

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) [Service Manual](#)

Max width of Roll = 106 cm

Paper Sizes

Size	mm	inches
A0	841 x 1189	33.1 x 46.8
A1	594 x 841	23.4 x 33.1
A2	420 x 594	16.5 x 23.4
A3	297 x 420	11.7 x 16.5
A4	210 x 297	8.3 x 11.7
A5	148 x 210	5.8 x 8.3
A6	105 x 148	4.1 x 5.8

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

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 Length 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

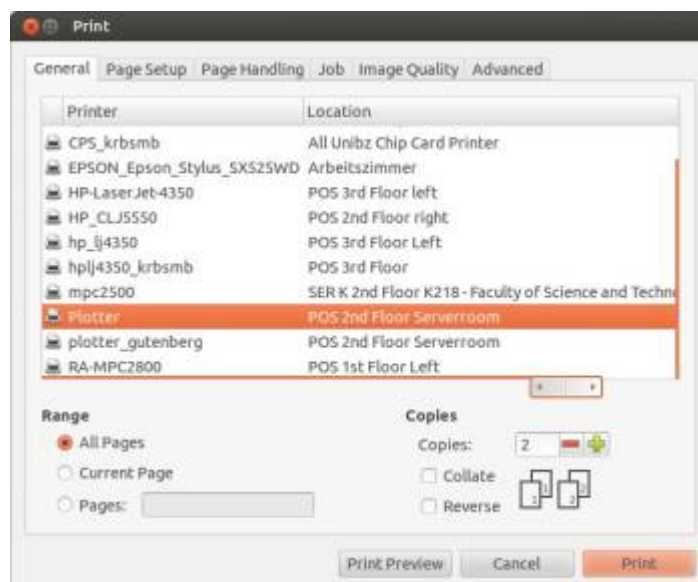
Example

PDF file [example-pdf.pdf](#)

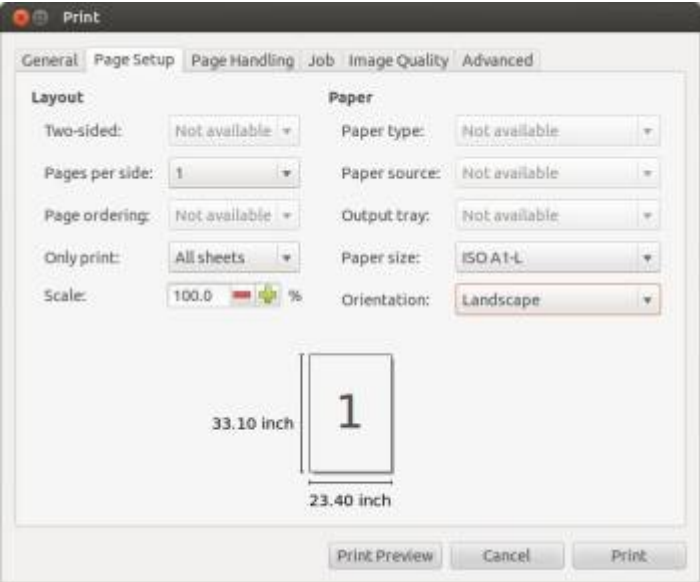
Paper Size: A5, Portrait (5.83 × 8.27 inch)

Printing on HP Coated Paper

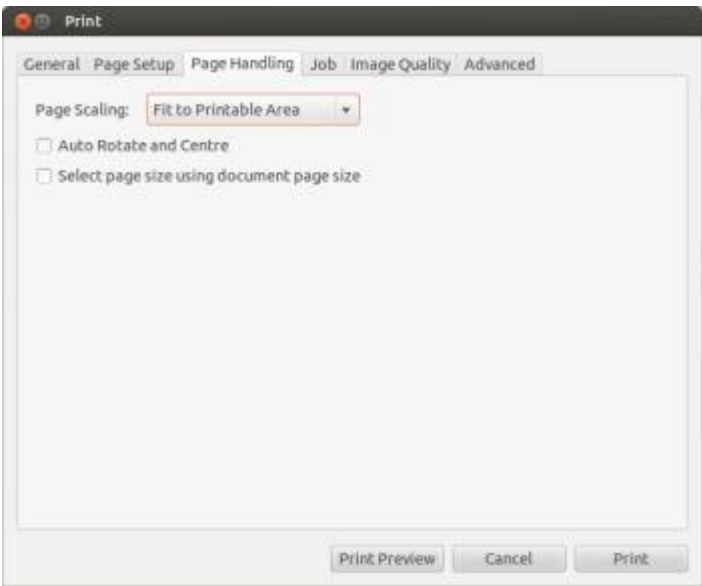
Print Settings (evince, Ubuntu 12.04.5 LTS)



Print -> General



Print -> Page Setup



Print -> Page Handling



Print Preview

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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