

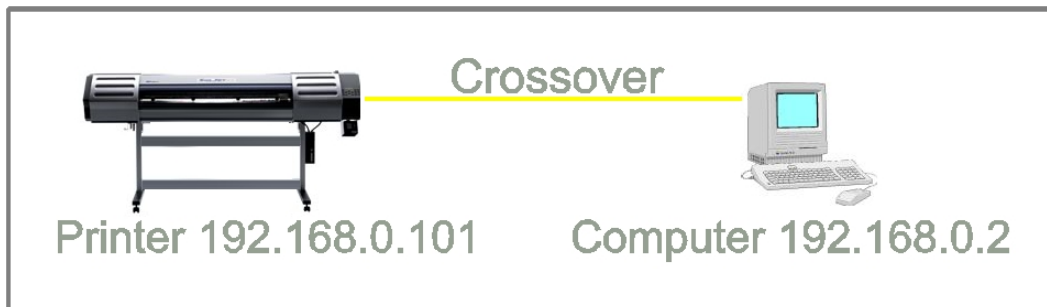
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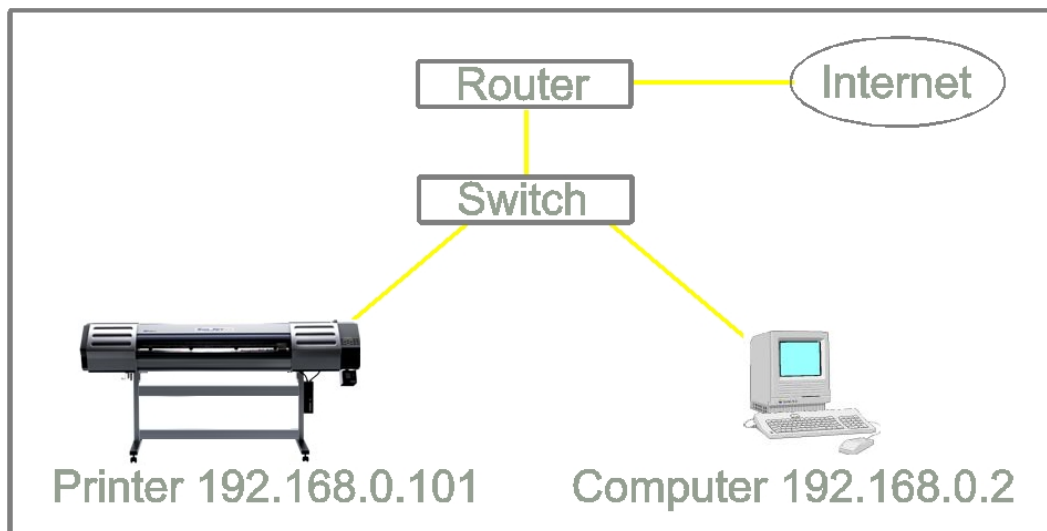
Knowledge Base

Roland Ethernet Guide

This document is a step-by-step guide to installing and troubleshooting a Roland Ethernet device in a Windows 2000/XP network environment. There are 4 basic steps to completing this task: configure Windows, hook the printer to the computer with the correct cable, configure the printer and configure Roland VersaWorks. Some end user locations will already have Windows configured or will supply you with the information needed to configure it. In all cases where there is an existing network please ask the end user how they would like their PC configured. By no means does Roland want you to configure the end user's complete network, you just need to get the printer communicating with the PC without interfering with the end users existing network. Please follow the steps below in order to configure their pc and printer for a generic network configuration. All settings below are suggestions and will work in the majority of networks, please use them if possible.



Crossover Network Diagram



Patch Network Diagram



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Step 1 – Configure TCP/IP in Windows 2000/XP

- Navigate to Network Properties
 - Start -> Settings -> Control Panel -> Network Connections
- Find “Local Area Connection” and double click on it.
 - If you have more than one you will need to determine which network interface card you have plugged in to the Roland printer
- Click on “Properties” in the “Local Area Connection” dialog box
- While in the “General” tab find and highlight “Internet Protocol (TCP/IP)” in the window (Fig. 1)
- Select “Properties” on this screen. (Fig. 1)
- Place a dot in “Use the following IP address”. (Fig. 2)
- Type the following information in the appropriate fields. (Fig. 2)
 - **WARNING – If the customer has an existing network these setting might be incorrect. Have the customer supply you with the IP address for the computer and printer. If the settings do not match the existing network you will break their network by inputting conflicting information here.**
 - IP address – 192.168.0.2
 - Subnet mask – 255.255.255.0
 - Default gateway – 192.168.0.1
- Select “OK” to save the information. (Fig 2.)

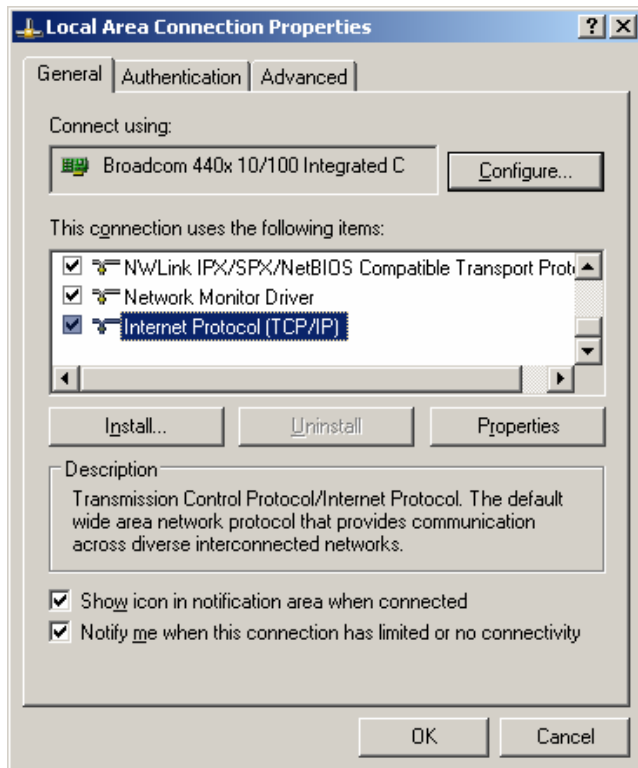


Fig. 1

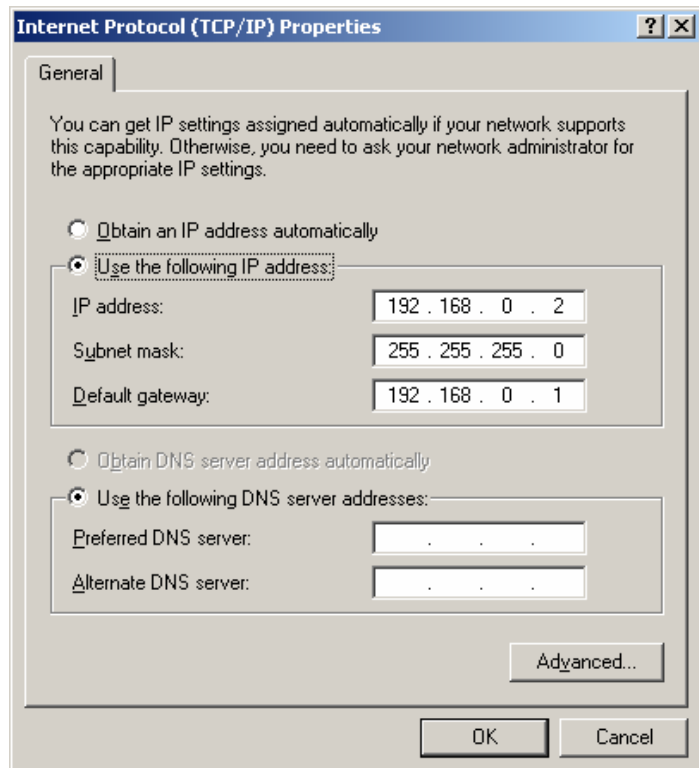


Fig. 2



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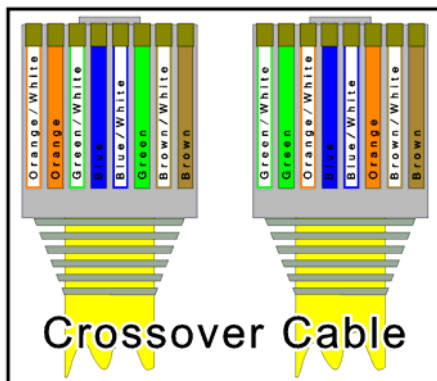
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Step 2 - Connect printer and computer with Ethernet cable

You have 2 options for connecting a Roland Ethernet device. The following information should help you make an educated decision as to what method is best for your situation.

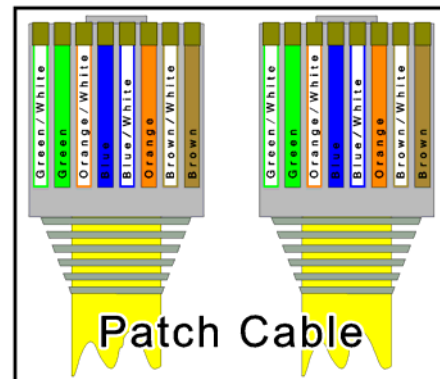
Crossover Cable

- Pros
 - o Easy to configure and troubleshoot
 - o No need to buy a switch or router
- Cons
 - o Needs second network card to access broadband internet
 - o Having 2 network cards can confuse some Windows configurations
 - o In most cases only 1 computer will have access to the RIP and the printer
- Facts
 - o Uses only 1 cable
 - o Cable runs directly from PC to printer
 - o Cable must be wired as shown below. Hold cable up and see if colors match in the correct order. There is no right or left.



Patch Cable

- Pros
 - o Allows you plug in to an existing network
 - o Allows broadband internet access
 - o Allows other computers on the network to access the RIP and the printer
 - o Patch cables are more common
- Cons
 - o Must make sure you configure to match existing network
 - o Must have switch/router
- Facts
 - o Uses at least 2 cables
 - o 1 cable runs from PC to switch/router
 - o 1 cable runs from printer to switch/router
 - o Cable must be wired as shown below. Hold cable up and see if colors match in the correct order.



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Step 3 – Configuring the Roland Ethernet Print Server

Configuring the Roland Print Server is a very simple process and can be accomplished in a number of ways. We will focus on the most common and arguably the easiest way – the PRINTSERVER-NetTool. This application ships with all Roland Ethernet devices. If you find yourself on-site and do not have this tool with you it can be downloaded from R-NET.

- Make sure printer main power is in the ON position – Sub power does not have to be ON here to complete configuring the Print Server.
- Install PRINTSERVER NetTool from supplied CD or download from R-NET.
- Start PRINTSERVER NetTool from the Windows Start menu.
- NetTool should recognize the new printer and display it under the IP section.
- Right click on the red “X” and select “IP Wizard” (Fig 3.)
 - Tip – If you don't see the “New Print Server” try installing IPX on the windows computer. This will by-pass any wrong TCP/IP configurations as well as most firewall issues you may have. See more details in the Troubleshooting section.

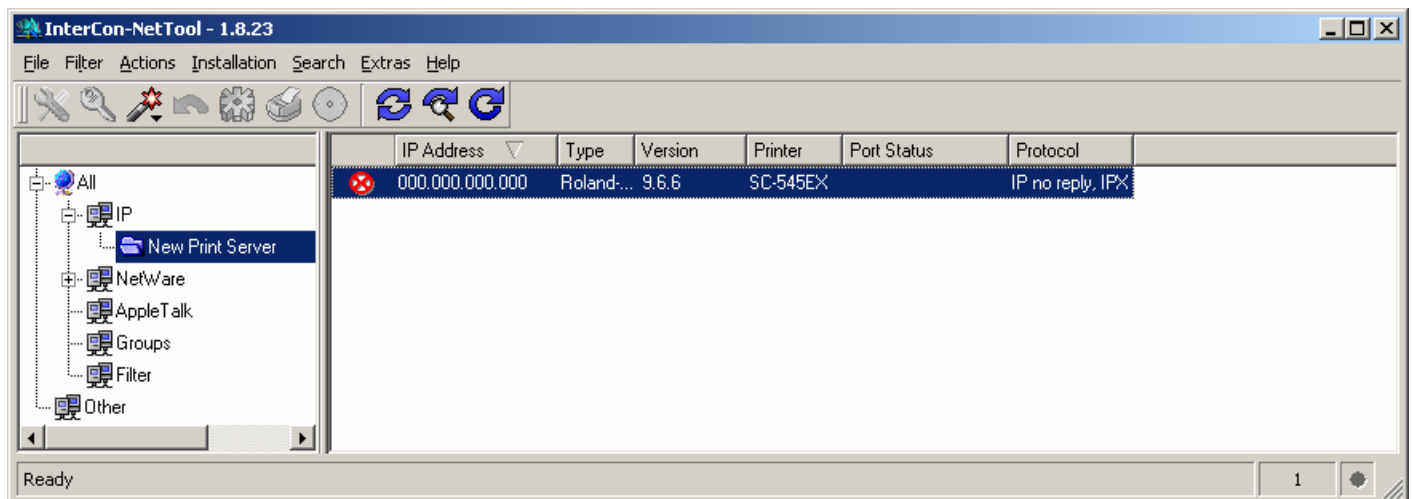


Fig 3.

- Select Manual TCP/IP Configuration
- Input the proper IP and Netmask in the fields (Fig 4.)
 - IP address – 192.168.0.101
 - Subnet Mask – 255.255.255.0
 - Gateway – 192.168.0.1 – Optional
- Click Next
- Verify the setting you just input are correct
- Click Finish



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IP Wizard for: IC08203F

Enter the IP address of the print server, and the subnet mask. If 'Multicast router as gateway' is enabled the address of the multicast router found is used as gateway. Disable this parameter if you want to edit the gateway manually.

IP address: 192 . 168 . 000 . 101

Subnet mask: 255 . 255 . 255 . 000

Gateway: 000 . 000 . 000 . 000

☒ Multicast router as gateway

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Fig 4.

The Roland Printer is now ready to communicate with the computer. You can test communication by opening a web browser and typing in the IP address you just assigned the printer or configuring VersaWorks.

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Step 4 – Install and configure Roland VersaWorks

- Install Roland VersaWorks from the supplied CD
- Run the Online Updater to make sure you have the latest version of VersaWorks (Fig 5.)

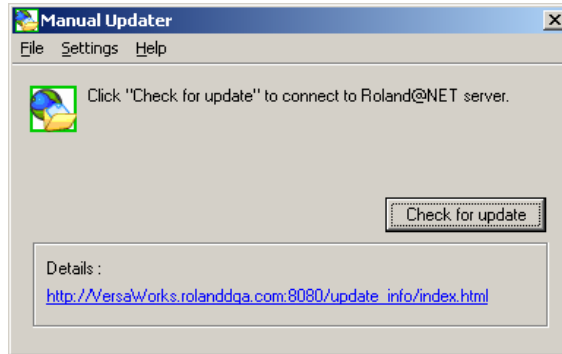


Fig 5.

- Start VersaWorks from the Windows Start Menu
- The Printer Settings screen will pop-up, fill in the IP address of the printer
- Click on Verify – Your printer's information should populate the fields at the bottom of the Printer Settings window (Fig 6.)

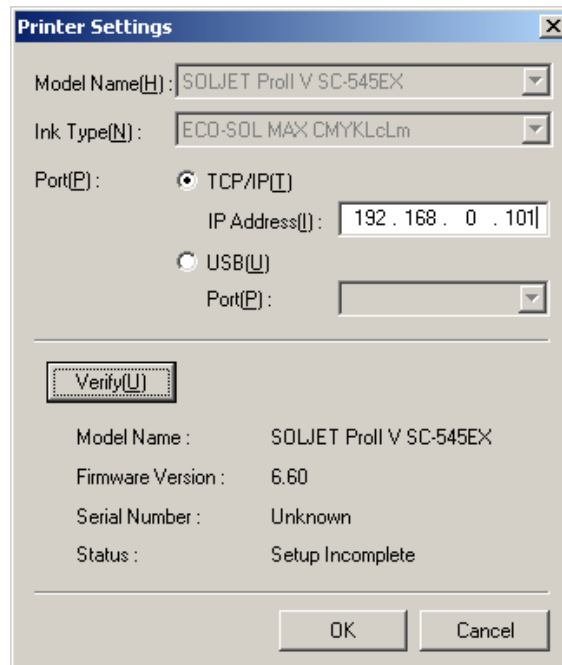


Fig 6.

- Click OK – VersaWorks will finish starting and is ready to print



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Troubleshooting Guide

Printer does not show up in NetTool

- o NetTool may require to be restarted to find the printer, restart NetTool after any change is made. Even turning the printer off and back on.
- o Hook the printer up direct with a known good crossover cable and try NetTool again
- o Firewall installed
 - o Disable firewall and try NetTool again
- o No Firewall installed
 - o Install IPX on the PC.
 - Navigate to "Start -> Settings -> Control Panel -> Network Connections"
 - Right click on the "Local Area Connection" icon and click on "Properties"
 - Select "Install -> Protocol – Add"
 - Select "IPX/SPX" and complete the install
 - o Restart NetTool
- o A printer should show up under the "Netware" menu (Fig 7.)
- o Double click on the listed printer
 - Navigate to the TCP/IP section and configure it using the proper settings
- o If the IPX method fails you more than likely have a physical issue
 - Check the cables, switch, network cards or drivers

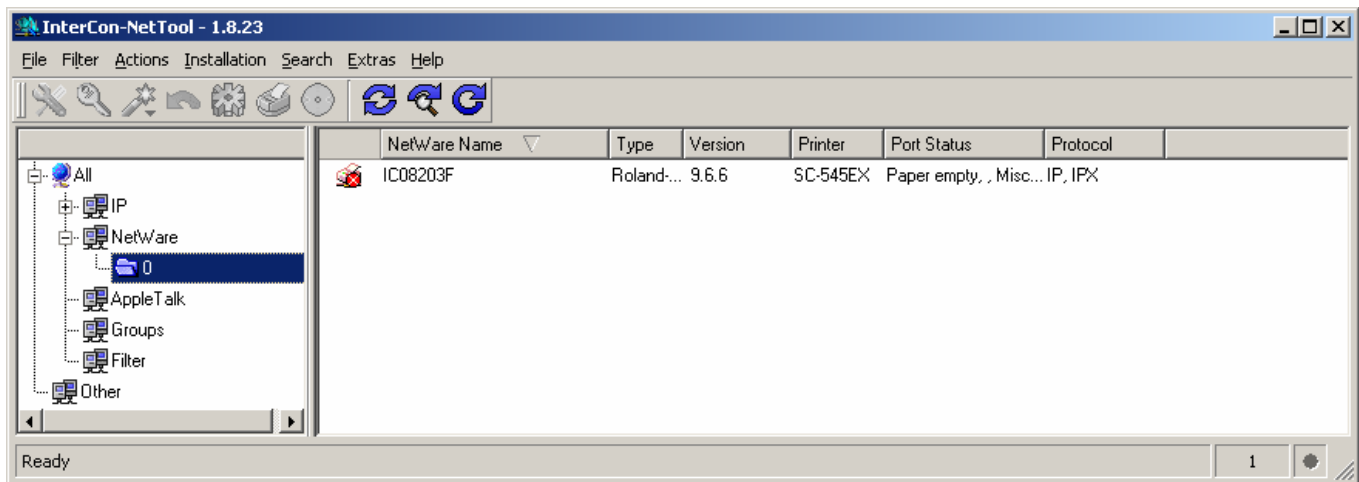


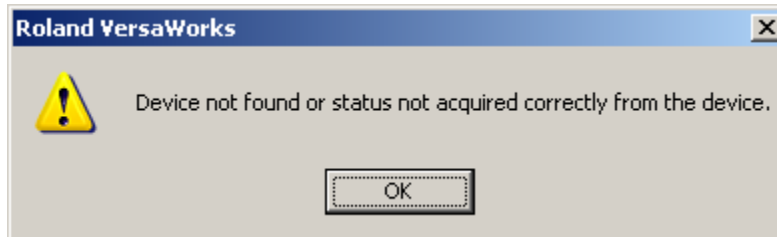
Fig 7.

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Roland VersaWorks gives error when verifying printer settings



- o This error means VersaWorks can not communicate with the printer
- o If you successfully configured the print server with the NetTool and you receive this error you more than likely have a configuration error. Check all your IP/Netmask numbers for accuracy and try again. Typos are common.
- o Firewall installed
 - o Specifically allow Roland VersaWorks in the firewall configuration and try again
- o No Firewall installed
 - o Type the IP address of the printer in to a web browser. You should see a Roland Print-Server page
 - If this is successful check the firewall setting again

Resetting your print server

- o Turn the main power off on the machine
- o Press and hold the blue reset button for the print server
- o Turn the main power on while holding the blue reset button
- o When you see the green and orange lights blinking rapidly, release the blue reset button and then press it once more
- o Wait until the orange light blinks slowly and then turn the main power off
- o Turn the printer back on
- o Your print server is ready to reconfigure

Notes

- IP for printer and computer must be static, do not allow your router to give out IP's via DHCP or any other service.
- The above IP scheme will work with a crossover or switched network setup

