Troubleshooting

Printer does not appear in the Advanced Configuration Tool

1. Make sure that the printer is turned on and properly connected to the network.

2. Verify that the Ethernet frame type used by the printer is supported by the file server. The configuration page reports the frame type used by the printer.

If the frame type is set to **Adaptive**, the printer uses the frame type of the first file server that responds to a broadcast from the printer. The printer broadcasts packets in the following order:

For Ethernet:

- IEEE Ethernet 802.3

- IEEE Ethernet 802.2

- DIX Ethernet II

- IEEE Ethernet 802.3-SNAP

For Token Ring:

- IEEE Token Ring 802.5

- IEEE Token Ring 802.5-SNAP

See the *NetWare Administrator's Manual* for more information on frame types.

3. Make sure that NetWare is enabled on the printer.

4. If your network uses a router, make sure that your router is configured to not suppress NetWare SAP (Service Advertising Protocol) packets.

Testing the file server-to-printer connection

1. To test the file server-to-printer connection, first use the **CAPTURE** command to redirect output sent to a port to a network queue. For example:

   CAPTURE NB NFF NT Q=PHASER L=1

   where:

   NB specifies **NO BANNER**
   NFF specifies **NO FORM FEED**
   NT specifies **NO TABS**
   Q=PHASER specifies **PHASER** as the queue name
   L=1 specifies port **LPT1**

2. Use any text editor to create a two-line ASCII file with the following contents:

   ```
   %!
   showpage
   ```

3. Use the **COPY** command to send the file to the printer. For example, if the file is called *SHOWPAGE*, and the printer is assigned to LPT1, type:

   COPY   SHOWPAGE   LPT1:

   If the file server-to-printer connection is good, the printer ejects a blank page.

Cannot submit job to a queue

Use the Advanced Configuration Tool to verify that you are a queue user.

1. Select **Configure queue** from the **Advanced configuration menu**.

2. Select the file server and queue that you are trying to print to.

3. In the next menu, select **Queue users**. A list of current queue users is displayed. Press the **Insert** key to add additional users. (You can also use **PCONSOLE** to add queue users.)

4. Make sure that users can submit print jobs and that the print server can service queues (using **Configure queue**).

Job appears in queue, but printer does not service it

Check the following items:

1. Verify that the printer has been set up to service the queue:

   a. Using the Advanced Configuration Tool, select **Configure queue** under **Advanced configuration**. Select the appropriate file server and queue; then select **Queue servers**.

   b. Using **PCONSOLE**, see the web topic "Printer configuration using PCONSOLE" for more information.

2. Check that the printer was able to log in to the file server:

   a. At the file server's console, type:

      load   monitor

   b. Select **Connection Information** from the **Available Options** menu.

   If the printer has logged in, its print server name is displayed in the list. If the print server name is not on the list, continue with Steps 3 through 5.

3. Verify that there was an available connection slot for the printer. Since the printer consumes a login connection, the file server may need an available connection for the printer to log in.

4. Verify that the password the printer saved (if one was set) is the same as the one on the file server. Mismatched passwords can result if **PCONSOLE**, rather than the Advanced Configuration Tool, is used to set the password. Use the Advanced Configuration Tool to enter a new password to ensure that they are the same. To set a password, choose **Login password** from the **Configure print server (printer)** menu (**Advanced configuration**).

5. Verify that the printer's print server name matches the one created on the file server. The configuration page reports the printer's print server name.

6. Verify that the frame type the printer is using is supported by the file server. See the topic "Printer does not appear in the Advanced Configuration Tool".

7. If you are printing from NetWare 4.0, 4.0.1, or 4.0.2, bindery emulation must be enabled on your file server.

Job is serviced, but does not print

■ Use the Advanced Configuration Tool to check the printer's status. Select **Print server status** under the **Status** menu.

■ Download the PostScript Error Handler to the printer. For information on using the Tektronix PostScript Error Handler, see your printer's drivers and utilities manual.

■ You can use **PCONSOLE** to check the print job. Select the queue where the job was sent, then select the **Current Print Job** entry to view the job. If the job is being serviced it indicates this along with the name of the print server servicing the job.

■ Make sure that you are using the correct Tektronix driver for your networked printer.