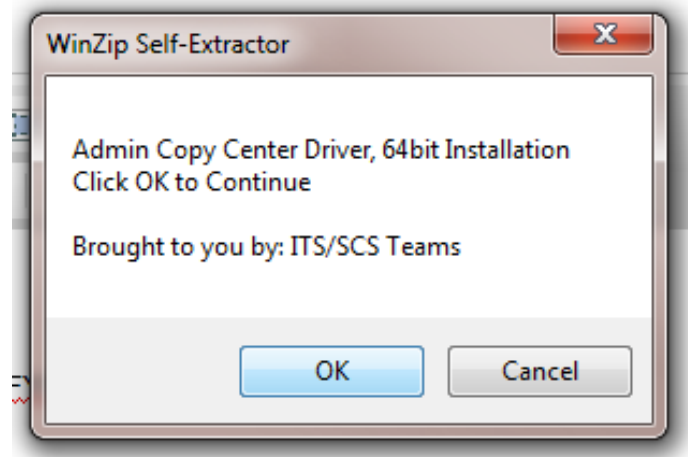
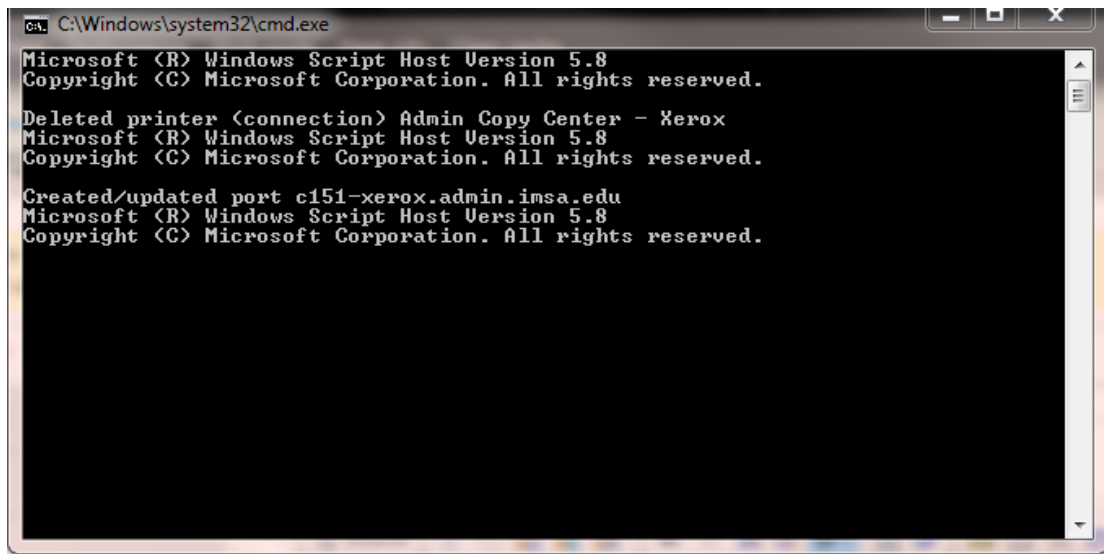
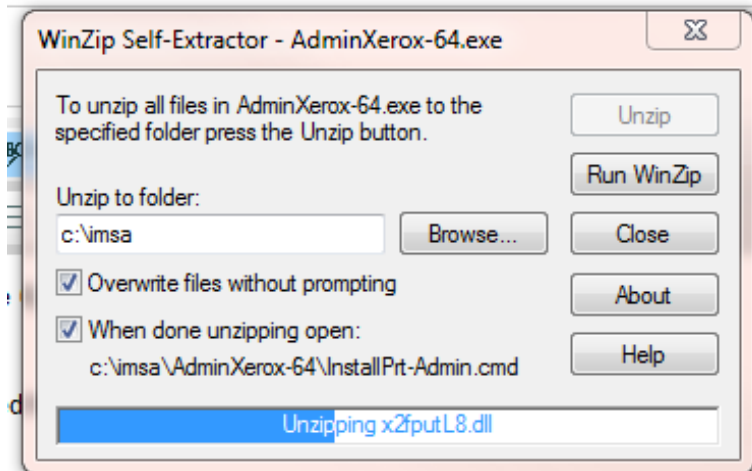


Subject: Project - IMSA Printer Consolidation Project - **Update #3**

As we stated in the project launch announcement, ITS has begun a printer consolidation project as a result of a joint directive from Central Management Services (CMS) and the Governor's Office. Below is a status update to communicate project progress to the IMSA community.

This update is specifically about the Admin Copy Center - Xerox and the installation of printer drivers on staff computers. While engineering the electronic deployment of drivers to staff computers we discovered two issues. We spent most of Wednesday on the phone with Xerox technical support troubleshooting these issues. The end result is the discovery of two technical flaws or "bugs" in Xerox's printer driver for the 5890 model device. Xerox technical services was on site on Friday to address a problem with the A Wing Copy Center device and also performed software updates on the Admin and IRC Copy Center Devices. The update applied to the Admin Copy Center (5890) device resolved the issues discovered on Wednesday. With these problems solved we can start to roll out the driver to staff with Windows based computers electronically. Staff with Macintosh computers will have to be hand installed, which members of the ITS HelpDesk will be coming around to perform that task. The installer for the Admin Copy Center is not a silent installation, it will require action on the part of the staff member. The installation will take about 2 minutes and will not require a re-boot of the computer when it is finished. Below is an example of the screens that you will see during the driver's installation. Staff will only be required to click the OK button to start the installation, everything else will process automatically. Windows 7 users may have an additional mouse click to allow the installation to launch. The last screen will disappear when the installation has completed. We will start with the offices physically closest to the Admin Copy Room as these are the departments of greatest need. Once those offices have been installed we will ask for service requests to be sent to [helpdesk@imsa.edu](mailto:helpdesk@imsa.edu) for additional printer driver installs.





Questions concerning this project may be directed to Ralph A. Flickinger, ITS Special Project Manager, [ralph@imsa.edu](mailto:ralph@imsa.edu), 630-907-5198. Project status can also be reviewed via the web at the following URL (login required): <https://www.imsa.edu/services/helpdesk/its-special-projects-status>.

**Brought to you by the Information Technology Services (ITS) team**

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