

# MultiRIP

## Why Can't I Get the PowerRIP-Server to Show Up in the Ports Tab of the MultiRIP Print Queue?

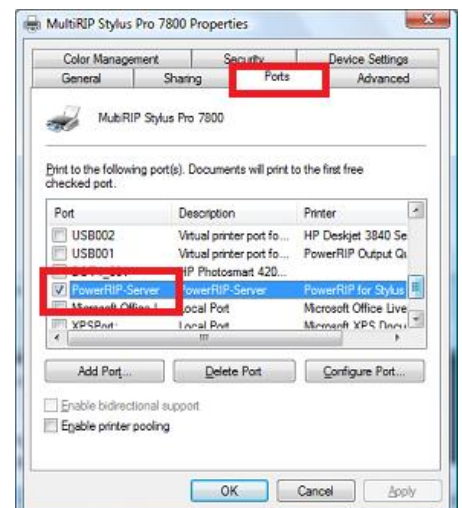
In order to use the MultiRIP Hybrid RIP, you have to have the port settings setup properly. Here is the listing on the FAQ page ([www.multirip.com/faq.html](http://www.multirip.com/faq.html)) for setting the ports properly.

**Why does my graphic run through the RIP, but does not print from my printer? AKA – What should the printer ports be set to?**

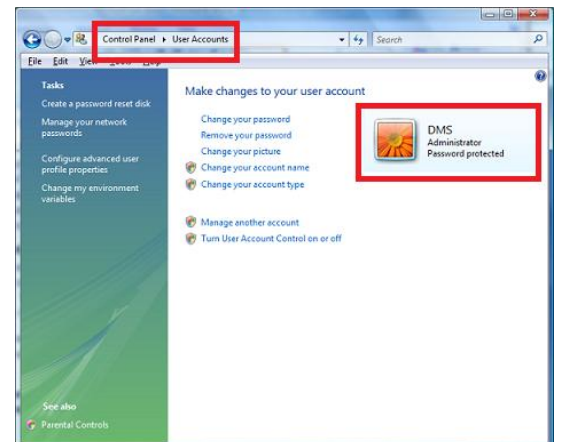
[PDF Answer](#) | [Video](#)

If you are not able to find the PowerRIP-Server under the Ports column in the Properties Screen for the MultiRIP queues as illustrated to the right, then something might have happened to the software that corrupted or prevented the port listing or your computer is preventing the port from installing.

**NOTE #1:** In some rare cases, a permission-based software or anti-virus program will prevent the installer from adding the proper ports on your computer. It is always recommended to turn off any permission-based or anti-virus software program while doing the install process.



**NOTE #2:** If you have multiple users (logins) on the computer, the user may not have the proper Administrator (read / write) permissions for installing the software. If this is the case, you need to make sure that the user that is logged in has Administrator rights. You can check to see if the user has the proper permissions is by going into the User Account screen in the Control Panel.



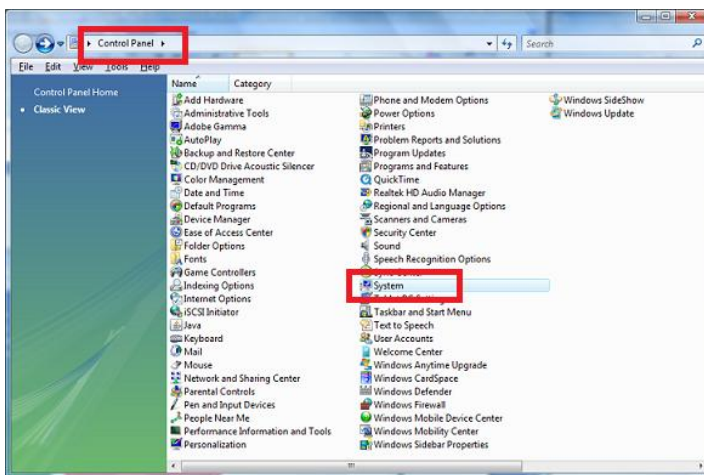
To check to see if the software was corrupted or was blocked by another software program during the install, you will want to do an uninstall / reinstall. Here is the listing on the FAQ page for doing these steps:

**How can I properly uninstall the MultiRIP on my computer to update it with the latest version? Also used when updates on your computer firmware lead to error messages in MultiRIP.**

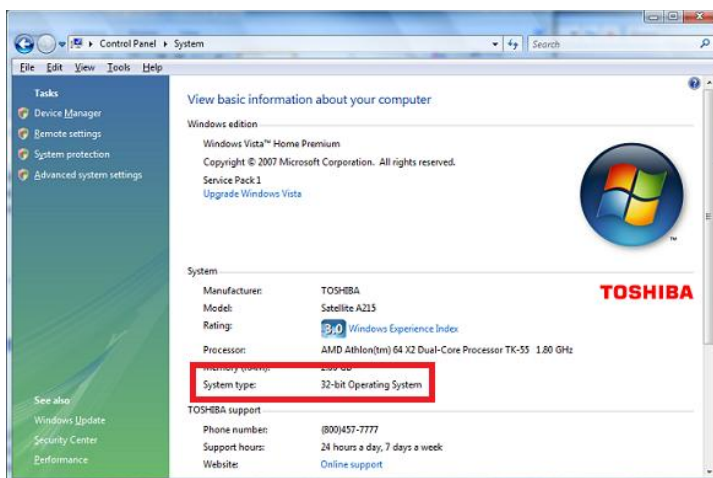
[Web Page](#) | [Uninstall Video](#) | [Uninstall PDF](#) | [Install Video](#) | [Install PDF](#)

If the uninstall / reinstall process does not work, then it most likely that you have a 64-bit operating system on your computer. The default setting when you install the 64-bit operating system is not to allow 32-bit drivers. In the Decorated Apparel Industry, most software programs (including MultiRIP) require the use of 32-bit drivers. To check to see if your computer is running a 64-bit operating system, follow these steps:

1. Go into your Control Panel. Click on the System link.



2. Scroll down and it will state what operating system you are using.



Some 64-bit operating systems will allow the user to install 32-bit drivers. However, it should be noted that most of the time this setting must be done when the operating system is installed on the computer. Please consult your computer manufacturer if you want to know how format your 64-bit operating system to allow it to run 32-bit drivers.

For additional technical support information, please visit the Frequently Asked Questions page ([www.multirip.com/faq.html](http://www.multirip.com/faq.html)) or contact your Distributor.