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
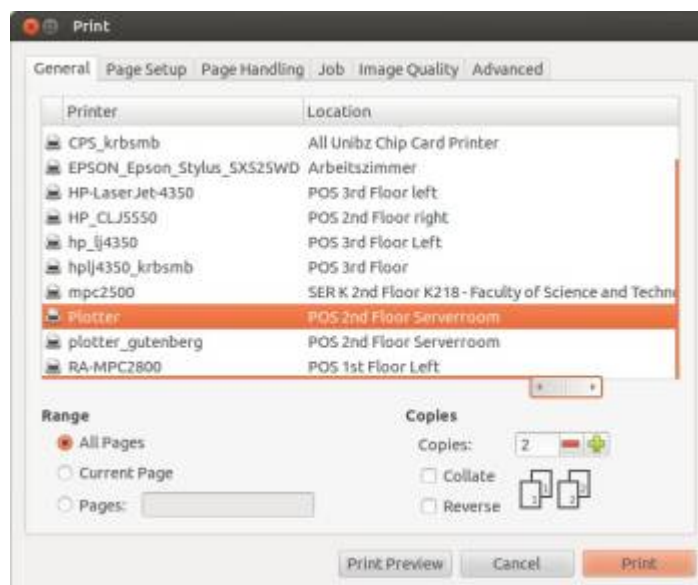Width 914mm x Length 30,5m
Width 36 inch x Length 100 ft
190 g/m²

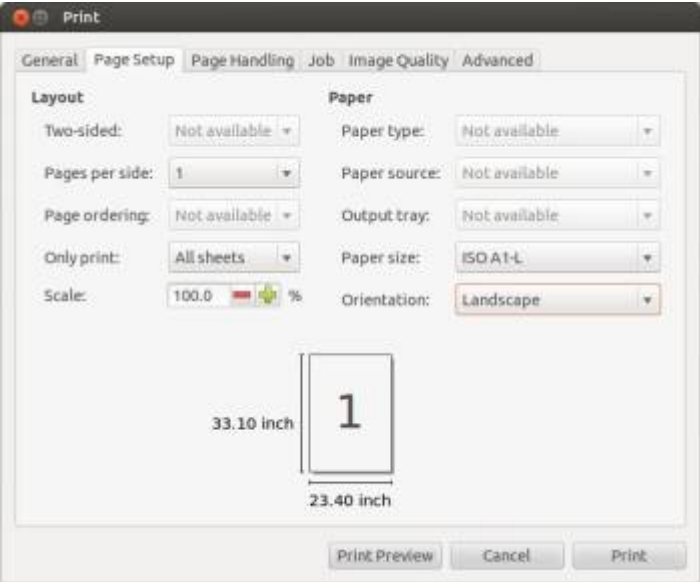## Example

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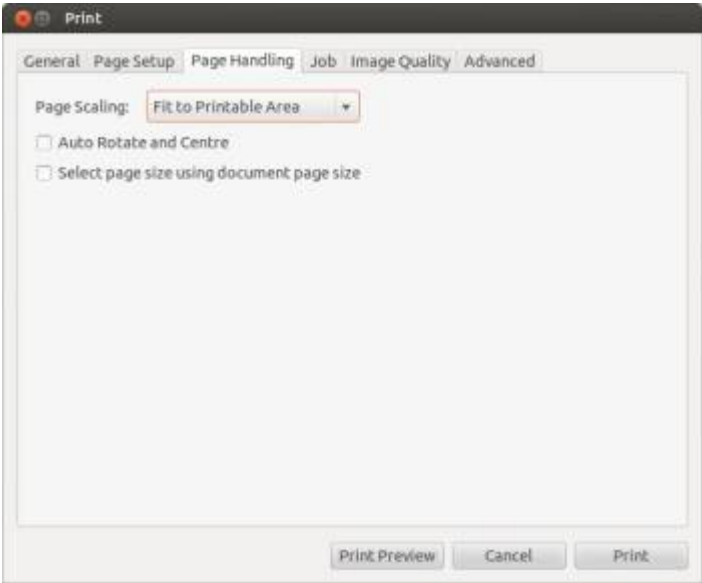Printing on HP Coated Paper

Print Settings (evince, Ubuntu 12.04.5 LTS)

Print –> General

Print –> Page Setup

Print –> Page Handling

Print Preview

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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