General Mainframe Printing Issues

VPS

Printing from the mainframe is handled through VPS (VTAM Printer Support). VPS now allows a maximum of sixty (60) characters for the host name which will be matched to the IP address in the DNS registry. The printer node name along with the IP address and the host name are handled by the DNL (Domain Network Liaison) for your department.

New Printers

If you are planning the purchase of a new printer, please verify before you purchase that the printer supports PCL5/6 or Postscript. Printers that only support PCL3 or other proprietary language such as JetReady will produce unpredictable results when printing pre-formatted reports from the mainframe.

Existing Printers

EITS has moved away from F-Secure and adopted Trend-Micro for the anti-virus software which they now support. There are no known printing issues with Trend-Micro.

For those who have not yet made the switch from F-Secure, if you have successfully printed from your current printer setup before and all of a sudden find your print jobs don’t print, then try disabling the F-Secure firewall to to see if this will allow the print jobs to go through. F-Secure sometimes blocks printing because of the firewall, and you can turn off the firewall by doing the following.

Look for F-Secure’s icon (blue triangle) at the lower right hand corner of the monitor in the area where the system clock displays. Right click on the icon and highlight the selection “Internet Shield” which will open a drop-down menu. Select “Allow all internet traffic” by clicking on this option.

NOTE: Be sure to turn the F-Secure firewall back on by repeating the steps above to disable firewall. This should allow your print to go through. Remember to uncheck the “Allow all internet traffic” option after your print is complete by unchecking the “Allow all internet traffic” option by repeating the above steps. If your print finally goes to your printer after turning the firewall off, notify your DNL (Domain Network Liaison) that your F-Secure needs to be uninstalled and replaced with Trend-Micro to avoid having to do this every time you need to print.

- F-secure and Windows XP both have firewalls. Windows XP and F-Secure firewalls are NOT compatible. We suggest leaving on the F-secure firewall and turning off the Windows XP firewall.
- Open port 515 both incoming and outgoing
- Verify the node name is entered correctly
- Verify any new/upgrade installations have not changed any of the settings mentioned above
- If you still can not print, try turning your printer off and back on to clear the buffer
- You might also try turning your computer off and back on to clear the memory
- To speak to a Help Desk representative call (706) 542-3106