

Tested Printer Guide

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NOTE! This document now uses the Support Levels described on Page 17.

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Using the Tested Printer Guide

Environmental Systems Research Institute (ESRI®) has assigned several support levels to define and document the functionality of various devices in their ability to work successfully with ArcGIS® 8x, ArcInfo Workstation 8x, and ArcView GIS® 3x. System configurations, connections, and peripherals can all contribute to the success or failure of any device with ArcGIS® 8x, ArcInfo Workstation 8x, and ArcView GIS® 3x.

NOTE! This document now uses the Support Levels described on Page 17.

Questions or problems regarding a particular device and/or configuration should be directed to one of the following, or your local distributor if outside the United States:

ESRI Technical Support
Mon. – Fri. 6am – 5pm PST
<http://support.esri.com>
Phone: (909) 793-3774
Fax: (909) 792-0960

If you are using this document to help you decide which devices to purchase for use with ArcGIS software, please contact your regional sales office, local distributor outside the United States, or:

ESRI Hardware Marketing
http://www.esri.com/partners/hardware/hw_promo.html

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Tested printers

ESRI supports Ethernet and direct connection of printers and plotters to a computer workstation or server via an RS-232 or parallel interface. The user is responsible for connecting and establishing communications between the printer and the host.

The ratings for the following listed devices are based on their ability to correctly interpret and render graphics using ArcGIS® 8x, ArcInfo Workstation 8x, and ArcView GIS® 3x output formats. Each device was tested using the most current released firmware available at the time.

PostScript (.eps, .ps) and Enhanced Windows Metafile (.emf) are supported by ArcGIS® 8x, ArcInfo Workstation 8x, and ArcView GIS® 3x software. Because these formats are supported on a wide variety of desktop and large format printers, ESRI has not listed each and every supported printer. If you are unsure whether a specific printer will support these formats, check the 'Standard Printer Input Formats' listed for each printer in the Printer Specifications section or your printer manufacturer's documentation.

Important information on ArcPress RTL drivers

ArcPress for ArcGIS 8 now includes a new RTL driver that is supported on all HP DesignJet Printers that support on-board device dithering, including the new HP DesignJet 5000 and 800 series printers. The driver is based on the true color RGB model and is highly recommended for those who are dissatisfied with the darkness of the existing ArcPress RTL drivers.

This driver will be referred to as the "ArcPress RTL Device Dithered RGB" driver in reference to ArcMap engine support and "rtl_rgb" in reference to ArcPress support (this is the new command line name for this driver). Please consult the ArcPress for ArcGIS 8.1 documentation for more information on this and other ArcPress drivers.

Key to reading tested printers guide

In the following example, drivers in ArcMap, ArcInfo Workstation, ArcPress and ArcView GIS software support the printer. Each driver is listed with its corresponding support class in front and any footnotes following. ArcMap, ArcInfo Workstation and ArcView GIS support the Hewlett-Packard DesignJet 1055CM with postscript with a class 1 rating while ArcPress supports the same printer with rtl_rgb, rtl36_cmy or rtl36_bw with a class 1 rating.

Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard DesignJet 1055CM	E/A0	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 3 hpgl2 (a) 3 rtl 1 postscript (a)	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	1 postscript (a)	

NOTE! This uses Support Levels from Page 17 and the footnotes (denoted with (a) (b) etc.) have been updated; please check these carefully.

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Inkjet – desktop						
EPSON Stylus 800, Photo	A/A4			5 eppro_cmyk 5 eppro_bw		PostScript supported via vendor upgrade
EPSON Stylus Pro, Pro XL	A/A4, B/A3			2 eppro_cmyk 2 eppro_bw		ArcPress driver does not support 1440 dpi
EPSON Stylus 1500, 1520, 3000	A/A4, B/A3			2 eppro_cmyk 2 eppro_bw		
Hewlett-Packard DeskJet 1000C	A/A4, B/A3			5 pcl_cmy 5 pcl_bw		
Hewlett-Packard DeskJet 1100C, 1120C	A/A4, B/A3	3 Windows (a) 5 PostScript (a) 3 ArcPress PCL5-DeskJet		2 pcl_cmy 2 pcl_bw	5 postscript	
Hewlett-Packard DeskJet 1200C	A/A4	3 Windows (a) 5 PostScript (a) 3 ArcPress PCL5-DeskJet	2 hpgl2 (a) 5 postscript (a)	2 pclc_cmy 2 pclc_bw	5 postscript	
Hewlett-Packard DeskJet 1200C/PS, 1600CM	A/A4	3 Windows (a) 3 PostScript (a) 3 ArcPress PCL5-DeskJet	2 hpgl2 (a) 2 postscript (a)	2 pclc_cmy 2 pclc_bw	2 postscript (a)	
Hewlett-Packard PaintJet XL	A/A4		2 hpgl 2 hpgl2 (a)	2 pclc_cmy 2 pclc_bw		
Hewlett-Packard PaintJet XL300	A/A4, B/A3		5 hpgl2 (a) 2 postscript (a)	2 pclc_cmy 2 pclc_bw	2 postscript (a)	
Hewlett-Packard Color Pro GA, CAD	A/A4, B/A3	5 ArcPress		5 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw		

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard Professional Series 2500C	A/A4, B/A3	2 Windows (a) 5 PostScript (a) 2 ArcPress PCL5-DeskJet		2 pcl_cmy 2 pcl_bw	5 postscript	
Hewlett-Packard Professional Series 2500CM	A/A4, B/A3	2 Windows (a) 2 PostScript (a) 2 ArcPress PCL5-DeskJet		2 pcl_cmy 2 pcl_bw	2 postscript (a)	
Tektronix Phaser II	A/A4		2 postscript		2 postscript	
Tektronix Phaser III	A/A4, B/A3		2 postscript		2 postscript	
Tektronix Phaser 140	A/A4		2 postscript (a)		2 postscript (a)	
Tektronix Phaser 340	A/A4		2 postscript (a)		2 postscript	
Tektronix Phaser 550	A/A4		2 postscript (a)			
Tektronix Phaser 850	A/A4	2 Windows 2 PostScript 2 ArcPress PCL5-DeskJet		2 pclc_cmy 2 pclc_bw	2 postscript (a)	
Inkjet – large format						
CalComp CrystalJet	42", 54"		3 colorhcbs (a) 3 hpgl2 (a) 3 rtl 3 postscript (a)	3 ccrf36_il	3 postscript (a)	
CalComp TechJet, TechJet GT, TechJet GT/PS, TechJet 175I, TechJet 5500	D/A1, E/A0		3 calcomp (c,d) 3 colorhcbs (a) 3 hpgl (c,d) 3 hpgl2 (a) 3 rtl 3 postscript (a)	3 ccrf36_il	3 postscript (a)	
ENCAD NovaJet I (Rev J), II (Rev C)	E/A0		3 hpgl 5 rtl	5 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw		ArcInfo and ArcPress RTL not supported

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
ENCAD NovaJet III, IV, Pro, Pro E series	D/A1, E/A0		5 rtl	5 rtl_rgb 2 rtl36_cmyk 2 rtl36_bw		ArcInfo RTL and ArcPress RTL Device Dithered RGB not supported.
ENCAD NovaJet 600e, 700 series	42", 60"		2 hpgl2 (a) 5 rtl	5 rtl_rgb 2 rtl36_cmyk 2 rtl36_bw		ArcInfo RTL and ArcPress RTL Device Dithered RGB not supported.
Hewlett-Packard DesignJet 250C	D/A1, E/A0		2 hpgl (a) 2 hpgl2 (a) 2 rtl	5 rtl_rgb 2 rtl36_rgb 5 rtl36_cmyk 5 rtl36_bw		ArcPress RTL Device Dithered RGB not supported.
Hewlett-Packard DesignJet 350C	D/A1, E/A0		2 hpgl (a) 2 hpgl2 (a) 2 rtl	2 rtl_rgb 2 rtl36_cmyk 5 rtl36_rgb 2 rtl36_bw		
Hewlett-Packard DesignJet 450C, 455CA*	D/A1, E/A0	1 Windows (a) 5 PostScript (d) 1 ArcPress RTL Device Dithered - RGB	2 hpgl2 (a) 2 rtl 5 postscript (d)	1..rtl_rgb 1 rtl36_cmyk 5 rtl36_rgb 1 rtl36_bw	5 postscript (d)	*Includes 3 rd party external PostScript RIP software
Hewlett-Packard DesignJet 500, 500PS* Optional HPGL2 card available for both 500 & 500PS	24", 42"	1 Windows (a) 5 PostScript (d) 1 ArcPress** RTL Device Dithered - RGB	2 rtl (a)** 2 hpgl2 (a)** 5 postscript (d)	1 rtl_rgb** 5 rtl36_cmyk 5 rtl36_bw	5 postscript (d)	*Includes 3 rd party external PostScript RIP software **Requires optional HPGL2 card

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard DesignJet 650C	D/A1, E/A0	3 Windows (a) 5 PostScript 3 ArcPress RTL CMYK, RTL RGB (for Model A printers only)	2 hpgl 2 hpgl2 (a) 2 rtl 5 postscript	5 rtl_rgb 2 rtl36_cmyk 2 rtl36_rgb 2 rtl36_bw	5 postscript	RTL36_RGB is for Model A. RTL36_CMYK is for Model B. ArcPress RTL Device Dithered RGB not supported.
Hewlett-Packard DesignJet 650C/PS	D/A1, E/A0	3 Windows (a) 3 PostScript (a) 3 ArcPress RTL CMYK, RTL RGB (for Model A printers only)	2 hpgl 2 hpgl2 (a) 2 rtl 2 postscript (a)	5 rtl_rgb 2 rtl36_cmyk 2 rtl36_rgb 2 rtl36_bw	3 postscript	RTL36_RGB is for Model A. RTL36_CMYK is for Model B. ArcPress RTL Device Dithered RGB not supported.
Hewlett-Packard DesignJet 750C, 750C Plus	D/A1, E/A0	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 5 postscript	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	5 postscript	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 755CM	E/A0	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 2 postscript (a)	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	2 postscript (a)	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 800	24", 42"	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 hpgl 3 hpgl2 (a) 3 rtl 5 postscript	1 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw	5 postscript	ArcPress RTL-CMYK not supported.

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard DesignJet 800PS	24", 42"	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 3 hpgl2 (a) 3 rtl 2 postscript (a)	1 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw	2 postscript (a)	ArcPress RTL-CMYK not supported.
Hewlett-Packard DesignJet 1050C	E/A0	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 5 postscript	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	5 postscript	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 1055CM	E/A0	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 1 postscript (a)	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	1 postscript (a)	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 2000CP	E/A0	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 5 postscript	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	5 postscript	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 2500CP	E/A0	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 1 postscript (a)	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	1 postscript (a)	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 2800CP	E/A0	4 Windows 5 PostScript (d) 5 ArcPress (e)	5 postscript (d)	5 rtl_rgb (e) 5 rtl36_cmyk (e) 5 rtl36_bw (e)	5 postscript (d)	Includes 3 rd party external PostScript RIP hardware

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard DesignJet 3000CP	54"	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 5 postscript	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	5 postscript	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 3500CP	54"	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	5 hpgl 2 hpgl2 (a) 2 rtl 1 postscript (a)	1 rtl_rgb 1 rtl36_cmyk 1 rtl36_bw	3 postscript (a)	ArcPress RTL Device Dithered RGB recommended.
Hewlett-Packard DesignJet 3800CP	54"	4 Windows 5 PostScript (d) 5 ArcPress (e)	5 postscript (d)	5 rtl_rgb (e) 5 rtl36_cmyk (e) 5 rtl36_bw (e)	5 postscript (d)	Includes 3 rd party external PostScript RIP hardware
Hewlett-Packard DesignJet 5000	42", 60"	1 Windows (a) 5 PostScript 1 ArcPress RTL Device Dithered - RGB	5 postscript	1 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw	5 postscript	
Hewlett-Packard DesignJet 5000PS	42", 60"	1 Windows (a) 1 PostScript (a) 1 ArcPress RTL Device Dithered - RGB	1 postscript (a)	1 rtl_rgb 5 rtl36_cmyk 5 rtl36_bw	2 postscript (a)	
Hewlett-Packard 300M (monochrome only)	D/A1, E/A0		3 hpgl 3 hpgl2 (a) 3 rtl 3 postscript (a)		3 postscript (a)	
Hewlett-Packard 600M (monochrome only)	D/A1, E/A0		3 hpgl 3 hpgl2 (a) 3 rtl 3 postscript (a)		3 postscript (a)	
RasterGraphics PiezoPrint 5000	54"		3 postscript (a)	3 rgp54_cmyk 3 rgp54_bw	3 postscript (a)	PostScript requires serveware

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Tektronix Phaser 600	E/A0		3 postscript (a)		3 postscript (a)	
LED						
Xerox Phaser 2135	A/A4 B/A3	2 Windows (a) 2 PostScript (a) 3 ArcPress	2 postscript (a)	3 pclc_cmy 3 pclc_bw	2 postscript (a)	
Laser						
Hewlett-Packard Color Laser 5M	A/A4		2 postscript (a)	2 pclc_cmy 2 pclc_bw		
Hewlett-Packard LaserJet 4000	A/A4		2 postscript (a)	2 pclc_bw		
Hewlett-Packard Color LaserJet 8500	A/A4, B/A3	2 Windows (a) 5 PostScript 5 ArcPress	5 postscript	5 pclc_cmy 5 pclc_bw		
Hewlett-Packard Color LaserJet 8500N, 8500DN, 8550 series	A/A4, B/A3	1 Windows (a) 1 PostScript (a) 5 ArcPress	2 postscript (a)	5 pclc_cmy 5 pclc_bw	2 postscript (a)	
IBM Lexmark 4079	A/A4, B/A3		3 postscript (a)		3 postscript (a)	
Sun SPARCprinter	A/A4		3 postscript		3 postscript (a)	
Tektronix Phaser 780	A/A4 B/A3	2 Windows 2 PostScript		2 pclc_cmy 2 pclc_bw	2 postscript (a)	
Xerox Phaser 790	A/A4 B/A3	2 Windows 2 PostScript	2 postscript (a)	5 pclc_cmy 5 pclc_bw	2 postscript (a)	
Electrostatic						
CalComp 5700 series			3 calcomp 3 colorhcbs (b)			
CalComp 5800 series			3 calcomp 3 colorhcbs (b)			
CalComp 57000 series			3 calcomp 3 colorhcbs (b)			

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
CalComp 58000 series			3 calcomp 3 colorhcbs (b)	3 ccrf36_cmyk (c) 3 ccrf36_bw (c)		
CalComp 67000 series			3 calcomp 3 colorhcbs 3 hpgl 3 cgm (b)			
CalComp 68000 series			3 calcomp (b) 3 colorhcbs (b) 5 hpgl 3 cgm (a)	3 ccrf36_cmyk 3 ccrf36_bw		
Hewlett-Packard 7600/355			3 hpgl 3 hpgl2 (a)			
Hewlett-Packard 7600/250 & 255			3 hpgl 3 hpgl2 (a)			
Phoenix Precision Graphics	E/A0			3 ccrf36_cmyk		
RasterGraphics ColorStation 400	E/A0		3 calcomp (b) 3 colorhcbs (b) 3 hpgl (b) 3 hpgl2 (b) 3 postscript	3 rgi36_cmyk 3 rgi36_bw	3 postscript	
RasterGraphics ColorStation 800	F		3 calcomp 3 colorhcbs 3 hpgl 3 hpgl2 3 postscript		3 postscript	
Synergy Versatec ecp42 (1), c2568, ce3244, ce3436			3 postscript 3 vcgl			Color or B/W.

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Versatec 8900 Series I	E/A0		3 calcomp 3 hpgl 3 vcgl	3 vrf36_cmyk (c)		
Versatec other mono and color electrostatics			3 vcgl (c)			Printer must support VCGL - contact Xerox Engineering Services for a list of Versatec printers and their VCGL compatibility. Color or B/W.
Versatec 8900 Series II	E/A0		3 calcomp (b) 3 vppl (b, c) 3 vcgl2 (b, c)	3 vrf36_cmyk		
Thermal						
CalComp Colormaster Plus 6600 VRC			3 calcomp 3 colorhcbs (b)			
CalComp Colormaster Plus 6600 PS, PS XF			3 postscript (a)		3 postscript (a)	
CalComp 52000 series DrawingMaster Plus			3 calcomp 3 colorhcbs (a, b) 3 hpgl			Color emulation does not work 100%; OPAQUE mode using the color white produces a transparent effect.
Red or B/W.						

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
CalComp Colorview 5900 VRC Series			3 calcomp 3 colorhcbs (b)			
Seiko ColorPoint II Versatec 8800			3 postscript 3 vcgl			
Pen						
CalComp 1039			3 calcomp			
CalComp 1040 series, 1050 series			3 calcomp			
CalComp 1070 series			3 calcomp			
CalComp 2024 PaceSetter			3 calcomp			
CalComp 2036 PaceSetter			3 calcomp			
CalComp 4036 Classic			3 calcomp			
Hewlett-Packard 7220			3 hpgl			
Hewlett-Packard 7470, 7475, 7550			3 hpgl			
Hewlett-Packard 7570 DraftPro, 7570 DraftPro DXL, 7570 DraftPro EXL			3 hpgl			
Hewlett-Packard DraftPro +			3 hpgl, hpgl2 (b)			
Hewlett-Packard 7580, 7585			3 hpgl			
Hewlett-Packard 7586			3 hpgl			
Hewlett-Packard 7595 DraftMaster I			3 hpgl			

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Printer model	Size	ArcMap Engines	ArcInfo Workstation Drivers	ArcPress Drivers	ArcView 3x Drivers	Notes
Hewlett-Packard 7595 DraftMaster I SX, SX +			3 hpgl, hpgl2 (b)			
Hewlett-Packard 7596 DraftMaster II			3 hpgl			
Hewlett-Packard 7596 DraftMaster II RX, RX+, MX, MX +			3 hpgl, hpgl2 (b)			
IBM 6180, 6182 AutoFeed 6184, 6186, 7372			3 hpgl			IBM RISC System/6000 only
Zeta 800/900 series			3 zeta			

Footnotes

- (a) Some large files may not print due to memory/hard drive size limitations.
- (b) MARKERPEN, LINEPEN, PENSIZE, TEXTPEN not supported by printer.
- (c) Driver support requires controller upgrade from hardware vendor.
- (d) Included PostScript RIP has limitations or has not been tested by ESRI and is therefore not supported by ESRI.
- (e) All print files forced through 3rd party external PostScript RIP software, which does not support pre-rasterized files from ArcPress.

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PostScript and Adobe Systems, Inc.

Adobe Systems Incorporated develops, markets, and supports PostScript products and technologies that enable users to create, display, print, and communicate electronic documents. Contact Adobe for a list of PostScript products and manufacturers.

Adobe Systems, Incorporated

www.adobe.com

Memory limitations using Windows, PostScript and ArcInfo RTL or HPGL2

Although support levels are based on the ability of the printer to correctly interpret and render print jobs, some models may be subject to memory limitations when processing raster (image) data.

HPGL/2 translates each pixel of raster data into a polygon, resulting in very large output files. Windows, PostScript, ArcInfo RTL and HPGL/2 files are not read immediately, so the entire contents of the file must be loaded into the printer's memory for rasterization before imaging. When trying to render large files containing raster data to these devices, the printer's on-board memory or hard disk, if available, may fill up, aborting the image.

Third party, on-host rasterizers such as ArcPress, ZEH, Image Alchemy PS and others, can convert PostScript to a raster printer format that is rendered immediately. These software packages utilize the processor and hard drive of the host to rasterize the metafiles, thereby allowing the printer to maintain a minimum configuration. However, because they use the host resources, care should be taken to ensure that there is enough hard drive space and swap to run this type of software.

Not all third-party rasterizers offer output formats for all types of printers. Contact the manufacturer for questions concerning availability/compatibility of output formats and platforms.

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Third-party network print servers

The following table specifies third-party TCP/IP network print server vendors and their products that have been tested successfully at ESRI with UNIX computers.

Vendor	Notes
Hewlett-Packard www.hp.com/net_printing/ppss	Recommended for use with HP printers.
Troy XCD www.troyxcd.com	Wide range of print server products from low-end, single printer units, to multi-network able, web-supportable products.

Raster image processor software vendors

The following table specifies raster image processor (RIP) software vendors and their products that support ArcGIS Version 8x. Call the software vendors for a current list of supported operating systems.

Vendor	Product	Notes
ESRI, Inc. www.esri.com/software	ArcPress	Recommended by and fully supported by ESRI. Check the ESRI website or contact your Regional Office or International distributor for more details.
Handmade Software, Inc. www.handmadesw.com	Image	Not available for all platforms. Contact vendor for current products
Xerox Engineering Services www.xes.com	Alchemy PS ServeWare	Contact vendor for current products.
ZEH Graphics Systems, Inc. www.zeh.com		Contact vendor for current products.

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Support Levels

Level 1: Fully supported, tested at ESRI

The environment has been certified to run successfully with ArcInfo, ArcEditor, or ArcView. Any problems that occur with these environments can be tested on-site at ESRI.

Level 2: Supported with limitations. May not be available at ESRI

The environment has been tested and runs with known limitations with ArcInfo, ArcEditor, or ArcView, therefore it cannot be fully supported due to these limitations. Users are expected to know how to connect and configure these software for their computer.

The environment is not always available on-site at ESRI; therefore any problem that occurs in this environment, but does not occur in the Level 1 environment, may be difficult to isolate and solve, or might take more time.

Level 3: Has not been tested at ESRI

The environment has not been tested at ESRI, but it is assumed by ESRI to work with ArcInfo, ArcEditor, or ArcView because user sites have reported working with that environment. The environment is assumed by ESRI to work until that environment is shown to fail.

Level 4: Unknown

It is unknown at this time whether the environment will work with ArcInfo, ArcEditor, or ArcView.

Level 5: Not Supported

The environment has been tested and found to have serious limitations or restrictions. One of the components of the environment is of an earlier version than the version used to build the software.