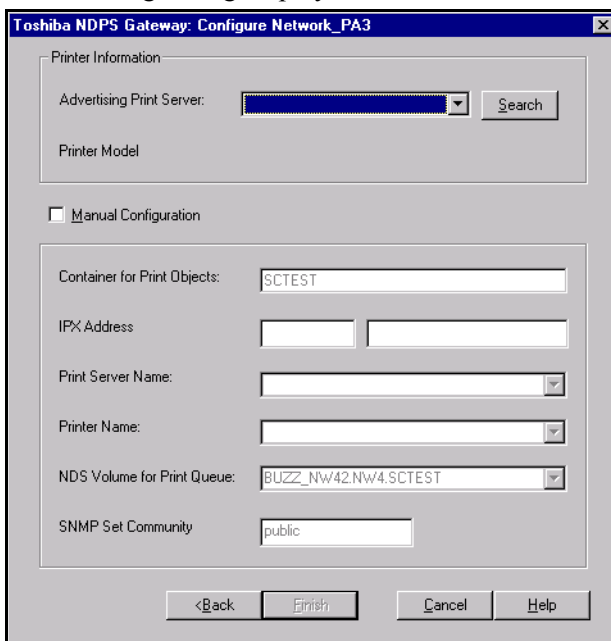
Either type the Advertising Print Server name, or choose **Search** to automatically locate print server information and choose a device name from the drop-down list.

Once a server is selected, the remaining fields are populated with the associated data. Click the **Manual Configuration** checkbox to add or edit the default data.

The screenshot shows the 'Toshiba Remote-IPX Printer Configuration' dialog box. It features a title bar with a close button. The main area is divided into two sections. The top section, 'Printer Information', includes a dropdown menu for 'Advertising Print Server' (set to 'GL2009027788732') and a 'Search' button. Below it is a text field for 'Printer Model' (set to 'Toshiba e-STUDIO45'). The bottom section, 'Manual Configuration', has a checked checkbox. It contains four text input fields: 'IPX Address' (split into '01e602b1' and '009027788732'), 'SAP Name' (GL2009027788732), 'Printer Number (0 - 254)' (q), and 'SNMP Set Community' (public). At the bottom are buttons for '<Back', 'Finish', 'Cancel', and 'Help'.

Click **Finish**. You will be asked to confirm your choice. Click **Yes** to continue. When the update is complete, you can proceed to the driver selection section (see page 130). Make sure to configure the GL-1010 as a Network Printer (refer to *Network Printer Mode* on page 116).

If you select the Queue-based (NDS Printer Agent) option, the following dialog displays:



Either type in the Advertising Print Server name, or choose **Search** to automatically locate print server information and choose a device name from the drop-down list.

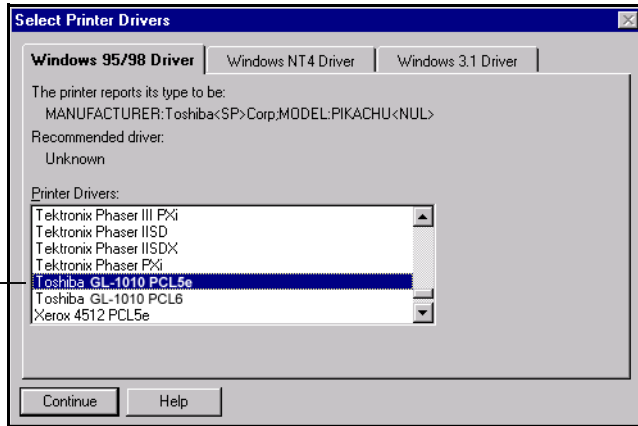
Once a server is selected, the remaining fields are populated with the associated data. Click the **Manual Configuration** checkbox to add or edit the default data.

Click **Finish**. You will be asked to confirm your choice. Click **Yes** to continue. When the update is complete, you can proceed to the driver selection section (see page 130). Make sure to configure the GL-1010 as a Print Server (refer to *Print Server Mode* on page 118).

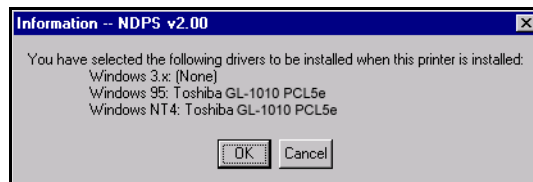
Select Drivers

- 1 After you have created a Printer Agent, configured the options, and the update completes, the following dialog displays:

Select the appropriate Operating System tab and then choose which driver(s) you want to download.



- 2 From the *Select Printer Drivers* dialog, select the printer drivers that you want automatically downloaded to users' workstations when they select the Printer Agent you created. Choose either or both Windows 95/98/2000/Me and Windows NT drivers by clicking the appropriate tab and then selecting the driver from the list box.
- 3 Select all desired drivers and then click **Continue**.
- 4 A informational message box opens, listing the drivers you selected:



Click **OK** if the selections are correct; alternately, click **Cancel** to return to the Select Printer Drivers dialog and modify your selections.

NDPS Printer Agent setup is complete. The new Printer Agent now appears in the list of NDPS objects.

Removing NDPS Components

Use the following steps to remove the NDPS components:

- 1 Use the NWADMIN utility to delete all Toshiba NDPS printer and print agents you have created.
- 2 Delete the following files using either Windows Explorer or DOS commands. Make sure none of the files is in use before deleting them
 - ◆ SYS:\SYSTEM\TAGATE.NLM
 - ◆ SYS:\SYSTEM\TAPAP.NLM
 - ◆ SYS:\SYSTEM\TACON.NLM
 - ◆ SYS:\SYSTEM\TALIB.NLM
 - ◆ SYS:\SYSTEM\TACFG.PD0
 - ◆ SYS:\SYSTEM\NLS\4\TACON.MSG
 - ◆ SYS:\SYSTEM\NLS\4\TALIB.MSG
 - ◆ SYS:\SYSTEM\NLS\4\TACFG.MSG
 - ◆ SYS:\SYSTEM\NLS\4\TAPAP.MSG
 - ◆ SYS:\SYSTEM\NLS\4\TACFG.HLP
 - ◆ SYS:\SYSTEM\NLS\4\TACON.HLP
 - ◆ SYS:\SYSTEM\NLS\4\TALIB.HLP
 - ◆ SYS:\PUBLIC\WIN32\TASNAPIN.PC2
 - ◆ SYS:\PUBLIC\WIN32\TACFG.PD2
 - ◆ SYS:\PUBLIC\WIN32\TOSHIBA.INI
 - ◆ SYS:\PUBLIC\WIN32\TASNMP.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\TARES.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\TACFGRES.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\SC2_MSG.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\HLP25632.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\ROBOEX32.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\SC3_MSG.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\TACFGRES.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\WATERMARK5.DLL
 - ◆ SYS:\PUBLIC\WIN32\NLS\ENGLISH\TANDBS.HLP



6 SETTING UP MICROSOFT PRINTING

The GL-1010 supports the following Microsoft printing services:

- Peer to Peer
- LPR/LPD
- IPP

This chapter discusses the limitations and issues you should consider as well as the prerequisite steps you must take before enabling Microsoft printing. It also provides step-by-step instructions for using TopAccess to enable Microsoft printing on the GL-1010.

Topics:

Peer to Peer Printing	134
LPR/LPD Printing	136
IPP Printing	137

PEER TO PEER PRINTING

Considerations and Limitations

- You cannot assign the GL-1010 to a Microsoft Domain; it can participate only in a Microsoft Workgroup.
- The GL-1010 device name must be unique within the network. The device name is also required in order to update the controller software using TopAccess.

Prerequisites

- Determine a unique device name (also known as the *host name* or Microsoft *Computer* name) for the GL-1010. By default, the device name is GL<MAC Address>, where <MAC Address> is the media access control (MAC) number of the NIC installed in the GL-1010. You can change the device name, providing it is unique within the network.
- Pick a workgroup name for the device or accept the default name, WORKGROUP.

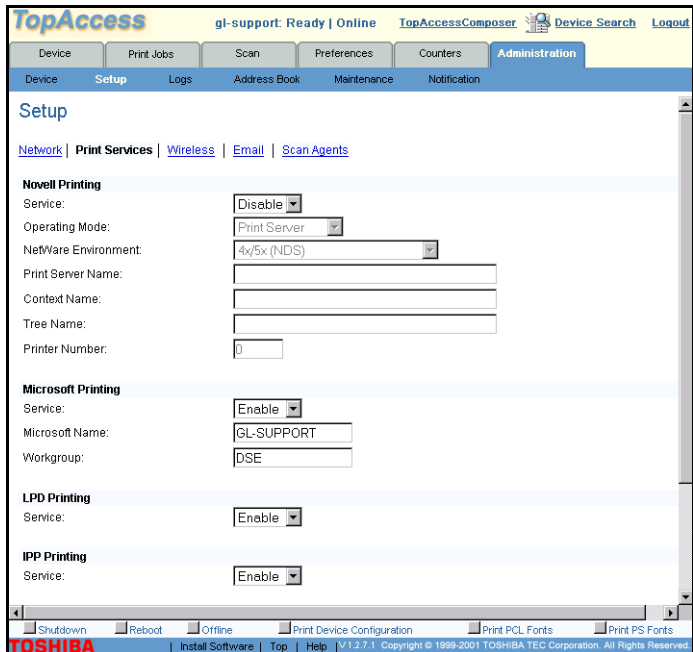
Microsoft Peer to Peer Setup

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) submenu.

- 5 Click the [Print Services](#) link.



The screenshot shows the TopAccess web interface for configuring print services. The page is titled "Setup" and has a navigation menu with "Print Services" selected. The configuration is organized into several sections:

- Novell Printing:**
 - Service:
 - Operating Mode:
 - NetWare Environment:
 - Print Server Name:
 - Context Name:
 - Tree Name:
 - Printer Number:
- Microsoft Printing:**
 - Service:
 - Microsoft Name:
 - Workgroup:
- LPD Printing:**
 - Service:
- IPP Printing:**
 - Service:

The footer of the page includes the TOSHIBA logo and the text: "Install Software | Top | Help | V1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved."

- 6 In the Microsoft Printing group box, make sure Microsoft printing is **Enabled** (default).
- 7 In the Microsoft Name field, enter the GL-1010 device name. In the Workgroup field, enter the name of the Workgroup to which the GL-1010 belongs. It is WORKGROUP by default, but you can change it if you wish. However, if you want to change the device and workgroup name, you cannot change both during the same time. You must change one, reboot the controller so changes can take affect, and then change the other.
- 8 Scroll down to the bottom of the page and click **Save**.

Proceed to *Installing Client Software* on page 151.

LPR/LPD PRINTING

Considerations and Limitations

- Microsoft TCP/IP Printing Services must be added and configured from the Network folder in the Windows Control Panel before you can add an LPR printer port. (Windows NT and 2000 only.)
- To print a file using the LPR command line, the file must be in an encapsulated print format or standard text file.

Prerequisites

- Install Microsoft TCP/IP Printing Services.
- Add an LPR port. Refer to *Add a LPR Port and map it to the GL-1010 using the Microsoft Add Printer wizard.* on page 156

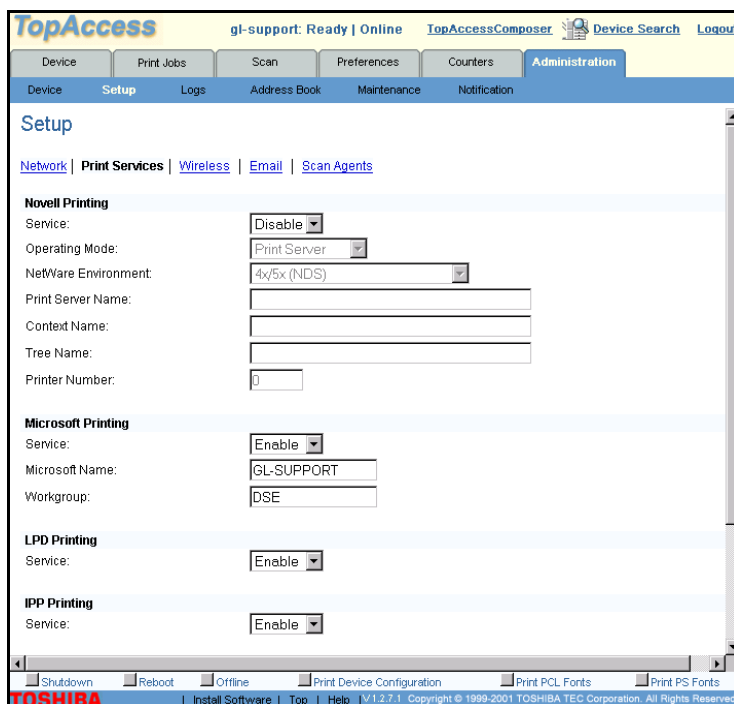
Microsoft LPD Setup

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) submenu.

- 5 Click the [Print Services](#) link..



- 6 In the LPD Printing box, select **Enable** from the drop-down list.
- 7 Scroll down to the bottom of the page and click **Save**.

Proceed to *Installing Client Software* on page 151.

All of these procedures are described in detail in the *GL-1010 Operator's Guide (Basic)*.

IPP PRINTING

Considerations and Limitations

- Setting up the GL-1010 as an IPP-compatible printer allows users to print to the device over the Internet. IPP printing is available only over TCP/IP.
- IPP printing cannot be disabled.
- IPP port monitor software must be installed on the client workstation.

Prerequisites

- Install the IPP client port software.
- Install the printer and assign it to an IPP port.
- Configure the IPP port properties.

All of these procedures are described in detail in the *GL-1010 Operator's Guide (Basic)*.



7 SETTING UP UNIX PRINTING

This chapter describes how to set up Unix printing services for the GL-1010. Currently, the following Unix platforms are supported:

- SPARC platform running Solaris v 2.5x, 2.6 or 7.0.
- PA-RISC platform running HP-UX
- RS6000 platform running IBM AIX 4.3.x

Additionally, this chapter includes brief guidelines for creating, deleting, and modifying Unix print queues.

Topics:

Installing the Unix TAR File	140
Managing Unix Print Queues	141
Printing to the GL-1010 in Unix	142

INSTALLING THE UNIX TAR FILE

Considerations and Limitations

- This print model acts only as a filter and not as a complete driver. Therefore, you cannot modify the size or order of the printed pages.
- The GL-1010 Unix filters do not support the following engine-supplied features:
 - ◆ Magazine Sort
 - ◆ Saddle-stitch
 - ◆ NUp
 - ◆ Watermarks
 - ◆ Cover Sheets
 - ◆ Sheet Insertion
- Only a system administrator with root privileges can install the required files.

TAR File Setup

- 1 Log on to the root account.
- 2 For **Sun Solaris**, enter the following command:

```
tar xvf solaris.tar
```

For **HP-UX**, enter the following command:

```
tar xvf hpux.tar
```

For **IBM AIX**, enter the following command:

```
tar xvf aix.tar
```

These commands extract all the required files and install them in the correct locations.

MANAGING UNIX PRINT QUEUES

Considerations and Limitations

- Only a system administrator with root privileges can create a print queue.

Prerequisites

- Locate the GL-1010's IP address if you will be accessing the device by entering its IP Address.
- Alternately, add the device host name to the `/etc/hosts` file using either the `admintool` command for Solaris or IBM AIX, or the `sam` command for HP-UX.

Unix Queue Setup

Creating a Print Queue

- 1 Log on to the root account.
- 2 Enter the following command:

```
gl1010add <queue name> <host name or IP  
address>
```

This command creates a print queue using the system's `lpadmin` command. Additionally, it creates a configuration file that has the destination IP address or host name. You can use the configuration file to change the default print queue parameters.

The `lpadmin` command stores the printer interface file in the `/etc/lp/interfaces` directory in a file with the same name as the print queue. The configuration file is stored in the `/etc/lp/interfaces` directory in a file named `<queue name>.conf`.

Deleting a Print Queue

- 1 Log on to the root account.
- 2 Enter the following command:

```
gl1010rm <queue name>
```

This command uses the system's `lpadmin` command to delete the print queue and configuration file.

Change the Default Values of a Print Queue

- 1 Study the interface file, named `<queue name>`, which is stored in the `/etc/lp/interfaces` directory. This file contains all of the default settings and values that can be set. These values are case sensitive and must conform to the `/bin/sh` variable format.
- 2 To manually edit the configuration file, (`/etc/lp/interfaces/<queue name>.conf`) add a line that consists of the parameter and value. For example, to change the default orientation to Landscape, add the following line:

```
orient= "LANDSCAPE"
```

PRINTING TO THE GL-1010 IN UNIX

LP Command

Use the `lp` command to send a file to print on the GL-1010. The `lp` command allows you to specify various printer specific options using the `-o option` parameter on the command line. The `lp` command also allows you to set other print options using various other parameters. Use the `man net_gl1010` command to view the online document that describes the various options and parameters you can set to configure printed output.

All of the options are sent to the GL-1010 at the start of a print job, so if the print file contains its own commands, they may override the `lp` options.



8 SETTING UP MAC PRINTING

Printing to the GL-1010 from a Macintosh workstation involves the following steps:

- Enabling MAC printing from the copier's front panel or by using TopAccess.
- Extracting the compressed LPD driver file on the client workstation.

This chapter describes how to set the necessary protocol and services properties on the GL-1010 to support Macintosh printing. Refer to *Installing Macintosh PPD Files* on page 156 for instructions on installing and configuring the MAC driver on users' workstations.

Topics:

Setting Up AppleTalk Printing	144
Setting Up LPR/LPD Printing	146

SETTING UP APPLE TALK PRINTING

Considerations and Limitations

- The GL-1010 supports Macintosh printing over EtherTalk only. TokenTalk is not currently supported.
- Magazine sorting and saddle stitching features are not supported.
- Printing Microsoft Word documents that contain multiple section breaks is not supported. The output stacking order will be incorrect and if stapling is enabled, each section will be stapled individually.

Prerequisites

- Macintosh
 - ◆ Operating System version 8.0, 8.5, 8.6, 9.0 or OS X
 - ◆ LaserWriter 8 printer driver
- Token Ring NIC cannot be installed in the GL-1010 controller.
- You can enable Macintosh printing remotely, by using TopAccess on the administrator's workstation, or locally, using the copier's LCD Touch Screen.

AppleTalk Setup

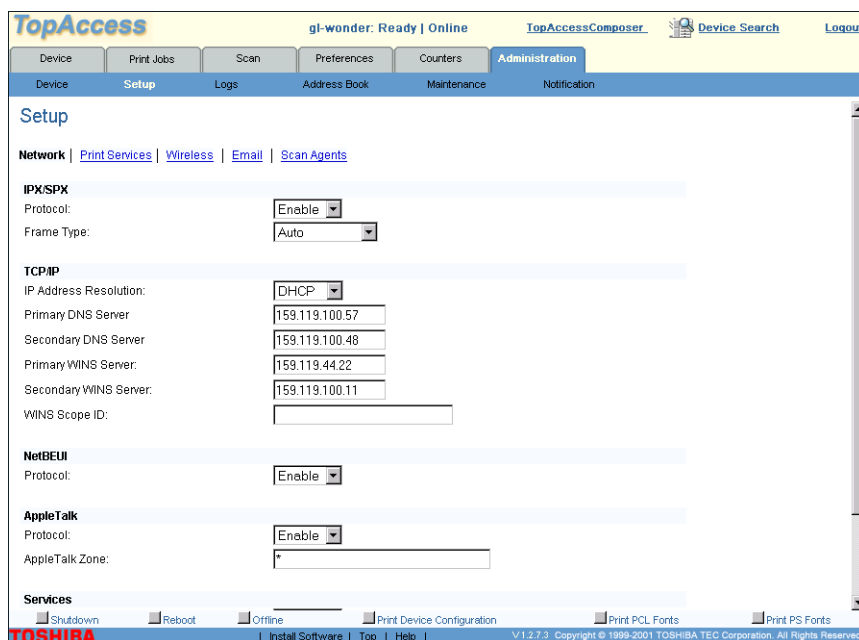
Set Protocol

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) submenu.

5 Click the [Network](#) link.



6 Scroll down to the Appletalk section. Enable the protocol and enter the Appletalk Zone.

7 Click **Save**.

Do not close the Properties dialog. Proceed to the next section, *Set Print Services* on page 145.

Set Print Services

- 1 Click the [Administration](#) tab.
- 2 Click the [Setup](#) submenu.

- 3 Click the [Print Services](#) link.

The screenshot shows the 'Administration' tab in the TopAccess web interface. The 'Print Services' section is active, displaying configuration options for various printing protocols. The 'Mac Printing' section is expanded, showing the 'Service' dropdown set to 'Disable' and the 'Mac Printer Name' text box containing 'GL00D0C9216281'. Other sections like 'Microsoft Printing' and 'LPD Printing' show their respective 'Service' dropdowns set to 'Enable'. At the bottom of the form are 'Save' and 'Reset' buttons. The footer of the browser window shows the Toshiba logo and version information: 'Install Software | Top | Help | V.1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 4 Scroll down to the Mac Printing section and select **Enable** from the drop down list.
- 5 In the Printer Name field, enter the name for the GL-1010. By default, the Printer name is GL<MAC Address>, where MAC Address is the actual Machine Access Code of the NIC installed in the GL-1010.

You can change the name to conform to your network naming convention, however, the name should be unique within your network.

- 6 Click **Save**.

Proceed to *Installing Client Software* on page 151.

SETTING UP LPR/LPD PRINTING

Considerations and Limitations

- Magazine sorting and saddle stitching features are not supported.
- Printing Microsoft Word documents that contain multiple section breaks is not supported. The output stacking order

will be incorrect and if stapling is enabled, each section will be stapled individually.

Prerequisites

- You can enable Macintosh printing remotely, by using TopAccess on the administrator's workstation, or locally, using the copier's LCD Touch Screen.

Macintosh LPD Setup

- 1 Launch your Web browser and enter the IP address of the GL-1010 you want to configure to access the embedded Web site, TopAccess. (Refer to *Opening TopAccess* on page 64.)

If you do not know the IP address, you can find it by using GL DocMon (see the *GL-1010 Operator's Guide (Basic)* for details).

- 2 Click the [Login](#) link and enter the administrative username and password.
- 3 Click the [Administration](#) tab.
- 4 Click the [Setup](#) submenu.
- 5 Click the [Print Services](#) link.

6 Scroll down to the LPD Printing section and select **Enable** from the drop-down box.

7 Click **Save**.

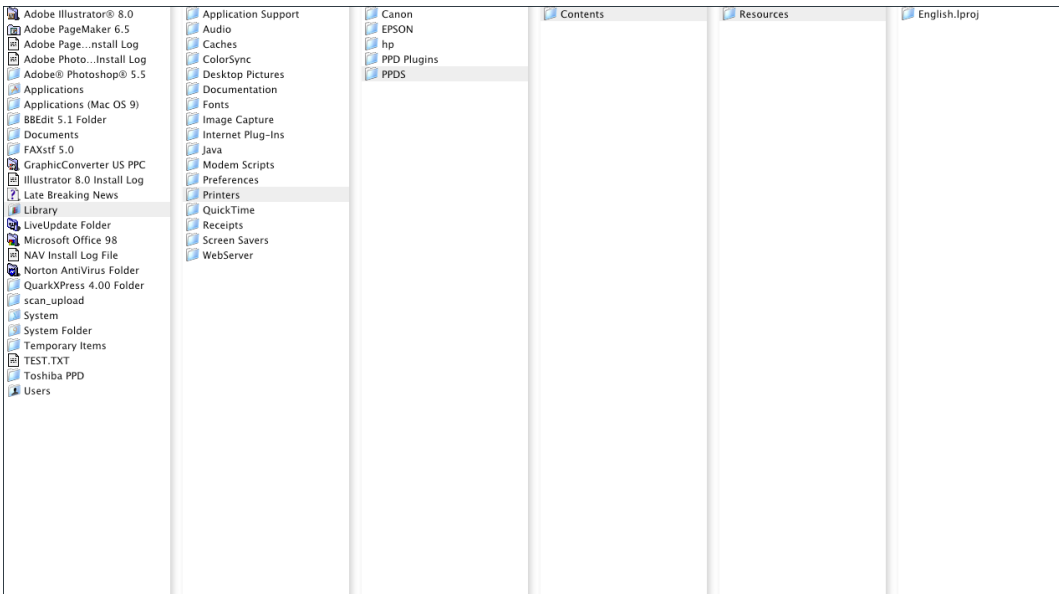
Proceed to *Installing Client Software* on page 151.

NOTE:

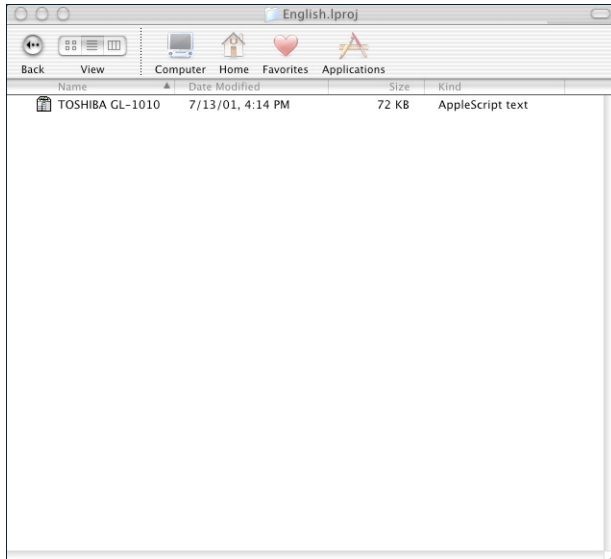
For Classic mode support, please ensure that OS 9.1 has been installed into your MAC and restart your system into the Classic mode. Once you are in the Classic Mode OS 9.1, please refer to the manual section MAC PPD.

MAC OS X Installation Information

1 If the English.lproj folder has not been created in your system during OS X update, then manually add the needed folders to complete the English.lproj path structure located within the Library folder in your Macintosh Hard drive where OS X is installed.

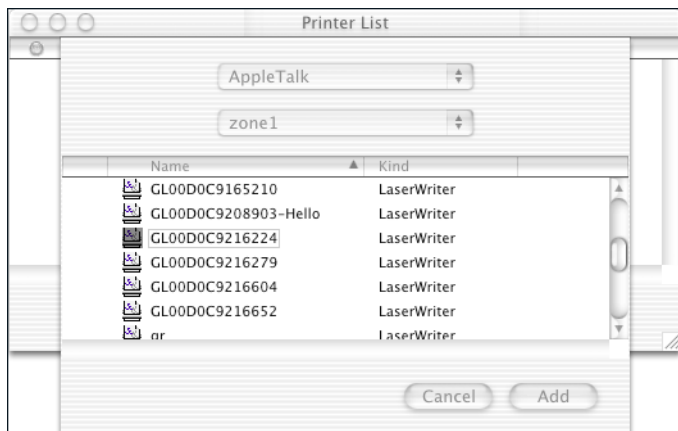


- 2 Place the TOSHIBA GL-1010 file (this file is the TOSHIBA GL-1010 PPD file used in OS 9.1) into the English.lproj folder.

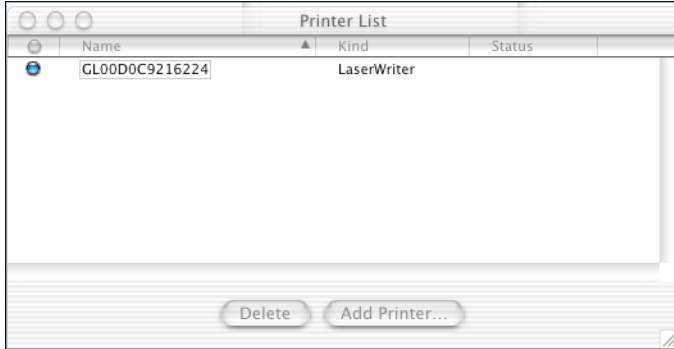


- 3 Use the OS X Print Center to complete the printer setup. The GL-1010 will attach either using AppleTalk or using LPD printing.

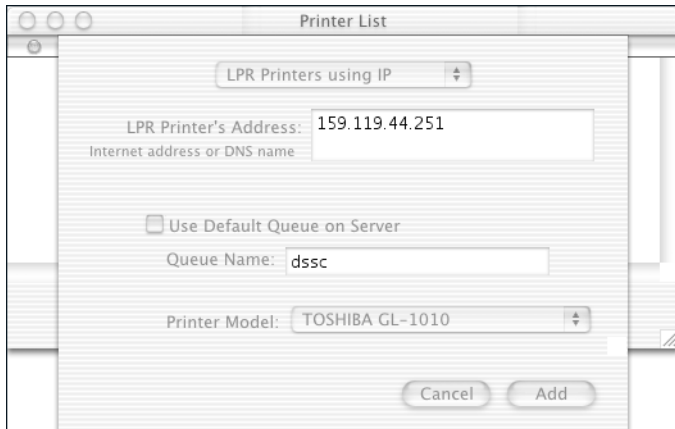
In AppleTalk printing, select AppleTalk, the Zone where the GL-1010 is located and select the GL1010 device then click Add from the Printer List of Print Center.



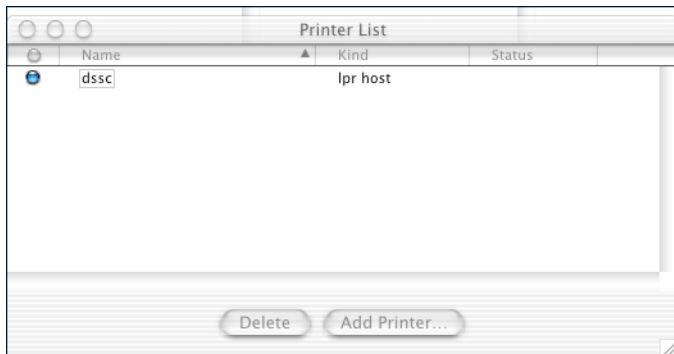
- 4 Once you have added the GL-1010, it will be available for use in OS X.



- 5 In LPD printing, select LPR Printers using IP, enter the IP Address of the GL-1010, deselect Use Default Queue on Server, enter dssc for the Queue Name and select Toshiba GL-1010 for the Printer Model, then click Add from the Printer List of Print Center.



- 6 Once the LPR setup has complete, the dssc (GL-1010) device will be available for use.





9 INSTALLING CLIENT SOFTWARE

The final step in enabling network printing is to install the client software and drivers on client workstations. Because end-users typically perform these steps, this chapter provides only a brief overview of these procedures. For detailed instructions, please refer to the *GL-1010 Operator's Guide (Basic)*

Topics:

Installing Windows Software	152
Installing GL-1010 Windows Printer Drivers	155
Installing Macintosh PPD Files	156

INSTALLING WINDOWS SOFTWARE

The basic GL-1010 client software includes the GL DocMon print job monitoring utility and PCL and PostScript (PS) printer drivers.

Considerations and Limitations

- The GL DocMon utility can monitor GL-1010 devices only. It does not support earlier versions of the controller or any third party printer drivers.
- Users must install an GL-1010 printer driver and map it to the GL-1010 in order to access it using GL DocMon.
- Users can view all jobs in the print queue, including controller-resident jobs, but a user can delete only his jobs.
- If GL DocMon is installed on a network that employs the NetBEUI protocol only, SNMP functions, such as device discovery, are not available.

Prerequisites

Make sure that the client workstation meets the following minimum requirements:

- Windows 95
 - ◆ Windows 95 OSR2
 - ◆ WinSock v2.0
 - ◆ Novell Client v3.1 for Windows 95/98 plus Client Service Pack 1*
- Windows 98
 - ◆ Novell Client v3.1 for Windows 95/98 plus Client Service Pack 1*
- Windows 2000
 - ◆ Novell Client 4.7 for Windows NT/2000 with Z.E.N works starter pack*
 - ◆ Microsoft Windows 2000 Service Pack 1
- Windows Me
 - ◆ Novell Client v3.3*

*.Required only if you will be running IPX-based SNMP access and Novell printing.

- Windows NT 4.0 Workstation
 - ◆ Microsoft Service Pack 5
 - ◆ Novell Client v4.6 for Windows NT with Z.E.N works Starter Pack, plus Client Service Pack 1*
- If you have a previous version of Toshiba software installed on the workstation, the setup program detects it and opens the Client Setup Maintenance Program. Click **Remove** to delete all previously installed components. Alternately, you can use the Windows Add/Remove Programs option, accessible from the Windows Control Panel, to delete the old software.
- To ensure successful installation, it is recommended that you close all running Windows applications before installing the new software. If you are using an old version of Toshiba client software, this includes exiting the document monitoring application as well.

To do so, right-click on the systray icon and then choose **Exit** from the short-cut menu.
- You will need at least 60 MB free disk space on the destination drive, although for optimal performance you may want to have twice that free.

Client Setup

- 1 Insert the Toshiba e-STUDIO GL-1010 Client CD-ROM into the CD-ROM drive. If Auto-Run is enabled, the InstallShield Setup Wizard starts automatically.

Otherwise, choose **Run** from the *Start* menu and then locate the Setup.exe file on the CD. Click **OK** to launch the setup program.
- 2 Follow the Setup Wizard as it leads you through the installation steps. You will be prompted to supply the following information:
 - ◆ Enter a destination directory or accept the default location.
 - ◆ Select which drivers and fonts you want to install.
 - ◆ Enter the network path to the printer or the queue name.
 - ◆ Select a program group or accept the default.

*.Required only if you will be running IPX-based SNMP access and Novell printing.

NOTE:

Only Windows 9x/Me automatically creates the printer port. If you are using Windows NT or Windows 2000, you must manually create the printer port after installing the printer drivers.

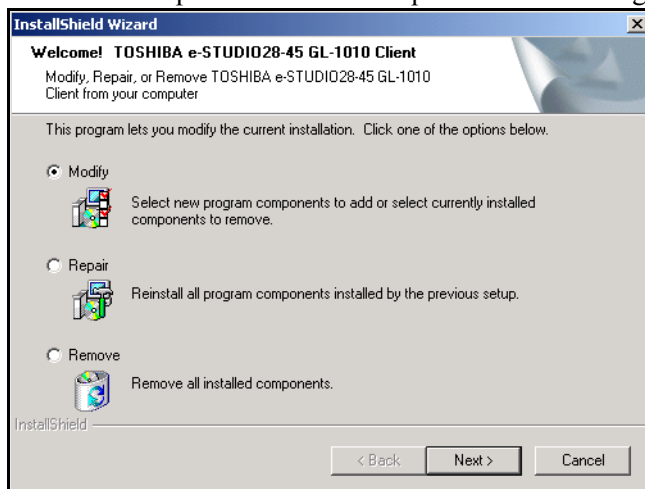
- 3 When the setup program finishes copying the necessary files to your computer, you are prompted to view the Read Me file and launch GL DocMon. Deselect either or both options, if desired, and then click **Finish** to exit the Setup Wizard.

Uninstalling Client Software

- 1 If open, close the GL DocMon application.
- 2 Insert the Toshiba e-STUDIO GL-1010 Client CD-ROM into the CD-ROM drive. If Auto-Run is enabled, the InstallShield Setup Wizard starts automatically.

Otherwise, choose **Run** from the Start Menu and then locate the Setup.exe file on the CD. Click **OK** to launch the setup program.

- 3 The setup program automatically detects previously installed versions and opens the Client Setup Maintenance Program.



- 4 Select **Remove** to uninstall all previously installed GL-1010 components from the client workstation
- 5 Follow the setup wizard as files are removed from your system. Click **Finish** to exit the setup program.
- 6 You may have to reboot your system before all components, such as the program items from the Windows *Start* menu, can be completely removed.

INSTALLING GL-1010 WINDOWS PRINTER DRIVERS

Adding Printers in Windows

In most cases, it is probably easiest to install the Toshiba GL-1010 drivers as part of the InstallShield client software setup process. However, there are several situations in which it may be necessary to add, re-install, or update missing or outdated GL-1010 driver software.

You can install printer drivers in the following ways:

- **Run the Setup Program.**
Use the GL-1010-Client Setup Maintenance Program to install selected drivers. This method is recommended if you have the original or an updated e-STUDIO GL-1010 Client CD-ROM or access to it on a network directory.
- **Download Drivers from the GL-1010.**
Drivers are automatically downloaded pointing to the shared printer on the GL-1010 in a Microsoft Peer to Peer environment. Similarly, if the GL-1010 has been set up as an NDPS printer, the drivers configured for the selected Printer Agent are automatically downloaded. For details on setting up NDPS printing, refer to *Setting Up Novell Printing* on page 115.

While this method proves a simple and effective way to install drivers, you risk installing outdated drivers if the controller software has not been updated with the most recent driver software. For instructions, refer to *Download Drivers from the GL-1010* in the *GL-1010 Operator's Guide (Basic)*.

- **Install Drivers from Disk or Network Location.**
You can use the Add Printer Wizard to install driver software by locating the driver's setup.inf file either on the e-STUDIO GL-1010 Client CD-ROM or in a primed network directory. This is the method you must use if printing to a Novell, IPP, or LPD queue. Additionally, you must configure a Microsoft port for the printer.

All of these procedures are described in detail in the *GL-1010 Operator's Guide (Basic)*.

Enabling LPR/LPD Printing

Supporting LPR printing from a client workstation requires performing the following steps:

- 1 Install Microsoft TCP/IP Printing Services software.
- 2 Add a LPR Port and map it to the GL-1010 using the Microsoft Add Printer wizard.

All of these procedures are described in detail in the *GL-1010 Operator's Guide (Basic)*.

Enabling IPP Printing

IPP printing allows users to print to the device over the Internet. To establish IPP printing services, you must complete these steps:

- Install the IPP client port software.
- Install the printer and assign it to an IPP port.
- Configure the IPP port properties. Open the Printers Folder and right-click on the IPP printer icon. Choose **Properties**.

All of these procedures are described in detail in the *GL-1010 Operator's Guide (Basic)*.

INSTALLING MACINTOSH PPD FILES

Considerations and Limitations

- The Toshiba Macintosh PPD (PostScript Printer Description) file contains information about GL-1010-specific features which is used to extend the LaserWriter 8 (version 8.6.5 or higher) standard functionality.
- The Macintosh PPD file is compressed in the StuffIt format. It should be copied to the **System Folder: Extensions: Printer Descriptions** folder. The StuffIt program must be installed to decompress the PPD file.
- The PPD file works in conjunction with the standard Macintosh LaserWriter 8 printer driver version 8.6.5 (or higher).
- The GL-1010 supports both LPR and AppleTalk printing from Macintosh systems.

- Enable Macintosh printing from the LCD Touch Screen or by using TopAccess. Refer to *Setting Up MAC Printing* on page 143 for instructions.
- If you will be employing LPR/LPD printing, make sure to enable LPD printing from TopAccess as well.

Prerequisites

- 1 Copy the Toshiba PPD file to the Client Workstation.
- 2 Drag the PPD Stuffit file, TOSHIBA_GL-1010.sit from the e-STUDIO GL-1010 Client CD-ROM to the desktop.
- 3 Double-click the stuffed file icon on the desktop to open it. To extract the Macintosh PPD file, you must have the Stuffit utility on the client system.
- 4 Select and drag the TOSHIBA_GL-1010.PPD file to the Printer Descriptions folder.
- 5 Enable Macintosh LPR printing or Macintosh Appletalk printing. Both methods are described in detail in the *GL-1010 Operator's Guide (Basic)*



10 INSTALLING OPTIONS

There are two option kits you can purchase to extend the functionality of your e-STUDIO GL-1010 Electronic Document Processing System:

- Network Fax option kit
- Network Scan option kit

This chapter explains how to install these options, both the hardware components and the software. However, using these features falls outside the scope of this guide. For more information, refer to either or both of the following manuals, which are in .pdf format on the option kit CD-ROM: *GL-1010 Network Fax Operator's Guide* or *GL-1010 Scan Operator's Guide*

Topics:

Installing the Network Scan Kit	160
Installing the Network Fax Kit	189

INSTALLING THE NETWORK SCAN KIT

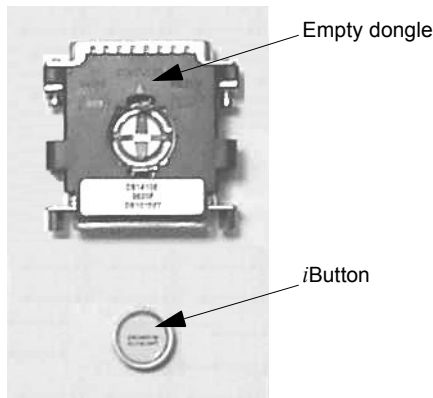
The network Scan feature enables you to easily manage jobs scanned or received by the device. Scanned jobs can be automatically filed to Public or Private folders, Emailed to specific recipients, saved as Twain-compliant images that can be acquired using a Twain compliant application, or sent or faxed by Email to one or more recipients.

You define how the scan jobs are processed by setting up Agents. Agents contain the properties for the transfer mode of the scan once it is finished. Agents can be used to Email the scanned image, save the scan on the GL-1010 controller, save to a file server, save to twain agent, send to fax.

Next, you will create private and public groups that control users access to scan Templates. Templates are pre-defined settings documents that allow users to quickly and easily select processing parameters for their scan jobs.

Installing the Dongle and iButton

- 1 Shutdown the copier using the Shutdown procedure. Refer to *Shutdown the GL-1010* on page 48.
- 2 Insert the iButton, which was included in the option kit, into an available receptor on the dongle.



Dongle with PostScript iButton

Each dongle can host two option buttons, maximum. If you need an additional dongle, please contact your Toshiba dealer.

- 3 Re-seat the dongle in the parallel port of the Toshiba e-STUDIO28/35/45.

- 4 Power on the Toshiba e-STUDIO28/35/45. Inspect the start-up page that prints out to make sure that the option reads "installed."

Installing the Twain Driver

If you install the Twain driver and set up the appropriate Twain Scan Agent, scanned images may be acquired using a Twain compliant application.

- 1 Insert the e-STUDIO GL-1010 Scanner Client CD-ROM into the drive. If autoplay is enabled, the InstallShield setup wizard launches automatically. If it doesn't start, choose Run from the Start menu and then enter the following command:

```
D:\setup.exe,
```

replacing "D" with the letter mapped to your CD-ROM drive, if different.

- 2 The setup wizard displays the End User Licence Agreement. Please read the terms of license carefully. If you agree with the terms, click **Yes** to continue installation. Otherwise, click **No** to terminate the installation process.
- 3 The necessary system files are copied to your workstation. When complete, click **Finish**.

Defining Scanner Agents

Agents contain the transfer mode properties for completed scans. Agents can be set up to perform the following functions:

- Email a scanned image
- Save a scan to the GL-1010 controller or a network file server
- Save the scan as a twain-compliant image
- Fax the scanned image by Email

As an Administrator, you will configure agent settings to enable users to scan and transfer the scanned document to the appropriate destination. Users will set up the specific details for how to handle each different Agent.

The dongle and iButton hardware must be installed on the controller for the Agents to display and work properly. If a warning message displays "Cannot locate a scan agent", check if the dongle and iButton are installed properly.

Send to Email

- 1 Log on as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Email](#) link.

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with the following items: "TopAccess", "gl-wonder: Ready | Online", "TopAccessComposer", "Device Search", and "Logout". Below this is a secondary navigation bar with tabs: "Device", "Print Jobs", "Scan", "Preferences", "Counters", "Administration", "Logs", "Address Book", "Maintenance", and "Notification". The "Administration" tab is selected, and the "Setup" submenu is active. The main content area is titled "Setup" and contains several sections:

- POP3 Settings:** Includes fields for "Server IP Address" (0.0.0.0), "Polling Rate" (10 Minutes), "User Name", "Password", and "POP3 Port Number" (110).
- SMTP Settings:** Includes fields for "Server IP Address" (0.0.0.0), "Mail Domain Name", and "SMTP Port Number" (25).
- Message Handling:** Includes a field for "Maximum Scan to Email / IFax Size" (20 MB).
- If IFax Print Error:** Includes a checked checkbox for "Print Error Message" and an unchecked checkbox for "Send To Administrator's Email Address" with an empty text field.

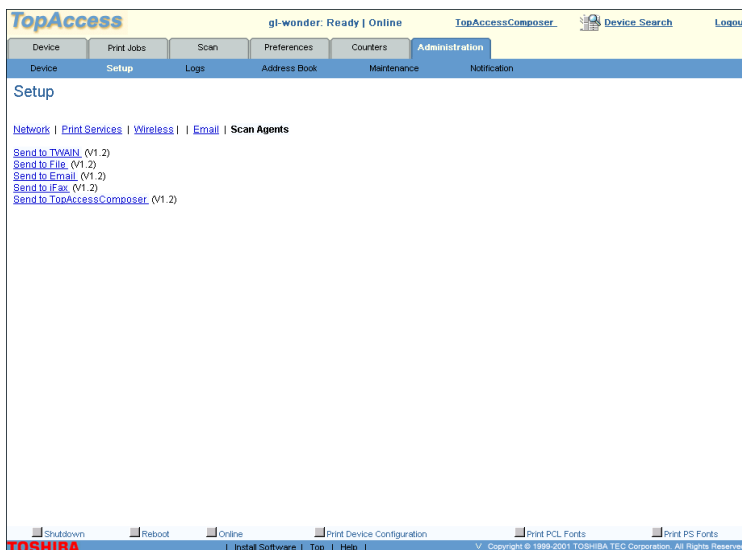
At the bottom of the page, there is a status bar with the TOSHIBA logo, "Install Software | Top | Help |", and "V 1.2.7.3 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved".

- 5 Configure the POP3 Settings, SMTP Settings, Message Handling and the If IFax Print Error options.
- 6 Click **Save**.

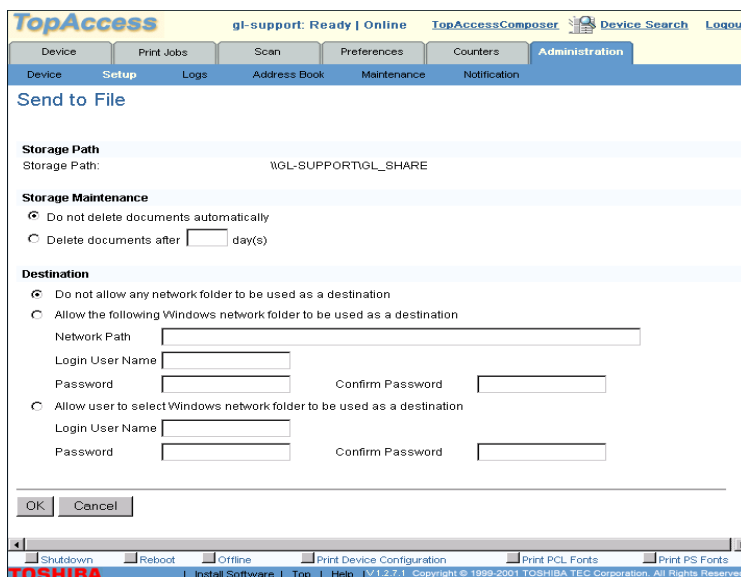
Send to File

- 1 Log on as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.

- 4 Click the [Fax/Scan Agents](#) link.



- 5 Click the [Send to File](#) link.



- 6 The Send to File page will display the Preservation Path. This is the location where the scanned data is stored in the controller.
- 7 Select the desired Preservation Period either, “No Setting” or click the option button and then enter the number of days

the file is be saved on the controller. The preservation period range is 1-999 days.

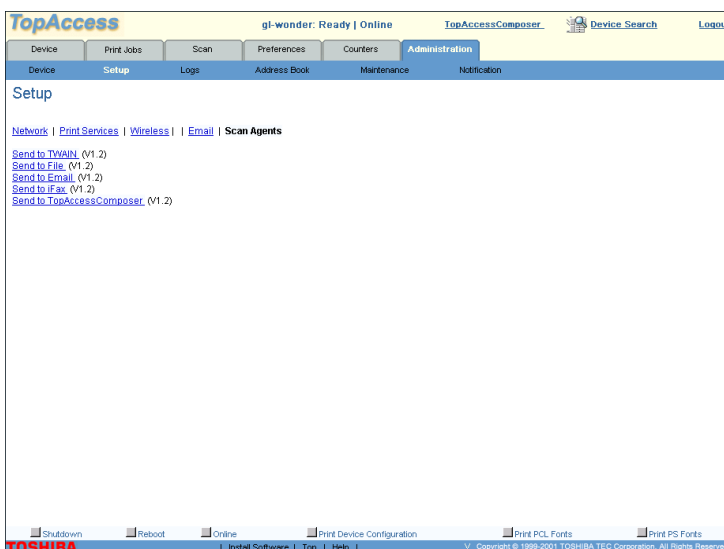
- 8 Select the desired Network Destination from the following options:
 - No Network Folder
 - Specify Windows Network Folder—enter the file path, up to a maximum of 128 characters is allowed.
 - Allow Users to Specify Network Folder—enter the network login User Name, a maximum of 64 characters is allowed, and Password.

Note: The specified network folder path, user name and password are NOT validated when the Administrator sets these parameters. When these parameters are invalid, the scanned data will be canceled.

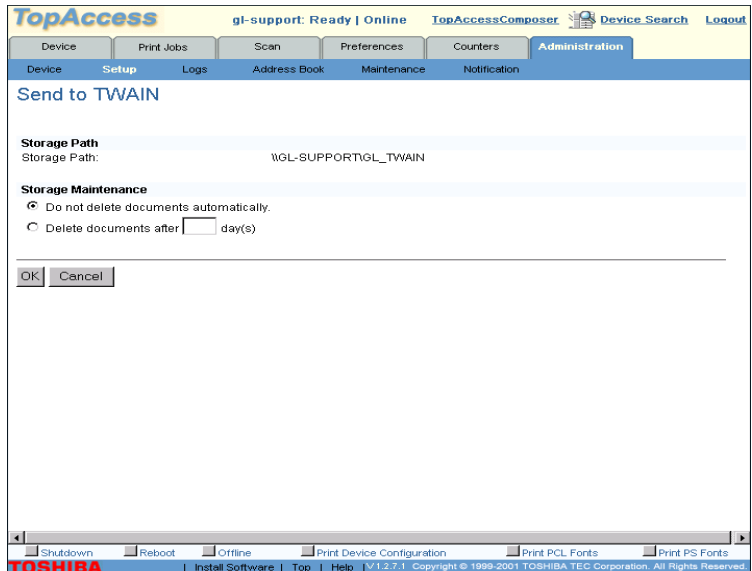
- 9 When finished, click the **Save** button to apply your settings..

Send to Twain

- 1 Login as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.
- 4 Click the [Fax/Scan Agents](#) link.



- 5 Click the [Send to Twain](#) link.

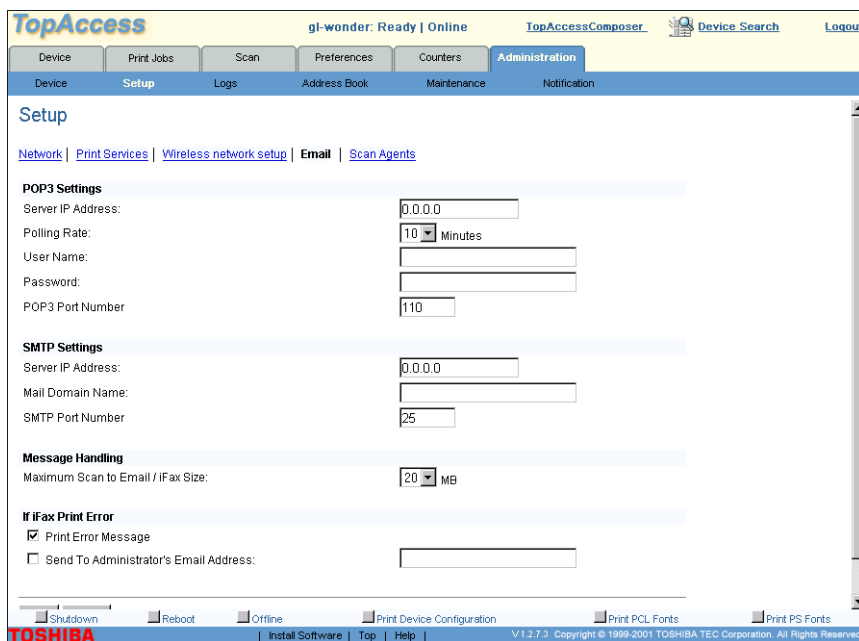


- 6 The Send to Twain page will display the Preservation Path. Select the desired Preservation Period either, “No Setting” or click the option button and then enter the number of the number of days the file is be saved on the controller. The preservation period range is 1-999 days.
- 7 When finished, click the **Save** button to apply your settings.

Send to Internet-Fax

- 1 Log on as an Administrator
- 2 Click the [Administration](#) tab.
- 3 Click the [Setup](#) submenu.

- 4 Click the [Email](#) link.



POP3 Settings

Server IP Address: 0.0.0.0

Polling Rate: 10 Minutes

User Name:

Password:

POP3 Port Number: 110

SMTP Settings

Server IP Address: 0.0.0.0

Mail Domain Name:

SMTP Port Number: 25

Message Handling

Maximum Scan to Email / IFax Size: 20 MB

If IFax Print Error

Print Error Message

Send To Administrator's Email Address:

- 5 Configure the POP3 Settings, SMTP Settings, Message Handling and the If IFax Print Error options.

- 6 Click **Save**.

Setting Up Groups

Scan Templates are stored in Groups. Templates are used in both Public and Private Groups. To create a new Template or edit an existing Template, you must first select a Group.

- **Public Group** — This group contains templates that are created by an Administrator and can be accessed and used by all users.
- **Private Groups** — These groups contain templates that are created based on particular group profiles and can be accessed by selecting Private Groups at the copier panel and if required, using the template password. For example, the Accounting department may set up a Private Group named "Accounting Invoices". This group will contain specific templates that are designed to handle accounting invoice scan job attributes which use Agents that save the scanned files in a designated Accountant Department destination folder on

the network or can Email the scan file to the Accounting Manager.

Creating Private Groups

You can create Private Groups that contain Templates which are specifically designed for use by particular users or departments.

- 1 Click the [Scan](#) link.
- 2 Click the [Templates](#) submenu.
- 3 You will open the Template Groups page by default.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs **Scan** Preferences Counters Administration

Scan Jobs **Templates**

Template Groups

Please select a group to edit below.

Public Template Groups

No.	Group Name	Owner
Public	Public Scan	

Private Template Groups

All Groups | [Defined Groups](#)

Jump to: [001](#) [011](#) [021](#) [031](#) [041](#) [051](#) [061](#) [071](#) [081](#) [091](#) [101](#) [111](#) [121](#) [131](#) [141](#) [151](#) [161](#) [171](#) [181](#) [191](#)

No.	Group Name	Owner
001	Undefined	Undefined
002	Undefined	Undefined
003	Undefined	Undefined
004	Undefined	Undefined
005	Undefined	Undefined
006	Undefined	Undefined
007	Undefined	Undefined
008	Undefined	Undefined
009	Undefined	Undefined
010	Undefined	Undefined

[Go to top of this page](#)

No.	Group Name	Owner
011	Undefined	Undefined
012	Undefined	Undefined
013	Undefined	Undefined
014	Undefined	Undefined
015	Undefined	Undefined

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

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- 4 Public and Private Groups are displayed. You may scroll down the page to locate the desired Group or you may select a Group number link at the top of the page.

- 5 Select an available Private Group from the list. An available Group will display "Undefined" in the GroupName area. This will open the Group Properties page.

The screenshot shows the 'Group Properties' page in the TopAccess web interface. The page has a yellow header with the 'TopAccess' logo and navigation links like 'Device Search' and 'Logout'. Below the header is a blue navigation bar with tabs for 'Scan Jobs' and 'Templates'. The main content area is titled 'Group Properties' and contains a 'Group Information' table. The table has three columns: 'No.', 'Group Name', and 'Owner'. The first row shows '001', 'Undefined', and 'Undefined'. Below the table is a form with several fields: 'No.' (001), '*Group Name' (highlighted in blue), 'Owner', and 'Notification' (with a sub-field 'Email to'). At the bottom of the form are 'Save' and 'Cancel' buttons. The footer of the page includes the Toshiba logo and various system links like 'Shutdown', 'Reboot', and 'Offline'.

- 6 Enter the **Name** and the **Owner** of the Private Group.
- 7 Click the **Save** button. The confirmation dialog will be displayed.
- 8 Click **OK** to apply your settings.
- 9 Optionally, you can set a Group level password.
- 10 Scan Templates are sorted in groups. You can continue on to create a new Template for the Group or click the [Template Groups](#) link to return to the Templates Group page.

Password Protecting Group Attributes

- 1 Click the [Scan](#) link.
- 2 Click the [Templates](#) submenu.
- 3 Select the Private group you want to which you want to assign or change a password.
- 4 If the group is already password protected, you must input the correct password and then click **Send** to proceed.

- From the Group Information area at the top of the page, click the **Change Password** button. This will open the Group Password page.

The screenshot shows the 'Change Group Password' page in the TopAccess web interface. The page has a yellow header with 'TopAccess' and 'gl-support: Ready | Online'. Below the header is a navigation bar with tabs for 'Device', 'Print Jobs', 'Scan' (selected), 'Preferences', 'Counters', and 'Administration'. Under the 'Scan' tab, there are sub-tabs for 'Scan Jobs' and 'Templates'. The main content area is titled 'Change Group Password' and contains a 'Group Information' table with the following data:

No.	Group Name	Owner
002	Test	Twriter

Below the table are three password input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are 'Save' and 'Cancel' buttons. The footer of the page includes a 'TOSHIBA' logo and various utility links like 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer also contains the text 'V1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- Enter the Old Password. If this is the first password ever created for this Group, leave this field blank.
- Enter a New Password, and then Confirm the New Password.
- When you have finished, click **Save** to apply your new settings.

Setting Up Templates

Templates are used to store scan attributes that users can choose when scanning documents at the copier front panel. Templates can be specified as Public templates, which are created only by administrators and can be used by any user with network access, or Private templates, which are created by end-users or administrators for access by specified groups.

The process for creating public or private templates is virtually the same, although the navigation path varies slightly. The following procedure describes how to create templates, and indicates where there are differences between the public and private template creation process.

Creating Templates

- 1 If you will be creating Public templates, first log on as an administrator. Refer to *Logging On as Administrator* on page 65 for instructions.
- 2 Click the [Scan](#) link.
- 3 Click the [Templates](#) submenu.
- 4 You will open the Template Groups page.

The screenshot shows the TopAccess web interface. The navigation bar includes 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Scan' tab is active, and the 'Templates' submenu is selected. The main content area is titled 'Template Groups' and contains the following information:

Please select a group to edit below.

Public Template Groups

No.	Group Name	Owner
Public	Public Scan	

Private Template Groups

[All Groups](#) | [Defined Groups](#)

Jump to : [001](#) [011](#) [021](#) [031](#) [041](#) [051](#) [061](#) [071](#) [081](#) [091](#) [101](#) [111](#) [121](#) [131](#) [141](#) [151](#) [161](#) [171](#) [181](#) [191](#)

No.	Group Name	Owner
001	Undefined	Undefined
002	Undefined	Undefined
003	Undefined	Undefined
004	Undefined	Undefined
005	Undefined	Undefined
006	Undefined	Undefined
007	Undefined	Undefined
008	Undefined	Undefined
009	Undefined	Undefined
010	Undefined	Undefined

[Go to top of this page](#)

No.	Group Name	Owner
011	Undefined	Undefined
012	Undefined	Undefined
013	Undefined	Undefined
014	Undefined	Undefined
015	Undefined	Undefined

At the bottom of the page, there are utility icons for Shutdown, Reboot, Offline, Print Device Configuration, Print PCL Fonts, and Print PS Fonts. The footer includes the TOSHIBA logo and copyright information: 'Install Software | Top | Help | V.1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- To create a Public template, click the [Group Name](#) link to access the templates defined for the Public Group.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs Scan Preferences Counters Administration

Scan Jobs **Templates**

Public Templates [←Template Groups](#)

Group Information

No.	Group Name	Owner
Public	Public Scan	

Panel View | [ListView](#)

Please click a template picture to edit.

Jump to : [1-6](#) [7-12](#) [13-18](#) [19-24](#) [25-30](#) [31-36](#) [37-42](#) [43-48](#) [49-54](#) [55-60](#)

Templates 1 - 6

1		TWAIN Scanner	2		File in Controller
3		Undefined	4		Undefined
5		Undefined	6		Undefined

[Go to top of this page](#)

Templates 7 - 12

7		Undefined	8		Undefined
9		Undefined	10		Undefined
		Undefined			Undefined

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

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To create a Private Template, select one of the Private Groups to see the templates for that group.

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with 'TopAccess' logo, 'gl-support: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below this is a secondary navigation bar with 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The main content area is titled 'Private Templates' and includes a breadcrumb link for 'Template Groups'. Under 'Group Information', a table shows 'No.' as '002', 'Group Name' as 'Test', and 'Owner' as 'Twirler'. Below the table are buttons for 'Edit', 'Change Password', and 'Reset Group'. A 'Panel View | ListView' section follows, with a note: 'Please click a template picture to edit.' and a 'Jump to:' list of links. The 'Templates 1 - 6' section contains a table with 6 rows. The first row has a security icon, 'TWAIN', 'Scanner', and 'File in Controller'. The other rows are 'Undefined'. The 'Templates 7 - 12' section contains a table with 6 rows, all of which are 'Undefined'. At the bottom, there is a status bar with 'TOSHIBA' logo, 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', 'Print PS Fonts', and 'Install Software | Top | Help | V.1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 6 If either the Public or Private group you try to access is password-protected, it will be identified by a security icon. You will be prompted to enter the correct password before you can access the group templates.

- Click an "Undefined" panel icon for the Template which you wish to create. You will open the Panel Settings page.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs Scan Preferences Counters Administration

Scan Jobs Templates

Template Properties

Group Information

No.	Group Name	Owner
001	Test2	twriter

Template Information

No.	Template Name	Owner
3	Undefined	Undefined

Panel Settings

Back Next

Picture

<input checked="" type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>	
<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>	
<input type="radio"/>		<input type="radio"/>		<input type="radio"/>		<input type="radio"/>	

Caption1

Caption2

Owner

Notification

Send email when an error occurs.

Send email when job is completed

Email to :

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

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- Select an icon from the icon options displayed. This icon will be displayed on the front panel of the copier.
- Enter the label you wish displayed for the template in Caption 1 and Caption 2 fields.
- Enter the Name of the Owner of the template.
- Optionally, fill in the Notification information.

- 12 When you have finished, click the **Next** button. You will open the Agent Settings page.

The screenshot displays the TopAccess web interface. At the top, there is a navigation bar with tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The 'Scan' tab is currently selected. Below the navigation bar, there is a breadcrumb trail: 'Scan Jobs > Templates'. The main content area is titled 'Template Properties' and is divided into three sections:

- Group Information:** A table with three columns: 'No.', 'Group Name', and 'Owner'. The data row shows '001', 'Test2', and 'twriter'.
- Template Information:** A table with three columns: 'No.', 'Template Name', and 'Owner'. The data row shows '3', 'Test', and an empty cell.
- Agent Settings:** A section containing a dropdown menu labeled '(Select Agent)', a 'Select' button, and a 'Back' button.

At the bottom of the page, there is a footer with the TOSHIBA logo and various utility links: 'Shutdown', 'Reboot', 'Offline', 'Print Device Configuration', 'Print PCL Fonts', and 'Print PS Fonts'. The footer also includes 'Install Software', 'Top', 'Help', and version information: 'V.1.4.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.'

- 13 Click the desired Agent from the drop-down list and then click the **Select** button.
- 14 Change the pre-set parameters, if necessary. Refer to the applicable section that follows:

SEND TO TWAIN AGENT SETTINGS

If you selected Send to TWAIN, the Agent Settings page will display the pre-set destination location information: device name, folder name, document name, and preservation period. This is where the scan image file can be acquired using the TWAIN driver.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs **Scan** Preferences Counters Administration

Scan Jobs Templates

Template Properties

Group Information

No.	Group Name	Owner
001	Test2	twriter

Template Information

No.	Template Name	Owner
3	Test	

Agent Settings

Send to TWAIN

Device Name	GL-SUPPORT
Folder Name	001-Test2
Document Name	TestNNN (NNN is a sequential number)
Storage Maintenance	Do not delete documents automatically.

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

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SEND TO FILE AGENT
SETTINGS

If you selected Send to File, change the "File Format" information. The selection options vary depending on Agent Settings set up by the Administrator.

- When "No network folder" is selected by an Administrator, only "Controller" is displayed.
- When "Specify network folder" is selected by an Administrator, "Controller" and "Network Folder" with network login user name and folder name specified by administrator are displayed.
- When "Allow user to specify network folder" is selected by an Administrator, "Controller" and "Network Folder" are displayed. "Network folder" has network login, user name and text box to input network folder path (maximum 128 characters). The leading and trailing spaces of input string will be removed. You must specify "Network folder name" when you specify "Network folder".

Select the desired "Destination" from the list of available destinations.

- When you select "Specify file name", the input string in the text box will be used for file name. When the file format is single page TIFF, a 4-digit page number will be added at the end of this file name. The leading and trailing spaces of the input string will be removed. You must specify the file name when you selects "Specify file name".

You can also change the file name on copier's panel.

TopAccess gl-wonder: Ready | Online [TopAccessComposer](#) [Device Search](#) [Logout](#)

Device | Print Jobs | **Scan** | Preferences | Counters | Administration

Scan Jobs | **Templates**

Template Properties

Group Information

No.	Group Name	Owner
Public	Public Scan	

Template Information

No.	Template Name	Owner
2	File in_Controller	

Agent Settings

Send to File:

File Format	<input type="text" value="MultiPage TIFF(G4)"/>
Destination	<input checked="" type="radio"/> Do not use network folder Storage Path: WGL-WONDER\GL_SHARE\000-Public Scan-File in_Controller Storage Maintenance: Do not delete documents automatically
Document Name	<input checked="" type="radio"/> DocYYMMDD (YYMMDD is a date) <input type="radio"/> <input type="text"/>

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If you selected Send to Email, change the pre-set destination location information, if necessary:

- Click the Go To Recipient List link to set the recipient Email address. The maximum number of recipients is 400. For more information on using the Address Book feature, refer to *GL-1010 Scan Operator's Guide*.
- Select the desired pre-formatted "Subject" option or type the subject details in the available field.
- Enter the Email name of the sender in the "From" field.
- Optionally, enter the "From" name.
- Select the Body option. Either, "No Message" in the body or type a default message to be displayed. The default body strings (image size, resolution and so on) will be added in both selections even if you select "No Message". When you select user specified string, it will be added at the end of fixed default body string. Another message can be added on the copier's panel and it will be inserted between the default body string and the user specified body strings.
- Select the "File Format" option. The "Maximum Email Size" is a display field. This field displays maximum Email size in MB. This value is set up when the administrator defines the agent settings.
- Select the "Fragment Message" size option. When you chose to set fragmentation to 64, 256, or 512 KB file size, the file

will be broken down accordingly and sent in several Email messages.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search Logout

Device Print Jobs Scan Preferences Counters Administration

Scan Jobs Templates

Template Properties

Group Information

No.	Group Name	Owner
001	Test2	twriter

Template Information

No.	Template Name	Owner
3	Test	

Agent Settings

Send to Email

***Required**

To Number of Recipients : 0 [Go to Recipient List](#)

Subject Scanned from (Device Name) [(Template Name)] (Date)
 (Date)

*From

From Name

Body No Message
 The maximum size for body is about 1KB

File Format

Maximum Message Size 20 MB

Fragment Message No Fragmentation
 64 KB
 256 KB
 512 KB

Recipient List

<input checked="" type="checkbox"/>	Last Name	First Name	Email Address
<input type="checkbox"/>			

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Fonts

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SEND TO INTERNET-FAX
SETTINGS

If you selected Send to iFax, change the pre-set destination location information, if necessary:

- Click the [Go To Recipient List](#) link to set the recipient Email address. The maximum number of recipients is 400. For more information about using the Address Book feature, refer to the *GL-1010 Scan Operator's Guide*.
- Select the desired pre-formatted "Subject" option or type the subject details in the available field.
- Enter the name of the sender in the "From" field.
- Optionally, enter the "From" name.
- Select the Body option. Either, "No Message" in the body or type a default message to be displayed. The default body strings (image size, resolution and so on) will be added in both selections even if you select "No Message". When you select user specified string, it will be added at the end of fixed default body string. Another message can be added on the copier's panel and it will be inserted between the default body string and the user specified body strings.
- Select the "File Format" option. The "Maximum Email Size" is a display field. This field displays maximum Email size in MB. This value is set up when the administrator defines the agent settings.
- Select the "Fragment Page" size option. When you chose to set fragmentation to 256, 512, 1024 or 2048 KB file size, and the file exceeds this limit, each page is sent one by one. One

email message contains only one page instead of one multipage TIFF.

TopAccess gl-support: Ready | Online TopAccessComposer Device Search

Device Print Jobs Scan Preferences Counters Administration

Scan Jobs Templates

Template Properties

Group Information

No.	Group Name	Owner
001	Test2	twriter

Template Information

No.	Template Name	Owner
3	Test	

Agent Settings

Send to iFax

*Required

To	Number of Recipients : 0 Go to Recipient List
Subject	<input checked="" type="radio"/> Scanned from (Device Name) [(Template Name)] (Date) <input type="radio"/> (Date)
*From	
From Name	
Body	<input checked="" type="radio"/> No Message <input type="radio"/> The maximum size for body is about 1KB
File Format	TIFF-S
Maximum Message Size	20 MB
Fragment Page	<input checked="" type="radio"/> No Fragmentation <input type="radio"/> 256 KB <input type="radio"/> 512 KB <input type="radio"/> 1024 KB <input type="radio"/> 2048 KB

Recipient List

<input checked="" type="checkbox"/>	Last Name	First Name	Email Address
<input type="checkbox"/>			

Shutdown Reboot Offline Print Device Configuration Print PCL Fonts Print PS Font

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- 15 After setting up the agent settings, click **Next** to proceed with template setup. The Scan Settings page opens.
- 16 Set the following parameters:
 - Double-side scan
 - Rotation
 - Document Type
 - Resolution
 - Exposure
 - Original Size

These settings represent the mode in which the scan will be processed.

- 17 When you have finished, click the **Finish** button to apply your new settings.
- 18 The new template details will display in the Template Settings page. You can password protect the template or edit it further if desired.
- 19 For information on Password Protecting, refer to *Password Protecting Template Attributes* on page 183.
- 20 Click the [Templates](#) link to return to the Templates page.

SEND TO TOPACCESSCOM- POSER SETTINGS

If you selected Send to TopAccessComposer:

- 1 Select the desired destination folder.
You can select the Public folder, your Private folder or the Department folder.
- 2 Enter your TopAccessComposer user name and password in the corresponding fields.

You must enter a registered user name and password to send documents to Private folders. You must enter the administrator's name and password to send documents to the Department folder. You do not need to enter a user name or password to send documents to the Public folder.

- 3 Enter your password again in the *Confirm Password* field.
- 4 Enter a new or existing folder name for the destination subfolder (if applicable) in the *Folder Name* field.
- 5 Select a document name format and enter a name (if applicable) in the *Document Name* field.
- 6 Click **Next**.
- 7 Set the following parameters:
 - Double-side scan
 - Rotation
 - Document Type
 - Resolution
 - Exposure
 - Original SizeThese settings represent the mode in which the scan will be processed.
- 8 When you have finished, click the **Finish** button to apply your new settings.
- 9 The new template details will display in the Template Settings page. You can password protect the template or edit it further if desired.
- 10 For information on Password Protecting, refer to *Password Protecting Template Attributes* on page 183.
- 11 Click the [Templates](#) link to return to the Templates page.

Password Protecting Template Attributes

- 1 Click the [Scan](#) tab.
- 2 Click the [Templates](#) submenu.
- 3 Select either the Public or private group that contains the template to which you want to assign or change a password. If the group is already password protected, you must input the correct password and then click **Send** to proceed.

- 4 Select the template that you want to password protect. If you are changing an existing password, you must first input the correct password and click **Send** to proceed.
- 5 From the Template Settings page, click the **Change Password** button. This will open the Template Password page.

The screenshot shows the 'Change Template Password' page in the TopAccess web interface. The page has a yellow header with the 'TopAccess' logo and navigation links like 'gl-support: Ready | Online', 'TopAccessComposer', 'Device Search', and 'Logout'. Below the header is a blue navigation bar with tabs for 'Device', 'Print Jobs', 'Scan', 'Preferences', 'Counters', and 'Administration'. The main content area is titled 'Change Template Password' and contains two tables: 'Group Information' and 'Template Information'. The 'Group Information' table has columns for 'No.', 'Group Name', and 'Owner', with values 'Public', 'Public Scan', and an empty field. The 'Template Information' table has columns for 'No.', 'Template Name', and 'Owner', with values '1', 'TVAIAN_Scanner', and an empty field. Below the tables are three password input fields: 'Old Password', 'New Password', and 'Confirm New Password'. At the bottom of the form are 'Save' and 'Cancel' buttons. The footer includes system status icons (Shutdown, Reboot, Offline), utility links (Print Device Configuration, Print PCL Fonts, Print PS Fonts), and the TOSHIBA logo and copyright information.

- 6 Enter the Old Password. If this is the first password created for this template, leave this field blank.
- 7 Enter a New Password, and then Confirm the New Password.
- 8 When you have finished, click **Save** to apply your new settings.

Deleting Template Details (Resetting Templates)

The Reset Template option erases all of the settings associated with the selected template. You can use this option if you wish to completely delete all details associated with a Template number so that it can be used for other scan settings.

- 1 Click the [Scan](#) tab.
- 2 Click the [Templates](#) submenu.

- 3 You will open the Templates Groups page by default. Select the Private or Public Group that contains the template you want to reset.

If the group is password protected, it is indicated by a security icon next to the Name. When you attempt to access the group properties, the Input Group Password page will open. Enter the password and then click the **Send** button.

- 4 Click a Template's panel icon to open the Template Settings page where you can view or modify Template settings.
- 5 If the template is password protected, it is indicated by a security icon next to the Template's panel icon. The Input Template Password page will open before you can proceed. Enter the password and then click the **Send** button.
- 6 Click the **Reset Template** button. You will open the Reset Template dialog.
- 7 A warning message will display. Click **Yes** to continue or **Cancel** to cancel the request.
- 8 You will be returned to the Templates page. The template details will be completely erased including the panel icon and the Template number will be available.

Scan Administration

The Scan Administration page enables you to easily perform maintenance tasks that may be needed or periodically required. It is a good idea to perform regular maintenance tasks such as resetting the scan counter, backing up and restoring templates, or deleting scan files stored on the controller.

Backing Up

Create a backup of your address book, templates or mail boxes to store the above information on your client PC. This can be beneficial if you want to restore these files later or upload them to another controller.

- 1 Login as the system administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.
- 4 Click the [Backup](#) link.
- 5 Click **Create New File** to proceed.

NOTE:

Depending on the amount of information stored, the process of creating a backup file may take several minutes.

- 6 If you have previously created a backup file, a message stating “An old backup file exists in the controller. Do you want to replace it?” will display. Click **Yes** to delete the previous backup file and create a new file. Click **No** to use the previous backup file as it is.
- 7 The Backup File Information page will display the Backup File Name (for example, TA20000330_083430.tmc) and the File Size.
- 8 Click the [File Name](#) link.
- 9 The *File Download* dialog box will display. Select the Save this file to disk option and then click **OK**.
- 10 In the Save As dialog box select the desired file location and then click **Save**.

Restoring

Restore a backup of your address book, templates or mail boxes to recover the above information from your client PC.

- 1 Click the [Administration](#) tab.
- 2 Click the [Maintenance](#) submenu.
- 3 Click the [Restore](#) link.

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with the following items: [TopAccess](#), [gl-support: Ready | Online](#), [TopAccessComposer](#), [Device Search](#), and [Logout](#). Below this is a secondary navigation bar with tabs: [Device](#), [Print Jobs](#), [Scan](#), [Preferences](#), [Counters](#), [Administration](#) (selected), [Device Search](#), and [Logout](#). Under the [Administration](#) tab, there is a sub-menu with [Device](#), [Setup](#), [Logs](#), [Address Book](#), [Maintenance](#) (selected), and [Notification](#). The main content area is titled "Maintenance" and contains links for [Upload Software](#), [Remove Software](#), [Backup](#), [Restore](#) (highlighted), and [Delete Files](#). Below these links is a table with the following structure:

Data Type	Uploaded File Name	File Name	Upload Button
Address Book	Not Uploaded	<input type="text"/> Browse...	Upload
Scan Template	Not Uploaded	<input type="text"/> Browse...	Upload

At the bottom of the page, there is a footer with the following information: [Shutdown](#), [Reboot](#), [Offline](#), [Print Device Configuration](#), [Print PCL Fonts](#), [Print PS Fonts](#), **TOSHIBA**, [Install Software](#), [Top](#), [Help](#), V1.2.7.1 Copyright © 1999-2001 TOSHIBA TEC Corporation. All Rights Reserved.

- 4 Enter the name of the previously saved file or select the Browse button to locate the file.
- 5 Click the **Upload** button to upload the file.

The Restore screen appears and displays the backup file information.

- 6 Click **Continue**.

The Maintenance screen appears and displays the uploaded file name.

- 7 Click **Restore**.

Click OK to restore the file and reboot the controller.

Deleting Scan Files

You can delete all scan files stored on the file folders on the controller, including scan jobs that are still being processed, in order to free disk space on the controller's hard drive. Deleting scan files requires that the controller be rebooted. This procedure may take several minutes.

- 1 Login as an Administrator.
- 2 Click the [Administration](#) tab.
- 3 Click the [Maintenance](#) submenu.
- 4 Click the [Delete Files](#) link to open the Delete Files page.

The screenshot shows the TopAccess web interface. At the top, there is a navigation bar with tabs for Device, Print Jobs, Scan, Preferences, Counters, Administration, and Notification. The Administration tab is selected, and the Maintenance submenu is active. Below the navigation bar, there is a 'Maintenance' section with a 'Delete Files' link. A table displays the status of processing data and stored data. The table has columns for Data Type, Data Size, and Remarks. The 'Delete Files' button is located below the table.

Processing Data	<input checked="" type="checkbox"/>	Date Size	Remarks
Routed Fax / Scan	<input checked="" type="checkbox"/>	0%	

Hard Disk Space Available: 2962 MB

Stored Data	<input checked="" type="checkbox"/>	Date Type	Date Size	Remarks
Routed Fax	<input type="checkbox"/>	TWAIN	0 MB	
	<input type="checkbox"/>	Shared File	0 MB	
Scan	<input type="checkbox"/>	TWAIN	1 MB	
	<input type="checkbox"/>	Shared File	7 MB	
TopAccessComposer	<input type="checkbox"/>	TopAccessComposer	16 MB	This data can be deleted from TopAccessComposer page.

Delete Files

ShutDown | Reboot | Offline | Print Device Configuration | Print PCL Fonts | Print PS Fonts

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The various file folders set up in the controller are "Data Processing Folder" for current jobs data folder. "Shared File Folder" for "Send to File" data. "TWAIN data folder" for "Send to TWAIN" data.

- 5 To delete files in a specified folder, check the checkbox adjacent the file folder or click the Checkall heading to select all file folders and then click the **Delete** button.

Warning! When you select the "Data Processing" folder containing current jobs data, the jobs log and message log are deleted with it automatically.

- 6 The following message will display, "Are you sure you want to delete all data in Folder(s)". Click **Yes** to proceed with the process or **Cancel** to cancel the procedure.
- 7 The Reboot page is displayed and the controller will reboot. After rebooting, the restore process will begin. This procedure may take several minutes.

Resetting Scan Counts

- 1 Logon as an Administrator.
- 2 Click the [Counters](#) tab.
- 3 Click the [Scan](#) submenu.
- 4 The Counter page is the default display. Scan counts for each templates group is displayed. The Total Count indicates the number of items in the count file.

You cannot reset the Total scan counter.

- 5 To reset the scan counter of each template's group, check the checkbox adjacent the group or click the Checkall heading to select all groups and then click the **Reset Counter** button.

Managing Scan Jobs

Deleting Pending Scan Jobs

You can delete the pending scan jobs that are in the Scan Jobs queue before processing.

- 1 Click the [Scan](#) link.
- 2 The Scan Jobs page displays. To locate pending jobs, click the Status column to list jobs by status.

- 3 Check the box adjacent the scan job that you wish to delete or click the **Checkall** heading to select all jobs and then and then click the **Delete** button.
- 4 Click **Yes** to confirm the deletion process. The scan job will be deleted from the queue.

INSTALLING THE NETWORK FAX KIT

To install the Network Fax option kit, first install the dongle and iButton. The procedure is the same as that for installing the Network Scan option kit. Please refer to the instructions, *Installing the Dongle and iButton* on page 160.

Installing the Fax Driver and Address Book Software

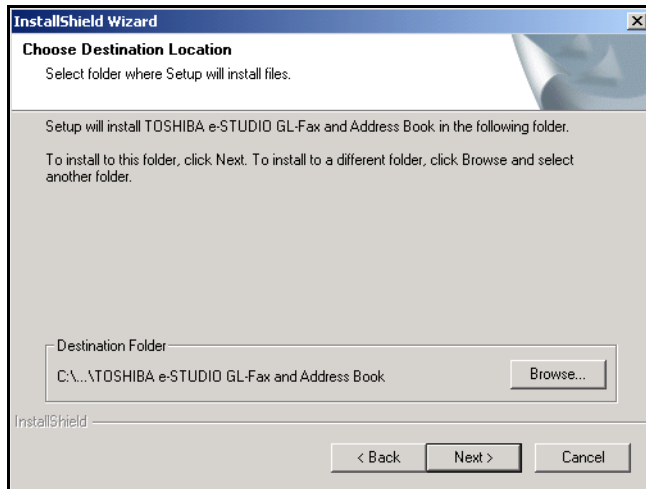
- 1 Insert the CD labeled “e-STUDIO GL-1010 Fax Client CD-ROM” into the CD drive. The setup program launches automatically. If for some reason it does not start, choose **Run** from the start menu and then type the following in the command field:

`D:\setup.exe`

where *D* is the letter mapped to your CD-ROM drive.

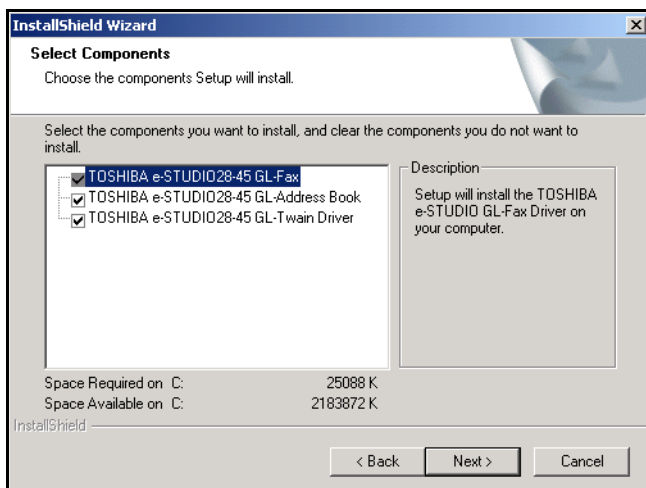
- 2 The InstallShield program leads you through the setup procedure. If you wish to cancel the installation at any time, click **Cancel**. Otherwise, follow the prompts and click **Next** at each screen to continue.

- 3 After you accept the license agreement, you will be prompted to enter the destination folder.



By default, the fax and address book file are copied to the following location Program Files\Toshiba\Toshiba e-STUDIO GL-Fax and Address Book directory. To copy the files to a different directory, click **Browse** to locate the desired directory. Click **Next** to continue.

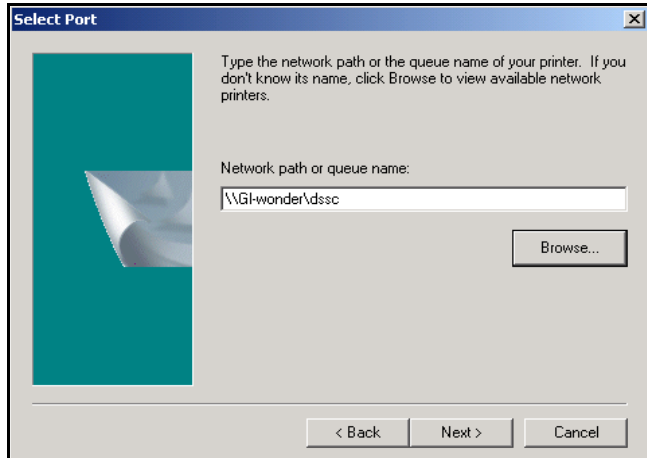
- 4 Next, you are prompted to select the components you want to install.



By default, both the GL Fax Driver and Address Book are selected. If you deselect a component, you can always install

it at a later time by running Setup.exe again. Click **Next** to continue.

- 5 Enter the path to the GL-1010 on the network:

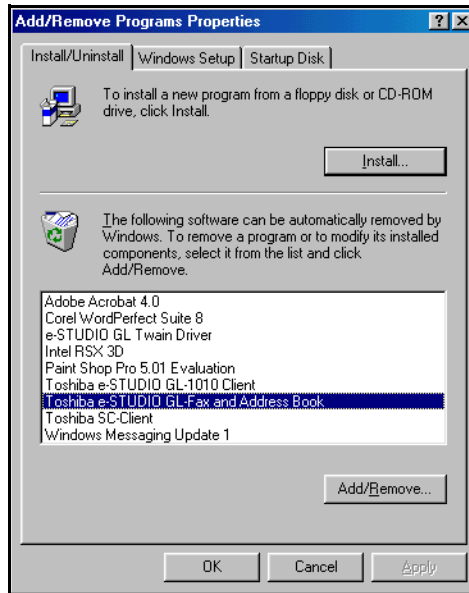


For example, enter **\\GL-1010\DSSC** or click **Browse** to locate the device on the network. Click **Next** to continue.

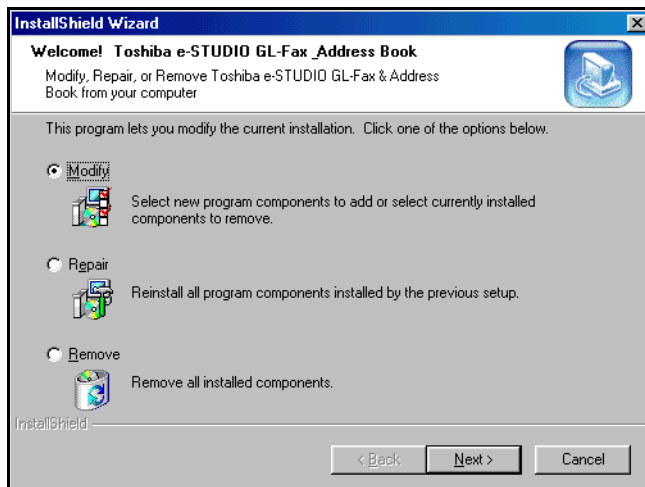
- 6 Next, you will be prompted to enter the name of the program folder in which you want the software copied. Accept the default, Toshiba e-STUDIO GL-Fax and Address Book, or enter a new program name. Click **Next** to continue.
- 7 A summary of the installation settings you selected is displayed for your confirmation. Click **Next** to continue. To modify a setting, you can click the **Back** button until you return to the applicable screen.
- 8 After all necessary files have been copied to your workstation, you are notified that installation is complete. Click **Finish** to exit the setup program.

Uninstalling GL-Fax and Address Book Software

- 1 From the Windows Control Panel, choose Add/Remove Programs:



- 2 Select Toshiba e-STUDIO GL-Fax and Address Book component and then click **Add/Remove**.
- 3 The Setup Options menu displays:



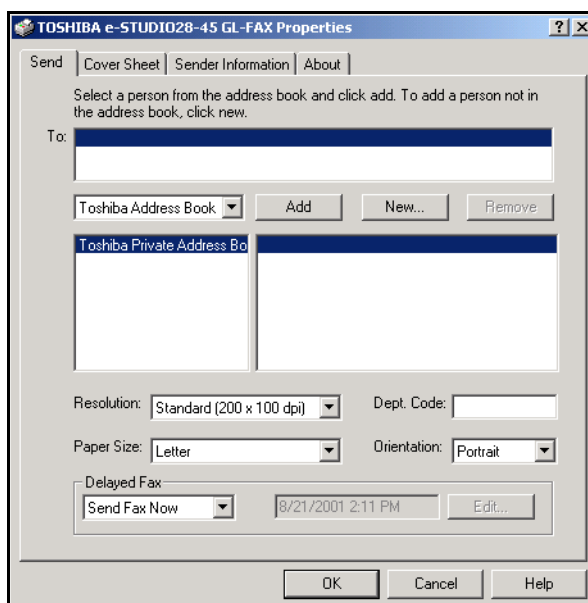
- 4 Click **Remove**. This option removes all installed Toshiba GL Fax Driver software from your system. Click **Next** to proceed.
- 5 You will be asked that you want to confirm removal. To quit without installing the software, click **Cancel**. Otherwise, click **OK** to continue.
- 6 You must restart your computer for the un-installation process to complete. Select whether the restart now or later and then click **Finish**.

Uninstallation is complete.

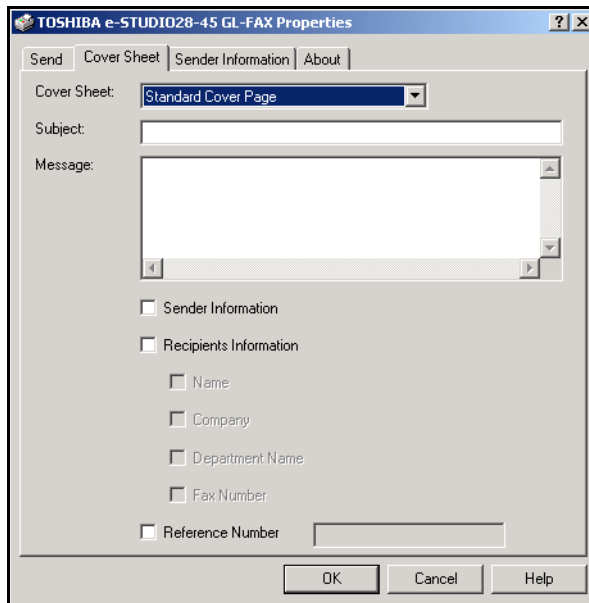
Configuring Fax Options

After installing the fax driver, you may want to configure the fax properties. This section provides an overview of the driver options you can set. For more detail on using the fax driver, refer to the *GL-1010 Network Fax Operator's Guide*.

- 1 From the Windows Printer Folder, right-click on the GL Fax Driver printer icon. Choose **Properties** from the short-cut menu. The GL Fax Driver properties are grouped on a tabbed dialog box, from which you can specify transmission parameters, fax recipients, cover sheet and sender information.

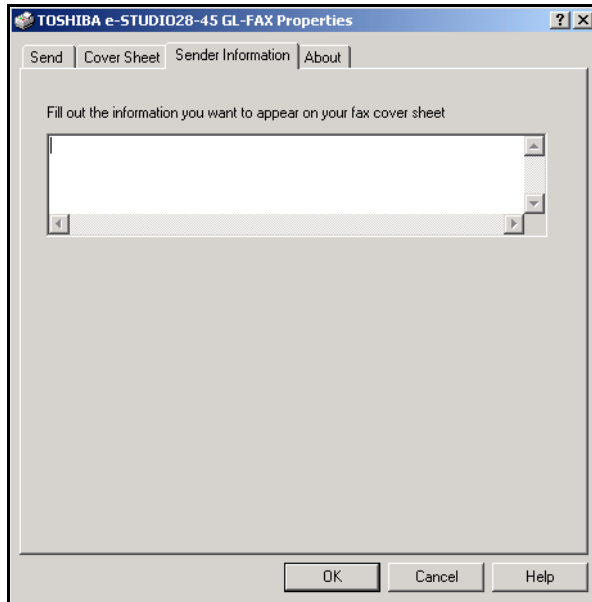


- 2 From the **Send** tab, you can specify the fax recipients by selecting them from the address book or adding new ones. You can set the fax resolution and department code for accounting purposes. You can even opt to schedule the fax for transmission during off-peak hours.
- 3 Click the Cover Sheet tab to enter the information you want to appear on the fax cover sheet.



Click the checkboxes for the information you want to include on the coversheet. The Sender Information is taken from the entries made on the Sender tab.

- 4 Click the Sender tab to enter information any other information you want to include on the fax cover sheet besides the recipient data.



- 5 Click Apply the save the settings; click **OK** to close the fax properties dialog box.

Managing Fax Jobs

The following table explains the various Fax Job Status messages displayed in the Jobs List.

Fax Job Status Messages Defined

Message	Definition
None displayed	Job is being initiated in the controller
Processing	Ripping
Fax Pending	Ripped and transferring data to copier. The copier has not started faxing.
Faxing	Ripped and copier is transmitting data to recipient.

Fax Job Status Messages Defined

Message	Definition
Fax Transmission Succeeded	Copier has successfully transmitted data to recipient.
Completed	The fax job has finished.
Deleted	Deleted by the user.
Scheduled For	Delayed Fax has been ripped and waiting for the scheduled time to fax.

Releasing Delayed Fax Jobs

- 1 From TopAccess, click the [Fax](#) tab.
- 2 Select the [PC-Fax Jobs](#) submenu
- 3 Select the [Delayed](#) link.
- 4 The jobs list displays details for the Delayed fax job types. You may scroll down the list to locate the desired job.
- 5 Select the job by clicking on the corresponding check box. In order to select all jobs, click on the check mark button on the header. This button sets marks on all the jobs in the list. Clicking on the check mark button again clears all the check marks in the column.
- 6 For Delayed jobs, the schedule date is displayed in the Status column.
- 7 Click the **Release** button to release the delayed job.

Deleting Pending Fax Jobs

- 1 From TopAccess, click the [Fax](#) tab.
- 2 Select the [PC-Fax Jobs](#) submenu.
- 3 Select the [Current](#) or [Delayed](#) link.
- 4 Before a job can be deleted, you will first select the job by clicking on the corresponding check box. In order to select all jobs, click on the check mark button on the header. This button sets marks on all the jobs in the list. Clicking on the check mark button again clears all the check marks in the column.
- 5 Click the **Delete** Button.

PART 3



TROUBLESHOOTING NETWORK PRINTING



11 TROUBLESHOOTING OVERVIEW

This chapter is the place to start if you are experiencing difficulties installing or using the e-STUDIO GL-1010 Electronic Document Processing System. Because the system integrates hardware, network, and software components, errors do occur and sometimes it can be difficult to determine their source. Variables between network configurations and user setup further complicates the troubleshooting process.

The purpose of this chapter is to help you locate the origin of an error if it is not immediately apparent, and then direct you to subsequent chapters for instructions on resolving it. Checklists provided in this chapter allow you identify the subsystem most likely responsible for the error condition.

Topics:

Network Connectivity Problems	200
Cannot Discover Device	204
Cannot PING GL-1010 Device	206
Cannot Print from Client	208
Job Not Listed in Current Jobs	211

NETWORK CONNECTIVITY PROBLEMS

Problem Description

There are many variables within a network environment that make installing an integrated device challenging. The easiest environment in which to install the GL-1010 controller is over TCP/IP using a DHCP server to dynamically assign and resolve IP addresses between devices.

Using the default configuration settings also assures an easier implementation. However, you may be required to customize the settings to accommodate your particular network environment.

Some common network configuration options are shown below, with the steps required to configure an GL-1010 in each. If you perform all the steps in the applicable checklist and still cannot properly print to the GL-1010, contact your Toshiba authorized dealer for further assistance.

Troubleshooting Checklist

Resolving Network Connectivity and Printing Issues

Network Configuration	Check...	Yes	No	For Instructions, Go To...
<p>NOTE: You can change network protocol settings using the copier Front Panel LCD or TopAccess (Administration page).</p>				
<p>Windows Environment:</p> <ul style="list-style-type: none"> ◆ TCP/IP Protocol ◆ Windows Peer to Peer networking services ◆ Clients running on Windows 95/98/2000/Me or NT platform. ◆ Utilizing Peer to Peer, LPR/LPD or IPP printing services. 	<p>1 Are the IP address properties correctly set?</p>	Next Step ↓	→	<p><i>Configuring TCP/IP Protocol Settings on page 19.</i></p>
	<p>2 Is Microsoft Printing enabled? Is the Microsoft Computer Name (Device Name) unique and the Workgroup name valid and correctly entered?</p>	Next Step ↓	→	<p><i>Peer to Peer Printing on page 134.</i></p>
	<p>3 If you are using LPR/LPD printing, is the IP Address of the GL-1010 correct?</p>	Next Step ↓	→	<p><i>Enabling LPR/LPD Printing on page 156.</i></p>
	<p>4 If you are setting up IPP printing, is the port configuration and URL correct?</p>	Next Step ↓	→	<p><i>Enabling IPP Printing on page 156.</i></p>
	<p>5 Can you see the GL-1010 in Windows Network Neighborhood?</p>	Next Step ↓	→	<p><i>Cannot See GL-1010 Device on page 232.</i></p>
	<p>6 Were the proper printer drivers installed?</p>	Next Step ↓	→	<p><i>Installing GL-1010 Windows Printer Drivers on page 155.</i></p>
	<p>7 Is the driver's port name valid?</p>	Next Step ↓	→	<p><i>Driver Mapped to Wrong Port on page 243.</i></p>
	<p>8 Can you print to the GL-1010 device?</p>	End	→	<p><i>Cannot Print To GL-1010 Device on page 234.</i></p>

Resolving Network Connectivity and Printing Issues (Continued)

Network Configuration	Check...	Yes	No	For Instructions, Go To...
<p>Novell Environment:</p> <ul style="list-style-type: none"> ◆ IPX/SPX Protocol ◆ Novell NetWare vr. 3.x, 4.x, or 5.x networking services ◆ Clients running on Windows 95/98/2000/Me or NT platform 	<p>1 Is the IPX/SPX protocol enabled? Is the correct Frame Type selected? If you do not know the Frame Type or support multiple Frame Types, select Auto.</p>	Next Step ↓	→	<p><i>Configuring IPX/SPX Protocol Settings</i> on page 22.</p>
	<p>2 If applicable, did you successfully set up queue-based printing?</p>	Next Step ↓	→	<p><i>Network Printer Mode</i> on page 116 or <i>Print Server Mode</i> on page 118.</p>
	<p>3 If applicable, did you successfully set up NDPS printing?</p>	Next Step ↓	→	<p><i>NDPS Mode</i> on page 121.</p>
	<p>4 Did you configure the controller for Novell print services using the copier front panel or <i>TopAccess</i>?</p>	Next Step ↓	→	<p><i>Network Printer Setup</i> on page 117, <i>Print Server Setup</i> on page 119, or <i>Setting up the GL-1010 as an NDPS Object</i> on page 124.</p>
	<p>5 Was the GL-1010 printer driver correctly installed?</p>	Next Step ↓	→	<p><i>Installing GL-1010 Windows Printer Drivers</i> on page 155.</p>
	<p>6 Is the driver's port name correct?</p>	Next Step ↓	→	<p><i>Driver Mapped to Wrong Port</i> on page 243.</p>
	<p>7 Can you see the device in Windows Network Neighborhood?</p>	End	→	<p>Check that the NetBEUI protocol is enabled. If it is, go to <i>Cannot Print To GL-1010 Device</i> on page 234.</p>

Network Configuration	Check...	Yes	No	For Instructions, Go To...
<p>Unix Environment</p> <ul style="list-style-type: none"> ◆ TCP/IP Protocol ◆ Microsoft Peer-to-Peer networking ◆ Clients running on HP, Sun, and AIX platforms <p>NOTE: Cross platform issues are beyond the scope of this guide. Please refer to your LAN support managers for more detailed information.</p>	<p>1 Is TCP/IP set up on the GL-1010 device?</p>	<p>Next Step ↓</p>	<p>→</p>	<p><i>Configuring TCP/IP Protocol Settings</i> on page 19.</p>
	<p>2 Did you successfully install the Toshiba Unix filters?</p>	<p>Next Step ↓</p>	<p>→</p>	<p><i>TAR File Setup</i> on page 140.</p>
	<p>3 Did you successfully create and set up the GL-1010 print queue?</p>	<p>Next Step ↓</p>	<p>→</p>	<p><i>Unix Queue Setup</i> on page 141.</p>
	<p>4 Can you print to the GL-1010 using LPD as root?</p>	<p>Next Step ↓</p>	<p>→</p>	<p>Set up Unix access for GL-1010 to enable other users to print from the Bourne shell. Refer to your Unix documentation for more information.</p>
	<p>5 Can you ping the GL-1010 from your workstation?</p>	<p>Next Step ↓</p>	<p>→</p>	<p>Try remote ping from another server. If you can reach the GL-1010 from that server, the check for conflicts between the GL-1010 and your current network segment.</p>
	<p>6 Is the LP Daemon functioning?</p>	<p>Next Step ↓</p>	<p>→</p>	<p>Reload Daemon or restart the system.</p>
	<p>7 Again, check the GL-1010's IP address and re-create print services. Check for problems or conflicts in the /etc/hosts file.</p>	<p>End</p>	<p>→</p>	<p>Contact your Toshiba authorized dealer for support.</p>

Network Configuration	Check...	Yes	No	For Instructions, Go To...
<p>Macintosh Environment</p> <ul style="list-style-type: none"> ◆ AppleTalk and TCP/IP protocols ◆ Peer to Peer networking ◆ Clients running on the Macintosh platform 	1 Is AppleTalk enabled on the GL-1010 device?	Next Step ↓	→	<i>Configuring AppleTalk Protocol Settings</i> on page 24.
	2 Is TCP/IP set up on the GL-1010 device?	Next Step ↓	→	<i>Configuring TCP/IP Protocol Settings</i> on page 19.
	3 Is the GL-1010 device available in the Chooser when you click on the LaserWriter 8 printer icon?	Next Step ↓	→	Make sure the AppleTalk zone is supported by the client Macintosh.
	4 Can you access any other network device from the Mac workstation?	Next Step ↓	→	Refer to your Macintosh networking documentation or contact Macintosh technical support.
	5 Can another Mac on the network print to the GL-1010? If so, compare the settings to determine which need to be changed to support printing from this machine.	End	→	Refer to your Macintosh networking documentation or contact Macintosh technical support.

NOTE:
Novell and Windows Apple Shares are beyond the scope of this guide. Please refer to your LAN support managers for cross platform details.

CANNOT DISCOVER DEVICE

Problem Description

GL-1010 devices are discovered automatically using SNMP. When GL DocMon cannot automatically discover an installed GL-1010 over the network, it is most likely caused by limitations of the protocols on the supporting workstations. In some cases, network components must be added or updated.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed

all of the steps, contact a Toshiba authorized dealer for further assistance.

Troubleshooting Checklist

Device Discovery

Possible Cause	Check	Yes	No	For Instructions, Go To...
Networking (protocol) limitations or errors.	1 Confirm that the protocol suite installed on the client workstation has been updated with the latest software for the given operating system. If your network only supports the IPX/SPX protocol, make sure that the most current version of Novell Client software is installed.	Next Step ↓	→	See the vendor's Web site for information about product updates and technical support.
	2 Print a GL-1010 startup page from the copier. Does the GL-1010 support the same protocol as the network?	Next Step ↓	→	<i>Modifying GL-1010 Settings</i> on page 16.
	3 Change the protocol settings from the copier's control panel, if necessary, and then reboot the GL-1010 for the changes to take effect. Repeat step 2. Was the device discovered?	End	Next Step ↓	<i>Modifying GL-1010 Settings</i> on page 16
Unreachable network segment.	4 Check the GL-1010 startup page. Are the IP Address and subnet mask settings correct?	Next Step ↓	→	<i>Modifying GL-1010 Settings</i> on page 16
	5 Check the router the make sure it is not filtering out the GL-1010 packets. Is the router processing GL-1010 packets correctly?	Next Step ↓	→	Adjust the router settings.
	6 Can another workstation within the same network segment discover the GL-1010?	Next Step ↓	→	<i>Network Connectivity Problems</i> on page 200.
	7 Check the startup page. Is the MAC address part of the device name?	Next Step ↓	→	Contact your Toshiba authorized dealer for support.

Device Discovery (Continued)

Possible Cause	Check	Yes	No	For Instructions, Go To...
	8 Check for link activities on the port being used by the GL-1010 device and integrity of the network cable, hub, or switch that connects the GL-1010 to the network.	End	→	Contact your Toshiba authorized dealer for support.

CANNOT PING GL-1010 DEVICE

Problem Description

If you try and “Ping” the GL-1010 device and it does not respond, there is a problem either with the network configuration or GL-1010 operation. The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact your Toshiba authorized dealer for further assistance.

Troubleshooting Checklist

Cannot Ping GL-1010

Possible Cause	Check	Yes	No	For Instructions, Go To...
Networking (protocol) limitations or errors	1 Confirm that the TCP/IP protocol suite is installed on the client workstation.	Next Step ↓	→	The networking section of your operating system documentation.
	2 Look at the startup page and confirm the TCP/IP settings are correct. Is the IP Address entered and valid? Are the Gateway and Subnet setting correct?	Next Step ↓	→	Enter the correct TCP/IP settings. Refer to <i>Configuring TCP/IP Protocol Settings</i> on page 19.
	3 Reboot the GL-1010 from the LCD Touch Screen. Do <i>not</i> physically power down the controller. Once the device comes back online, check the startup page that prints out. Are the TCP/IP settings correct?	Next Step ↓	→	The settings are not binding, which could indicate a NIC installation issue. Contact your Toshiba authorized dealer for support.
	4 Try to ping the GL-1010 again. Did the GL-1010 respond to the ping?	End	Next Step ↓	
Different and unreachable network segment.	5 Can you ping the GL-1010 from any other workstation within the same network? If not, the GL-1010 may be assigned an IP Address that is out of range or invalid.	Next Step ↓	→	Please contact your local network specialist for a valid IP Address for the GL-1010.
	6 Can you ping to another workstation within the same network?	Next Step ↓	→	Check the workstation's protocol settings to make sure the Gateway and Subnet settings are correct.

Cannot Ping GL-1010 (Continued)

Possible Cause	Check	Yes	No	For Instructions, Go To...
NIC or hardware failure. NOTE: Super or sub-netting issues fall outside the scope of this guide.	7 If you have customized the device name, you can check if the NIC is functional by restoring the controller's default settings from the copier control panel. When the controller automatically reboots and a startup page prints, does the device name include the NIC's MAC address?	Next Step ↓	→	The NIC is faulty or improperly installed. Contact your Toshiba authorized dealer for support.
	8 Check link activities on the port being used by the GL-1010 device and the integrity of the network cable, Hub, or Switch that is connecting the GL-1010 to the network. Replace any network components that you can tell or suspect are faulty. Can you ping the GL-1010 now?	End	→	Contact your Toshiba authorized dealer for support.

CANNOT PRINT FROM CLIENT

Problem Description

After following the instructions in this guide to install and configure your hardware, network, and client software, you are still unable to print from a client workstation to your Toshiba Network Document Processing System. This problem can arise as the result of a hardware malfunction, network communication or configuration problem, and incorrect client setup or driver properties.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact your Toshiba authorized dealer for further assistance.

Troubleshooting Checklist

Cannot Print From Client

Possible Cause	Check	Yes	No	For Instructions, Go To...
Hardware Error				
The copier is not functioning properly.	1 Is the copier functioning normally? Do copy jobs output properly?	Next Step ↓	→	<i>Copier Maintenance Calls on page 217.</i>
The copier is not equipped with specified components.	2 Check the Device page of <i>TopAccess</i> . Are the options specified for the job supported by the hardware configuration? If not, delete the job, install the required components, and then try again.	Next Step ↓	→	Contact your Toshiba authorized dealer for support.
The copier is not communicating with the GL-1010.	3 Press the PRINTER/NETWORK key on the copier's LCD Touch Screen. Does the Print main menu display?	Next Step ↓	→	<i>"Starting Controller, Please Wait" or "Shut-down in Progress, Please Wait" Message Displays on page 215.</i>
Network Error				
The GL-1010 is not properly configured for the network.	4 Can you print jobs from other client workstations?	Next Step ↓	→	<i>Cannot Print To GL-1010 Device on page 234.</i>
<p>NOTE: At this point, you have identified the problem is most likely related to a client-side error. Refer to the section that refers to the client platform you are trying to print from: Windows, Macintosh, or Unix.</p>				
Client Error (Windows Platform)				
The driver on the client machine is not mapped to the correct printer port.	5 Have you ever printed successfully from this client workstation?	Next Step ↓	→	<i>Driver Mapped to Wrong Port on page 243.</i>

Cannot Print From Client

Possible Cause	Check	Yes	No	For Instructions, Go To...
The client is not communicating with the GL-1010.	6 Open GL DocMon and note the taskbar connection icon and status bar message. Is the controller responding?	Next Step ↓	→	<i>GL DocMon Status: "The GL-1010 is not responding"</i> on page 241.
The GL-1010 was unable to process the job request.	7 Try re-submitting the job. Does the printer status read "Document has printed successfully?"	End	→	<i>Cannot Interpret GL DocMon Messages/Warnings/Errors</i> on page 243.
Client Error (Mac Platform)				
The Toshiba PPD file is not installed properly	8 Is the GL-1010 printer you created selected in the Chooser?	End	→	<i>Installing Macintosh PPD Files</i> on page 156.

JOB NOT LISTED IN CURRENT JOBS

Problem Description

If a job submitted to the GL-1010 does not appear in the current jobs queue, visible from TopAccess, GL DocMon, or the copier front panel, it is most likely a network issue or client software installation and configuration error.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact your Toshiba authorized dealer for further assistance.

Troubleshooting Checklist

Submitted Job Not in Current Jobs Queue

Possible Cause	Check	Yes	No	For Instructions, Go To...
Software Error				
The Job was deleted or was unservicable. Possibly, the job completed before the Current Jobs queue could be refreshed.	1 Sometimes, the job completes before the Current Jobs Log is updated. When a job completes, either successfully or with an error, it is transferred to the Jobs Log. Use TopAccess to view the Jobs Log. Was the job printed?	End	→	<i>Cannot Interpret GL DocMon Messages/Warnings/Errors on page 243.</i>
Printer port improperly configured.	2 Does any job submitted from the workstation appear in the Current Jobs queue?	Next Step ↓	→	<i>Driver Mapped to Wrong Port on page 243.</i>
Job properties are not set correctly.	3 Does the job appear in a different print management utility, such as Print Manager?	Next Step ↓	→	<i>Printer Driver Errors on page 243.</i>
Network Error				
Jobs are stuck in a Novell print queue.	4 Are you using a Novell queue-based printing mode?	Next Step ↓	Go to Step 8	<i>Chapter 5, Setting Up Novell Printing.</i>
	5 Can you see the job using either the PCONSOLE or NWAdmin utility?	Next Step ↓	→	<i>Refer to your Novell documentation.</i>

Submitted Job Not in Current Jobs Queue (Continued)

Possible Cause	Check	Yes	No	For Instructions, Go To...
Network print settings are not properly configured.	6 Use the LCD Touch Screen to check that printing is turned Online and that the Protocol and Services settings are set properly. Are the settings correct?	Next Step ↓	→	Refer to <i>PART 2, Establishing Network Print Services</i> , which starts on page 113.
	7 Reboot the controller and restart the copier for any changes to take effect. Re-submit the job and check the Current Jobs queue. Does the job appear in the list?	End	Next Step ↓	<i>Reboot the GL-1010</i> on page 47.



12 TROUBLESHOOTING HARDWARE ERRORS

NOTE:

Resolving copier operation problems falls outside the scope of this guide, but this chapter will assist you to interpret error messages and then identify the source of the problem. If you determine it is related to copier operation, refer to your *Toshiba Operator's Manual for Copying Functions*.

The topics in this chapter cover those errors or faults that affect normal digital copier or controller operation. This includes, but is not limited to, the following conditions:

- Faulty or improperly installed System Board, cables, and connectors.
- Faulty or malfunctioning copier components, such as standard or optional finishing units, the Auto-Duplexing Unit (ADU), or Large Capacity Feeder (LCF).
- Corrupt or outdated controller software or copier firmware.
- Interrupted or terminated communication between the copier and the controller.

Topics:

Common Errors	214
Device Status Indicators	217
Error Messages	221
LED Indicators	228
Corrupt Controller Software	229
Indeterminate, Unexpected Behavior	230

This chapter also covers using the administration utility, TopAccess, to diagnose and resolve hardware-related errors. For more information about resolving error messages displayed on the LCD Touch Screen, refer to *Toshiba Operator's Manual for Copying Functions* or the LCD online Help.

COMMON ERRORS

Startup Page Does Not Print

Problem Description

If a startup page does not print after powering on the digital copier, it is a good indication that there is a problem either with copier operation or communications between the copier and the GL-1010. However, if the startup page does print but all the values are “none”, it could indicate that someone pressed the RESTORE DEFAULTS key. Reboot the controller. If the values are still “none”, contact your Toshiba authorized dealer for support.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact Toshiba’s authorized dealer for further assistance.

Troubleshooting Checklist

Startup Page Does Not Print

Possible Cause	Check	Yes	No	For Instructions, Go To...
Miscommunication between the copier and the GL-1010.	1 Check the copier LCD Touch Screen. Press the PRINTER/NETWORK hard key. Does the print/admin panel appear?	End	Call	Reboot the controller to restore communication. Refer to <i>Reboot the GL-1010</i> on page 47.

“Starting Controller, Please Wait” or “Shut-down in Progress, Please Wait” Message Displays

Problem Description

The first response many users have to seeing this error message displayed on the copier’s LCD Touch Screen is to restart the controller. However, doing so can corrupt the GL-1010 controller software or the entire hard disk drive. Often, this message simply indicates unsynchronized communication between the copier and the GL-1010, which can be resolved easily. Other times, the message results from damaged hardware or corrupt software.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact Toshiba’s authorized dealer for further assistance.

Troubleshooting Checklist

“Starting Controller, Please Wait”

Possible Cause	Check	Yes	No	For Instructions, Go To...
Unsynchronized communication between the GL-1010 and the copier.	1 Reboot the controller. Please be patient. It can take several minutes for the controller and copier to fully initialize and commence communication. When the system comes back online, is the “Starting Controller, Please Wait” or “Shut-down in Progress, Please Wait” message still displayed?	Next Step ↓	End	TopAccess online Help.

CAUTION!

Reboot the GL-1010 remotely, using TopAccess. If you must reboot locally and cannot do so from the copier’s LCD Touch Screen, press the Reset button on the GL-1010.

“Starting Controller, Please Wait”

Possible Cause	Check	Yes	No	For Instructions, Go To...
Corrupt GL-1010 software.	2 Use the e-STUDIO GL-1010 Recovery CD-ROM to restore required system files. When the system comes back online, is the “Starting Controller, Please Wait” or “Shut-down in Progress, Please Wait” message still displayed?	Call	End	<i>Recovery Update</i> on page 104.

Device Name Does Not Default

Problem Description

The first time the GL-1010 is powered on, it “detects” the MAC address of the installed NIC, from which it derives the default device name, GL<MACaddress>. However, if you have reason to install a new NIC in the controller, the default device name is not automatically “re-detected”, which can cause network connection errors.

Corrective Action

There are two ways to detect a newly installed NIC:

- 1 From the copier’s LCD Touch Screen, perform the Restore Defaults operation. Refer to *Restoring the Default GL-1010 Settings* on page 30.
- 2 Update the controller’s Operating System. Refer to *Recovery Update* on page 104.

Print Jobs Not Output From Copier

Problem Description

Most often, this problem is the result of a software error—such as incorrectly set driver properties. However, if you cannot output print jobs from any workstation, it is likely a hardware error or copier malfunction.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed

NOTE:

Refer to Chapter 14, *Troubleshooting Output Errors* for more information on resolving output errors caused by incorrect software settings.

all of the steps, contact Toshiba's authorized dealer for further assistance.

Troubleshooting Checklist

Copier Does Not Output Print Jobs

Possible Cause	Check	Yes	No	For Instructions, Go To...
Client workstation improperly configured.	1 Is printing prohibited from all connected client workstations?	Next Step ↓	→	Chapter 14, <i>Troubleshooting Client Errors.</i>
Network settings improperly configured.	2 Is the job visible from TopAccess or other print monitoring utility, such as PCONSOLE or Print Manager?	Next Step ↓	→	Chapter 13, <i>Troubleshooting Network Errors.</i>
Copier requires service or maintenance.	3 Are you able to identify the problem from the error message and resolve it?	End	→	<i>Toshiba Operator's Manual for Copying Functions.</i>

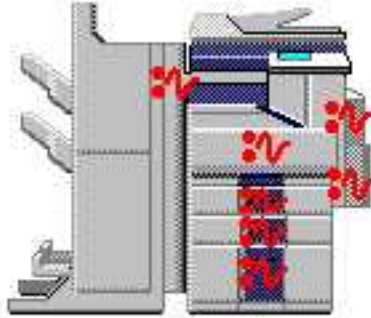
DEVICE STATUS INDICATORS

Copier Maintenance Calls

You can use TopAccess to check if the digital copier requires maintenance. The Device Summary window includes a copier bitmap, which displays visual Device Status Indicators in the event of a copier malfunction. For information on resolving these error conditions, refer to your *Toshiba Operator's Manual for Copying Functions*.

Paper Jam

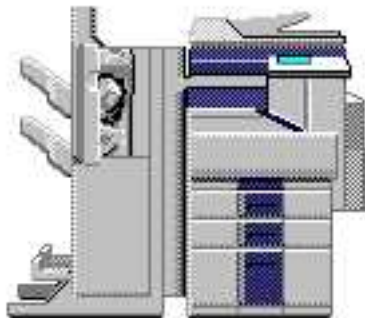
The Device Status bitmap varies depending on where the paper jam occurred in the copier. This graphic illustrates the possible locations.



Paper Jam

Open Door

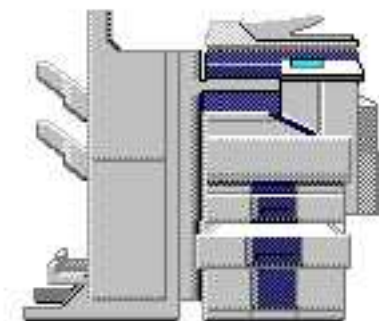
The Open Door error icon varies depending on which copier door is open.



Door Open

Open Cassette

The Open Cassette error icon depicts which cassette is open: upper, middle, or lower. You must close the specified cassette to resume printing and copying functions.



Cassette Open

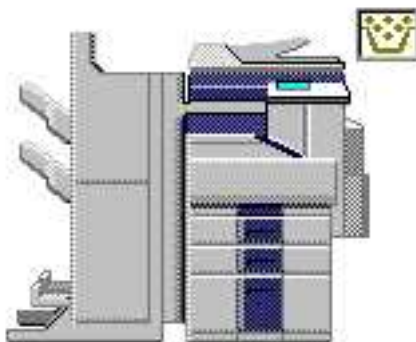
Out of Toner

If the toner icon is yellow, it indicates the following warning conditions:

- Toner is currently being added.
- The toner level is low.

If the toner icon is red, it indicates the following error conditions:

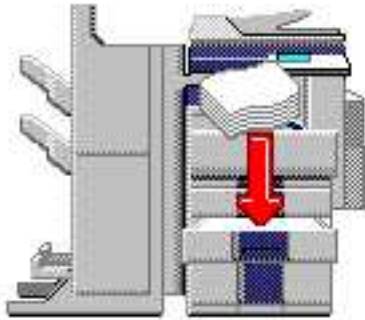
- The toner is empty. Refill the toner to resume printing and copying functions.
- The toner bag is full. Replace the bag to resume printing and copying functions.



Toner Out

Out of Paper

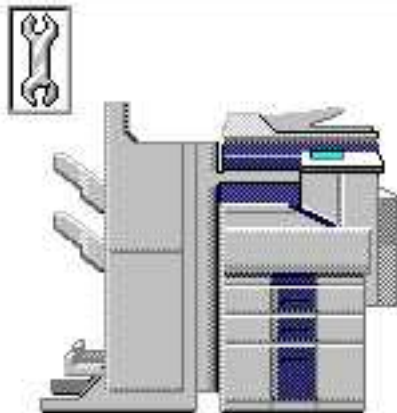
The Out of Paper error icon depicts which cassette is empty: upper, middle, or lower. A paper out condition does not necessarily terminate a print or copy job. If Auto-select options are configured, printing and copying may continue by drawing paper from a different cassette. Refer to the TopAccess online Help for instructions on setting up Auto-Select mode.



Paper Out

Service Calls

The Service Call error icon indicates that a call for service is needed. Contact your Toshiba authorized dealer for support.



Service Call

ERROR MESSAGES

TopAccess Logged Error Messages

Messages Log

The following messages may be viewed in the TopAccess messages log.

Message Log Error Messages

LCD Message	TopAccess Message	Corrective Action
Add paper	Close large capacity feeder (LCF)	Close the large capacity feeder (LCF).
Add paper	Close lower cassette	Close the lower cassette.
Add paper	Close pedestal lower cassette	Close the pedestal lower cassette.
Add paper	Close pedestal upper cassette	Close the pedestal upper cassette.
Add paper	Close upper cassette	Close the upper cassette.
Add paper	No message (Empty is shown as Paper information)	Add paper to the appropriate cassette.
Add toner (Press HELP)	Add toner	Add toner.
Call for service	Call for service	Call for service. Contact your Toshiba authorized dealer for support.
Cannot staple this size	Cannot staple this size	Do not choose staple for this size of paper.
CHECK PAPER IN LARGE CAPACITY FEEDER	Check paper in large capacity feeder	Reset the large capacity feeder (LCF).
Close ADU cover	Close ADU cover	Close the ADU cover.
Close Bridge Cover	Close bridge cover	Close the bridge cover.
Close finisher door	Close finisher door	Close the finisher door.
Close front cover	Close front cover	Close the front cover.

Message Log Error Messages (Continued)

LCD Message	TopAccess Message	Corrective Action
Close Hole Punch Unit Cover	Close hole punch unit cover	Close the hole punch unit cover.
Close lower side cover	Close lower side cover	Close the lower side cover.
Close saddle stitch unit cover	Close saddle stitch unit cover	Close the saddle stitch unit cover.
Close upper side cover	Close upper side cover	Close the upper side cover.
Dispose of used toner	Dispose of used toner	Dispose of the used toner.
Examine stapler	Examine stapler	Examine the stapler.
Examine stapler of saddle stitch unit	Examine stapler of saddle stitch unit	Examine the stapler of the saddle stitch unit.
Finisher full : Remove paper	Finisher full - Remove paper	Remove all paper from the finisher.
Join finisher to copier	Join finisher to copier	Join the finisher to copier.
Latch the developer unit	Latch the developer unit	Latch the developer unit.
Misfeed in finisher (Press HELP)	Misfeed in finisher	Clear the missfeed in the finisher . Press copier HELP button for more information.
Missfeed in copier (Press HELP)	Missfeed in copier	Clear the missfeed. Press copier HELP button for more information.
Missfeed in duplexer (Press HELP)	Missfeed in duplexer	Clear the missfeed in the duplexer. Press copier HELP button for more information.
Paper misfeed in bypass	Paper misfeed in bypass	Clear the missfeed in the bypass tray.
Please Dispose of Hole Punch Dust	Dispose of hole punch dust	Dispose of the hole punch dust.

Message Log Error Messages (Continued)

LCD Message	TopAccess Message	Corrective Action
Remove paper from inner tray	Remove paper from inner tray	Remove paper from the inner tray.
Remove paper from saddle stitch unit	Remove paper from saddle stitch unit	Remove paper from the saddle stitch unit.
Service recommended for IQC	Service recommended for IQC	Service recommended for IQC. Contact your Toshiba authorized dealer for support.
Set key copy counter	Set key copy counter	Set key copy counter.
Set staple cartridge	Set staple cartridge	Set the staple cartridge.
Set staple cartridge of saddle stitch unit	Set staple cartridge of saddle stitch unit	Set staple cartridge of saddle stitch unit.
Time for periodic maintenance	Time for periodic maintenance	Time for periodic maintenance. Contact your Toshiba authorized dealer for support.
USE GENUINE TOSHIBA TONER	Use genuine Toshiba Toner	Check and adjust the toner bottle.
WAIT	Wait - Self maintenance	Please wait - Self maintenance in progress.
Wait adding toner	Wait - Adding toner	Wait - Adding toner.

Jobs Log

The following messages may appear in the Status column of the Jobs Log. The following table indicates the probable cause and the action you can take to resolve the error. If the error condition persists, contact your Toshiba authorized dealer for support. .

Jobs Log Status Messages

Message	Cause	Corrective Action
Canceled	Job was cancelled by the administrator or the user.	Resubmit the job.
Completed	Job printed successfully.	No action required.
Controller Authentication Signature Not Found.	Problem locating or communicating with the controller.	Reboot the controller from the copier's control panel or by using TopAccess.
Deleted	Job was deleted by the administrator or the user.	Resubmit the job.
Unserviceable, Internal Error	Unknown controller error.	Reboot the controller from the copier's control panel or by using TopAccess.
Unserviceable, Internal Resource Problem	Controller resources are low.	Reboot the controller from the copier's control panel or by using TopAccess.
Unserviceable, Memory Exceeded	Controller resources are low.	Reboot the controller from the copier's control panel or by using TopAccess.
Unserviceable, Out of Disk Space.	Controller resources are low.	Reboot the controller from the copier's control panel or by using TopAccess.
Unserviceable, Paper Not Loaded	Out of paper.	Load paper according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (A3)	Out of paper.	Load paper (A3) according to the instructions on the copier front panel LCD.

Jobs Log Status Messages (Continued)

Message	Cause	Corrective Action
Unserviceable, Paper Not Loaded (A4)	Out of paper.	Load Paper (A4) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (A5)	Out of paper.	Load Paper (A5) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (A6)	Out of paper.	Load Paper (A6) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (B4)	Out of paper.	Load Paper (B4) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (B5)	Out of paper.	Load Paper (B5) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (COMPUTER)	Out of paper.	Load Paper (COMPUTER) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (EXECUTIVE)	Out of paper.	Load Paper (EXECUTIVE) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (FOLIO)	Out of paper.	Load Paper (FOLIO) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (LEDGER)	Out of paper.	Load Paper (LEDGER) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (LEGAL)	Out of paper.	Load Paper (LEGAL) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (LETTER)	Out of paper.	Load Paper (LETTER) according to the instructions on the copier front panel LCD.

Jobs Log Status Messages (Continued)

Message	Cause	Corrective Action
Unserviceable, Paper Not Loaded (STATEMENT)	Out of paper.	Load Paper (STATEMENT) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Not Loaded (UNIVERSAL)	Out of paper.	Load Paper (UNIVERSAL) according to the instructions on the copier front panel LCD.
Unserviceable, Paper Out	Out of paper.	Load Paper according to the instructions on the copier front panel LCD.
Unserviceable, P/L Error	Conflicting or incorrect driver settings.	Review the print properties selected for the job. For more information, refer to Chapter 15, <i>Troubleshooting Output Errors</i> .

SCAN-RELATED ERROR MESSAGES

Scan-Related LCD Messages

Message	Corrective Action
100 sheets can be set on the ADF. To continue, repeat the operation.	The number of sheets in the ADF has reached the maximum (100). Reduce the number of pages and then retry scanning.
Finish ADF Scan	Place a document on the ADF.
Finish glass Scan (A document is on ADF)	A document on the glass is being scanned. Wait until the current scan process is complete before using the ADF scan function.
Finish glass Scan (Job full)	The amount of data has reached the maximum. Reduce the resolution or change the document type to "Text" or "Text/Photo" and then try scanning again.
Finish glass Scan (Max page reached)	The number of pages has reached the maximum (200) pages. Finish the current page and then retry scanning the remaining pages.
Invalid Group Password	Enter the correct group number and/or password.

Scan-Related LCD Messages

Message	Corrective Action
Job Overflow. Finish ADF scan.	<p>The amount of data has reached the maximum. Reduce the amount of data by reducing the number of pages, changing the resolution, or changing the document type to "Text" or "Text/Photo".</p> <p>Any data scanned before this error occurred was stored. To retrieve the stored data, press the Finish key.</p>
Job Overflow. To continue, repeat the operation.	<p>The amount of data has reached the maximum. Reduce the amount of data by reducing the number of pages, changing the resolution, or changing the document type to "Text" or "Text/Photo".</p>
Scan kit Internal Error (SK1)	<p>Restart the controller. If the controller is not restored, recover the HDD. Refer to the GL-1010 Operator's Guide (Basic). If the controller is still not restored, contact your Toshiba authorized dealer for support.</p>
Scan kit Internal Error (SK2)	<p>Restart the controller. If the controller is not restored, recover the HDD. Refer to the GL-1010 Operator's Guide (Basic). If the controller is still not restored, contact your Toshiba authorized dealer for support.</p>
Scan Kit Internal Error (SK3)	<p>Restart the controller. If the controller is not restored, recover the HDD. Refer to the GL-1010 Operator's Guide (Basic). If the controller is still not restored, contact your Toshiba authorized dealer for support.</p>
Scan Kit Internal Error (SK4)	<p>If this message is displayed during Template selection, the selected template may be dysfunctional and the template settings should be verified in TopAccess. Otherwise, restart the controller. If the controller is not restored, recover the HDD. Refer to the GL-1010 Operator's Guide (Basic). If the controller is still not restored, contact your Toshiba authorized dealer for support.</p>
Scan kit Internal Error (SK5)	<p>Restart both the controller and copier. If the controller is not restored after restarting, recover the HDD. Refer to the GL-1010 Operator's Guide (Basic). If the controller is still not restored, contact your Toshiba authorized dealer for support.</p>
Scan Kit Internal Error (SK6)	<p>Scanning cannot start due to copier status. Correct copier operation and then retry the operation.</p>

Scan-Related LCD Messages

Message	Corrective Action
Scanner Memory full. Job is cancelled.	Scanner memory is full and your request has not been accepted. Use TopAccess to confirm the job is in process. When all jobs have been completed, delete them from the queue. If the error persists, restart the controller. If this does not resolve the error, contact your Toshiba authorized dealer for support.
Select either Public or Private Scan. Private scan may require a password. Internal memory used is NN%.	Verify that there are no active users. Execute [SCAN] – [Administration] – [Delete Files] on TopAccess (Administrator Mode) and delete the Data Processing Folder. Refer to the TopAccess Online help or the TopAccess chapter of the GL-1010 Administrator’s Guide. If the controller is not restored, contact your Toshiba authorized dealer for support.
Select either Public or Private Scan. Private scan may require a password. Shared memory used is NN%.	Verify that there are no active users. Execute [SCAN] – [Administration] – [Delete Files] on TopAccess (Administrator Mode) and delete the Shared File Folder or Twain Data Folder. Refer to the TopAccess Online help or the TopAccess chapter of the GL-1010 Administrator’s Guide. If the controller is not restored, contact your Toshiba authorized dealer for support.

LED INDICATORS



When the LED state is Lit, it indicates the copier is in Printer/ Network mode.

CORRUPT CONTROLLER SOFTWARE

Controller Operating System Corrupt

Problem Description

It is possible that the GL-1010 controller's NT operating system may fail to start or may malfunction.

Corrective Action

Use the GL-1010 Auto-Recovery CD to restore the required GL-1010 system files. Refer to *Recovery Update* on page 104 for instructions.

OS Update Does Not Boot Off CD

Problem Description

During an OS update from CD-ROM, the OS Update Version screen does not display or the LCD Touch Screens displays the "Starting Controller, Please Wait" or "Shut-down in Progress, Please Wait" Message for over ten minutes. This could indicate that the CD-ROM itself is damaged or incorrectly inserted. Other problems are more serious and may require contacting your Toshiba authorized dealer for support.

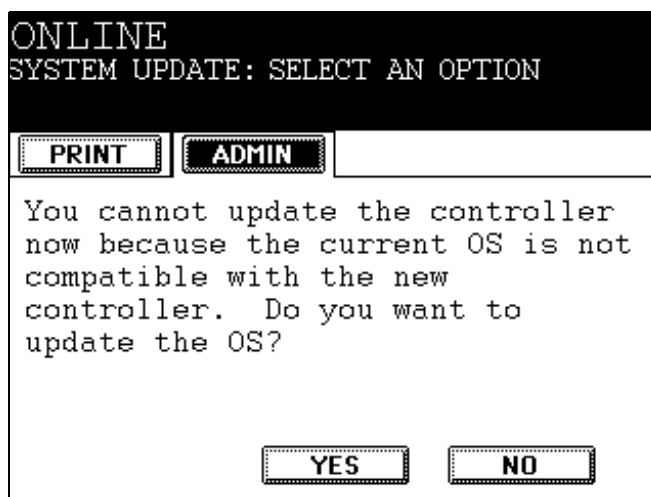
Corrective Action

- 1 Make sure that the CD has been inserted into the drive with the label side up (showing).
- 2 Check that you can read the CD from another drive. If the CD is corrupt or damaged, contact your Toshiba authorized dealer for support.

Incompatible OS Message

Problem Description

During a controller software update, the following message screen is displayed:



Corrective Action

- 1 Press Yes to update the OS software. If you do not have the latest version, please contact your Toshiba authorized dealer for support.
- 2 Refer to *Recovery Update* on page 104 for instructions on updating the controller Operating System.
- 3 After completing the OS update, retry the controller software update. Refer to *Maintenance Update* on page 109 for instructions.

INDETERMINATE, UNEXPECTED BEHAVIOR

Problem Description

If you experience behavior while trying to print to the copier that is unexpected and cannot be explained or resolved, it may be that the copier firmware (FROM) conflicts with, or does not support, the currently installed version of GL-1010 software. Anything from features becoming unavailable to complete system seizure could indicate that this is the problem.

Corrective Action

If you suspect this is the case, contact Toshiba's authorized dealer for further assistance.



13 TROUBLESHOOTING NETWORK ERRORS

If you cannot print to the e-STUDIO GL-1010 Electronic Document Processing System from a network-connected workstation, and you have ruled out both faulty or malfunctioning hardware and incorrectly installed or configured software as the cause, the problem is most likely network related.

This chapter describes the most common network configuration problems and provides steps to resolving them. If the problem persists after you have followed all of the steps, contact Toshiba's authorized dealer for further assistance.

Topics:

Cannot See GL-1010 Device	232
Cannot Print To GL-1010 Device	234
Unknown GL-1010 Network Settings	235

CANNOT SEE GL-1010 DEVICE

Problem Description

After installing and configuring the GL-1010, you cannot see the device on the network. This could be the result of problems with the device or more likely, network configuration errors.

The following checklist helps you identify the source of the error and then directs to you where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact Toshiba’s authorized dealer for further assistance.

Troubleshooting Checklist

Cannot Find GL-1010

Possible Cause	Check	Yes	No	For Instructions, Go To...
Controller is initializing and is not online yet.	1 Did a startup page print out? If not, wait until the controller comes online. Examine the protocol settings that print out on the startup page. Are they correct?	Next Step ↓	→	<i>Modifying GL-1010 Settings</i> on page 16.
Controller is down.	2 Are any error messages, such as “Starting Controller. Please wait.” displayed on the copier’s front panel LCD?	→	Next Step ↓	“Starting Controller, Please Wait” or “Shut-down in Progress, Please Wait” Message Displays on page 215.
Incompatible network protocol setup.	3 Print out a configuration page. Make sure there are not any discrepancies or inconsistencies between the current GL-1010 settings and your network settings. Change GL-1010 settings, if necessary. Use the Find Computer utility from your Windows workstation to locate the GL-1010 by its device name. Can you find the GL-1010?	End	Next Step ↓	To change protocol setup, refer to <i>Modifying GL-1010 Settings</i> on page 16. Once you find the GL-1010, configure the port so that it is mapped correctly to the device.

Cannot Find GL-1010 (Continued)

Possible Cause	Check	Yes	No	For Instructions, Go To...
User's network protocols do not include the protocol configured for the GL-1010.	4 Can you locate other workstations that are in the same network as the GL-1010?	Next Step ↓	→	Check the network settings on the client workstation to make sure they are compatible with the controller protocol settings.
Faulty or missing NIC or network cable.	5 Check link LED activity on the hub and/or NIC of the GL-1010 and the client machine. Do the hardware components appear to be functioning properly	Next Step ↓	→	Contact your Toshiba authorized dealer for support.
Possible device name conflicts.	6 Make sure that the device name for the GL-1010 is unique and verify that the WINS and/or DNS server database are not causing potential naming conflicts with the GL-1010 settings. If necessary, change the GL-1010 settings and then reboot the GL-1010. After the GL-1010 comes back online, can you see the GL-1010 device in the network?	End	Next Step ↓	<i>Modifying GL-1010 Settings</i> on page 16 and <i>Modifying Device Settings</i> on page 27.
User's network protocol is out of range.	7 If the network environment is using complex sub-net or super-net structures, is the IP address used by the GL-1010 within the network structures range of valid addresses?	End	→	Please contact your local Network Support Specialist for further assistance.

CANNOT PRINT TO GL-1010 DEVICE

Problem Description

You are unable to print to the GL-1010 Device. Using the Troubleshooting checklist, *Cannot Print From Client* on page 209, you have narrowed the problem down to a network-related issue. Possibly there is a problem with your network. More likely, network printing services have not been set up correctly or the GL-1010 has not been properly configured to operate in your network environment.

The following checklist helps you identify the source of the error and then directs you to where you can find more information about resolving it. If the problem persists after you have followed all of the steps, contact Toshiba's authorized dealer for further assistance.

Troubleshooting Checklist

Cannot Print to GL-1010

Possible Cause	Check	Yes	No	For Instructions, Go To...
Protocol conflict or incorrect protocol settings.	1 Have you set the GL-1010 protocol settings so they are compatible with your network and client protocol settings?	Next Step ↓	→	<i>Modifying GL-1010 Settings</i> on page 16.
Print services are not set up.	2 Have you set up the appropriate type(s) of print services the GL-1010 should support?	Next Step ↓	→	<i>Establishing Network Print Services</i> on page 113.
Printer port is not configured.	3 Have you configured a port for the printer?	Next Step ↓	→	<i>GL-1010 Operator's Guide (Basic)</i> .
	4 If you are using Novell print services, did you setup the Novell side of network printing, such as creating print servers and attaching the print queue?	Next Step ↓	→	<i>Chapter 5, Setting Up Novell Printing</i>

Cannot Print to GL-1010

Possible Cause	Check	Yes	No	For Instructions, Go To...
Jobs trapped in Novell print queue.	5 If you set up Novell print services, can you see the print job using PCONSOLE or NWAdmin?	Next Step ↓	→	Refer to your Novell PCONSOLE or NWAdmin user documentation for help using these utilities.
Different or unreachable network segment.	6 Have you checked the GL-1010's gateway and subnet settings to make sure the GL-1010 is part of the same network Gateway as the client from which you are trying to print?	Next Step ↓	→	<i>Configuring TCP/IP Protocol Settings</i> on page 19.
Network Problems.	7 Are other services and communications performed over the network behaving in the normal and expected manner?	Next Step ↓	→	Refer to your network documentation or use a network diagnostic utility to research a network problem.

UNKNOWN GL-1010 NETWORK SETTINGS

Problem Description

There are several ways you can check or change the current network settings configured for the GL-1010:

- Print out a configuration page from the copier's control panel. Refer to *Print Test Pages* on page 45 for instructions.
- Access the protocol and device settings from the copier's control panel. Refer to *Modifying Device Settings* on page 27.
- Use the embedded web administration utility, TopAccess, to view current network settings. Refer to the TopAccess HTML Help for instructions.



14 TROUBLESHOOTING CLIENT ERRORS

Any problem that arises when using Toshiba GL-1010 client software, including GL DocMon or any of the Toshiba print, fax, or scan drivers falls under the category of a client error. A subset of client errors, those relating to jobs that are printed in unexpected or unintended ways, are classified as *output errors*, and are covered in the next chapter.

This chapter describes the most frequent and known client errors and provides steps to resolve the condition. If the problem persists after you have followed all of the steps, make sure to note the name of the application or driver you were using, what you were trying to do, and any error messages and then contact a Toshiba authorized dealer for further assistance.

Topics:

General Software Errors	238
TopAccess Errors	240
GL DocMon Errors	241
Printer Driver Errors	243
Driver Installation Error Messages	246
Twain Driver Errors	248

GENERAL SOFTWARE ERRORS

Software General Protection Fault

Problem Description

The General Protection Fault can occur for many reasons and generally causes the application to terminate, losing any unsaved changes. If this occurs when printing from an application, it may be the result of a driver conflict.

Corrective Action

- 1 If the application is not automatically terminated by the error, use the Windows “End Task” function (**Ctrl+Alt+Delete**) to exit all open applications.
- 2 Restart the computer.
- 3 If the problem persists, contact your Toshiba authorized dealer for support. Have the following information available when you call:
 - ◆ Operating System, type and version.
 - ◆ Software in use at the time of the failure.
 - ◆ The specific action you performed when the failure occurred (for example, deleting a job, changing Print Properties, and such).
 - ◆ The exact error message verbiage.

Invalid File Exception Handle

Problem Description

This condition may arise due to a network problem, disk I/O error, or software bug. It is most likely the result of an unrecoverable disk error.

Corrective Action

- 1 Run ScanDisk, or other diagnostic tool.
- 2 Restore the corrupt or missing files from a backup source or reinstall the software.

Invalid File Handle

Problem Description

This condition may arise due to a network problem, disk I/O error, or software bug. It is most likely the result of an unrecoverable disk error.

Corrective Action

- 1 Run ScanDisk, or other diagnostic tool.
- 2 Restore the corrupt or missing files from a backup source or reinstall the software.

Invalid Handle

Problem Description

This condition arises when there is an attempt made to access an invalid physical memory address.

Corrective Action

- 1 Exit the application.
- 2 Restart the application.
- 3 If the condition persists, uninstall and then reinstall the software from the distribution CD.

Open.dll File Error Message

Problem Description

When trying to install client software, an error message displays indicating you are trying to install a.dll which is already open by another program that shares it.

Corrective Action

Close all open Windows applications before installing any Toshiba client software.

Invalid IDS Code

Problem Description

An unknown Window String Resource code was generated, so the program is unable to supply a text description for the code.

Corrective Action

Restore the software from a reliable backup source or from the original distribution CD.

TOPACCESS ERRORS

Cannot Interpret Message Log Errors

Problem Description

The Message Log page displays the list of error, warning, and informational messages generated by the Network Document Processing System. By selecting an individual entry in the Message Log, you can view the following information about the record, including the Date/Time, Severity, Subsystem, Description, Location, and Data Path.

Corrective Action

For a complete list of Error Messages, refer to Table , “Jobs Log Status Messages,” on page 224.

Changes Made to GL-1010 Settings Did Not Take Effect

Problem Description

Changes made to Properties or Copier Attribute settings did not take effect.

Corrective Action

Any time you make changes to GL-1010 settings from TopAccess, you must reboot the controller before changes can take effect.

Jobs Log Status “Unserviceable”

Problem Description

Unless there is a hardware error, a job is considered “unserviceable” if the GL-1010 does not support the features selected for the job. This most often occurs when a non-Toshiba driver is used to submit a job to an GL-1010 printer.

For example, it is possible to select an HP LaserJet driver in Windows and direct it to the network port to which the GL-1010 is attached. Since the default configuration is PCL, the GL-1010

may not recognize that the print commands are coming from a non-Toshiba driver and request services the GL-1010 does not provide.

Corrective Action

- 1 Only use Toshiba drivers, PPD file (Macintosh), and Unix filters to print to the GL-1010. For instructions on installing Toshiba client software, refer to the *GL-1010 Operator's Guide (Basic)*.
- 2 Make sure that the driver's network port is mapped to the correct GL-1010 printer. For more details, refer to *Installing GL-1010 Windows Printer Drivers* on page 155.

GL DOCMON ERRORS

GL DocMon Status: "The GL-1010 is not responding"

Problem Description



The status bar reads, "The GL-1010 is not responding" and the broken connection icon is displayed in the taskbar.

Technically, this icon means that the SNMP manager on the client machine cannot communicate with the SNMP agent on the GL-1010 controller. Several error conditions can cause this status:

- The network connection between the client and the controller has been broken.
- The GL-1010 IP or IPX address has changed and the client is still using the old address.
- The GL-1010 is currently rebooting.
- The SNMP agent on the GL-1010 is not functioning properly or has stopped functioning.

Corrective Action

- 1 Wait for a couple of minutes. Most of the time, the connection is re-established automatically.
- 2 If the broken connection condition persists, exit and then restart GL DocMon.
- 3 If, upon restarting GL DocMon, you receive a message that the address cannot be resolved, manually discover and select the GL-1010:

- A. Right-click on the *GL DocMon* taskbar icon and then select **Configure** from the menu.
- B. Select the **Discovery** tab.
- C. Click **Update**.

The IP or IPX address of the GL-1010 should appear in the IP/IPX Address column. If it shows “Unknown”, you will be prompted to locate and select it the next time the printer is accessed.

- 4 If the IP/IPX address displayed in the Discovery page is correct, and the broken connection persists, ‘ping’ to that IP address to see if the GL-1010 responds.
- 5 In the unlikely event that the GL-1010 does not return a response to the ‘ping’ command, reboot the GL-1010 from the front panel of the copier.
 - A. Press the **Printer/Network** hardkey on the front panel.
 - B. From the Print tab, press the **Reboot** softkey.
 - C. Press **Yes** to confirm that you want to reboot the controller.

Cannot View Job in GL DocMon Print Queue

Problem Description

After submitting a job to print, there are several reasons why you may not see the job in the print queue:

- 1 Wrong device selected.
- 2 The job is queued on the Windows NT print spooler.
- 3 The job may be held in the Novell print queue.
- 4 A copier error prevents printing.

Corrective Action

- 1 Check the device location to see if there really should be any jobs listed.
- 2 Check the Jobs Log in TopAccess to see if the status of the job is listed as Done, Deleted, or Unserviceable. If the job is very small, it may have already been serviced and moved to the Jobs Log as a terminated job. Furthermore, if the job was unserviceable for some reason, it will no longer be listed under Current Jobs.

- 3 In a Peer to Peer environment, the job may be queued on the Microsoft (Windows NT) print spooler and, consequently, not available in Current Jobs or the Jobs Log. If you do not see any error messages and the printer seems to be working fine, resubmit the job.
- 4 The job may be in the Novell print queue and thus, not visible for the moment. Use NWAdmin or PCONSOLE to see if there are any queue errors.
- 5 Look at the copier's front panel LCD for error messages. For instance, a prompt to load paper will hold up subsequent jobs in the queue.

Cannot Interpret GL DocMon Messages/Warnings/Errors

Problem Description

The device status indicates the current state of the digital copier to which print jobs are being submitted.

Corrective Action

For an explanation of device status messages, refer to the GL DocMon online Help topic titled, *Interpreting Device Messages*.

PRINTER DRIVER ERRORS

Driver Mapped to Wrong Port

Problem Description

If the printer driver on a client workstation points to the wrong network port, jobs will not appear in the current jobs queue or print out.

Corrective Action

- 1 Open the Printers folder from the Windows Control Panel.
- 2 Right-click on the Toshiba printer driver icon.
- 3 Select **Properties** from the shortcut menu.

- 4 Depending on the operating system, select the following tab:

In Windows 95/98/2000/Me:	In Windows NT:
Select Details . Browse to select the printer or Novell queue.	Select Ports . Add a new port and map it to the printer. Refer to <i>GL-1010 Operator's Guide (Basic)</i> for instructions.

- 5 Make sure that the path to the printer and the device name are correct. \\<device name \<driver>

Where <device name> is the same as the device name set from the copier LCD Touch Screen (refer to *Naming the Device and Workgroup* on page 27 for details). For the <driver> portion, it should be one of the following Toshiba GL-1010 drivers:

- ◆ GL_PCL6
 - ◆ GL_PS
- 6 Click the **General** Tab and then click **Print Test Page** to confirm that the settings are correct.

Command Line Options Not Processed by GL-1010.

Problem Description

All print options are sent to the GL-1010 at the start of the print job. If the print file already contains print commands, it will override the command line options you set. For example, if the print file specifies the Letter media, and you specify the A4 media option with the `lp` command, the document is output on letter size paper (provided, of course, that all copier-related restrictions have been met).

Corrective Action

Change the properties in the document you want to print and then recreate the print file. Submit the print job using the `LP` command without setting additional parameters.

Application Cannot Find PPD File

Problem Description

Some applications require that PPD files be used in conjunction with the PostScript printer driver. These files are most often used by high-end graphics applications to allow much more sophisticated printing features than a PostScript printer driver can accomplish alone, such as mirror images or color separations.

The PPD file for the Toshiba GL-1010 PostScript driver (TOSHIBA_GL-1010.sit) is installed in the Windows System directory by default. However, depending on the application you are printing from, it may need to be moved or copied to another directory. For example, Adobe PageMaker looks for the PPD file in the Aldus/Usenglish/PPD4 subdirectory by default.

Corrective Action

- 1 Consult the application's documentation or contact their technical support to find out the appropriate location for the PPD file.
- 2 Copy the file from the Window's system files that directory.
- 3 Restart the application.
- 4 Resubmit the print job.

Cannot Remember Document Password

Problem Description

There is no way to obtain the Document Identification Number (DIN) for a Private Print job after it has been sent. A Private Print job will remain in the queue until the correct Document Password is entered.

Corrective Action

The user must delete the job from the copier's LCD Touch Screen or through GL DocMon and then resubmit the Private Print job using a new DIN. The user should write down the DIN so they can enter it to retrieve their job from the copier's control panel.

DRIVER INSTALLATION ERROR MESSAGES

“Setup Needs to Copy Windows NT Files”

Problem Description

The user has selected the wrong port type from the Printer Ports dialog.

Corrective Action

- 1 Click **Cancel** until the Add Printer Wizard terminates.
- 2 Double-click **Add Printer** from the Printers folder, but when prompted to select a port, choose **Local Port**.

“Client Software CD Now Required”

Problem Description

When adding a new printer driver, the user did not choose the Have Disk option but selected the printer name from the Add Printer list.

Corrective Action

- 1 Cancel the Add Printer Wizard.
- 2 Double-click **Add Printer** from the Printers folder, but when prompted to locate the driver, click **Have Disk**.
- 3 Select **Use Existing Driver** to add another copy of an existing driver or browse to the subdirectory that contains the appropriate *.inf file.

“File *.DRV on Client CD Count Not Be Found”

Problem Description

When adding a new printer driver, the user did not choose the **Have Disk** option but selected the printer name from the Add Printer list.

Corrective Action

- 1 Cancel the Add Printer Wizard.
- 2 Double-click **Add Printer** from the Printers folder, but when prompted to locate the driver, click **Have Disk**.

- 3 Browse to the subdirectory that contains the appropriate *.inf file.

“Location Does Not Contain Information About Your Hardware”

Problem Description

The path to the *.inf file the user selected during driver installation is too far away. In other words, there are too many characters in the directory path.

Corrective Action

Copy the directory containing the *.inf file to the local drive and resume installation.

“This Port is Currently in Use”

Problem Description

The driver is either open, printing a job, or is in use by another printer or application when a user attempted to delete it.

Corrective Action

Make sure all print jobs have completed before deleting a port. If there are still problems, exit all applications and then try again. Check each driver to see if another driver is using the same port. If so, first change the driver’s port setting and then delete the port.

“Problem with the Current Printer Setup”

Problem Description

The driver was not set up properly, possibly because the installation procedure did not complete.

Corrective Action

Delete the driver and then reinstall it either from the distribution CD or download it from the GL-1010. Refer to *Installing GL-1010 Windows Printer Drivers* on page 155.

TWAIN DRIVER ERRORS

Cannot Find the GL-1010

Problem Description:

Cannot find GL-1010 using the **Search** button.

Corrective Action:

Confirm that the user workstation and GL-1010 are properly connected to NetBIOS network. Make sure that the selected workgroup name is correct. If the GL-1010 controller is out of subnet in which user's workstation exists, enable access to the GL-1010 via NetBIOS over TCP/IP by specifying the GL-1010 machine name and IP address in WINS server or lmhosts file in user's workstation. Then try entering the GL-1010 machine name directly in "Machine Name".

Cannot Access Twain Folder

Problem Description:

Cannot access \\GL-1010\GL_TWAIN folder from Windows Explorer.

Corrective Action:

This network folder contains Scan to TWAIN documents and can be accessed only using the GL Twain Driver.

Twain Driver Dialog Does Not Appear

Problem Description:

Initiated the TWAIN image acquisition mode from an application, but the TWAIN driver dialog does not appear.

Corrective Action:

The TWAIN Driver dialog may be hidden behind other windows. Minimize all other windows to find TWAIN Driver dialog. If the dialog is not found, enable "Show UI" feature of TWAIN Driver from application. See scan readme file for more detail.

Cannot Acquire Document

Problem Description:

Cannot acquire document using the Twain driver.

Corrective Action:

The GL Twain Driver is carefully tested with several TWAIN compliant applications. Some applications need to be configured to connect to the GL Twain Driver. See scan readme file for supported applications and configuration tips.

B/W Image Reversed.

Problem Description:

Image acquired but the black and white of the image is reversed.

Corrective Action:

Some application may handled Black and White pixilation incorrectly. Enable the "Reverse Image" option from the application and try again.

Cannot Acquire Multi-Page Document

Problem Description:

Cannot acquire multipage document from application.

Corrective Action:

Some applications do not support multipage scan from TWAIN I/F, or need to be configured to acquire multipage. See readme file on e-STUDIO GL-1010 Scanner Client CD-ROM.

Cannot Open a Password Protected Folder or Document

Problem Description:

A Folder or Document is password protected and you don't know which password to apply.

Corrective Action:

The Folder password is same as corresponding Template Group's password. And document passwords are the same as corresponding Template's password. If the group's password changes, the corresponding TWAIN Folder password changes also. On the other hand, document passwords remain the same as the Template password when the document is scanned originally, even if the template password changes subsequently.



15 TROUBLESHOOTING OUTPUT ERRORS

There are several reasons why a job may not print as the user intends, several of which are related to application limitations. Other reasons include conflicting or erroneous driver settings or even hardware limitations.

This chapter describes several common and known output errors and includes the likely cause. It also suggests ways to resolve or work around the limitation to achieve the desired output effects. If the problem you are experiencing is not discussed in this chapter, or continues to persist after following the suggested steps, contact Toshiba authorized dealer for further assistance.

Topics:

Job Submitted But Never Printed	252
Error Message Printed Instead of Job	253
Stapling Errors	253
Collation Errors	255
Image Overlay Errors	256
Duplex Errors	257
Problems with Banner Pages	258
Partial, Blank, or Blurry Pages	259

JOB SUBMITTED BUT NEVER PRINTED

Problem Description

There are many reasons why a job sent to the GL-1010 may not print, several of which relate to hardware or network problems. However, if you have been able to successfully print on previous occasions and printing is possible for some jobs or some workstations, most likely the problem is caused by either a client setup or job submission error.

If the problem persists after following all of these steps, contact your Toshiba authorized dealer for support.

Corrective Action

- 1 Check the device status in either TopAccess or GL DocMon to make sure there is not a maintenance or service call at the copier. Refer to Chapter 11, *Troubleshooting Hardware Errors* for more information about resolving the problem or contact your Toshiba authorized dealer for support.
- 2 If the job does not appear in the Current Jobs queue, check the Jobs Log in TopAccess. All terminated jobs are listed along with the job status. If the status is “Deleted” or “Unserviceable”, the job could not be printed. For more information, refer to *Jobs Log* on page 224.
- 3 Make sure the user is submitting the job to the right printer by checking the device UNC displayed in the status bar in TopAccess against the device name displayed on the copier’s LCD Touch Screen. Refer to *Naming the Device and Workgroup* on page 27.
- 4 Make sure that the port is configured properly on the client workstation. Refer to *Driver Mapped to Wrong Port* on page 243.
- 5 Check the driver settings against the application settings to make sure they do not conflict with each other. Generally, the application settings take precedence over driver settings. However, in some applications, this can cause erratic results or even prevent a job from printing. Refer to subsequent sections of this chapter for more specific details.
- 6 Make sure the copier is equipped with the size and type of paper being requested for the job. If it is not, you may be required to manually feed the correct media type. Failure to do so may hold up other jobs in the queue, unless the **Auto**

Continue option is enabled and someone presses the **Start** button on the copier's control panel. This forces the job to continue on the default paper size. For more information about setting the Auto Continue option, refer to TopAccess online Help.

- 7 For PostScript jobs, make sure the **Print PostScript Error Information** option is enabled on the driver's PostScript properties sheet.

ERROR MESSAGE PRINTED INSTEAD OF JOB

Problem Description

The Print PostScript Error Information option is enabled in the PostScript properties sheet. If there is an error during printing, the error message prints rather than the job, allowing you to more easily diagnose and resolve the error. If there is a problem with a PostScript job and this option is not enabled, nothing prints and the job disappears from the Current Jobs queue.

Corrective Action

If you do not want error messages printed, disable the Print PostScript Error Information option from the PostScript tabbed property sheet. However, if an error does occur, preventing the job from printing, the user will find that the job did not print, but will not know the reason why.

STAPLING ERRORS

Documents Stapled in Wrong Order

Problem Description

When you select the stapling option from the GL-1010 printer driver, it automatically enables the driver's collate option. If **Collate** is selected in the application's print dialog as well, which is the default for many applications, erratic and unexpected output can result.

Corrective Action

If you want multiple copies of a document stapled, you must select the stapling and collate option through the printer driver and *de-select* the collate option in the application.

Multiple Copies Stapled Together

Problem Description

Some applications, such as Microsoft Word and Excel, treat multiple copy print jobs as one big job if the **Collate** option is enabled from the application and stapling is enabled from the driver. Enabling stapling automatically enables the driver's collation option, which effectively cancels the application collation setting, creating one large job, which is stapled together, rather than multiple copies of a single job, stapled separately.

Corrective Action

Set the stapling and collation options in the driver's properties sheet and disable the **Collate** option from the application's print dialog box.

Large Documents Not Stapled

Problem Description

Documents up to 50 sheets of plain letter, A4, or B5 sized paper can be stapled. The maximum sheet count for documents printed on thicker paper or on Ledger, Legal, Letter-R, Computer, A3, B4, A4-R or Folio paper is 30. The maximum sheet count for documents that are to be saddle-stitched is 15. Documents that exceed these limits are not stapled.

Corrective Action

Make sure your documents fall within the maximum sheet count limit for stapling.

Stapling Limits

Finisher Model	Paper size	Maximum Sheets
MJ-1011	A4, A4-R, B5, LT, LT-R	30 sheets
	B4, LG	20 sheets
	FOLIO, COM, A3, LD	10 sheets

MJ-1012	LT, A4, B5	50 sheets
	LD, LG, LT-R, COM, A3, B4, A4-R, FOLIO	30 sheets
	Mixed size document	30 sheets
MJ-1013	LT, A4, B5	50 sheets
	LD, LG, LT-R, COM, A3, B4, A4-R, FOLIO	30 sheets
	Mixed size document	30 sheets
	Saddle Stitch	15 sheets

COLLATION ERRORS

Number of Copies Specified is Not Printed

Problem Description

If you set the copy count from the Toshiba driver properties, it will be overridden if the copy count is set in the application's print dialog. This issue occurs when print settings, notably copy count, paper size, and collation are implemented in both the driver and application and the driver settings conflict with application settings. This condition causes a myriad of erratic and unexpected results.

Corrective Action

When printing to the GL-1010, the general rule is to always use the application settings to specify print options, including the copy count. Only use the driver's settings to support features the application does not provide. For example, if you want to print multiple copies from Notepad, you must set the copy count in the driver properties as Notepad's print dialog does not provide multiple copy support.

However, there are some exceptions to this rule, such as when printing multiple copies from Word 95. To collate the copies, disable the collate option in Word and instead, enable it in the

printer driver. These issues are described in other sections of this chapter.

All Copies of Proof Print Job Printed Together

Problem Description

Selecting the **Collate** option in Word 95 causes multiple copy jobs, including Proof Print jobs, to be sent as a single job. Or, this problem also causes multiple copy jobs to appear as a single, large job.

Corrective Action

Select **Collate** from the GL-1010 printer driver Output properties sheet and *deselect* **Collate** from the application's print dialog.

IMAGE OVERLAY ERRORS

Image Overlay Appears Blurry or Dim

Problem Description

The resolution of the Image Overlay is inferior to that of the document over which it is imposed.

Corrective Action

Create an Image Overlay by printing any ordinary document from a Windows application to a special Image Overlay file. However, make sure that the resolution set for the overlay file is the same as the resolution set for the documents on which it will be printed. Refer to the *GL-1010 Operator's Guide (Basic)* for instructions on creating and using Image Overlays.

Cannot Import Image Overlay

Problem Description

If you previously created an Image Overlay file, but cannot access it using the driver's Import Overlay dialog, it may be that you are trying to import a PCL overlay into the PostScript driver or vice-versa. Only overlays created with the PostScript driver

can be used with documents printed with the PostScript driver. Similarly, only overlays created with the PCL6 driver can be used with documents printed with the PCL6 driver.

Corrective Action

Create an Image Overlay for both the PCL and PS drivers. When creating a file to save as an Image Overlay, it is recommended that you save the file as an independent document first. That way, if the overlay file is later deleted or you want to create a new overlay file for a different driver, you do not have to recreate the original document each time.

Image Overlay File Deleted

Problem Description

A common misperception is that pressing **Delete Overlay** from the driver's Image Overlay properties sheet only removes the Image Overlay file from the driver's Overlay list, when it actually deletes the file altogether.

Corrective Action

Recreate the Image Overlay. When creating a file to save as an Image Overlay, it is recommended that you save the file as an independent document first. That way, if the overlay file is later deleted or you want to create a new overlay file for a different driver, you do not have to recreate the original document each time.

DUPLEX ERRORS

Printing on Wrong Side of Letterhead

Problem Description

When duplex printing on pre-printed paper, such as letterhead, the document is printed on the wrong side of the paper.

Corrective Action

Printing on pre-printed paper requires positioning the paper correctly in the cassette. Correct paper position differs for duplex (double-sided) versus simplex (single-sided) printing. It also

depends on whether you are pulling from the Large Capacity Feeder or the upper, middle, or lower cassette. Refer to the following diagram for directions:

Loading letterhead in the Large Capacity Feeder

For single-sided printing, load the paper face up, as shown in Figure A.

For double-sided printing, load the paper face down, as shown in Figure B.

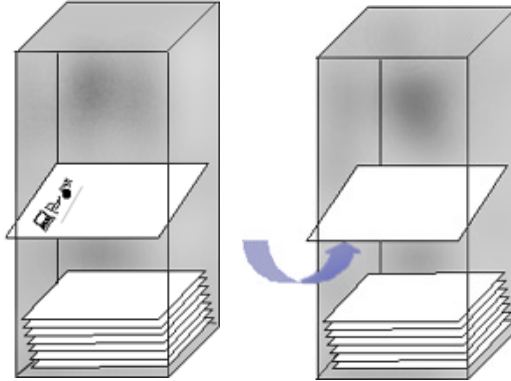


Fig. A.

Fig. B.

Loading letterhead in the front-load cassettes

For single-sided printing, load the paper face down, as shown in Figure C.

For double-sided printing, load the paper face up, as shown in Figure D.

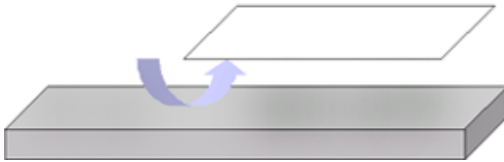


Fig. C.



Fig. D.

PROBLEMS WITH BANNER PAGES

Banner Page Did Not Print

Problem Description

This results from several situations:

- 1 If you are printing a raw job from a Unix machine, this is the expected behavior as the banner page option is disabled.
- 2 If you have disabled banners in the driver's Printer Settings dialog box (only available if Novell printing services are used), a banner page will not print.
- 3 If neither Letter nor A4 sized paper is installed in any of the copier's cassettes, a banner page will not print and actually,

may hold up other jobs in the queue. Banner pages are configured to print on either Letter or A4 sized paper.

Corrective Action

- 1 No corrective action required.
- 2 Enable Banners by accessing the Printer Settings dialog.
- 3 Manually insert the correct media type at the copier.

Banner Page Listed as Separate Job in Queue

Problem Description

When you view the jobs queues from the copier's LCD Touch Screen, two separate jobs are listed for one job sent.

Corrective Action

This is expected behavior. The banner page is sent as a separate print job so that output options applied to the print job are not applied to the banner page as well. Otherwise, the following types of output might result: banner pages would be stapled to the remainder of the job, multiple copies of a job would produce multiple copies of the banner page, and if duplex printing, the banner page would be the first page with the first page of the document printed on the back, and so on.

The banner page portion of the print job displays in the job list with "Banner" preceding the job name so that you can tell which job it is associated with.

PARTIAL, BLANK, OR BLURRY PAGES

Blank Page Printed After Each Job

Problem Description

This results when the Form Feed option is enabled in the driver's printer settings dialog box (Novell printing only).

Corrective Action

Deselect the Form Feed printer setting. If the problem persists, form feed may be enabled through the Novell network setup. Use NWAdmin to check the settings and modify them as necessary.

Incomplete or Partial Pages Print

Problem Description

Most likely, this occurred because the Use Adobe Document Structuring Convention option was disabled. This feature is turned on as a default setting. If a user has deselected it, they may find that partial pages are printed or have problems with the document printing completely, especially if it is interrupted by other print jobs. It is best to use the setting when printing complicated PostScript print jobs, as the driver will create independent information for each page to assure integrity of the printed document.

Corrective Action

From the GL-1010 driver's PostScript properties sheet, enable the Use Adobe Document Structuring Convention option.

Wrong Fonts Print

Problem Description

The document's fonts are not available on the GL-1010.

Corrective Action

Check the Fonts properties sheet to make sure the Use Device TrueType Fonts checkbox is deselected. While using the printer's fonts results in quicker printing time, the output may not look like it does on screen.

Alternately, if you are using the PostScript driver, you can still enjoy the speed benefits of using the device fonts while controlling the appearance of the output. Using the Font Substitution Table, you can define which printer font should be substituted for each TrueType font used in your document. Refer to the driver's online Help for more information.

Truncated Output

Problem Description

When printing a Postscript file from a Macintosh to the GL-1010 via a Novell queue, the output is truncated or is not printed at all. This may result if binary communications is enabled for the spooler. The GL-1010 does not support binary communications for Postscript printing.

Corrective Action

Use Novell's AppleTalk Print Services utility from the Novell console to modify the Configuration Options of the spooler used to queue Macintosh jobs to the GL-1010:

- 1 From the *Configuration Options* dialog, choose **Configure Spoolers**.
- 2 Select the queue created to direct print jobs to the GL-1010.
- 3 Choose the **Spooler Parameters** option.
- 4 Select **Advanced PostScript Options** and press **Enter**.
- 5 For the **Accept Binary Data** value choose **No**.
- 6 Save the changes.

For more information about using Novell utilities, please refer to your Novell user documentation.

Booklet Prints on Wrong Size Paper

Problem Description

This problem results from conflicting application and driver settings. For example, Microsoft Word supports booklet printing from within the application. Just set the Booklet page size in the Page Setup dialog. There is no need to set the booklet properties from the driver. However, if you do set booklet properties from the driver, you must set the corresponding paper size from Word's Page Setup dialog as well, or the document will be printed on the page size specified in the application, regardless of the driver settings.

For applications that do not support booklet printing, such as Netscape Navigator, settings such as page size and print mode must be specified from the driver.

Corrective Action

Remember that application settings almost always override driver settings. As a general rule, set the application properties to achieve the desired effect. Set driver properties only for those features the application does not support.



GLOSSARY OF TERMS

Definition of Common Terms

Term	Definition
ACS	Automatic Cassette Switching.
ADD	Auto-Duplexing Device. A copier component that allows double sided printing and copying (standard equipment).
ADF	Auto-Document Feeder. An accessory that allows a document to be fed or scanned without user intervention.
ADU	Auto-Duplexing Unit. An accessory that allows double sided printing and copying (optional).
Auto Continue	Set Auto Continue options to specify how you want the digital copier to respond to paper out conditions.
Bandwidth	The volume of data per unit of time a computer can handle. Bandwidth is increased by connecting to faster transmission lines.
Bin	An output tray of a finishing unit or other paper output holding peripheral such as a mailbox sorter.

Definition of Common Terms

Term	Definition
Booklet Mode	A feature where each page of a document is printed on a half sheet of paper, which can then be folded and/or stapled to produce a smaller booklet/magazine. Booklet mode was previously known as magazine sort. The GL-1010 supports two kinds of Booklet mode: left to right read mode and right to left read mode.
Bypass Feeder	See <i>Stack Feed Bypass</i> .
Cascade Printing	A feature where a copier switches to the next output tray when the first designated output tray is full.
Cassette	The copier cassettes that contain the input paper.
Cover Sheet	A feature where one or two pages (front or front/back) are printed with the original document as a cover.
Creep Size	Creep refers to the amount by which each page sticks out compared with the last page when folded in a stack. Generally, the longer the document (i.e., the more pages in a document), the greater the creep size. If you plan on trimming the final booklet, specifying the creep size can prevent the contents of the booklet from “creeping” into the page's “trim zone”. The minimum is 0 and the maximum is 20.
Current Jobs	The list of all print and copy jobs currently queued to the selected GL-1010 device can be viewed using either the TopAccess and GL DocMon application.
Device	Device refers to the GL-1010 connected to a network digital copier. Often, the term device is used to refer to the entire controller/copier system.
DHCP	Dynamic Host Configuration Protocol.
Document Identification Number	The Document Identification Number (DIN) is the code required to release a Private Print or Proof Print job for printing. Enter the DIN from the copier control panel.
Document Profile	A pre-defined set of driver settings that allows users to auto-configure their print job with a click of the mouse.
Document Sticky	The paradigm where actions and/or configuration information about a print job are transitory to a specific document with a specific software application. For example, a change is made to the printer's settings and only the current, client application is aware of the change. See Also Printer-Sticky.
Drawer	See <i>Cassette</i> .

Definition of Common Terms

Term	Definition
Driver	See <i>Printer Driver</i> .
Duplex	Duplex is the process of printing on both sides of a sheet of paper. Duplex printing requires that Automatic Duplex Unit (ADU) be installed on the copier.
Electronic Document Processing System	This system consists of the Toshiba e-STUDIO28/35/45 digital copier connected to the GL-1010 controller. This allows users to enjoy the convenience of walk-up copying, faxing, scanning, and network printing from the same device.
Ethernet	A local area network (LAN) developed by Xerox, Digital and Intel (IEEE 802.3). It is the most widely used LAN access method. Token Ring is next. Ethernet is normally a shared media LAN. All stations on the segment share the total bandwidth, which is either 10 Mbps (Ethernet), 100 Mbps (Fast Ethernet) or 1000 Mbps (Gigabit Ethernet).
Finishing Unit	Finisher.
Frame	A data packet sent through the network. There are several types of Frames, which differ in the way the data is arranged. In order for the different nodes within a network to communicate, the same frame type must be setup for each.
Gateway address	The IP Address of the router that the GL-1010 uses to access devices on other subnets.
GL-1010	The Toshiba controller used to connect digital copiers to a network. Also referred to as the <i>device</i> or <i>printer</i> .
Group sort	Multi-page, multi-copy output is collated into sets or <i>groups</i> .
Gutter	Gutter size is the distance between the two logical, facing pages of the physical booklet. In other words, this is the size of the booklet's inside margin. The minimum is 0 and the maximum is 150.
Hardware address	The unique address assigned by the manufacturer of a network interface card. Also known as the Media Access Control (MAC) address.
HTTP	HyperText Transport Protocol . The Internet standard that supports information exchange on the World Wide Web (WWW). HTTP provides users with transparent access to the Internet.
Image overlay	Image Overlays are independent document files, which can contain text, graphics, charts, tables or any other document element, that are merged with another document during printing.

Definition of Common Terms

Term	Definition
IP	I nternet P rotocol. The IP part of the TCP/IP communications protocol. IP implements the network layer (layer 3) of the protocol, which contains a network address and is used to route a message to a different network or subnetwork. IP accepts “packets” from the layer 4 transport protocol (TCP or UDP), adds its own header to it and delivers a “Datagram” to the layer 2 data link protocol. It may also break the packet into fragments to support the maximum transmission unit (MTU) of the network.
IPX	I nternet P acket E xchange. A NetWare communications protocol used to route messages from one node to another. IPX packets include network addresses and can be routed from one network to another.
Jobs Log	The Jobs Log contains a historic record of the jobs submitted to the GL-1010. The information for each job includes the document name, size, date and time stamp, and status. The Jobs Log can be filtered to limit the number of jobs listed to specific types of jobs.
LCF	L arge C apacity F eeder. A special paper feeding unit that can hold a large amount of standard (Letter or A4) sized paper.
LPD	L ine p rinter d aemon. A print management program that runs on a host, such as a Unix machine.
MAC	M edia A ccess C ontrol. The unique address assigned by the manufacturer of a network interface card.
Magazine Sort	See <i>Booklet Mode</i> .
Manual Feeder	A special paper input unit which can be used to feed a single special paper (such as envelope, thick paper, etc.) for print job. Also called the <i>Stack Feed Bypass</i> .
Media	Paper type. For example, bond, transparencies, labels are all different media types.
Message Log	The Message Log contains a historic record of errors and warnings that occurred on the GL-1010 or the copier. The information for each message includes the date, subsystem, and message severity. The Message Log can be filtered to limit the number of messages listed to specific criteria.
MFP	M ulti- f unction p eripheral. Hardware that combines several functions into one unit; for example, the combination fax, copier, printer and scanner.
NDPS	N ovell D istributed P rint S ervices simplifies the process of setting up, administering, and troubleshooting Novell printing by migrating away from queue-based printing toward a more “plug in and print” paradigm.

Definition of Common Terms

Term	Definition
NDPS Gateway	In order for non NDPS-aware printers, such as the GL-1010, to operate within the NDPS model, a proprietary “gateway” must be installed and configured on the network. The Toshiba NDPS Gateway is distributed on the e-STUDIO GL-1010 Admin’s Client CD-ROM.
NDS	NetWare Directory Service. NDS maintains a hierarchical database of information about the network resources within a global enterprise, including networks, users, subgroups, servers, volumes and printers. Unlike the bindery, which was the directory service in NetWare 3.x, NDS users log onto the network as a whole, not a specific server, and NDS determines their access rights.
NDS Context	The container or organizational unit that contains the print server object. Print queue and device objects can be located anywhere within the NDS tree, but the HP JetDirect print server needs to be configured to use the fully-qualified print server object name. Select this text box and type the NDS context.
NDS Tree Name	Refers to the name of the organizational tree used by your network. This name is normally found in the Net.cfg file located with your MS-DOS Vlm.exe program or from within the Nwuser.exe program that runs under Windows. Click the down-arrow in this box and select the appropriate tree name.
NetBEUI	NetBIOS Enhanced User Interface. Pronounced “net-booeey,” it is an enhanced version of the NetBIOS protocol used by network operating systems such as LAN Manager, LAN Server, Windows for Workgroups, Windows 95, 98, 2000, ME and Windows NT. It formalizes the transport frame that was never standardized in NetBIOS and adds additional functions.
NetWare	A network operating system from Novell based on a client/server architecture. Clients log onto one or more file servers, which provide network services such as Email, printing, and storage.
Network Printing	Printing from a Windows, Macintosh, or Unix client workstation to the GL-1010, with the output produced on the connected Toshiba digital copier.
NFS	Network File System. A Unix networking protocol that allows files and printers to be shared across the network.
NIC	Network Interface Card. A printed circuit board that is installed in both client (personal computers or workstations) and server machines to control the exchange of data between them.

Definition of Common Terms

Term	Definition
N-up	This term refers to the number of page images printed on one sheet of paper. For example, if you want to print slides or web pages, you might use the N-up feature to print up to 16 pages on one sheet of paper. Also called "Multiple Pages Per Sheet" printing.
Orientation	Orientation refers to the direction a document is laid out on a page. A Portrait orientation produces a vertical page layout (i.e., the page height is greater than width). A Landscape orientation produces a horizontal page layout (i.e., the page width is greater than the height).
Page Interleaving	A feature where a blank sheet is inserted between the pages of a print job. Job Dividing Sheet is not stapled with the rest of the original document (if stapling is requested). This feature is previously known as Tab Sheet Insertion. See Also: <i>Cover Sheet</i> and <i>Sheet Insertion</i> .
Paper Attribution on Tray	A feature where an administrator can assign which tray/bin is used for which purpose (e.g., Tray 1 is to be used for Fax only).
PCL	The command language for the HP LaserJet printers. It has become a de facto standard used in many printers and typesetters. PCL Level 5, introduced with the LaserJet III in 1990, also supports Compugraphic's Intellifont scalable fonts. Starting with the LaserJet 5 in 1996, PCL Level 6 streamlines the graphics and font commands, reducing the amount of information that has to be sent to the printer.
PCONSOLE	A NetWare utility that can be used to monitor and manage queues on a NetWare server.
PDL	P age d escription language. A programming language, such as PostScript, that describes output to a printer.
Peer to Peer	A network architecture in which nodes communicate directly with other nodes, as opposed to client/server architecture.
PostScript	A page description language (PDL) from Adobe that is used extensively on all computer platforms. It is the de facto standard in commercial typesetting and printing houses. Most all accept and may even require PostScript files as electronic input.
Printer Driver	Software installed on the client workstation that enables printing to a device. There are six Toshiba printer drivers on the e-STUDIO GL-1010 Client CD-ROM that permit printing to the GL-1010 controller.
Printer-Sticky	The paradigm where actions and/or configuration information is permanently saved so that it is accessible later. For example, a change is made to the printer's settings and all applications are aware of the change. See also, <i>Document-Sticky</i> .

Definition of Common Terms

Term	Definition
Printing mode	Printing mode defines the way the print job is processed by the GL-1010: as a Normal job, a Private Print job, Proof Print job, or Scheduled Print job.
Private print	Private Print is a printing mode that allows users to send a job from their workstation, and then hold it until the user enters a private DIN from the copier to release and print the job.
Proof print	Proof Print is a print mode that allows users to print only the first of a multi-copy job and review it before releasing and printing the remaining copies.
Property sheet	Property sheets contain attributes grouped categorically. For example, all properties that are related to setting finishing options are grouped on the GL-1010 drivers' Setup property page.
Property tab	The Print Properties dialog box contains several tabs that allow users to access property sheets, where options and settings are grouped by category or function.
Protocol stack	A collection of software that controls communication between devices. Devices with the same protocol stack can communicate with each other.
Raw Print Job	A print job that is sent to the GL-1010 device by means other than the GL-1010 printer driver. For example, using DOS commands to print directly to the local port without using a printer driver. Raw print jobs also result when users print to a GL-1010 using a different driver version or type. For example, using a HP driver to print to a GL-1010.
Recoverable error	An error condition that simply requires user intervention to resolve, for example, paper out or paper jam.
Saddle stitch	Saddle stitching is a binding method whereby a booklet is stapled along the center and folded.
Scheduled print	Scheduled Print is a print mode that allows users to delay printing a queued job until a specific date and time.
Sheet insertion	A feature where a blank page is printed in between a designated pages with the original document. Insertion Sheet is stapled with the original document (if stapling is requested). See also, <i>Page Interleaving</i> .

Definition of Common Terms

Term	Definition
SNMP	Simple Network Management Protocol. A widely used network monitoring and control protocol. Data is passed from SNMP agents, which are hardware and/or software processes reporting activity in each network device (hub, router, bridge, etc.) to the workstation console used to oversee the network. The agents return information contained in a MIB (Management Information Base), which is a data structure that defines what is obtainable from the device and what can be controlled. Originating in the Unix community, SNMP has become widely used on all major platforms.
Stack Feed Bypass	A special paper input unit which can be used to feed more than a single sheet of special paper (such as envelope, thick paper, etc.) for print job.
Subnet	A range of IP addresses.
Subnet Mask	A number that identifies a subnetwork so an IP address can be shared by the local network.
TCP/IP	Transmission Control Protocol/Internet Protocol. The TCP part of TCP/IP provides transport functions, which ensures that the total amount of bytes sent is received correctly at the other end. The IP part of TCP/IP provides the routing mechanism. TCP/IP is a protocol in which the messages transmitted contain the address of a destination network as well as a destination station.
Token Ring	A data link protocol (MAC layer) for local area networks (LAN) developed by IBM (IEEE 802.5). Token Ring is more deterministic than Ethernet. It ensures that all users get regular turns at transmitting their data. With Ethernet, all users compete to get onto the network.
Tray	The location on the copier where a print job is output.
URL	Uniform Resource Locator. An address that allows you to access information on the Internet, either a web page, FTP or Gopher, Usenet, or a database. URLs can take the following forms: "http://host.domain/page" and "mailto://username@host.domain".
Watermark	Watermarks are text images (formatted words or phrases) that print in the background of a document. Watermarks can be printed as transparent text, on only the first or on all pages of the document, in solid or in outline form.



INDEX

A

- Add Printer 155
- admintool 141
- Advertising name 128, 129
- AppleShare
 - support for 7
- AppleTalk 8, 156
 - default device name 11
 - default zone 11
 - limitations 7
 - printer type 11
- Auto Sense 10, 17, 22
 - Token Ring 26

B

- Bindery Emulation mode 115, 118, 120
- Bindery mode 115, 116, 118, 120
- Browsers
 - supported versions xix

C

- Client
 - installing software 151
 - supported platforms xix
- Config page
 - printing 47
- Configuration file 142
- Context 121, 125
- Control panel
 - illustration 14

Controller settings

- default 9

Copier

- control panel 14
- setting up 4

Current Jobs xxi

D

- Device
 - default name 9
 - naming 27
- DHCP 5, 7
 - default settings 9
- digital 14
- Digital Copier
 - setting up 4
- Document Password xx, 245
- Drivers
 - downloading from controller 155
 - downloading from NDPS 155
 - installing 155

E

- EPS file 136
- EtherTalk 11, 144

F

- Frame type
 - default settings 9
 - IPX 17, 22

G

- Gateway
 - default settings 10
- GL DocMon 241
- GL-1010
 - described 4

H

- Host name 134
- Host name resolution 7
- HP-UX 8, 139
- HTTP Server 11

I

- IBM AIX 139
- Illustration
 - Admin menu map 14
 - control panel 14
 - NDPS Communication Flow 122
- Interface file 142
- Internet Explorer xix
- Internet printing
 - see also, IPP xix
- IPP 138, 156
 - default setting 11
- IPP port 138, 156
- IPP printing 133
- IPX/SPX 8
 - limitations 7

J

- Jobs log xxi

L

LCD

- Admin Menu screen 18, 109, 111
 - AppleTalk Settings screen 24
 - Apply Changes Check screen 20, 21, 23, 25, 26, 29
 - Change Admin Password screen 16
 - Controller Update Version screen 110
 - Current Print Jobs screen 50
 - Device Setting screen 27
 - Edit Proof Print Job screen 54
 - Enter Admin Password screen 15, 17
 - Enter Document Password screen 52
 - Factory Default Check message 30
 - IPX/SPX Setting screen 22
 - NetBEUI Settings screen 23
 - Network Setting screen 18
 - Offline System Update screen 105
 - Online OS Update Version screen 107
 - OS Update Reboot Check message 107
 - Print Menu screen 45, 46, 47, 49
 - Private Print Jobs screen 51, 53
 - Server Setting screen 20
 - Shutdown Check screen 49
 - System Update main menu screen 110, 112
 - TCP/IP Settings screen 19
 - Test Print screen 46
 - Token Ring Settings screen 26
 - Touch Keyboard screen 27
 - Touch Screen functions 5
- LP Command 142
- LPR/LPD printing 133
 - default settings 11
 - LPR Printer Agent (NDPS) 127
 - Macintosh 156
 - prerequisites 157

M

- MAC 146
- MAC Address 9
- Macintosh PPD 156
- Macintosh printing 24
 - default settings 11
- Maintenance update 103, 109
- managing jobs
 - Proof Print 53
 - TopAccessComposer 59
- Microsoft xix
 - computer name 9, 27, 134
 - default device name 10
 - default workgroup name 10
 - device name 135
 - domain 9, 134
 - workgroup 134
 - workgroup name 9
- Microsoft printing 133, 135
 - default settings 11
- Mixed mode 118, 120

N

- NDPS 121
 - Broker 122, 123, 125
 - Create NDPS Printer dialog 126
 - Create Printer Agent dialog 126
 - driver download 155
 - Gateway 122
 - Gateway Configuration dialog 126
 - LPR Printer Agent 127
 - Manager 122, 125, 126
 - New Object dialog 125
 - Printer Agent 115, 122, 123, 125, 130
 - Queue-based 129
 - Remote Printer on IPX 127
- NDPS Gateway 123
 - defined xxviii
 - illustration 122
 - installing 123
 - limitations 123
 - overview 122
- NDS mode 115, 116, 118
- NetBEUI 8, 152
 - default settings 10
 - limitations 7
- NetBIOS 8
- Netscape Navigator xix
- NetWare
 - default settings 11
- Network xx
- Network Printer 115, 116
- Network settings
 - default 9
- NIC 10, 146
- Novell 115
- Novell NetWare 8
- Novell NetWare Administrator xix
- NWAdmin 116
- NWADMN32.EXE 125

O

- Offline 45
- Online 45
- Open Cassette 219
- Open Door 218
- Out of Paper 220
- Out of Toner 219

P

- Paper Jam 218
- PA-RISC 139
- Password
 - changing 16
 - default 66
 - document xx
 - setting 15
- PCL font list 47
- PCONSOLE 116, 118

- Peer 133
- Peer to Peer
 - supported print modes 8
- Port
 - add LPR 156
 - properties 138, 156
- Primary WINS
 - default settings 10
- Print mode
 - Macintosh 8
 - Microsoft 8
 - Novell 8
 - Unix 8
- Print Server xxv, 115, 116, 118
- Printer number 118
- Private Print
 - deleting 52
 - password 52
 - releasing 52
 - viewing queue 51
- Private printing xx
- Proof Print
 - deleting job 53
 - editing copy count 54
 - releasing 53
 - viewing queue 53
- Proof Print jobs
 - managing 53
- Proof printing xx
- Protocol settings
 - accessing locally 17
 - AppleTalk 24
 - IPX/SPX 22
 - limitations 7
 - NetBEUI 23
 - TCP/IP 19
 - Token Ring 26
- PS3 font list 47
- PSEVER.NLM 116

R

- Reboot 47
- Recovery 103
- RS6000 139

S

- sam command 141
- Scanning xxi
 - templates xxi
- Secondary WINS
 - default settings 10
- Service Call 220
- Services property page 120
- Setup Maintenance Program 155
- setup.inf 155
- Shutdown 48

- Simple Network Management Protocol
 - defined xxviii
- SNMP 152, 241
 - described xix
- SPARC 139
- Startup page
 - printing 47
- StuffIt 156
- Subnet Mask
 - default settings 10
- Sun Solaris 8, 139

T

- TAR file 140
- TCP/IP 8
 - default settings 9
 - limitations 7
- TCP/IP Printing Services 156
- Test Page
 - printing 46
- Token Ring
 - default settings 9
 - limitations 7
- TopAccess 63, 64, 217
 - Administrator main page 65
 - defined xix
- TopAccessComposer jobs
 - managing 59
- Tree name 121

U

- URL 64

W

- Windows 2000 130, 152
- Windows 95 130, 152
- Windows 98 130, 152
- Windows Me 130, 152
- Windows NT 130, 153
- WINS
 - benefits of 7
 - setting up server 20
- Workgroup 135
 - naming 27

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