PRISM Printing Prerequisites

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Completing these steps before submitting a PRISM printer installation request will substantially decrease the time it takes to complete the process. These steps might require the assistance of your technical support and/or administrative privileges to your PC and network. Please check with your department’s technical support before attempting to perform these steps.

Step 1:
1. Confirm that your PRISM account is active by logging into PRISM.
   https://oak.p3.pitt.edu:9032//oa servlets/Appsl.login
   a. PRISM accounts and passwords are managed by CSSD.
   b. Call 412-624-HELP (4-4357) if you need assistance logging into the PRISM system.

Step 2:
1. Verify that your IP address is registered in the Domain Name System (DNS). This IP address MUST BE STATIC. DHCP cannot be used. If your network settings say “Obtain an IP address automatically” you will not be able to print PRISM reports.
   a. Run the following applet to determine your IP address and remote host name.
      http://www.fis.pitt.edu/ipfinder.php

   b. **Please record this information.** You will need to refer to it during the PRISM printing setup.

2. If there is no output provided below “Your remote host:”, then you may not be properly registered in the domain. Contact your department’s technical support before proceeding with the PRISM printing request.

Step 3:
1. Process of PRISM print jobs:
   a. When a PRISM report is generated and submitted for printing, it is directed to a server controlled by CSSD.
      i. This server stores each person’s unique PRISM queue information.
ii. FIS Technical Services creates a unique queue for each individual during the printing setup.

b. After receiving and processing the print job, the server sends the report back to your PC based on your queue information.

c. After the report is directed back to your PC, the print job is processed by Remote Print Manager (RPM) to a
   local or IP address printer that is installed on your PC.
   i. FIS Technical Services arranges the installation of the RPM software on your PC.
      1. If this program is not installed, you will be unable to print reports in PRISM.

d. If your PC is behind a local or departmental firewall, the server will be unable to communicate with your PC.
   This will cause the submitted PRISM reports to not print successfully.
   i. If your PC is behind a firewall, contact your technical support before proceeding with the PRISM printing request.
      ii. Please notify your technical support that port 515 (utilized by RPM) must be open in order for
          communication to occur between your PC and the servers listed below:
          1. lpdserv.lpdserver.cssd.pitt.edu
          2. p3dbprd01.p3.pitt.edu
          3. p3dbprd02.p3.pitt.edu
         
   iii. If you use Microsoft XP SP2 then you will need to make an exception to the local firewall:
      1. Click the Start button and select Control Panel.

2. Double click the Network Connections icon. (The Control Panel may appear differently depending on your Operating System and configuration. Contact your IT staff for assistance).
3. Right click on your Local Area Network Connection icon and select Properties from the submenu.

4. At the Local Area Connection Properties window, select the Advanced tab and then click the Settings button.
5. At the Windows Firewall window, make sure that there is NOT a checkmark in the *Don't allow exceptions* option. Then, select the *Exceptions* tab. From the *Exceptions* tab, click the *Add Port* button.

6. At the *Add a Port* window, type in the information as show in the figure below. Click OK when finished.

7. You should see the new exception setup and selected in the *Exceptions* tab like the image below. Click OK until you are out of all windows.
Step 4:
1. If you have completed the steps above and are ready to submit a PRISM printing request, do one of the following:
   a. Call the CSSD Technology Help Desk at 412-624-HELP (4-4357).
   b. Complete an online form found at http://www.technology.pitt.edu/tech_help.html on the Problem Report Form link.
2. Please inform the Technology Help Desk that this is a request to establish a queue for PRISM printing.

Step 5:
1. Once your PRISM queue has been established, follow the instructions in your PRISM training material for setting your PRISM profile for your new queue. If you do not make this change, your reports will NOT be directed to your printer. For assistance, contact the CSSD Technology Help Desk at 412-624-HELP (4-4357) or visit http://www.bc.pitt.edu/prism for additional information.