



# Printer Vendor Program (PVP) - - FAQs

PUBLIC

# PVP - FAQs

This FAQ document is intended for SAP customers and for printer manufacturers who plan to join the program. If your company is already participating in the SAP Printer Vendor program, please read SAP Notes [1331512](#) and [1331614](#).

## SAP Customers

❑ **Is it possible to know whether the printer I purchased is supported by SAP?**

You can find the list of supported printers in the device type wizard. See SAP Note [1036961](#) for details.

❑ **If my printer is not visible in the device type selection wizard, what is the next step?**

Please check SAP Note [1103826](#) for the solution.

❑ **I need information about support from printer vendor X. where can I find it?**

Printer support is listed in the Printer Vendor Wizard Notes. Please check SAP Note [1097990](#) for a complete list.

❑ **Is it possible to know the printer/device type pair I use is tested or certified by SAP?**

SAP tested device types is available in SAP [online directory](#) device types developed under PVP is NOT automatically considered as certified and tested by SAP.

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## Printer Vendors

### ❑ **Where can I find the detailed information about SAP Printer Vendor program?**

You can find the information in the SAP Printing team website. Here, we have a section exclusively for the SAP Printer Vendor program. You can download an overview presentation and an overview document which lists the printer manufacturers which have already become PVP members.

### ❑ **What is the procedure followed to join the SAP Printer Vendor program?**

Please send an e-mail to [Print@sap.com](mailto:Print@sap.com) and ask for participation in the program.

### ❑ **I would like to develop device type X for usage with SAP. Where can I do it?**

Please join the SAP Printer Vendor program. As a member of this program, you will get access to printer development environment and the test suite at hand it is possible for participants of the program to evaluate the result of the device type development themselves. Once the printer model/device type combination has evaluated successfully, it will be added to the device type wizard tool. Afterwards your printer becomes visible in the SAP system.

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- ❑ **I would like to certify my printer X for usage with SAP. Where can I certify my printer?**

We do not do certifications for single printers.

- ❑ **What is the device type wizard?**

The device type wizard supports customer in creating an output device in the SAP system. The wizard shows all supported printer model/device type combinations. For details see SAP Note [1036961](#).

- ❑ **I would like to certify my portable printer for usage in SAP NW Mobile scenarios. How do I proceed?**

Note that certification of mobile printers used in SAP NetWeaver Mobile is not within the scope of the SAP Printer Vendor program. Certification of drivers for the Windows Mobile operating system is done by the corresponding department at SAP together with the company Abaco.

**Thank you.**

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