



# RAM IMAGING PRODUCTS INC.

1040 MARTIN GROVE ROAD, UNIT 5, ETOBICOKE, ONTARIO M9W 4W4  
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## Manually Clearing the KIP Print Queue

(Only for the KIP 3000 and 5000 series with LCD Touch Screen)

### The Issue:

A file is stuck in the print queue and is not allowing new files to print.

### The Cause:

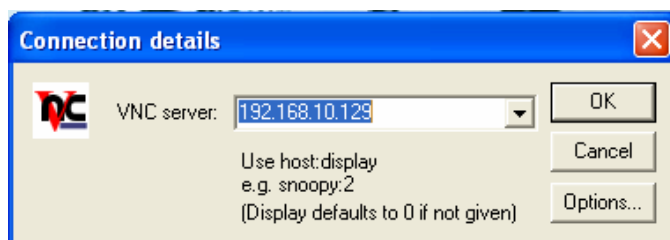
On occasion this may occur when printing a TIFF file via a Windows Application with the KIP Windows Driver which generates the "Kip GL" print language format. Some TIFF or PDF files are created using different compression values and flavors that the KIP Controller is not able to interpret. Once this particular file reaches the KIP print queue and starts rasterizing, it encounters the language incompatibility and locks up.

### The Resolution:

User must clear the KIP print queue manually to be able to continue printing.

### The Process:

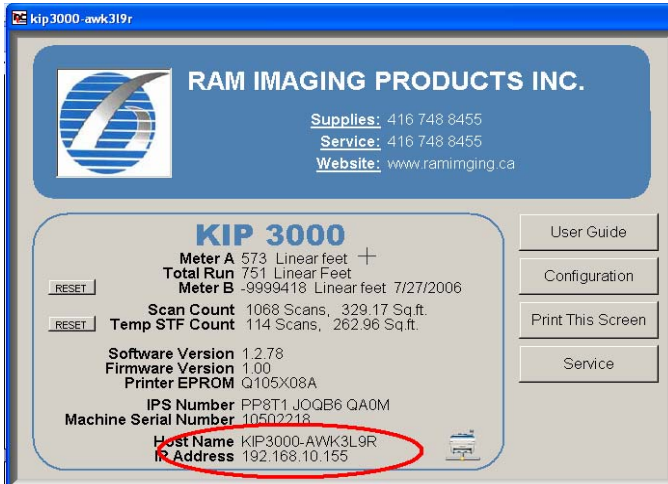
- **Important:** This process should only be preformed by an authorized System Administrator or Ram Imaging Service Technician.
- Run VNC viewer
- If you do not have a shortcut from your Desktop, the VNC Viewer can be found on: **C:\Program Files \ KIP \ Request \ VNC Viewer.** (Assuming that KIP Request is installed on your P.C.)
- The VNC Viewer will now ask you for the IP address of your KIP Printer.



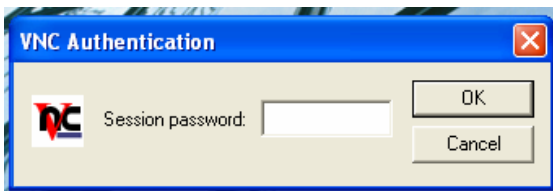
This IP Address can be found on your KIP Printer when you hit the



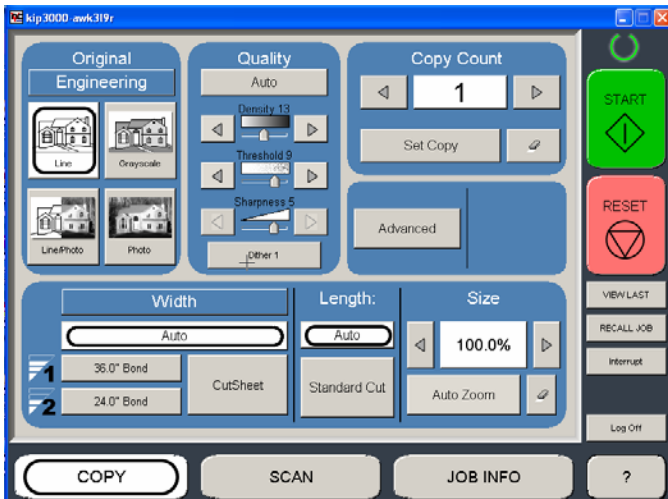
on the KIP Touch Screen User Interface.



- Once you input the KIP IP Address, VNC will ask you for your session password. By default, during installation we set-up the session password to be “kip”.

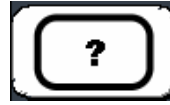


- You should now be able to remotely see the KIP Touch Screen on your computer.

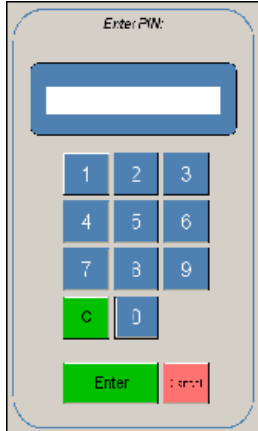


- Now that you can remotely operate the KIP Touch Screen, you will need to shutdown the KIP User Interface (touch screen software) to obtain access to the internal KIP O/S.
- In order to close the KIP 3000/5000 User Interface and access the Internal KIP O/S, please follow these steps. **(Important: This process should only be preformed by an authorized System Administrator or Ram Imaging Service Technician.**

1. Enter the HELP / INFO Screen by clicking on:



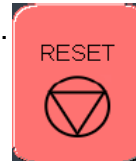
2. Select “**Service**” and enter the service access code by clicking on the numeric keypad on the screen using your mouse. Click “**ENTER**” to proceed. The pass code to access this area is: **8 4 9 5 1 0 7**



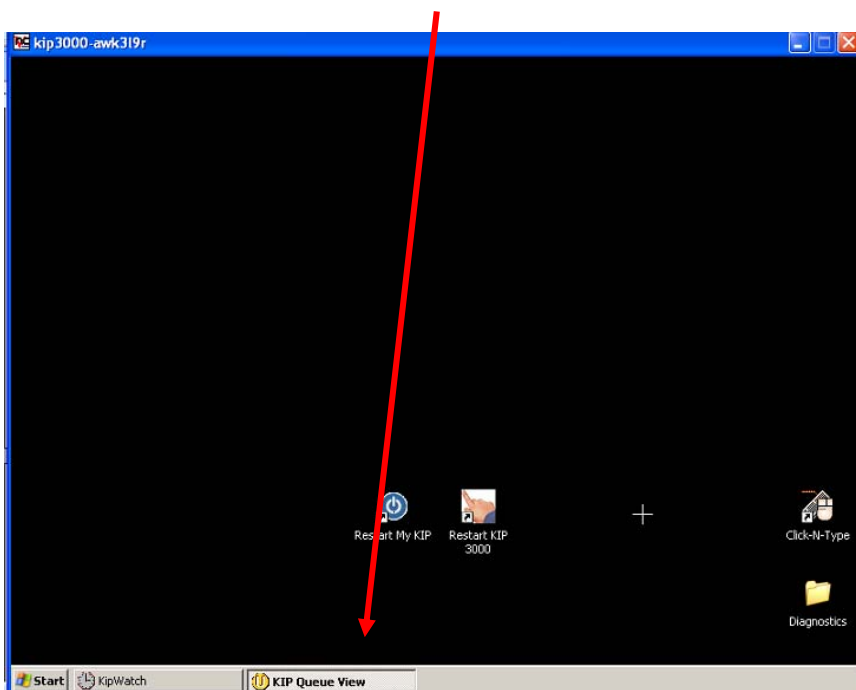
**Important Note:** Please do not provide this code to anyone who should not have access to the SERVICE MENU of the KIP System. Improper navigation and tampering of this area can cause many functionality issues with the KIP device which will be billable if altered what so ever from the standard RAM Imaging Installation default settings.

3. Once the password has been accepted, page 1 of the Service Menu Screen will appear. Click on the “**OK**” button to refresh the screen back to the standard “**HELP / INFO**” screen.

4. Now click on the red “**RESET**” button to exit the KIP Interface.



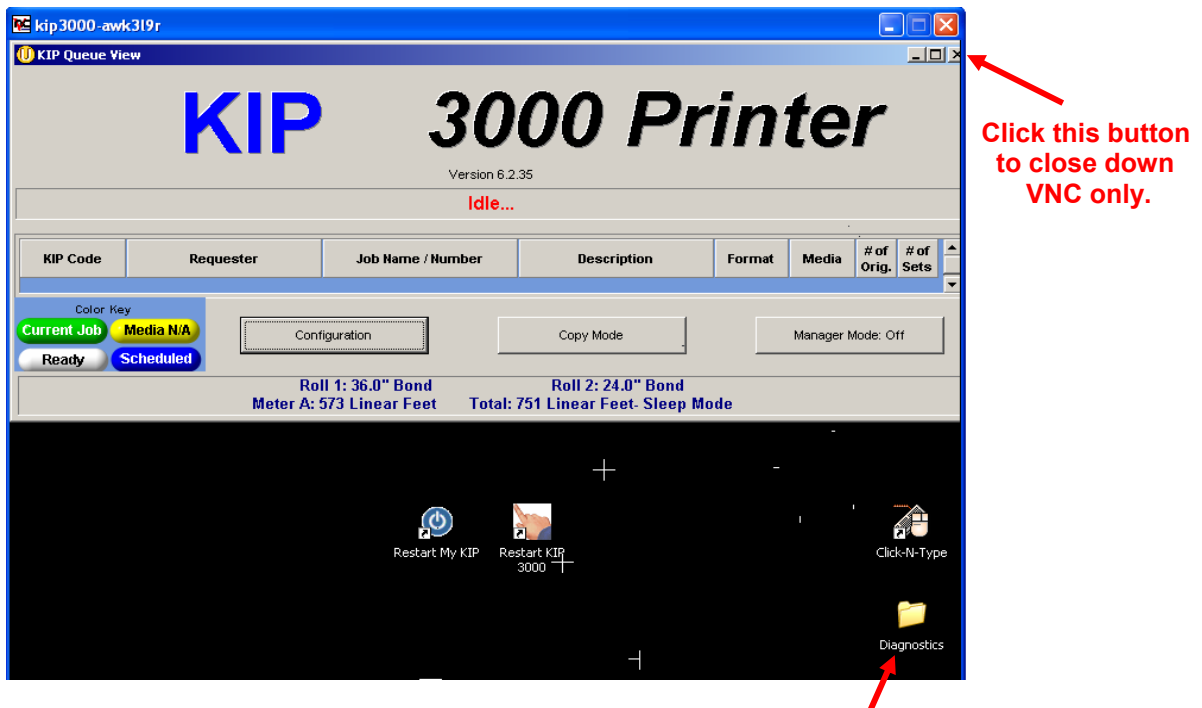
- After shutting down the KIP User Interface, you will now be able to see and navigate the KIP Internal Windows XP Desktop.
- Now you will click on the “**KIP Queue View**” on the bottom Windows task bar.



- The KIP Queue View will now appear semi-restored over the desktop screen.

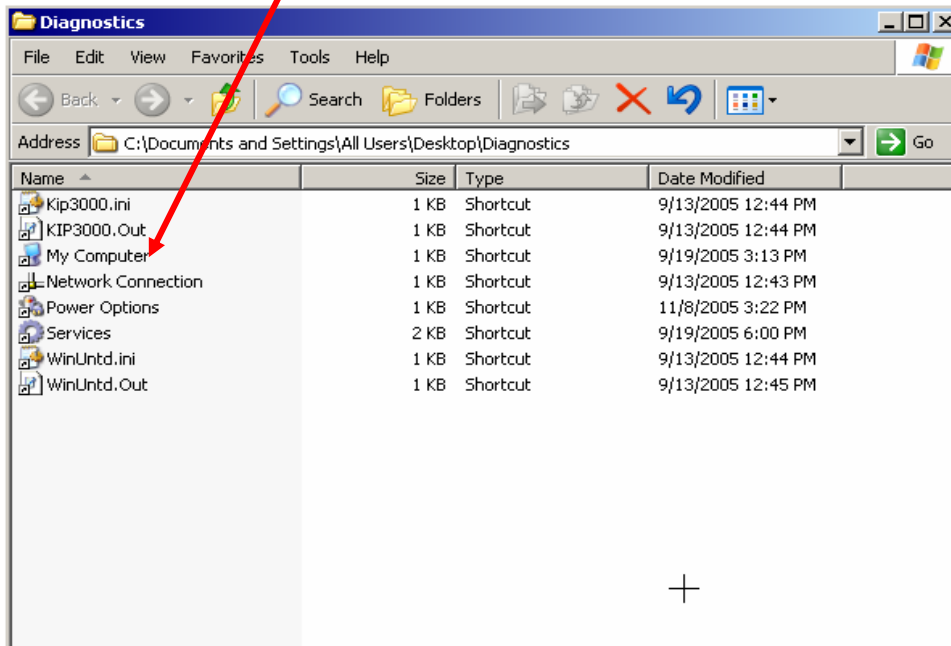


- Click the “X” icon on the “KIP Queue View” screen to close down the software.  
**Note:** Please insure that you only close the “KIP Queue View” software and NOT the VNC Viewing software. VNC is our gateway into the internal KIP O/S and must be running during this entire process. If you accidentally shutdown the VNC viewer, just re-run the VNC again and you will re-link back to the KIP internal controller at the exact place you were prior.

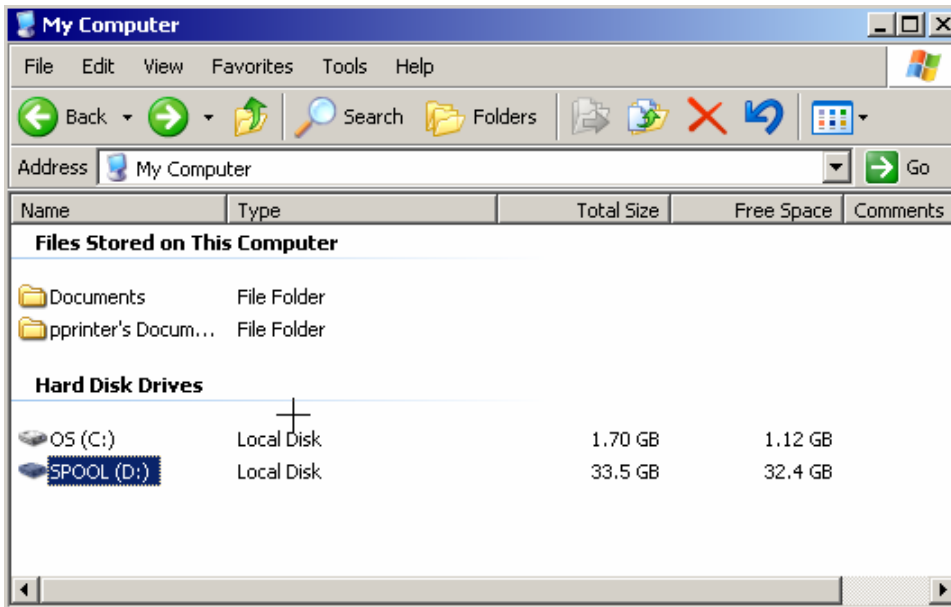


- After shutting down the “KIP Queue View”, click on the “Diagnostics” folder on the KIP desktop.

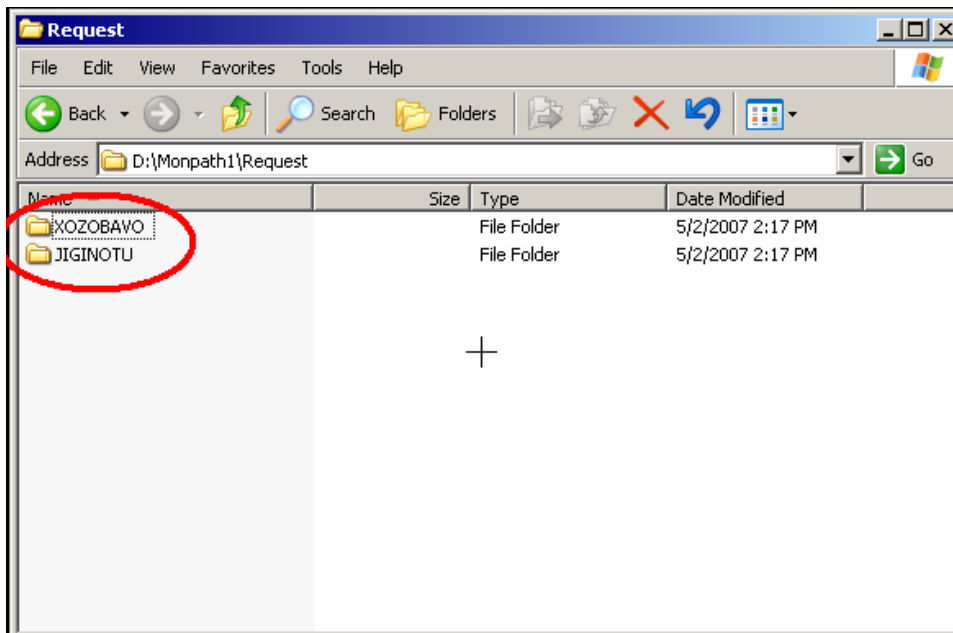
- The Windows Explorer screen will now come up and on this screen you will double left click on **“My Computer”**.



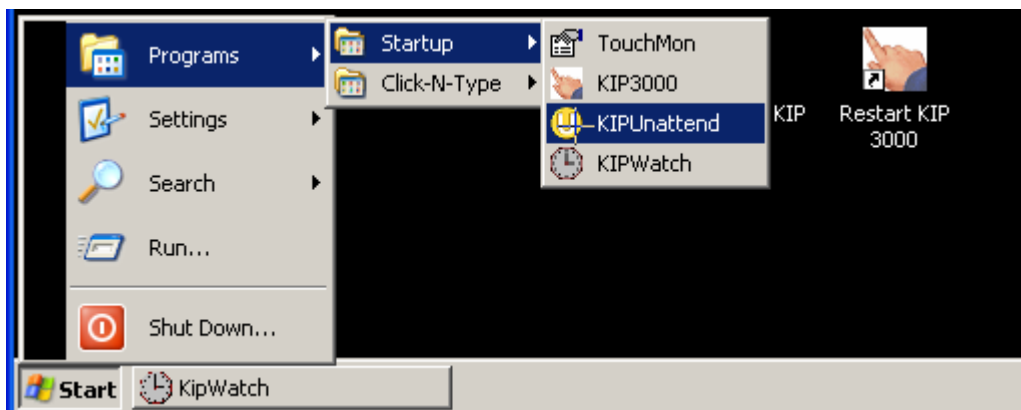
- Double click on **“SPOOL (D:) Local Disk”**. On the next screen you will double click on the folder called **“Monpath”**, next screen double click on folder called **“Request”**.



- Now that you are in the **“Request”** folder, you will notice one and/or multiple sub-folders generated by the KIP Internal Processing System. Each and every time you send a print and/or copy job to the KIP, the KIP software will generate a print ticket and label it with a random alphabetical name which in turn allows the KIP to manage its work flow. One of these files is your “problem file” and the best way to determine which file to highlight and erase is to pick the oldest file based on the Windows Explorer date and time listed on your screen. At this point you must highlight the problem file and hit **“X”** or **“delete”**.
- **Note:** If you decide to delete all files in the print queue due to the uncertainty of which file is actually the problem file; make sure you notify all users expecting prints to re-send their files once again.



- Continue by closing the Windows Explorer and re-initiate the **“KIP Unattend”** software which is also the **“KIP Queue View”**. To re-initiate the KIP Unattend software go to: **“Start, Programs, Startup and click on KIPUnattend”**



- Once the “KIP Unattend”, a.k.a. the “KIP Queue View” is running, verify that its icon appears minimized on the bottom task bar. If the screen pops up semi-restored as shown in the second image below, that is also okay.

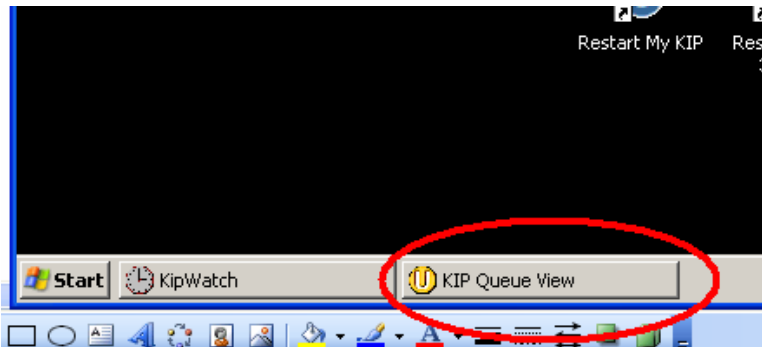


Image # 1



Image # 2

- You can now restore the KIP Touch Screen User Interface by double clicking the “Restart KIP 3000”, “Restart KIP 5000” or “Restart KIP UI”, which ever of these three is displayed on your desktop. This will take a few seconds to open up fully.



- **FINAL STEP:** Once the KIP Touch Screen User Interface is fully open, you must exit the VNC Viewer. Just click on the application “x” on the top right of the screen. Now you should only see your personal P.C. desktop.
- **NOTE:** If you continue to have issues please contact our service department at 416-748-8455 and log a service call.