

Technical specifications for printers supported in Compusource software applications:

Unfortunately there is no easy way to determine if a specific printer will work with Compusource software applications. Sometimes you can ask the manufacturer to verify the device meets the following requirements, but the information they provide can be confusing as they may not use the same wording or indicate support for features described the same way.

In order to work with Compusource software, printers must support the following features:

- **Printers must have support for the HP PCL printer language** - typically PCL 5 or 5e, but PCL3 should also work. PCL 6 is supposed to be backwards compatible with PCL 5 so it should be OK as well.
- **It must not be a "Windows only" or "host based" printer.** In the past we have referred to this as the printer supporting "DOS printing". Technically, this means the printer has an internal rasterizer that converts text and job control language sent directly to it into the image that prints without having to go through the Windows (or other) printer driver. "Windows only" printers have to pass the print job through the Windows printer driver before being sent to the printer. The Windows printer driver converts the text and graphics into an image that is then sent to the printer. In Windows, UBL prints using a COPY command which is basically a DOS printing technique. In Unix, text and commands are sent directly to the printer without a driver being used.
- **Printers should be connected using print servers and the print server must support the LPD protocol** – this is also sometimes referred to as Unix printing. This is a requirement of internal print servers as well.

We have more success with printers when they are on print servers. If you have a Unix Server running UBL, then a print server is required. It is strongly recommend that printers be purchased with built-in print server so that they are network ready (all the printers listed below have print servers built-in).

Many printers support LPD or Unix printing partially as the HP LaserJet P2015 does. In this case, some of its features work and some don't (example: attempting to use the built-in duplexing feature of a P2015dn causes data loss and the entire document doesn't print).

- Typically low cost Multi Function printers (MFP) devices don't work – these are print, fax, scan, "all-in-one" devices. More expensive devices like copiers that support network printing generally will work if they support PCL.
- In the past we have supported "pass-through" printing. This is an archaic printing technique of sending data to the printer by first sending it to the terminal emulator in use by the user on the Windows client workstation, and then sending it from that application to a physically attached Windows printer. While this may work in some cases it is strongly recommended that you avoid it as there are many other limitations on the printers that are supported. **We do not recommend you print using "pass-**

Supported Printers

Technical Advisory



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through” printers and we can’t promise it will work. Please install printers on print servers as noted above.

- Some Windows printers do not support NetBIOS sharing (network sharing) so these will not work with our applications. This will affect Ascente and Traverse applications as well as our UBL based applications.
- There are also some issues with using printers in a Terminal Server environment. Some are simply not supported in Terminal Services. If the printer is going to be used in Terminal Services then it should be verified with the manufacturer that this is supported. This will affect Ascente and Traverse applications as well.
- In order for a printer to print our laser forms the printer must be a laser printer. InkJet type printers are not supported for our Forms packages. “Pass-through” printers are not supported for our forms packages, even if they are laser printers.

We cannot guarantee that any printer will work but we can provide a list of printers that we have worked with in the past:

Brother HL-5250DN
Brother HL-5370DW
HP LASERJET 1160n
HP LASERJET 1320n
HP LASERJET P2015n (no duplexing)
HP LASERJET P2055n
HP LASERJET 2100n
HP LASERJET P3005n
HP LASERJET 2300In
HP LASERJET 2420n
HP LASERJET 4240n
HP LASERJET 4250dtn
KONICA MINOLTA C450
KONICA MINOLTA DI183
KONICA MINOLTA DI183
KONICA MINOLTA DI200
KONICA MINOLTA Buzhub series
KYOCERA MITA COPIER 1810
KYOCERA MITA COPIER 4230
OKIPAGE LED 24
OKIDATA B4600
OKIDATA B6500 (with current firmware)
SHARP COPIER SPF546CE
TOSHIBA ESTUDIO 450
TOSHIBA ESTUDIO 520
HP Color LaserJet 4600n (printing black and white reports only, forms not tested)

If you have a specific model you would like us to look at we can check the manufacturer specifications, but again, we can’t guarantee it works without testing one. If you’d like to purchase a printer from us we can make sure it works.