



HID Global
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Support Services: Distribution of the Linux OS

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HID/Fargo supports several versions of Linux. Due to the large number Linux versions in the field we ask that you fill out and return this form to help us determine if your version of Linux is supported by our printer drivers. Please answer the following questions and submit this from via fax to 952-946-8492. HID Technical Support will respond to your inquiry within 24 hours.

Thank you
HID/Fargo Support

1. What distribution of the Linux driver are you using (this is essentially the type of OS):
 - Distributions we currently support: Ubuntu 7.10, Red Hat Enterprise Desktop 5, Fedora Core 7, Fedora Core 8, openSUSE 10.3, open Novell SUSE 10.
2. Are they using a 32- or 64-bit OS
 - The driver will work as-is on 32-bit OS
 - If they are using the driver on a 64-bit OS, the end-user must do the following items to make the driver work on the OS:
 - Copy or make a link in the `usr\lib64\cups\filter\` directory to the "rastertofargoXX" file located in the `usr\lib\cups\filter\` directory
3. What are they planning on using the Linux driver for?
 - They need to be aware that not all features of the Windows driver will be available in the Linux version. (i.e. bi-directional communication and F-Panel ribbon support)
4. Is there a particular reason they are using Linux over a Windows driver?
5. What is the name of the company?
6. What industry are they located in?