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 Infos

Plotter Model:

HP Designjet 800ps (7353) Plotter (42 in) (C7780C) Max width of Roll = 106 cm

Available Paper Types:

HP Coated Paper Q1441A Width 841mm x Length 45,7m Width 33,11 inch x Length 150 ft 90 g/m² 26 lb.

e-pa Jet Premium Coat Width 914mm x Lenght 30m Width 36 inch x Length 100 ft 170g/m2

Not available at the moment!

HP Universal Instant-Dry Semi-gloss Photo Paper Q6580A Width 914mm x Length 30,5m Width 36 inch x Length 100 ft 190 g/m²

Example

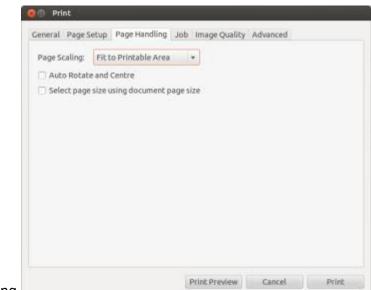
PDF file example-pdf.pdf Paper Size: A5, Portrait (5.83 × 8.27 inch) Printing on HP Coated Paper

Print Settings (evince, Ubuntu 12.04.5 LTS)

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Printer	Location		
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EPSON_Epson_Stylus_SXS25WD	Arbeitszimmer		
HP-LaserJet-4350	POS 3rd Floor left		
HP_CLJ5550	POS 2nd Floor right		
🚔 hp_lj4350	POS 3rd Floor Left		
🔒 hplj4350_krbsmb	POS 3rd Floor		
	SER K 2nd Floor K218 - Faculty of Science and Tec		
🖶 Platter	POS 2nd Floor Serverroom		
plotter_gutenberg	POS 2nd Floor Serverroom		
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Print Preview

Engineering-Tech Wiki - https://wiki.inf.unibz.it/

How to create a document for plotting:

- Coated Paper: Width 841mm x Height 1151 mm (33.11 inch x 45.31 inch)
- Semi-gloss Photo Paper: Width 914 mm x Height 1276 mm (37.04 inch x 50.24 inch)

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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