

FAQ – Version 1

Westgate Printer

1. What software do I need to install in my computer before I can print to the Westgate printer?

You need to install two software packages, which you can get here: <http://web.mit.edu/software/>
The order in which you install them is relevant. Here is how I did it: First I installed Kerberos for Windows. Then, I restarted the computer. Then I created a ticket in Kerberos. Only then I installed KLP, and restarted the computer again. Once I did this, I followed the instructions in Westgate's website to install the printer.

2. The printer ran out of toner. What do I do?

There are two things you can do:

- You can open a work order.
- You can contact Michael Collins, House Manager at: collinsm@mit.edu

3. The printer ran out of paper. What do I do?

You can get a block of paper from the Tang Help Desk. If they tell you they already send one block of paper for Westgate today, and there is still no paper in the printer, then contact Roberto Perez-Franco at: roberto@mit.edu

4. The printer is asking for A4 paper. What do I do?

A4 is a standard European paper size, probably standard in the settings of European computers, and sometimes hard to change. If you see that the printer is stalled because it needs A4 paper, just press the green GO button on the printer twice and it will print the document on Letter size paper. Notice that after pressing GO the first time, the printer asks if you want to print it on Letter, then press GO again to make it go. Ideally, everybody could set their paper settings to Letter. (Thanks to Elske for the tip!)

5. How can I print double sided and with no banner from the Athena Quickstation?

It depends on what software you are using.

- For example, from Firefox, you click on File / Print / Properties and then, in Print Command, type the following: `lpr -PWestgate2 -h`
- From Adobe Reader, click on File / Print, and then in the white space in the top right type: `/usr/athena/bin/lpr -PWestgate2 -h`
- From OpenOffice I'm not so sure, but I think it is like this: click on File / Print / Properties, and where it says Duplex choose Long edge.

6. This is not a printing question, but how can I use my USB drive in the Athena Quickstation?

Good question! Here are the steps to mount a USB drive: in the Athena console, type `profroot`. Then type `tellme root` to get the root password, which you will be asked later. Then type `add consult`. Then type `attach-usb`. Then type `nautilus /mnt/usb &`. When done, type `detach-usb`.

For recommendations and suggestions about this FAQ, contact Roberto Perez-Franco: roberto@mit.edu