
About the Loftware Print Server

The Loftware Print Server[®] (LPS) is a scalable high-speed, high-volume marking solution for barcode labels and RFID labels. The LAN/WAN and Internet adaptable technology can act as both a middleware solution for automated business processes and as a back-end component for small, medium, and large-scale business systems that desire per-client printing and encoding.

LPS's server-centric approach simplifies administration to a centralized location on the network. Configurations, images, labels, layouts, serial files, and printers can be managed on a single computer or as part of a cluster for fail safe redundancy as described in the *Clustering* chapter.

The LPS automates printing labels from front end systems: EDI/ASN, Pick-Pack, ERP, MRP, Wireless, WMS and custom systems, regardless of the platform on which they reside. Host applications running on operating systems, such as UNIX, AS/400, HP-UX, Linux, Solaris, can output reports that can be pushed (FTP), pulled (Polling) or bi-directional (TCP/IP Socket, Loftware Connector[®] for Oracle and Loftware Connector for SAP) to the LPS interface.

Note: The LPS comes with the Loftware Label Manager application. This program allows you to create labels, configure printers and RFID devices, and set solution specific settings. New drivers are continually being added; please contact techsupport@loftware.com for availability of new drivers for printers and RFID devices.

Loftware User's Guides

The *Loftware Label Manager User's Guide* offers basic information about label creation and printing using Loftware Label Manager, including:

- Label design
- Bar Code
- Device Connections
- RFID Field Encoding
- RFID Smart Label Printing
- On-Demand Printing
- Templates and Wizards
- Double-byte Character Sets
- Databases and ODBC
- Range Printing

The *Loftware Print Server User's Guide* contains advanced information for those seeking an understanding of Loftware's enterprise solutions. This guide is designed to give those who are already knowledgeable about label printing a head start in implementing a printing solution using advanced technologies. Included in this guide is information about:

- The Loftware Print Server
- Thin Clients
- Internet Printing
- LPS Clustering and redundant systems
- Client, Internet, and .NET Control

The Loftware applications listed above may be run in English, French, German, or Spanish.

Note: You must purchase and license the Loftware Print Server separately from the Loftware Label Manager.

Related Information

Visit loftware.com for the latest revisions to all our documentation. Also, visit the Loftware Knowledge Base for additional information and tips on a variety of subjects.

The Quick Start User's Guide is available in English, French, German, and Spanish from [Help | Quick Start Guide](#).

For information on barcode and RFID label compliance, refer to the [Loftware Label Manager User's Guide](#).

Contact Loftware

Professional Services

For consultation, implementation services, training or product optimization please contact Loftware's Professional Services Group.

Phone +1.603.766.3630 x209

E-mail psg@loftware.com

Technical Support

For installation and configuration questions, please contact Loftware's Technical Support department. Visit www.loftware.com for Loftware's technical support policies.

Phone +1.603.766.3630 x402

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E-mail techsupport@loftware.com

Customer Service

For licensing, product information, and ordering questions, please contact Loftware's Customer Service department. Please have your Serial Number and Registration information available, so we can provide service to you quickly and efficiently.

Phone +1.603.766.3630 x401

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E-mail customerservice@loftware.com

Traditional Mail

If you need to contact Loftware via traditional mail, FEDEX, UPS, or other mail service carriers, please use Loftware's shipping address.

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Technical Support

Software licenses purchased directly from Loftware include the first year of Technical Support. This initial 12-month support period starts on the day the product is shipped and invoiced from Loftware's factory. When needed, support recipients during this period are eligible to receive unlimited telephone support, access to software upgrades and enhancements and speak with our Systems Analysts.

Premium Annual Support Contract

To ensure uninterrupted telephone support as well as access to the latest software upgrades and enhancements, make sure all your software licenses remain under a Loftware Support Contract. After your first year of ownership, you will be sent a notice to renew your support contract. Please refer to Loftware's website for additional information on this very important topic, or if you prefer, call Loftware's Customer Service Department for more information.

During the one-year Support Contract period, Contract Subscribers have access to the following services:

1. Unlimited Technical Support Incidents
2. Access to Loftware's Professional Services Group
3. Automatically eligible to download software upgrades and service packs from our website
4. Automatic e-mail notification when new versions of software become available
5. When necessary, access to senior Loftware technical support staff, via phone and e-mail
6. Guaranteed software license replacement for accidentally damaged or malfunctioning hardware keys

Before Calling Support

Loftware has highly trained technicians available to help you with your labeling system. Technical support calls are not accepted until all of the following Technical Support requirements are met:

1. Your product is registered. If you have not registered your software, you may do so at <http://loftware.com> or via fax by using the form included with your software.
2. There is a Support Contract in place that covers the specific license in question.
3. You have checked the user's guide(s) for your answer. If you do not have the User's Guides, both of the guides or various chapters of each can be downloaded in PDF format from our web site, or read on-line. User manuals are also on the Loftware CD.
4. You have checked the Loftware's Knowledge Base articles on our <http://loftware.com>. Hundreds of frequently asked questions and typical problems are documented there in easy to read articles.
5. If you suspect that your problem is hardware related, try to first determine if it is a problem with your PC, Network, or printer and contact the appropriate company. Loftware does not sell or service any hardware products.
6. Have your serial number and version number of the product you are using ready. These numbers can be obtained by accessing the Help|About menu of the label design mode.
7. Think about how you are going to efficiently explain the problem prior to speaking with a technician. The better the description, the quicker the solution and/or resolution to your problem.
8. If this is a follow up call to a previous incident, please have the incident number ready.

Phone 603-766-3630 x402

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E-mail techsupport@loftware.com

Licensing, Warranty, and Support

The following documents are available in the Documents folder included with the CD-ROM or Internet download of the Software Software:

- Software End User License Agreement
- Software Third Party Terms and Conditions
- Software Software Services Support Agreement