

## New printer Request Script/Form for DIRM CSC

Owner – Team 51  
Version 4 March 2012

Questions CSC should ask when a customer requires a new mainframe printer gen (or send them this form/doc).

Black – the type of information we want.

Red – question to ask the caller/requestor.

Blue – additional instructions/information for the call taker.

Green – the answer/data we should end up with.

Pink – additional notes for the customer

This form is used to setup a mainframe printer name for an existing printer at a remote site. This form will not initiate anything else.

This means that assignment of IP addresses, RPM server settings, printer setup and local networking (including firewalls) work will have to be initiated separately.

<b>Date:</b>	:	[mm/dd/yy]
<b>CSC agent's name</b> (if applicable)	:	
<b>Remedy Incident</b> (if applicable)	:	

### Contact information

**Name of requestor** :

**Requestor's email** :

**Requestor's phone number** :

email address needs to be correct so we can communicate via Remedy

### How many printers do you want?

**Number of printers** : X

If you need more than 1 printer then you can request them all on one form **IF** all of their attributes are the same. If they are not the same you will need a separate form for printers with different attributes.

### Printer Information

**IP address of the printer** : XX.XX.XX.XX

1) Many 10. and 172. addresses are not reachable from the ITS mainframes. These may require a public facing IP address that is translated to the 10. address by local site routers.

2) This may be the IP address of the print server if one is used.

3) The printer may not use an IP address but may use a domain name instead. If so then fill in below.

**Domain name (if applicable)** :

e.g. HRDSB01.DHR.STATE.NC.US

**Printer Port** : XXXX

Most printers will expect port 515.  
Printers that use Windows Standard Port Monitor may expect port 9100.  
If in doubt use port 515.

**Location of printer** :  
**County** :

**Bill code** : **XXX**

This is a 3 character code that is used at the start of the printer's mainframe name. It is also the bill code used to charge the printer's mainframe activity costs. The bill code may be set by the organization using the printer or by its location. *e.g.* DSS printers start with and have a bill code of "FSB"

Printers in the Adams Building start with "PHC" or "SEG."

Reference sheet #1 is a list of valid bill codes. The bill code must be one of these values. If the requester doesn't know the bill code then ask for the mainframe (8 character node name) of a similar nearby printer and use its bill code.

**Is this a LAN printer?** : **yes/no**

A printer will either be a LAN printer or a directly attached IP printer.

**It will usually be a LAN printer.**

By LAN printer we mean that the mainframe print destination goes to a queue on a print server. The print server, in turn, directs the print to a physical printer.

### For LAN (print server) printers

**What is its printer queue name?** :

This can be any character string. They may not have assigned it yet in which case Tech Support can assign it, this acceptable. It is usually the same 8 characters as the mainframe printer name.

**What is the connection type?** :

This can be LPR, LPD, RPM or Novell or possibly something else. If unknown then just note "*unknown*."  
*e.g.* LPR / LPD / RPM / Novell

**Is the printer a post script printer?** : **yes/no**

These days it would be unusual for it to be a post script printer. If the requestor doesn't know then default to "no."

**Is this a PCL printer?** : **yes/no**

If they don't know then assume "yes"

**Portrait/Landscape?** :  
Default is "portrait."  
If both portrait and landscape are required then 2 mainframe printer setups are required, one for each.

**Does the printer need to support AFP (Advanced Function Printing)?** : yes/no  
*i.e.* will the printer be used for Spanish / other language printing?

**Does the printer need to be GDDM?** : yes/no  
Graphical Data Display Manager – printer required for DB2/QMF printing only.  
If the requestor doesn't know then the answer is "no".

**Is this a WIC voucher printer?** : yes/no  
Is this a magnetic / MICR printer ?

**What applications need be added for the printer?**  
These are are application names and/or regions names for which the printer needs to be defined.  
*e.g.* IMS, VPS/DSPRINT (TSO print), CICSSCC4 (also known as ZSA4),  
NC22, Food Stamps, ACTS,  
XPTR, ZSA1 WIC or HSA (NC25)  
Services for the blind (BBS) child care services (GHB)  
**If Food Stamps – Is this a "virtual" "COMPASS printer ?** : yes/no

## Notes

Local site should allow traffic to ports 515 from 207.192.50.\*.  
If the printer is uses Windows Standard Port Monitor then the site should allow traffic to port 9100

## **Reference List #1 – List of valid bill codes**

[\(go back\)](#)

In alphabetical order;

AUD  
BDA  
BRA  
CCI  
CND  
CRJ  
DBA  
DMA  
DVA  
DYA  
EFP  
EJA  
FKY  
FSB  
HAB  
HAC  
HBM  
HBN  
HBQ  
HCE  
HCF  
HSB  
HSE  
HUO  
HVM  
MCG  
MCN  
MCQ  
MHA  
MHE  
MHF  
MHH  
MHI  
MHJ  
MHK  
MHL  
MHM  
MHN  
MHO  
NAA  
NAC  
NAD  
NAF  
NAG  
NAH  
NAI  
NAJ  
NAK  
NAL  
NAM  
NAN

NAQ  
NAS  
NAU  
NAV  
NAW  
NAZ  
NDB  
NDC  
NDE  
NDF  
NDG  
NDH  
NDI  
NDJ  
NDK  
NDL  
NDM  
NDN  
NDO  
NDQ  
NDS  
NDU  
NDV  
NDY  
NDZ  
NEA  
NEB  
NEC  
NED  
NEE  
NEF  
NEG  
NEH  
NEJ  
NEK  
NEL  
NEM  
NEO  
NEQ  
NES  
NFB  
NFC  
NFD  
NFE  
NFF  
NFG  
NFH  
NFI  
NFJ  
NFK  
NFL  
NFM  
NFN  
NFO  
NFQ  
NFS

NFU  
NFV  
NFY  
NFZ  
NGB  
NGD  
NGE  
NGF  
NGG  
NGH  
NGI  
NGK  
NGL  
PHC  
RNA  
SAE  
SEG  
SLA  
UCR  
VAA  
VRE  
VRN  
VRP  
VRS  
VRW  
WDA  
YCT  
ZDE  
ZGA  
ZHN