Troubleshooting

1. Check Ethernet Connection of Print Server

Follow these steps to check the Ethernet connection of the print server:

1) Click the "Start" menu, and type "Run" in the search bar. Press Enter or use the WIN+R key combination to open the Run window.
2) In the Run window, type "cmd" and click "OK".
3) In the Command Prompt window, enter the command "PING xxx.xxx.xxx.xxx" (replace xxx.xxx.xxx.xxx with the print server's IP address).

Note: Make sure to include a space between "PING" and the IP address.
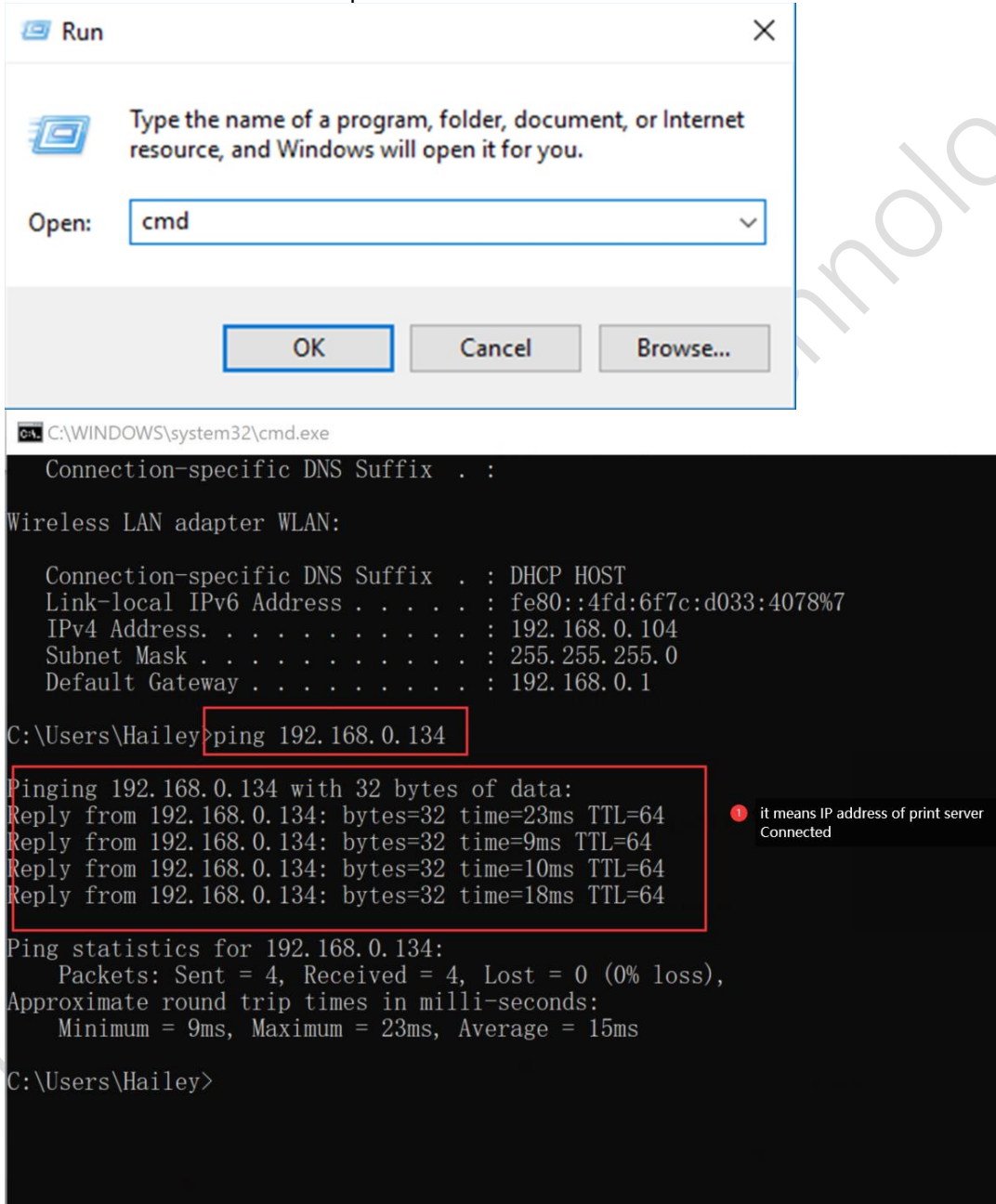
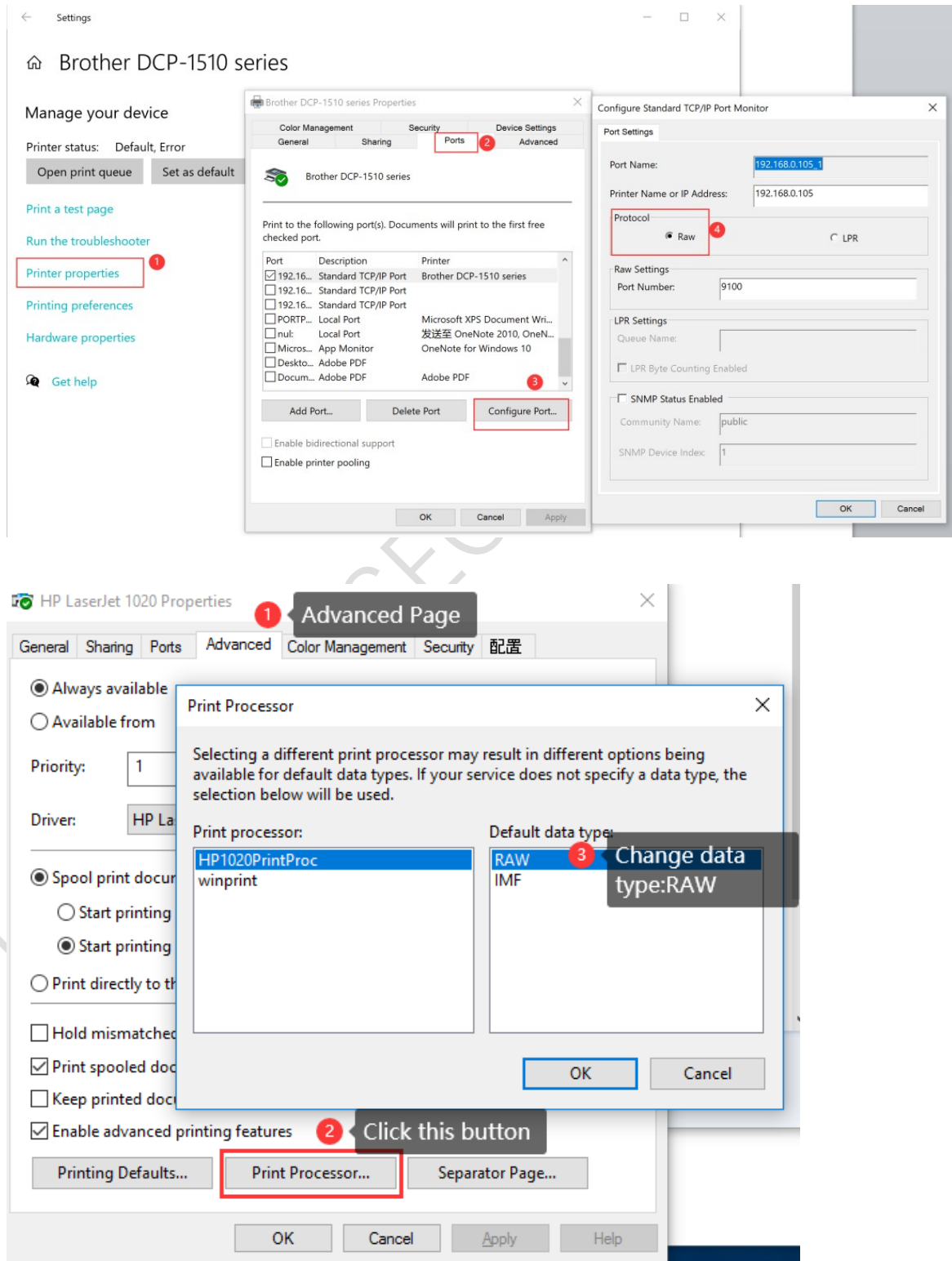## 2. Check USB Printer's Data Format is RAW

To confirm the default data format of the USB printer:
1) Open "Printer Properties" for the printer.
2) Check if the default data format is set to "RAW". If it is set to "IMF", change it to "RAW" as shown in the image below:

(Some old models of HP Printers should pay attention to the Data Format. Such as HP1020, HP1006, HP1106, HP1136, HPm1005 etc.)

3. Verify " Use Printer Offline " Option is Disabled

1) Right-click on the target printer and select "See what's printing".
2) In the print queue window, click on the "Printer" menu.
3) Make sure the "Use Printer Offline" option is not enabled.
   Note: If there are any documents in the print queue, delete them.

Right Click the target Printer, choose **"See what's printing"**, Click the **"Printer"**, Check whether disabled the **"Use Printer Offline"** option as shown as below:
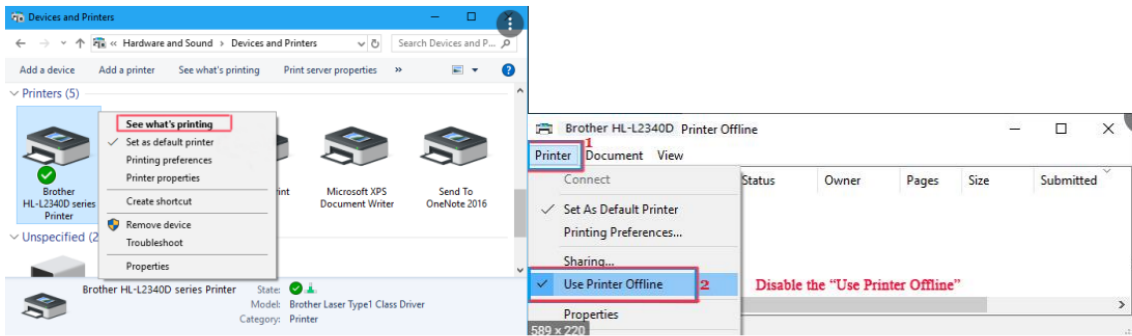

1. Avoid DHCP for Print Server's IP Address

It is recommended not to use DHCP to obtain an IP address for the print server to avoid assigning different IP addresses.

### 2. Verify Print Server Recognition via Config Tool on Windows OS

After connecting the print server to the computer, it will automatically power on and start. The startup process takes about 20 seconds. When the print server config tool displays a USB sign in the lower-left corner, it indicates that the print server has been recognized. Refer to the image below.

Note: If the print server cannot be found via the config tool, try using another USB port, another PC, or another USB cable. The print server must be found before proceeding with the product setting via the config tool.
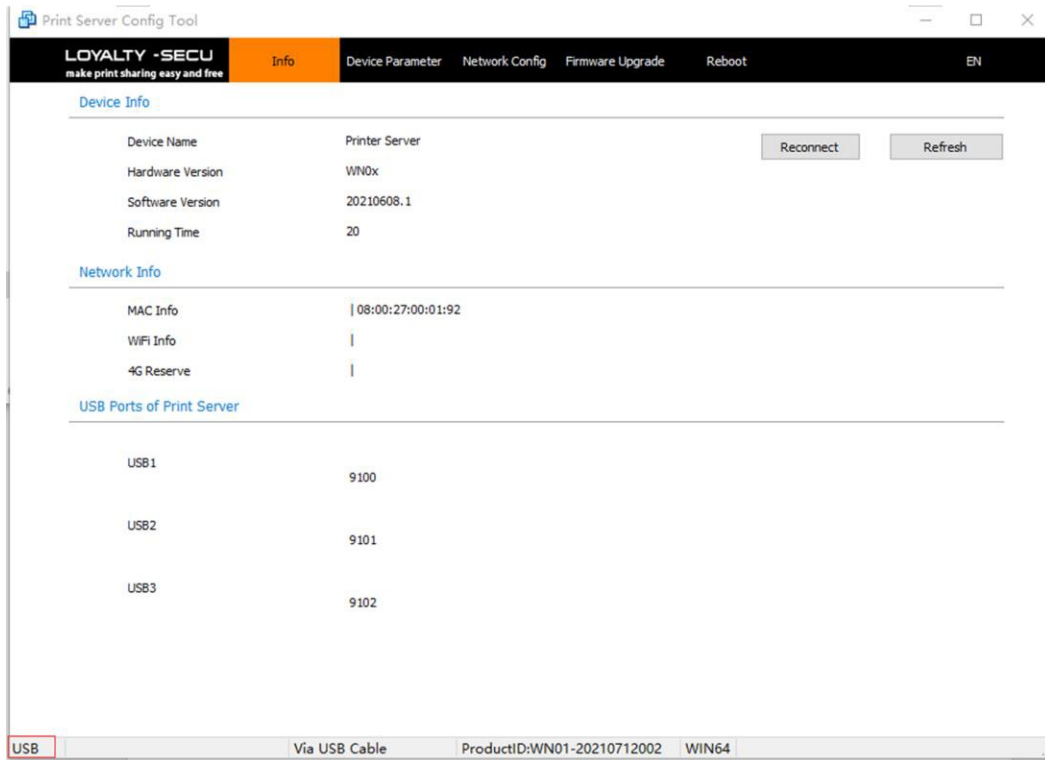
### 3. Troubleshooting WiFi Print Server Connection via Network Connection Method?

1) Solution 1: Long-press the "Reset" button on the print server for 5 seconds.
2) Solution 2: Ensure that the wired network configuration's default mode is set to "Obtain an IP Address via DHCP".
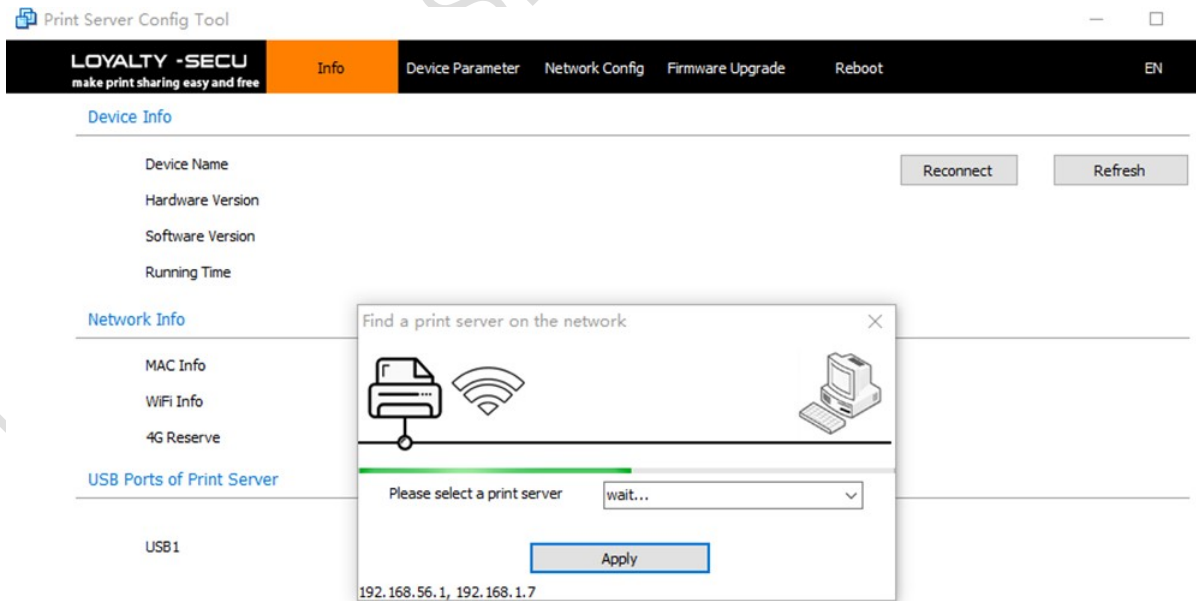
### 4. Verify "Enable bidirectional support" Option is Disabled

Check if the "Enable bidirectional support" option is disabled as shown below:

==(For some old models of HP Printers, must cancel this option, otherwise the printer will keep repeating the printing task.)==
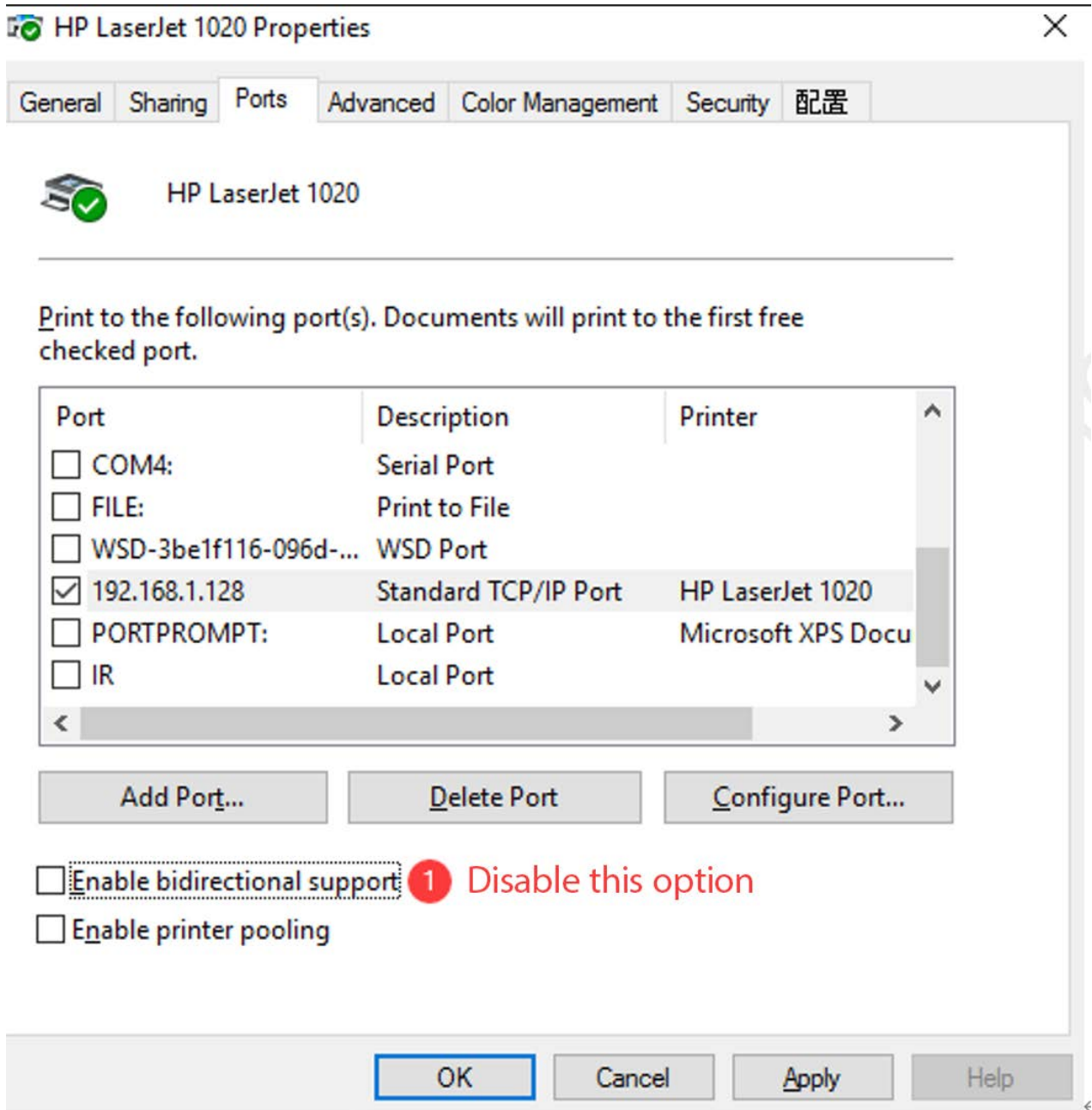
## 5. Confirm WiFi Internet Name Scanned by Print Server

When connecting the print server to a WiFi network, ensure that the complete WiFi internet name is scanned and entered manually. For example, if the WiFi internet name is "Vodafone Superior" with a space in between, make sure to fill in the complete name as shown in the image below:
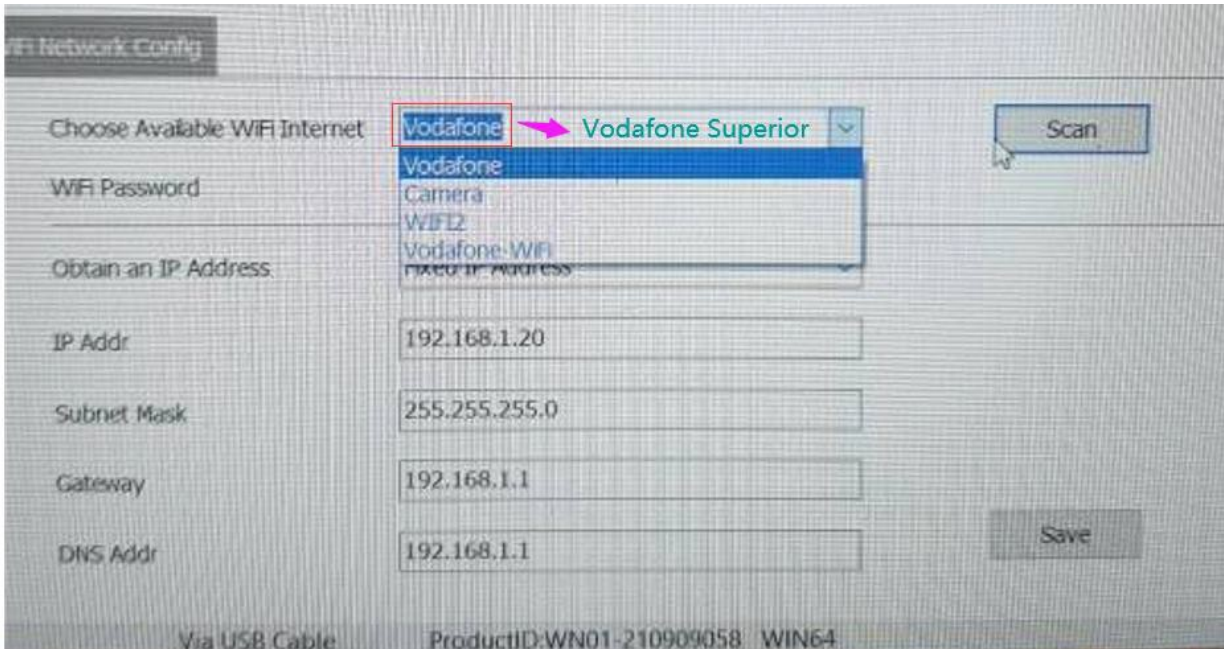
Note: Only when the WiFi internet name and password are correct, and an IP address is assigned to the WiFi print server, the device can be found in your LAN internet.

6. Adjust Socket Recv TimeOut Parameter for EPSON M & L Series Printers

For EPSON M1180 & EPSON L Series Printers, the driver requires 10-15 seconds to process and send the printing data. Change the Socket Recv TimeOut parameter to 30-80 seconds as shown in the image below:
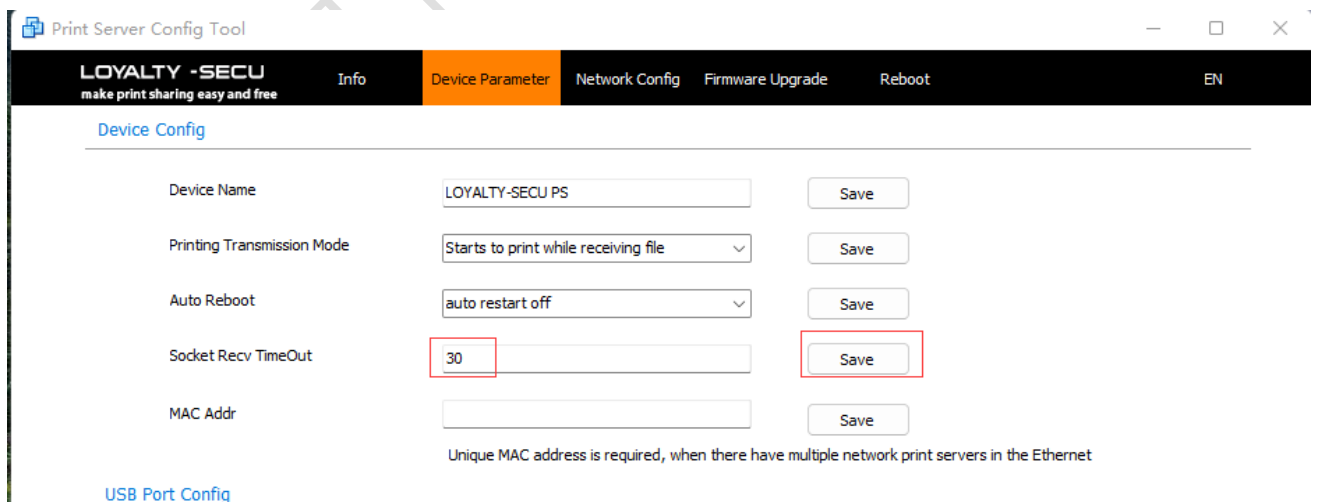
After setting this parameter to 30 or a higher value, click the "Save" button.

7. Unable to Find Print Server via LAN Network
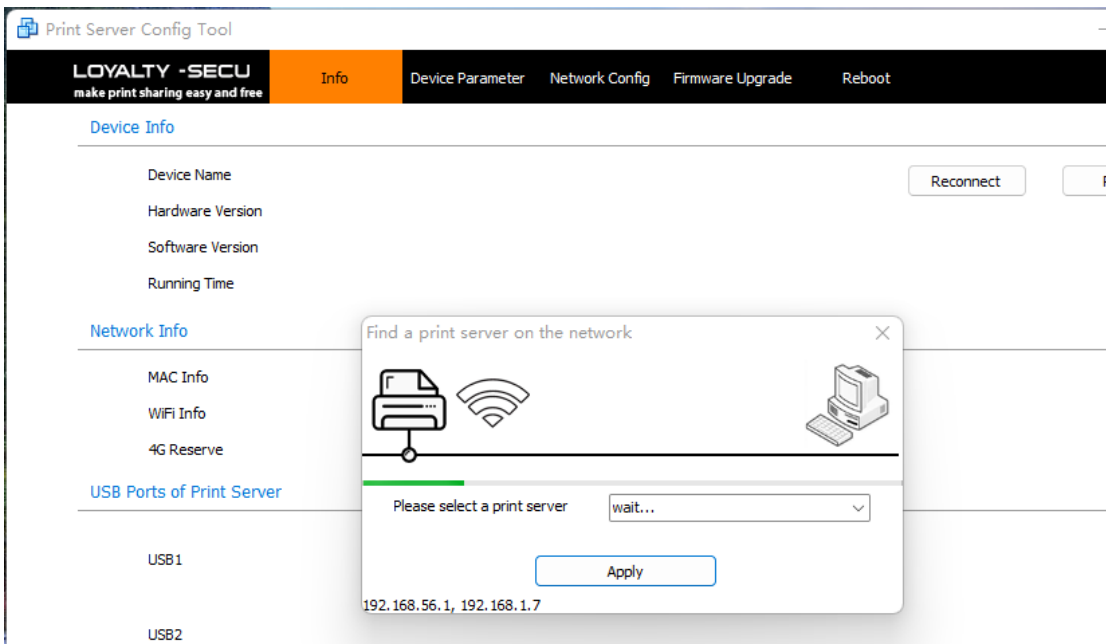
Common problems and solutions when unable to find the print server via the LAN network:
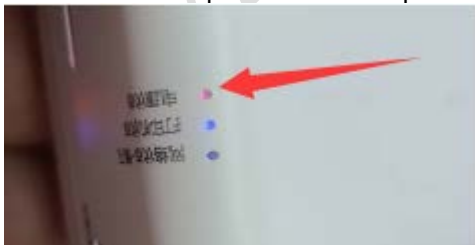
7.1.   Faulty RJ45 Ethernet Cable:

Check if the lights on both sides of the network cable port are on. Refer to the figure below.

Troubleshooting method:

a.   Ensure the print server is powered on (the LED indicator should be red, as below).

b.   Check the Ethernet cable. If the network cable is disconnected or faulty, the lights on the network port will not be on. Try replacing the network cable and check the status of the lights.

10.2. Computer Firewall Settings

When opening the Config Tool for the first time, a firewall prompt may appear. Choose to

allow access as shown in the image below.
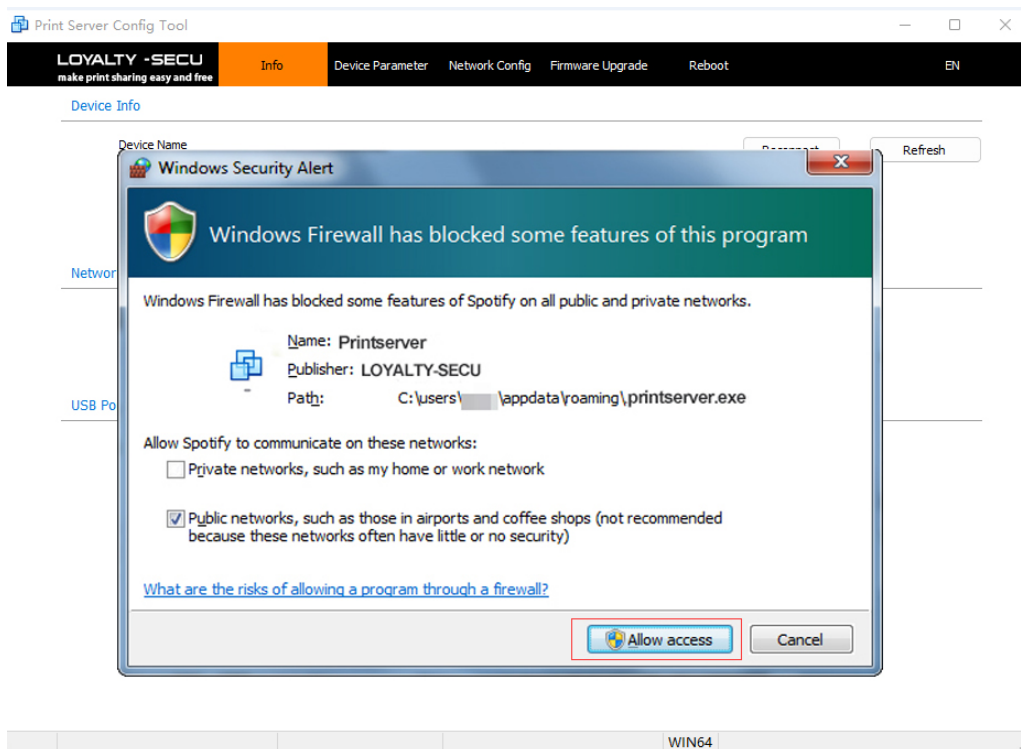
Note: If you accidentally click "Cancel", the Config Tool may be unable to search for the print server. Extract the Print Server Config ToolV202202.zip to another folder, open the Config Tool again, and click "Allow Access".

8. Error #10060 When Using Network Connection

When using the network connection mode in the config tool, if you encounter the "Socket Error #10060 Connection time out" message after selecting the print server's IP address from the searched list, follow these steps:
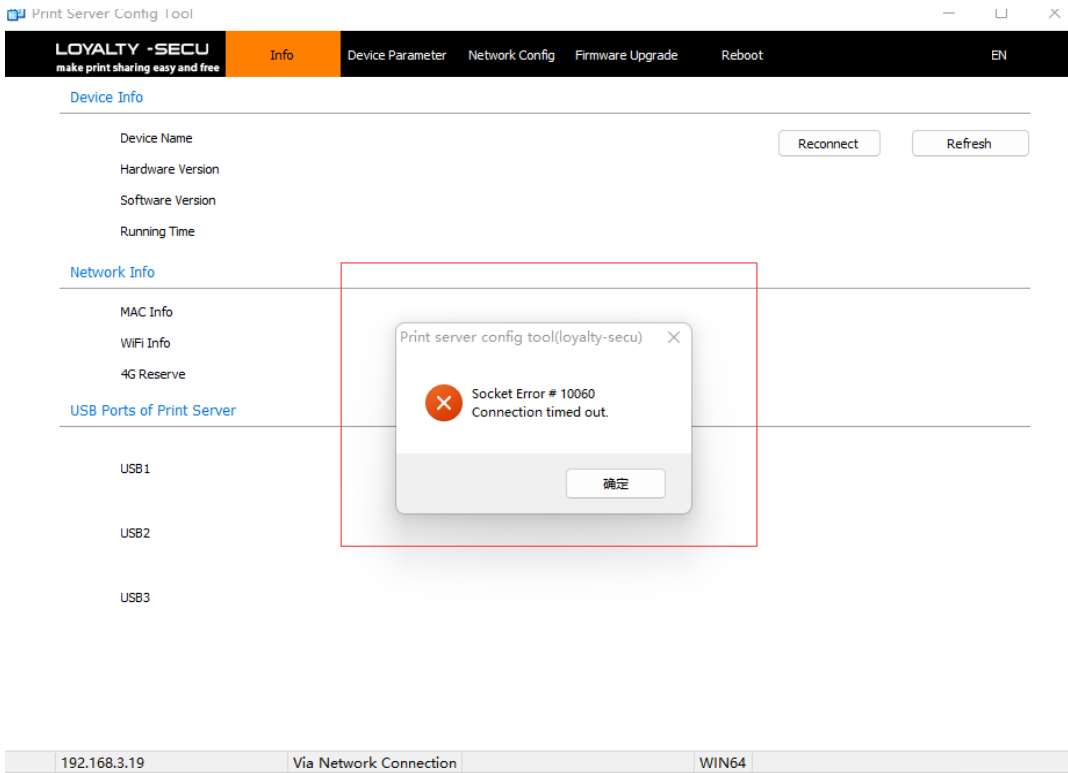
Remarks: The reason for this problem is a network blockage. After the print server is connected to the Internet, it broadcasts its IP address to the network segment. If the computer firewall does not block the IP address of the print server, the broadcast packets from the print server can be received and displayed in the list.

Troubleshooting steps:

Check whether the IP address of the computer is in the same network segment as the print server, such as: 192.168.3.xxx.

In cases where the computer is connected to the router's network and the print servers are connected to the optical modem, they may be on different network segments. There will be a problem as shown in the title: the IP can be found but an error is reported after the connection "Socket Error #10060 Connection time out".

Solution:
Make sure the print server and computer & router work under the same LAN Network or Adjust the LAN network structure or set the router to network bridge mode to resolve this issue.

9. Solution for HP LaserJet Pro MFP M126a Sleep Mode Issue

If the HP LaserJet Pro MFP M126a enters sleep mode and cannot be woken up, follow these steps to set the print server via the Config Tool:

1) Open the config tool and go to "Device Parameter" -> "Auto Reboot".
2) Choose "1 day" from the options and click the "Save" button as shown below.
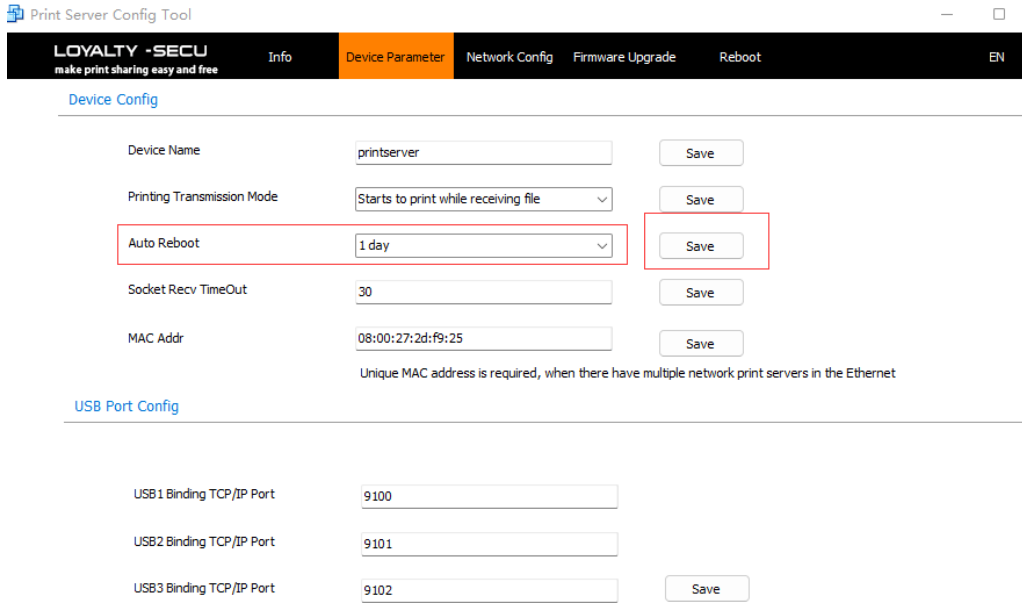
3) Download the firmware and upgrade it using the Config Tool. Restart the print server. Contact LOYALTY-SECU After-sale Team to obtain the firmware.
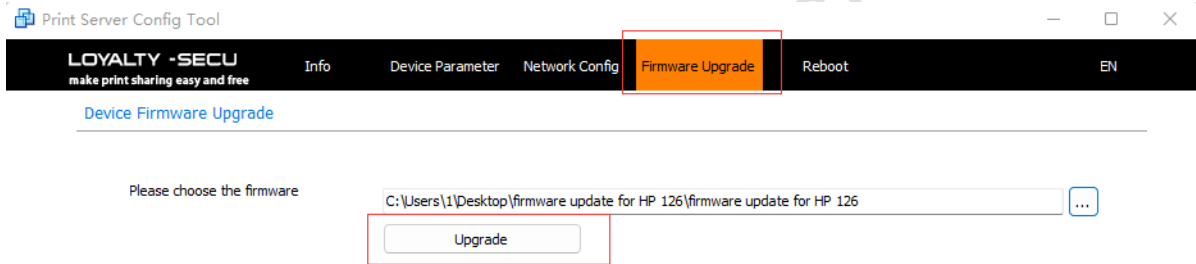
After upgrading the firmware, reboot the print server as shown in the image.