

MB/03/002 – November 2003

Marketing Bulletin

Ref: MB/03/002 – November 2003

Contact: Steve Clarke

General Statement on Support for OpenVME-Connected Impact Printers LW400Q, LW800Q, FP1500, FP2000, LP2000 Applies to the UK and Worldwide

This Marketing Bulletin is issued to summarize the current situation on the availability of spares and consumables for those Impact Printers typically connected to OpenVME Mainframe Systems, and the consequent requirement to withdraw maintenance support for those printers where spares and consumables are becoming unavailable.

Consumables

A number of customers have recently reported difficulty sourcing consumable items for LW400Q and LW800Q printers (particularly the Ribbon Feed Roller). These consumables are now no longer manufactured and many suppliers report little or no stock. Users of these devices should implement alternative print solutions as a matter of urgency.

Consumables for FP1500, FP2000 and LP2000 remain available from Fujitsu (Supplyline) and others. FP1500 and FP2000 are not expected to present problems over the next three to four years. However, sourcing of LP2000 consumables may become problematic during the next few months.

Spares

LW400Q and LW800Q

Whilst some stock is still available, provisioning of spares for these devices is becoming increasingly difficult as manufacturing of new components has ceased.

FP1500 and FP2000

The OEM manufacturer (Hitachi) is planning to support these printers until August 2006. Spares provisioning is expected to remain at current levels during this period. No short term action needs to be taken, but users should plan for a move away from these devices in due course.

LP2000

Although support from Hitachi for this device has ended, there are sufficient spares of most components for about the next nine to twelve months. However, there have been some cases of spares not being available. Alternative sources of supply are being investigated, with help from Hitachi, although success cannot be guaranteed. Users of this device are strongly advised to investigate and implement an alternative print solution.

MB/03/002 – November 2003

Provision of Maintenance Services

Many Impact Printers are now at, or approaching, the end of their serviceable life. None of the above named printers have been sold, as new, by Fujitsu Services for many years.

Although most customers have already upgraded to more modern technologies, there are still some remaining customers for whom Fujitsu Services has continued to provide hardware maintenance services.

The technology has now reached the end of its serviceable life and it has become necessary, due to the shortage of quality spares, to withdraw support for a range of Impact Printers.

This Marketing Bulletin formally announces the complete withdrawal of maintenance support on OpenVME systems for LW400(Q), LW800(Q) in May 2004 and LP2000 in August 2004.

Customers should also be aware that they may not be able to purchase consumable items for LineWriter printers, with immediate effect. Withdrawal of maintenance services for FP1500 and FP2000 will be the subject of a subsequent announcement.

Support for older impact printers LP1440E & LP1500 and laser printers LPS40 & PP200/20/30/40/50/125 has already been withdrawn.

OpenVME Interfaces

OpenVME will continue to support the current interfaces. Thus existing print applications will continue to work, albeit with the output redirected by print management systems to alternative printer systems.

At OpenVME V5, it is possible to print directly to LAN connected printers and print servers using TCP/IP and lpr protocols (these devices must support the lpr protocol RFC1179). Print requests can be initiated from VME or TPMS spooler.

Alternative Products

There is a range of alternative solutions that enable the withdrawn Impact Printers to be replaced. Fujitsu provides a range of professional services to upgrade current systems to OVME V5 and to implement more modern technologies such as TCP/IP and lpr, to support the connection of industry standard LAN-connected printers and print servers. Fujitsu Services is able, from time to time and subject to availability, to offer a limited supply of 2nd user Impact printers. This should be viewed as a short-term solution only, due to the forecast supportable life of these devices.

Various 3rd Party suppliers offer a range of replacement products, including new or refurbished Impact printers, Laser printers, interface products to enable connection of OEM print devices to OVME via Oslan or TCP/IP, printer management facilities, and the ability to view and navigate spool files on-line. There are a number of suppliers, including IDS (<http://www.bandprinters.com> or <http://www.idocsol.co.uk>), Gandlake and Sysop, who provide print solutions.

Further Information

If you require any further information, please contact Ask Fujitsu on +44 (0) 870 242 7998 or email askfujitsu@services.fujitsu.com quoting reference number 1371.