

How to use the Intermate IPDS Capture Tool

Intermate A/S

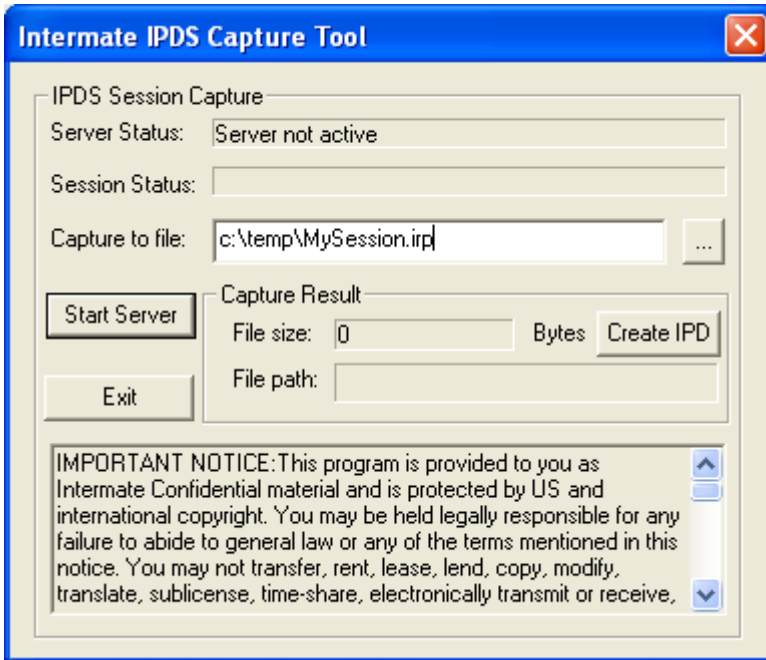
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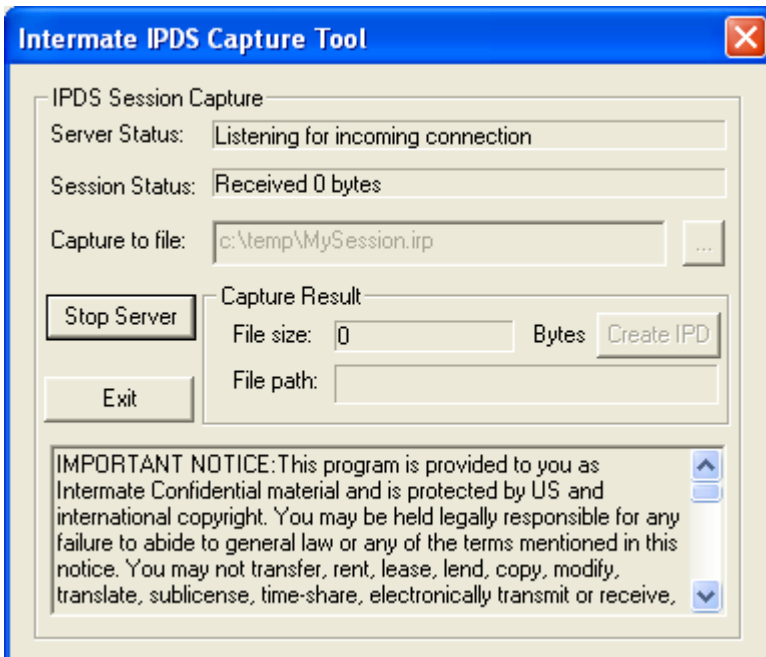
To install the Intermate Capture Tool, copy the exe file to an appropriate directory on a windows PC and start it. If you are using a firewall, you may need to open access to TCP port 5560, as this is the port the Capture Tool uses to receive data from the IAPS.

1. Setup the Local Replay File:



Type the filename (and path – if needed) into the list box with the caption: “Capture to file:” and give the filename the extension .irp.
E.g. `c:\temp\MySession.irp`

2. Start the Intermate capture Tool:



Click the “Start Server” Button and You will see the text “Listening for incoming connection” in the box with the caption: “Server Status”.

3. Enable The Remote IPDS Data Capture:

This is done from the Intermate IPDS Print Server in the menu:
Configuration->Services->Emulator Setup:

Enable IPDS Data Capture : IPDS Capture Tool IP Address : 192.168.222.333

The IPDS Capture Tool IP Address is the IP address of the PC where the Capture tool is running. It could be any valid IP Address.

Remember to click on the "Save Changes" Button.

NOTE: In order to capture all IPDS resources, the Capture must be activated before releasing the print job from the host.

4. Release a print job to the Intermate IPDS Print Server

Release the print job and you will observe two things on the Intermate IPDS Capture Tool:

- The Server Status shows: 'Connection from: 192.168.222.339' which is the Intermate IPDS Print Server's IP Address.
- The Session Status counts the number of captured Bytes

5. End of capture

When you are sure the print job has been submitted, or that it has been processed to the point where the problem occur, you can stop the Capture Tool on the PC.

6. Save the trace data

In the box with the caption 'Capture Result' you will see the file path, -name and -size. You could stop here, as this file contains all info about print- and network data.

If you are in possession of the IPDSTest Tool© from Intermate A/S, which can replay Intermate's proprietary format - IPD, please press the 'Create IPD' button to strip the IRP file of any non IPDS data and convert it to an IPD file.

NOTE: Remember to disable the capture in the Intermate IPDS Print Server. You do not have to delete the Capture destination

7. What to enclose with the Captured File?

Besides the Trace file, Intermate support would need the following:

1. A description of the problem, and what have been tried to resolve it.
2. Product, Model Number and Firmware Version
3. The Host Writer Setup
4. The Configuration of the Intermate IPDS Print Server
5. Printed output (if such is created) with clear indication of what is going wrong.
6. If a working reference printer exist, the correct printouts from this including information about the printer (model, type etc.) would help the trouble shooting.

Please send the above mentioned information in an e-mail to support@intermate.com, with the trace file from the Capture tool enclosed, then we have the best foundation for providing fast and efficient support – Thanks!