

## PrintSmith™ Vision - Configuring Receipt Printers

Version 3.6

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EFI Productivity Suite | *PrintSmith Vision - Configuring Receipt Printers*

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## Introduction

This guide explains how to configure a receipt printer to use with PrintSmith Vision. Much of this configuration is done in the operating system, but some is done in PrintSmith Vision. The guide assumes that PrintSmith Vision is already installed and that you have some familiarity with operating system procedures such as adding printers.

## What Does Configuration Involve?

Configuration involves five main tasks:

1. Obtain the correct printer drivers from PrintSmith Vision Support.
2. Attach the receipt printer to one of your client computers. On this client computer, add and share the receipt printer.
3. To make it available to all users of the system, add and configure the receipt printer on the PrintSmith Vision server.

**Notes** You can mix and match operating systems – your computers may all be Macs or may all be Windows computers, or your clients may be Macs and your server may be a Windows computer (or vice versa). The configuration tasks you must complete depend on the combination of operating systems you have on the client and server.

If you have more than one receipt printer, you must configure each one both on the client and on the server.

4. Control whether the cash drawer opens.
5. Set PrintSmith Vision preferences to use the receipt printer you configured.

**Tip** Another way to set up a receipt printer is to add and share the receipt printer on one computer, add the printer to another computer, and then select the **Use local printer** setting in the cash drawer preferences. When **Use local printer** is selected, users can print to the receipt printer by selecting the configured printer in the system Print dialog box.

## Requirements

### Supported receipt printer

A receipt printer is optional in PrintSmith Vision, but if you want to use one, you must purchase the Star TSP 700ll printer *from EFI*. This is the only supported receipt printer. EFI does not provide support for other receipt printers.

### Client computers

The client computers to which you attach a receipt printer must meet the requirements for client computers (especially the operating system) described in the “System Requirements” section of the *PrintSmith Vision - Release Notes* or *PrintSmith Vision - Installation and Upgrade Guide*.

**Important** EFI highly recommends a *static IP address* for any computer to which you plan to attach a receipt printer. The IP address is used to make the receipt printer available from all computers using the PrintSmith Vision system. If the IP address changes, the receipt printer will become unavailable, and will need to be re-configured.

## Additional Sources

For information about	See
Installing PrintSmith Vision	<i>PrintSmith Vision - Installation and Upgrade Guide</i>
Setting up and using PrintSmith Vision	<i>PrintSmith Vision - Setup and User Guide</i>

## Contact Information

### EFI Support

<b>Web Site:</b>	<a href="https://customer.efi.com/support">https://customer.efi.com/support</a>
<b>US Phone:</b>	1.855.EFI.4HLP 480.538.5800
<b>UK Phone:</b>	+44 (0) 800.783.2737
<b>EU Phone:</b>	+49 (0) 2102.745.4500
<b>E-Mail:</b>	<a href="mailto:printsmith.support@efi.com">printsmith.support@efi.com</a>

Regular US Service Desk hours are 7 A.M. to 5 P.M. Mountain Standard Time, Monday – Friday

Regular UK Service Desk hours are 8 A.M. to 5 P.M. Greenwich Mean Time, Monday – Friday

Regular EU Service Desk hours are 9 A.M to 6 P.M. Central European Time, Monday – Friday

**Note** For problems involving infrastructure (i.e., computers, networks, operating systems, backup software, printers, third-party software, etc.), contact the appropriate vendor. EFI cannot support these types of issues.

### EFI Professional Services

<b>US Phone:</b>	651.365.5321
<b>US Fax:</b>	651.365.5334
<b>US E-Mail:</b>	<a href="mailto:ProfessionalServicesOperations@efi.com">ProfessionalServicesOperations@efi.com</a>
<b>Outside US E-Mail:</b>	<a href="mailto:EMEAProfessionalServicesOperations@efi.com">EMEAProfessionalServicesOperations@efi.com</a>

EFI Professional Services can help you perform EFI software installations, upgrades, and updates. This group can also help you implement, customize, and optimize your EFI software, plus offers a range of training options.

## Configuring Receipt Printers

### Checklist

Use this checklist to make sure you complete all the tasks to get your receipt printer ready for use. Keep in mind that configuration takes place on both the client *and* server.

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | Does the client computer to which you plan to attach the receipt printer meet requirements? Does it have a static IP address (recommended)? |
| <input type="checkbox"/> | Did you obtain the drivers for the receipt printer from PrintSmith Vision Support?  |
| <input type="checkbox"/> | Did you add the printer to the client computer? Did you share the printer?  |
| <input type="checkbox"/> | Did you configure the printer on the PrintSmith Vision server?  |
| <input type="checkbox"/> | Did you set printer options to control the opening of the cash drawer?  |
| <input type="checkbox"/> | Did you set your Cash Drawer preferences in PrintSmith Vision to select the receipt printer you configured?                                 |
| <input type="checkbox"/> | Did you set your Receipt preferences in PrintSmith Vision?  |
| <input type="checkbox"/> | If PrintSmith Vision is EFI-hosted, did you take advantage of Remote Print Center (RPC) to simplify the receipt printing process?           |

## Task 1: Obtain Printer Drivers from PrintSmith Vision Support

Before you can configure the receipt printer on either the client or server, you must have the printer drivers. In a mixed operating system environment, you typically need different drivers for the client and server. For example, if your client is a Mac and your server is a Windows computer, you will need different printer driver files for each.

- Contact PrintSmith Vision Support to obtain the correct printer drivers for the operating systems on your client and server computers.

## Task 2: Add Receipt Printer to Client Computer

Configuration on a client computer involves connecting the printer to the computer via USB, adding the printer, and sharing it. The procedure is different on Macintosh and Windows computers, as well as some differences between Windows 7 and Windows 8 computers.

### Adding and sharing the receipt printer: Macintosh OS X client

**Note** The client computer must be running a supported operating system as described in the “System Requirements” section of the *PrintSmith Vision - Release Notes* or *PrintSmith Vision - Installation and Upgrade Guide*.

1. Install the driver for the printer:
  - a. Copy the printer driver files that you obtained from PrintSmith Vision Support to the computer.
  - b. Navigate to the driver file. It will be in the **starcupsdrc-xxx\_mac** folder (where xxx is the driver version).
  - c. Double-click the **starcupsdrv-xxx.pkg** file and follow the instructions to install the driver.
2. Connect the Star TSP printer to the computer via USB.
3. Go to **System Preferences** and click **Print & Fax** or **Printers and Scanners** depending on the version of the operating system.
4. Click **+** (under **Printers**). The Add Printer window opens.
5. Complete the Add Printer window:
  - a. Click **Default**.
  - b. Select the **Star TSP** printer.
  - c. Enter a **Name** and **Location**.
  - d. In the **Use** field, choose **Select Software**.
  - e. Select the **Star TSP** driver and then click **Add**.
6. To share this printer:
  - a. In the Print & Fax (or Printers and Scanners) window, select the printer you added and select the **Share this printer on the network** check box.
  - b. Click **Sharing Preferences**.
  - c. Turn on **Printer Sharing** in the left pane (by selecting the check box in the **On** column).
  - d. Select the receipt printer under **Printers** and then select **Can Print for Everyone**.

### Adding and sharing the receipt printer: Windows 7 client

1. Copy the printer driver files that you obtained from PrintSmith Vision Support to the computer.
2. Connect the Star TSP printer to the computer via USB.
3. Select **Start > Devices and Printers**. (You will see the Star TSP printer in the unspecified pane.)
4. Add the printer:
  - a. Click **Add a Printer** at the top of the window.

- b. Click **Add a local printer**.
  - c. Select **Use an Existing Port**, select **USB001** (the virtual printer port for USB), and then click **Next**.
  - d. In the next window, click **Have Disk** and then locate and select the driver file (it will be located where you copied it in step 1 above).
  - e. Select the driver and click **Next**.
  - f. Enter the **Printer Name** that you want use for the printer.
  - g. Follow the instructions to complete the installation and to print a test page.
5. Share the printer:
- a. After the printer is added, right-click it in the Devices and Printers window and select **Printer Properties**.
  - b. Click the **Sharing** tab and select the **Share this printer** check box.
  - c. In the **Share Name** field, enter a descriptive name for the printer. (This is how the printer will be identified by other systems on the network.)
  - d. Click **OK**.

### Adding and sharing the receipt printer: Windows 8 client

1. Copy the printer driver files that you obtained from PrintSmith Vision Support to the computer.
2. Connect the Star TSP printer to the computer via USB.
3. Open the Devices and Printers window (you can do this from the Control Panel).
4. Add the printer:
  - a. Click **Add a Printer** *at the top of the window*.
  - b. Click **The printer I want to use isn't listed**.
  - c. Click **Add a local printer**.
  - d. Select **Use an Existing Port**, select **USB001** (the virtual printer port for USB), and then click **Next**.
  - e. In the next window, click **Have Disk** and then locate and select the driver file (it will be located where you copied it in step 1).
  - f. Select the driver and click **Next**.
  - g. Enter the **Printer name** that you want use for the printer.
  - h. Follow the instructions to complete the installation and to print a test page.
5. Share the printer:
  - a. After the printer is added, right-click it in the Devices and Printers window and select **Printer Properties**.
  - b. Click the **Sharing** tab and select the **Share this printer** check box.
  - c. In the **Share Name** field, enter a descriptive name for the printer. (This is how the printer will be identified by other systems on the network.)
  - d. Click **OK**

## Task 3: Configure Receipt Printer on the PrintSmith Vision Server

After you add the receipt printer to a client computer, you must complete the configuration process on the PrintSmith Vision server, which sometimes involves additional steps on the client. The steps that you must complete next depend on the operating system on the client computer to which the printer is connected and the operating system on the PrintSmith Vision server:

Printer Connected to Client On	PrintSmith Vision Server On	See Page
Mac OS X	Mac OS X	8
Mac OS X	Windows	8
Windows 7	Mac OS X	9
Windows 8	Mac OS X	10
Windows 7	Windows 8	11
Windows 7	Windows Server 2012	12
Windows 8	Windows 8	12
Windows 8	Windows Server 2012	13

### Printer = Mac OS X + PrintSmith Vision Server = Mac OS X

#### On the Mac OS X client computer (where printer is attached)

- Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Macintosh OS X client” on page 6.

#### On the PrintSmith Vision server (Mac OS X)

1. On the PrintSmith Vision server, install the printer driver as described in step 1 under “Adding and sharing the receipt printer: Macintosh OS X client” on page 6.
2. Open **System Preferences**.
3. Open **Printers and Scanners**.
4. Click **+** at the bottom of the pane on the left.
5. In the window that opens, double-click the printer that you added to the client.
6. After you add the printer, print a test page.

### Printer = Mac OS X + PrintSmith Vision Server = Windows (all versions)

#### On the Mac OS X client computer (where printer is attached)

1. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Macintosh OS X client” on page 6.
2. Note the IP address of the client computer and the name you gave the printer. You will need to enter this information on the PrintSmith Vision server.

**Note** To obtain the IP address, open **System Preferences**, click **Network**, and check the **Status** for the IP address.

#### On the PrintSmith Vision server (Windows all versions)

1. On the PrintSmith Vision server, download and install Bonjour Print Services for Windows (<http://support.apple.com/kb/DL999>).
2. Start the Bonjour Printer wizard and select the name of the printer you added to the Mac.
3. Copy the driver files that you obtained from PrintSmith Vision Support to a local drive.
4. Add the printer:
  - a. Open the Devices and Printers window. (You can do this from the Control Panel.)



- b. Click **Add a Printer** at the top of the window.
  - c. Click **Add a local printer**.
  - c. Select **Create a new port**, with the **Local port** option selected and then click **Next**.
  - e. Enter **\\IP address or machine name\shared printer name** and click **OK**. (Here you must provide the IP address or name of the *client computer* and the name of the printer.)
  - f. In the next window, click **Have Disk** and locate and select the driver file (this will be where you copied it in step 3 above).
  - g. In the next window select the driver and click **Next**.
  - h. Enter the **Printer Name** and click **Finish**.
5. Open the Devices and Printers window, right-click the printer you just added, and select **Printer Properties**.
  6. On the **Generate** tab, click **Print Test Page**. (If nothing prints, check the network cable connection.)

## Printer = Windows 7 + PrintSmith Vision Server = Mac OS X

### On the Windows 7 client computer (where printer is attached)

1. Turn on the LPD print service:
  - a. Open the Control Panel and click **Programs and Features**.
  - b. In the left pane, click **Turn Windows features on or off**.
  - c. Expand **Print and Document Services**.
  - d. Select the **LPD Print Service** check box and click **OK**.
2. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 7 client” on page 6.
3. Make sure the LPD service is configured correctly:
  - a. In the Control Panel, click **Administrative Tools**.
  - b. Double-click **Services**.
  - c. Double-click **LPD Services**, change the **Startup Type** to **Automatic**, click **Start** if the service was not started, and click **OK**.
  - d. Close all the Control Panel windows.
4. Obtain the IP address of the computer (you will need to enter this later on the PrintSmith Vision server):
  - a. Open the cmd prompt (click **Start** and enter **cmd**).
  - b. Enter **ipconfig**.
  - c. Write down the **IPv4 Address**.

```

Link-local IPv6 Address . . . . . : fe80::1021:54e8:a9f9:8f99%18
IPv4 Address. . . . . : 10.40.80.50
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.40.80.1

```
5. Obtain the share name of the printer:
  - a. Open the Devices and Printers window.
  - b. Right-click the receipt printer and select **Printer properties**.
  - c. Click the **Sharing** tab and write down the **Share name**.

### On the PrintSmith Vision server (Mac OS X)

1. On the PrintSmith Vision server, obtain and install the printer driver as described in step 1 under “Adding and sharing the receipt printer: Macintosh OS X client” on page 6.

2. Open **System Preferences** and then open **Printers and Scanners**.
3. Click **+** at the bottom of the pane on the left.
4. Click **Advanced**.

**Note** If **Advanced** is not displayed on the toolbar, right-click the toolbar, select **Customize Toolbar**, and follow the instructions for dragging **Advanced** to the toolbar.

5. In the **Type** field, select **LPD/LPR Host or Printer**.
6. In the **URL** field, enter **lpd://IP address/PrinterShareName**.
  - *IP address* is the IP address of the client computer to which the printer is attached. You noted this IP address in step 4 of “On the Windows 7 client computer (where printer is attached)” on page 9.
  - *PrinterShareName* is the share name of the printer (which you noted in step 5 of “On the Windows 7 client computer (where printer is attached)” on page 9.

Example: **lpd://10.210.90.30/TSP**

7. In the **Use** field, choose **Select Software**, select the TSP print driver, and click **Add**.

**Important** In PrintSmith Vision, the receipt printer will be identified by its device name (IP address), *not* the printer name.

## Printer = Windows 8 + PrintSmith Vision Server = Mac OS X

### On the Windows 8 client computer (where printer is attached)

1. Turn on the LPD print service:
  - a. Open the Control Panel and click **Programs and Features**.
  - b. In the left pane, click **Turn Windows features on or off**.
  - c. Expand **Print and Document Services**.
  - d. Select the **LPD Print Service** check box and click **OK**.
2. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 8 client” on page 7.
3. Make sure the LPD service is configured correctly:
  - a. In the Control Panel, click **Administrative Tools**.
  - b. Double-click **Services**.
  - c. Double-click **LPD Services**, change the **Startup Type** to **Automatic**, click **Start** if the service was not started, and click **OK**.
  - d. Close all the Control Panel windows.
4. Obtain the IP address of the computer (you will need to enter this later on the PrintSmith Vision server):
  - a. Open the cmd prompt (click **Start** and enter **cmd**).
  - b. Enter **ipconfig**.
  - c. Write down the **IPv4 Address**.

```
Link-local IPv6 Address . . . . . : fe80::1021:54e8:a9f9:8f99%18
IPv4 Address. . . . . : 10.40.80.50
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 10.40.80.1
```

5. Obtain the share name of the printer:
  - a. Open the Devices and Printers window.
  - b. Right-click the receipt printer and select **Printer properties**.
  - c. Click the **Sharing** tab and write down the **Share name**.

#### On the PrintSmith Vision server (Mac OS X)

- Follow the instructions in “On the PrintSmith Vision server (Mac OS X)” on page 9. (The steps are the same whether the client is a Windows 7 or Windows 8 computer.)

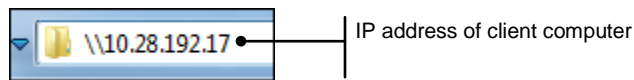
### Printer = Windows 7 + PrintSmith Vision Server = Windows 8

#### On the Windows 7 client computer (where printer is attached)

1. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 7 client” on page 6.
2. Obtain the IP address of the computer and printer share name as described in steps 4 and 5 of “On the Windows 7 client computer (where printer is attached)” on page 9. You will later need to enter this information on the PrintSmith Vision server.

#### On the PrintSmith Vision server (Windows 8)

1. On the PrintSmith Vision server, copy the driver files that you obtained from PrintSmith Vision Support to a local drive.
2. Add the printer to the server:
  - a. Open the Devices and Printers window.
  - b. Click **Add a Printer** at the top of the window.
  - c. Click **The printer that I want isn't listed** and click **Next**.
  - d. Select **Add a local printer...** and click **Next**.
  - e. Select **Create a new port**; in the **Type of port** field select **Local port**; and then click **Next**.
  - f. Enter **\\IP address or machine name\shared printer name** and click **OK**.
    - *IP address* is the IP address of the client computer to which the printer is attached. You obtained this IP address earlier.
    - *PrinterShareName* is the share name of the printer that you obtained earlier.
  - g. If told the user name or password is incorrect, enter the IP address of the client computer in the Windows Explorer bar.



In the login window, enter the login credentials of the *client* computer, *being sure to select the Remember my credentials* check box.

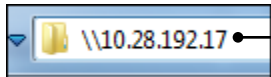
- h. When you resume the process, click **Have Disk** and locate and select the driver file (it is located where you copied it in step 1 above).
  - i. In the next window select the driver and click **Next**.
  - j. Enter the **Printer Name** and click **Finish**.
3. Open the Devices and Printers window, right-click the printer you just added, and select **Printer Properties**.
  4. On the **Generate** tab, click **Print Test Page**. (If nothing prints, check the network cable connection.)

## Printer = Windows 7 + PrintSmith Vision Server = Windows Server 2012

### On the Windows 7 client computer (where printer is attached)

1. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 7 client” on page 6.
2. Obtain the IP address of the computer and printer share name as described in steps 4 and 5 of “On the Windows 7 client computer (where printer is attached)” on page 9. You will later need to enter this information on the PrintSmith Vision server.

### On the PrintSmith Vision server (Windows Server 2012)

1. On the PrintSmith Vision server, copy the driver files that you obtained from PrintSmith Vision Support to a local drive.
2. Add the printer to the server:
  - a. Open the Devices and Printers window.
  - b. Click **Add a Printer** at the top of the window.
  - c. Click **The printer that I want isn't listed** and click **Next**.
  - d. Select **Add a local printer...** and click **Next**.
  - e. Select **Create a new port**; in the **Type of port** field select **Local port**; and then click **Next**.
  - f. Enter **\\IP address or machine name\shared printer name** and click **OK**.
    - *IP address* is the IP address of the client computer to which the printer is attached. This is the IP address you obtained earlier.
    - *PrinterShareName* is the share name of the printer that you obtained earlier.
  - g. If told the user name or password is incorrect, enter the IP address of the client computer in the Windows Explorer bar.
 

The image shows a screenshot of the Windows Explorer address bar. The text inside the address bar is "\\10.28.192.17". A vertical line points from the text "IP address of client computer" to the IP address in the address bar.
  - h. In the login window, enter the login credentials of the *client* computer, *being sure to select the Remember my credentials* check box.
  - i. When you resume the process, click **Have Disk** and locate and select the driver file (on the CD or local drive depending on what you did in step 4 above).
  - j. In the next window select the driver and click **Next**.
  - k. Enter the **Printer Name** and click **Finish**.
3. In the Devices and Printers window, right-click the printer you just added, and select **Printer Properties**.
4. On the **Generate** tab, click **Print Test Page**. (If nothing prints, check the network cable connection.)

## Printer = Windows 8 + PrintSmith Vision Server = Windows 8

### On the Windows 8 client computer (where printer is attached)

1. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 8 client” on page 7.
2. Obtain the IP address of the computer and printer share name as described in steps 4 and 5 of “On the Windows 8 client computer (where printer is attached)” on page 10.

### On the PrintSmith Vision server (Windows 8)

- Complete the steps in “On the PrintSmith Vision server (Windows 8)” on page 11. (The steps are the same whether the client computer is Windows 7 or Windows 8.)

## Printer = Windows 8 + PrintSmith Vision Server = Windows Server 2012

### On the Windows 8 client computer (where printer is attached)

1. Make sure the printer was added and shared as described in “Adding and sharing the receipt printer: Windows 8 client” on page 7.
2. Obtain the IP address of the computer and printer share name as described in steps 4 and 5 of “On the Windows 8 client computer (where printer is attached)” on page 10.

### On the PrintSmith Vision server (Windows Server 2012)

- Complete the steps in “On the PrintSmith Vision server (Windows Server 2012)” on page 12. (The steps are the same whether the client computer is Windows 7 or Windows 8.)

## Task 4: Set Printer Option to Open Cash Drawer

By default, the cash drawer on the receipt printer is set *not* to open when receipts are printed. If you want it to open automatically, you must set a printer option. The procedure is different in Mac OS X and in Windows, and must be done on the PrintSmith Vision server.

**Important** If you have several users printing receipts from different client computers on the same printer, the cash drawer will open each time a user prints the receipt – even if the receipt printer is nowhere near the user who is printing the receipt. The printer option that controls the opening of the cash drawer is a global setting.

### Mac OS X

If your PrintSmith Vision server is Mac-based, contact PrintSmith Support for help in setting the option to open the cash drawer automatically. (This has to be done in Terminal.)

### Windows

If your PrintSmith Vision server is Windows-based, follow these steps to set the option to open the cash drawer automatically:

1. On the PrintSmith Vision server, open the Devices and Printers window (you can do this from the Control Panel).
2. Right-click the receipt printer and select **Printer properties**.
3. Click the **Device Settings** tab.
4. Scroll to **Peripheral Unit 1** for **Type: Cash Drawer**.
5. Change the setting of the **Timing** field – this controls the opening of the cash drawer. For example, if you set this to **Document Top**, the cash drawer will open after the receipt is printed.
6. If you have a second cash drawer, repeat step 5 for **Peripheral Unit 2**.

**Note** You should not need to change any other settings on the **Device Settings** tab.

7. Click **OK**.

## Task 5: Set PrintSmith Vision Preferences

After you configure the receipt printer, you must set your Cash Drawer preferences in PrintSmith Vision to indicate that you are using a receipt printer and to select the printer you configured above. You should also set your Receipt preferences to specify the text used for headers and footers on receipts

### Select the receipt printer in Cash Drawer preferences

1. In the QuickAccess panel, click **Preferences** (or select **Admin > Preferences**).
2. Expand **POS** and select **Cash Drawer**.

3. In the **Receipt Printer** field, select **Named Graphic Printer**.
4. Specify and test your receipt printer:
  - a. In the **Printer** field, select the printer you are using as a receipt printer. If you have more than one receipt printer, select the one you want used by default. (Users will still be able to select a different printer when they print receipts.) The name of the default receipt printer is displayed in the **Current Printer** field in the Cash Register, Post Payments, and Invoice windows.
  - b. Click **Font** if you want to change the font that is used on the receipt printer.
  - c. Click **Test** to make sure you can print on the selected printer.
5. To print receipts:
  - a. Select the **Print Receipts** check box.
  - b. Select the **Print (2) for Credit Cards** check box if you want to print two copies of receipts for credit card transactions (one for the customer and one for your records).
  - c. Select the **Print (2) for Cash** check box if you want to print two copies of receipts for cash transactions (one for the customer and one for your records).
6. Select the **Print Invoices** and/or **E-Mail Invoices** check box to print and/or em-mail an invoice when you pick it up. (A similar choice is available in the Cash Register window.)

**Note** The **Print Invoices** and **E-Mail Invoices** check boxes are unrelated to receipt printers but are part of the Cash Drawer preferences.

7. Select the **Lock Settings** check box to prevent a user from changing the settings of the **Print Receipt** and **Print Invoices** check boxes in the Cash Register window. They are then set to match the Cash Drawer preferences and cannot be changed. For example, you may always want receipts and invoices printed so could ensure this by selecting the **Print Receipts**, **Print Invoices**, and **Lock Settings** check boxes.

**Note** The **Enable receipt printing through RPC** and **Enable debugging of RPC** check boxes apply when PrintSmith Vision is EFI-hosted and you want to take advantage of Remote Print Center (RPC) to facilitate receipt printing. For information, see the section on “Printing Receipts” in the *PrintSmith Vision – EFI-Hosted Guide*.

8. Click **Save**.

**Note** Another way to set up a receipt printer is to add and share the receipt printer on one computer, add the printer to another computer, and select the **Use local printer for receipt print** check box in the PrintSmith Vision Cash Drawer preferences. When the **Use local printer for receipt print** check box is selected, users can print to the receipt printer by selecting the configured printer in the system Print dialog box after previewing a PDF of the receipt.

## Set additional receipt options with PrintSmith Vision preferences

In PrintSmith Vision you use the Receipt preferences to set the header and footer text for receipts as well as the receipt numbering and tax option.

1. In the QuickAccess panel, click **Preferences** (or select **Admin > Preferences**).
2. Expand **POS** and select **Receipt**.

Receipt	
<b>Header</b>	<p><b>EFI PrintSmith</b>  <b>17250 N. Hartford Dr.</b>  <b>Scottsdale, AZ 85255</b>  <b>Phone 480-538-5800</b>  <b>Fax 480-538-5804</b></p>
<b>Footer</b>	<p><b>Visit our web site at</b>  <b>www.printsmith.com</b>  <b>www.efi.com</b>  <b>Thank you!</b></p>
<input type="checkbox"/> <b>Serial numbers on receipts starting at</b>	<input type="text" value="0"/>
<input type="checkbox"/> <b>Hide tax in line items</b>	

3. Click the **Header** field and then enter the text that you want to print at the beginning of each receipt.
4. Click the **Footer** field and then enter the text that you want to print at the end of each receipt.
5. Select the **Serial numbers on receipts starting at** check box to include a serial number on the receipt (to help track receipts). The field to the right of this check box shows the serial number last used to print a receipt. If you change the number, a new sequence of numbers begins.
6. Select the **Hide tax in line items** check box to include the tax in the price (so that the tax is not listed separately). Select this check box *only* if you are setting up the entire system to include tax as part of the price (instead of showing tax separately).
7. Click **Save**.

## Is PrintSmith Vision EFI-Hosted?

To facilitate receipt printing when PrintSmith Vision is EFI-hosted, you should install Remote Print Center (RPC) on a client computer to which the receipt printer is attached. RPC ensures communication between your PrintSmith Vision server and the receipt printer and avoids the need to preview a PDF of a receipt and select a printer before printing the receipt.

For information about installing and using RPC, see the section on “Printing Receipts” in the *PrintSmith Vision – EFI-Hosted Guide*.



## Troubleshooting

### Problems with Configuration

If you have trouble with the configuration, make sure you completed all the steps on the client and server sides. In particular, verify that the correct IP address and printer name were specified on the PrintSmith Vision server.

### If You Need to Uninstall the Printer Driver

If you need to uninstall the printer driver, contact PrintSmith Vision Support.

### If Receipt Printer Becomes Unavailable

If the receipt printer was working for a while, and then becomes unavailable, you may have a non-static IP address on the computer to which the printer is attached. When the IP address changes, the printer will not be found.

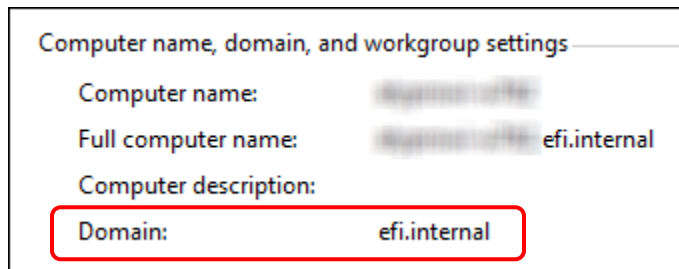
Reconfigure the printer on the PrintSmith Vision server so the correct IP address is specified. For this reason, EFI highly recommends a static IP address on the computer to which the receipt printer is attached.

### (Windows) If Receipt Fails to Print Due to Java Permissions Error

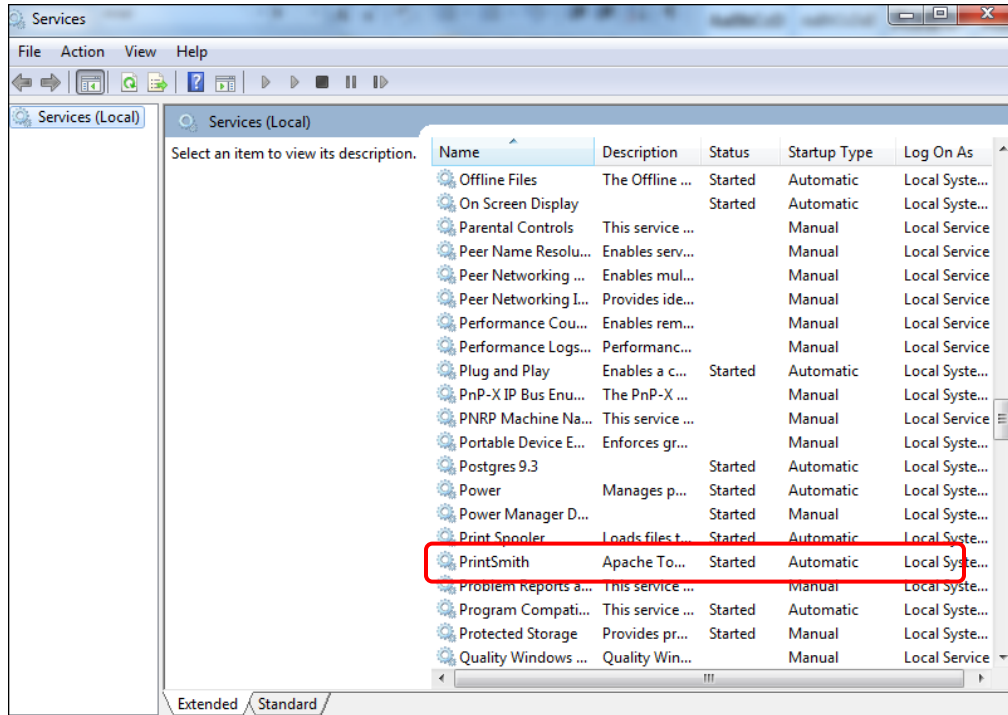
If your PrintSmith Vision server is installed on a Windows computer and you get a Java permissions error when trying to print receipts, follow these instructions.

**Note** You must be logged into the Windows computer as the user who installed PrintSmith Vision.

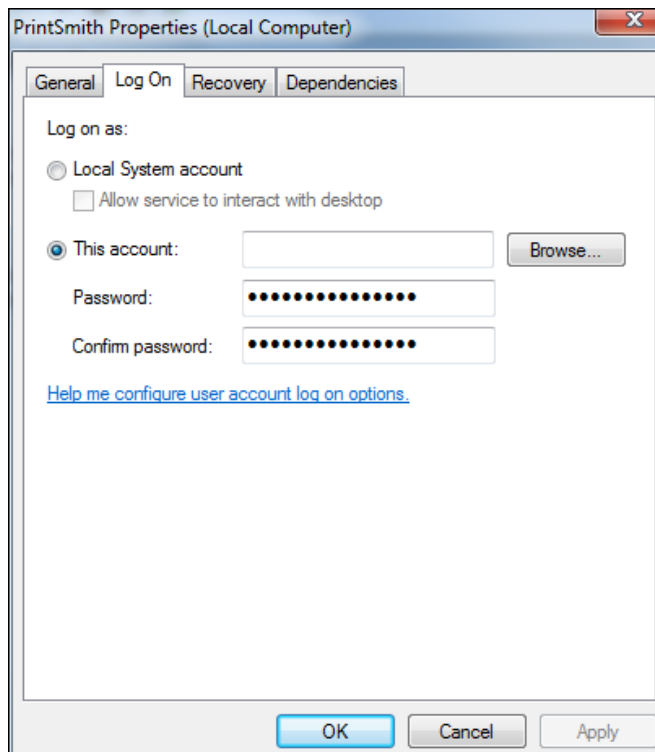
1. If you are part of a domain and do not know what it is:
  - a. Right-click **Computer** and select **Properties**.
  - b. Scroll down to **Computer name, domain, and workgroup settings** and note the **Domain** name.



2. Click the **Start** button, enter **services**, and then select **Services**.
3. In the Services Window, locate **PrintSmith** in the **Name** column.



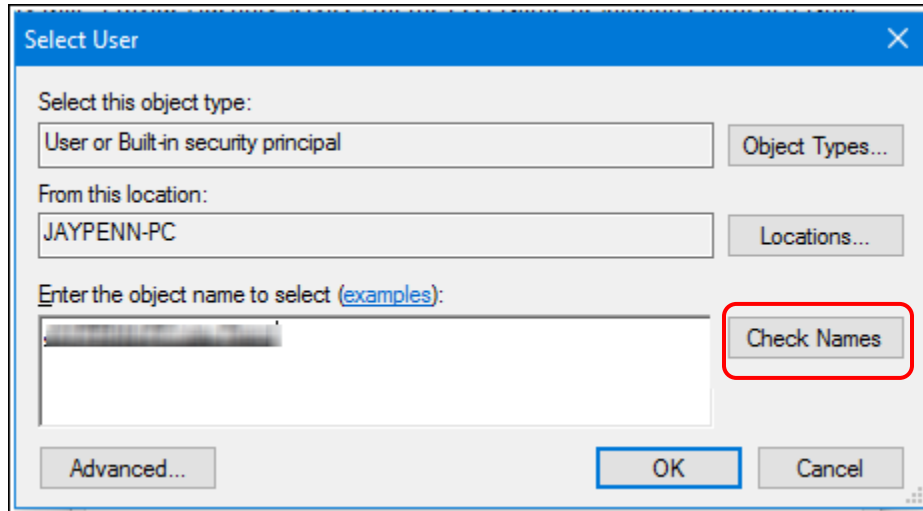
4. Right-click PrintSmith, select **Properties**, and click the **Log On** tab.
5. Select **This account** and click **Browse**.



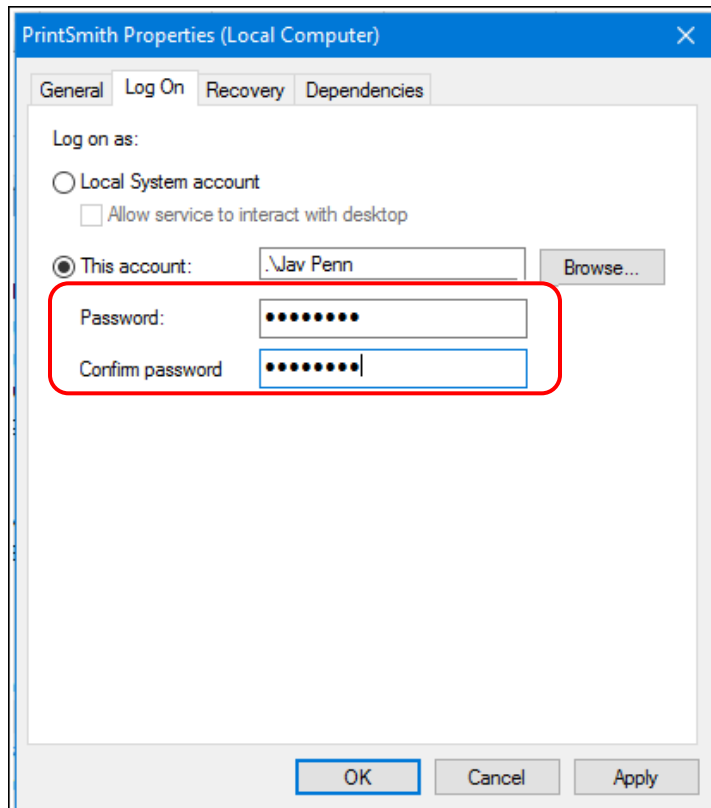
- Under **Enter the object name to select**, enter your user name and then click **Check Names**.

**Note** If you are in a domain, precede your user name with the name of the domain in the format *domain\user name*, for example, **mycompany\jsmith**.

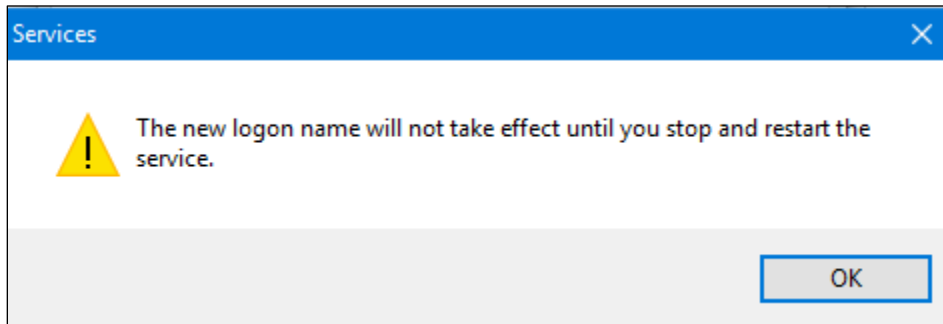
- Click **OK**.



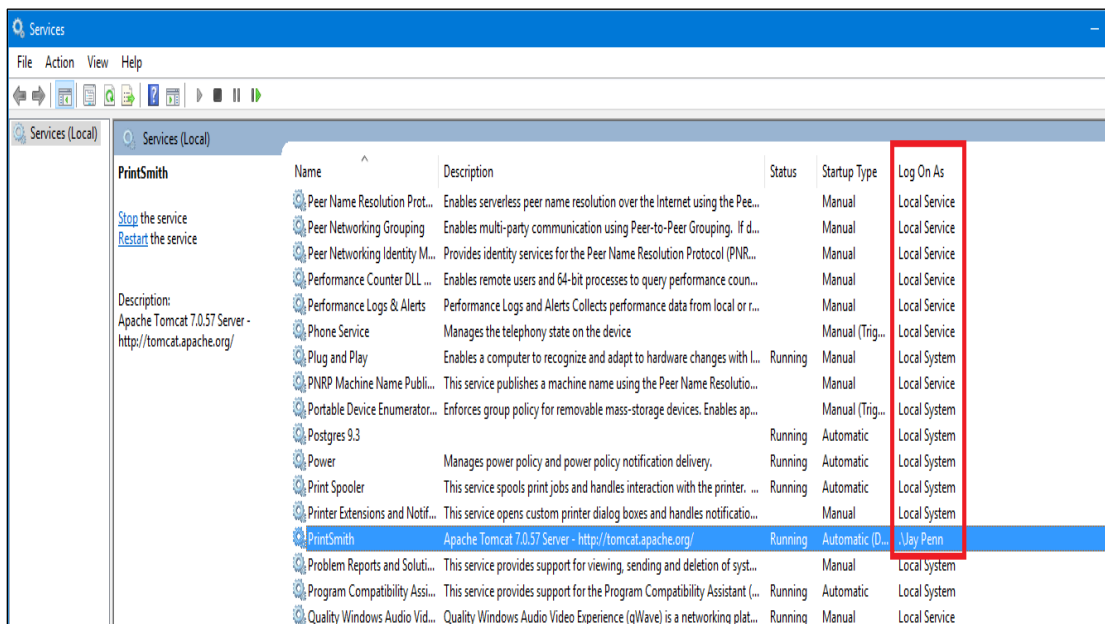
- Back on the **Log On** tab, enter and confirm the password you use to log into Windows (with this account), and then click **OK**.



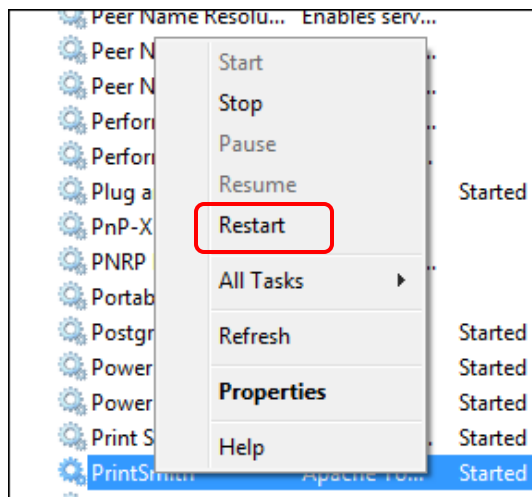
- After you click **OK**, you should get a message about needing to restart the service. Click **OK**.



In the Services window in the **Log On As** column, the PrintSmith service is now identified as a user account instead of **Local Service**.



- Right-click **PrintSmith** and select **Restart**.



**Note** If you receive an error restarting the service, you entered a wrong password in step 8. Repeat that step and try restarting the service again.