

## Troubleshooting Network Printing Problems

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**Environment:** Windows NT/2000 network, printers attached to Intel print servers or directly to server or a workstation printer port, Windows 95/98/ME/2000 workstation.

Network printing problems may be caused by numerous events including paper out, paper jams, hardware failure, power outages, and the like. The bottom line is that you can't print so you need to check the easy and obvious things first.

### **Review the Basics**

- Make sure your printer is in the READY mode. Most printers have a Select or ONLINE button or READY button or light that is lit to indicate the printer is ready to accept data. When laser printers are opened or paper cassettes removed, often they will go to the NOT READY state. Check this first.
- Check for obvious indications of paper jams, ribbons or covers out of place, etc.
- Check and secure all cable connections at the back of the printer and at the back of the computer or print server to which it is attached.
- Check the status of your print server if one is in use. Typically we have used ASP, HP, or Intel NetportExpress print servers – small gray or black boxes to which your printers are attached. These in turn are attached to the network. Make sure that the status light on this device is green or blinks green. If it is red or amber, unplug or reset the unit and wait 60 seconds for a green light. Resetting the print server is harmless and a good first step if you're unsure of the status.

### **Check the Print Queue**

- First, clear any print jobs queued by your printer. Go to START, SETTINGS, PRINTERS, double-click the printer icon in question to open its queue folder. Select the Cancel All Jobs option from the Printer menu or select all jobs and choose Cancel from the Document menu.
- Next, make sure the printer is not set to work offline by Windows. While the print queue folder is open, select the Printer menu and uncheck the Use printer offline option if it is checked.

### **Try Some Test Pages**

- Is it your printer or your application causing the problem? Print a Windows test page by selecting START, SETTINGS, PRINTERS. Right click on the printer icon in question, select Properties, then press TEST PAGE on the General screen. Respond Yes if asked if the test page printed correctly even if it did not.
- Do the same thing from another computer on your network. The problem could be just with your computer. If so, there could be a problem with the printer port path or your printer driver. Contact technical support for further assistance.
- If you were successful in printing a test page, now try printing from your application again.