

# Frequently Asked Questions

## Generic Problems

Search the CS-Tech wiki if you have a Computer problem. If something is missing and you think it should be included on the CS-Tech wiki, write to the CS-Tech team.

## Tickets

### How to write a ticket

- Be as specific as possible, e.g. fullname of the application, exact error message, name of PC, etc.
- Include all necessary information, e.g. computer room, date and time

### Examples of bad tickets

1. Please print the attached document on the plotter.

Problem: User did NOT specify the size of the poster.

## Plotter

### Plotter Dimensions

HP Designjet 800ps Printer (42 in) (C7780C)

Max width of Roll = 106 cm

Normal/Glossy Paper Roll: Width = 91 cm Format: C0

[International Standard \(ISO\) Paper Sizes](#)

### Infos

Things to keep in mind when printing to the plotter:

- do embed *\*all\** fonts in the PDF.

With latex this is done as follows:

```
latex poster
```

```
dvips poster  
ps2pdf -dPDFSETTINGS=/printer -dCompatibilityLevel=1.4 poster.ps
```

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