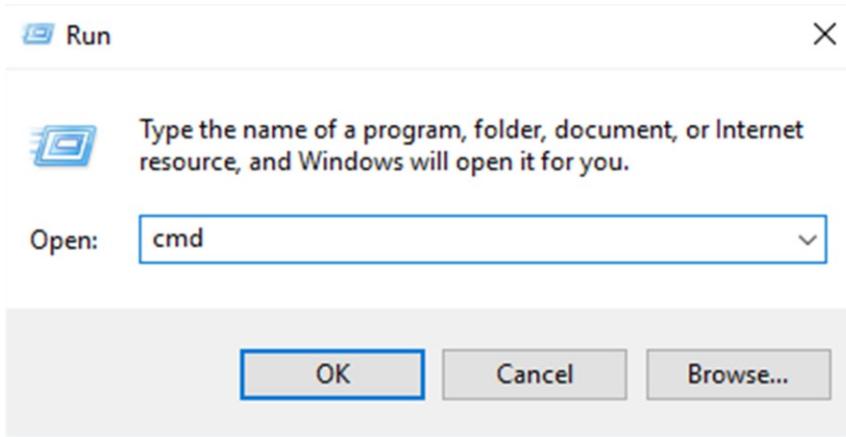


Troubleshooting

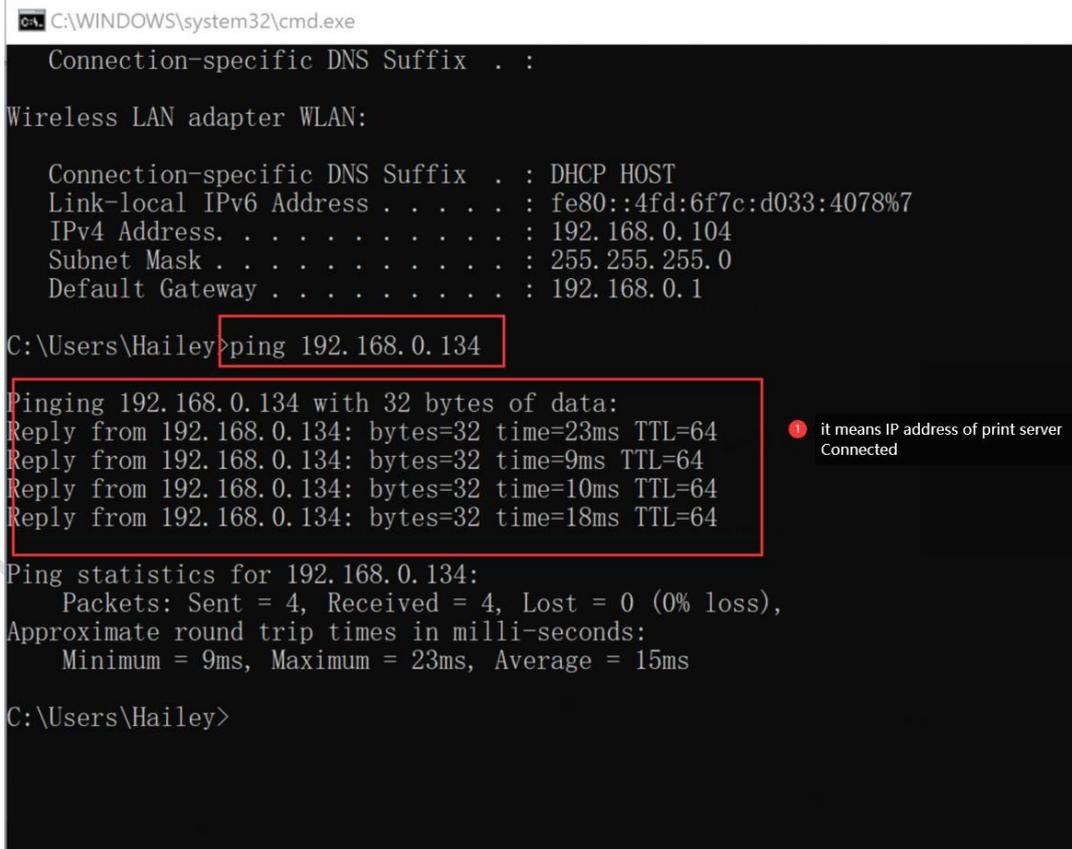
1.1. Check Whether the Print Server already Connected to the Ethernet Successfully or Not

Steps: Click "Start" Menu, and input "Run", or use the WIN+R key combination to call the run window, enter "cmd" in the run window, click "Ok"



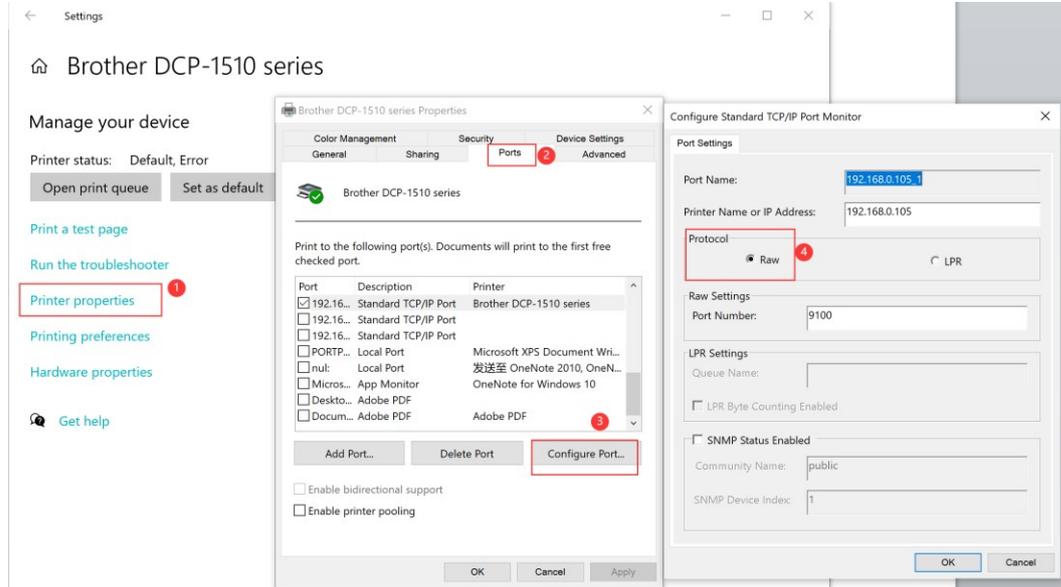
Input PING xxx.xxx.xxx.xxx (print server's IP address)

(Notes: There must have a space between PING and the IP address)

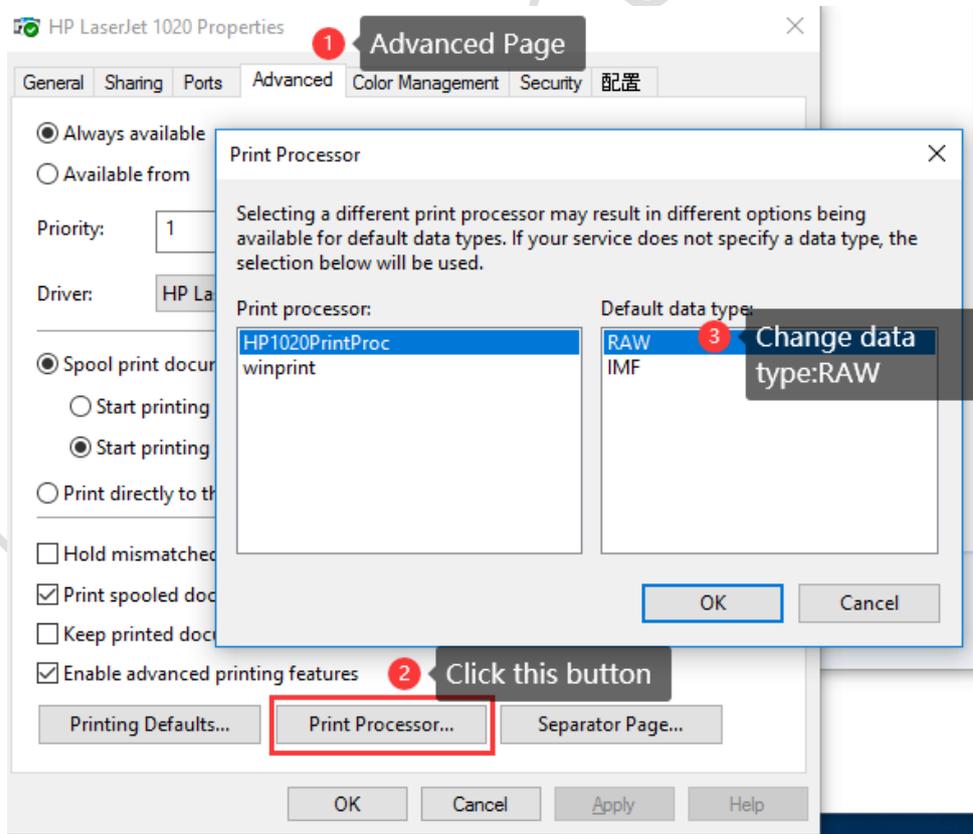


1.2. Check Whether Your USB Printer support RAW Protocol or Not

Confirm the printer’s default data format” RAW” via “Printer Properties”

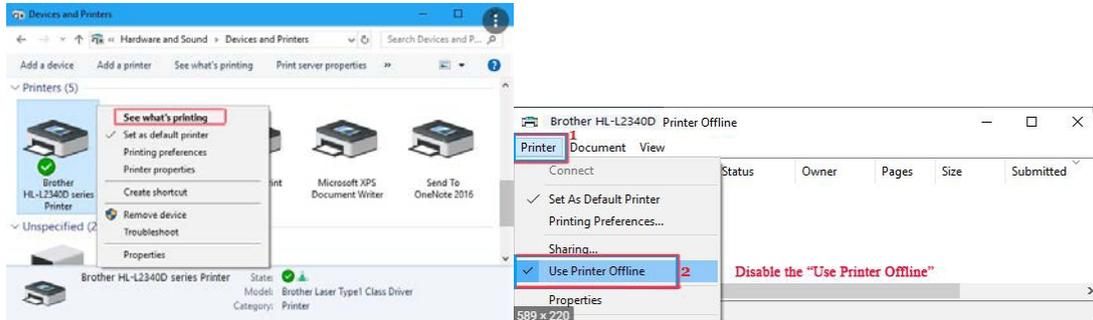


If the USB printer default data format is “IMF”, please change it into “RAW” data format as below image shows:

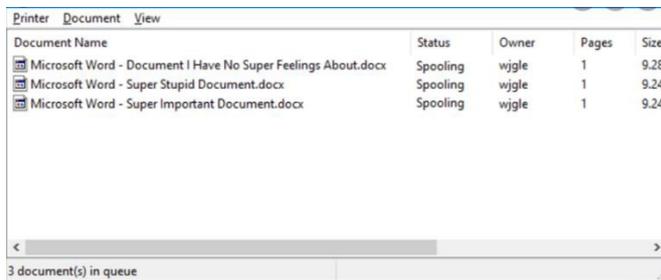


1.3. Check Whether the USB Printer is Offline

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:



Note: If there are showing some documents are in queue, please delete all of them.



1.4. Not Suggest Obtaining an IP Address via DHCP

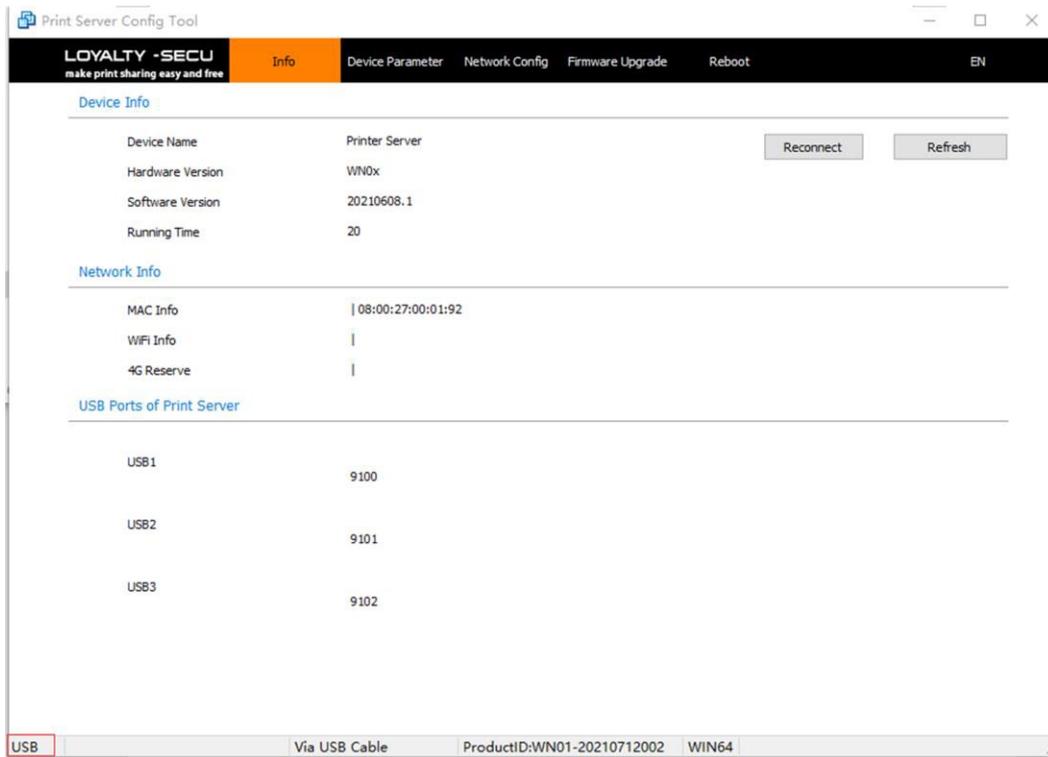
It is easy to forget the IP address and may assign a different IP address for the print server, if we use DHCP to obtain an IP address for print server.

1.5. Check Whether the Print Server Config Tool Can Recognize Print Server via Windows OS

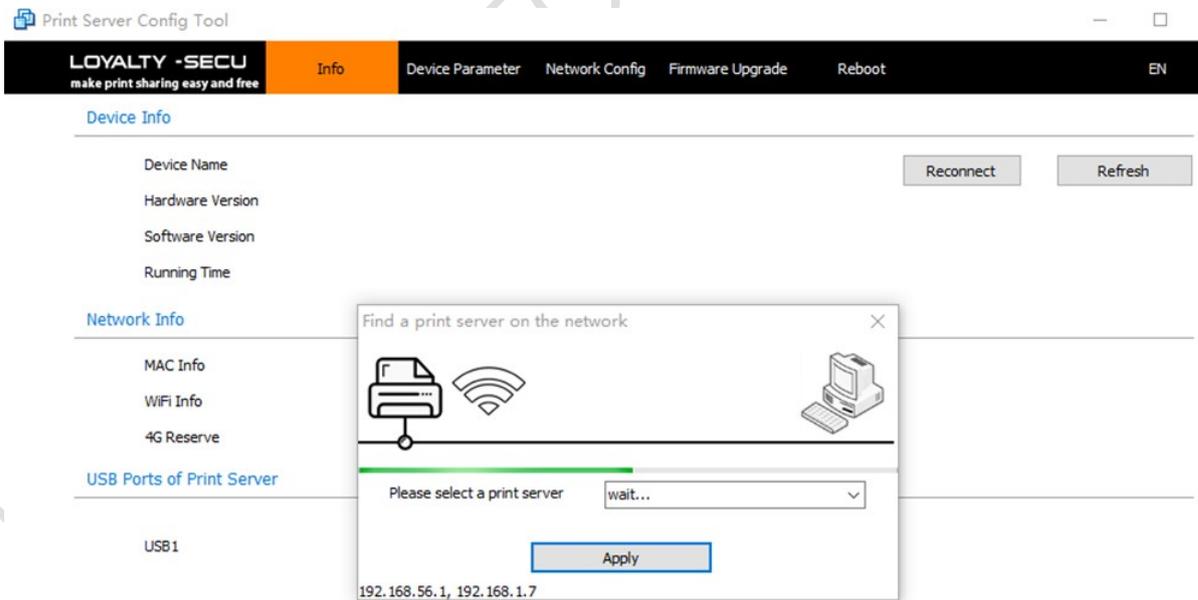
After connected to the computer, the print server will automatically power on and start. The entire startup process takes about 20 seconds, then the print server config tool will display USB sign in the lower left corner, indicating that the config tool has been identified the print server as shown as below:

Remarks:

If the print sever cannot be found via the config tool, please try with another USB port of your pc or another pc or another USB cable to have a try. (Only the print server can be found, then we can continue the product setting via the config tool)



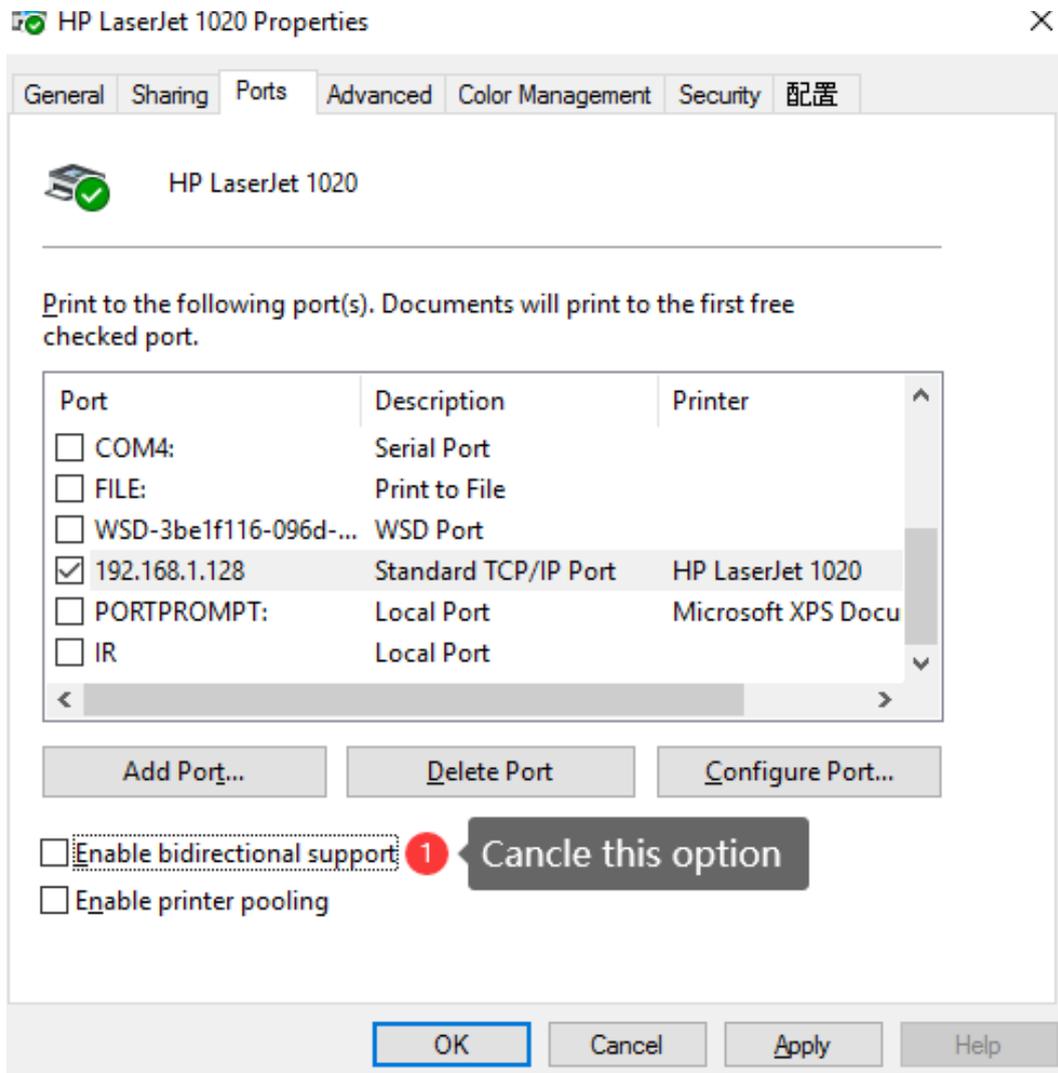
1.6. Why the WiFi Print Server cannot be Connected via Network Connection Method?



Solution 1: Long Press the “Reset” Button of the print server for 5 seconds.

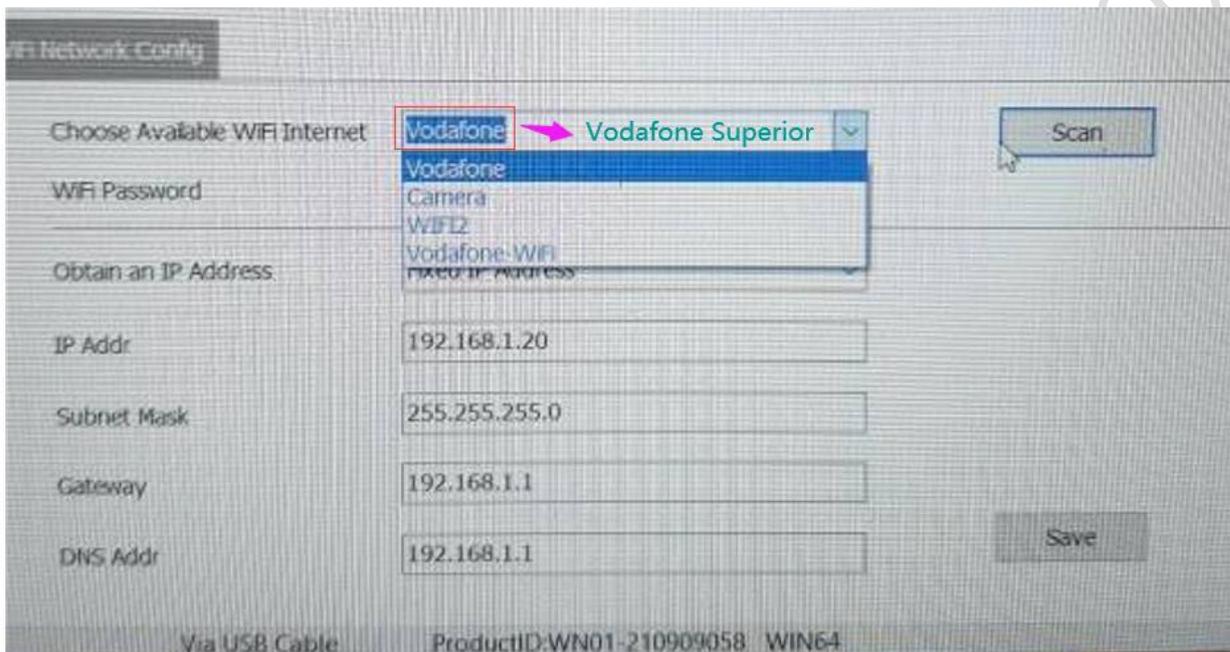
Solution 2: Make Sure the Wired Network Config Default Mode is “Obtain an IP Address via DHCP”

1.7. Check Whether Disabled the “Enable bidirectional support” Option or Not as Below



1.8. Check Whether the Print Server Scanned the Complete WiFi Internet Name as below shows:

Eg: When need to connect the print server to **WiFi Internet “Vodafone Superior”**, because there has a space between “Vodafone” and “Superior”, after clicking the “Scan” button, the print server only gets the WiFi internet name before the space (**Vodafone**), so the user needs to fill in the complete WiFi Internet name “Vodafone Superior” manually, as below image shows:

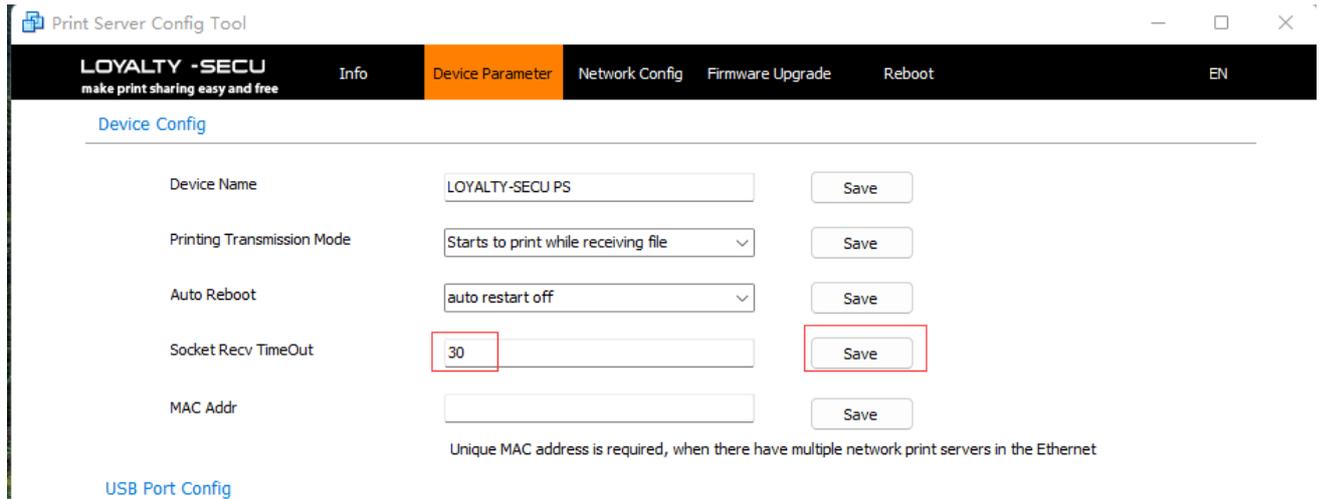


Remarks: Only the WiFi internet name and password is correct, after assigned an IP address for the WiFi print server, this device can be found in your LAN internet.
”

1.9 . Set Higher Figures of the Socket Recv TimeOut

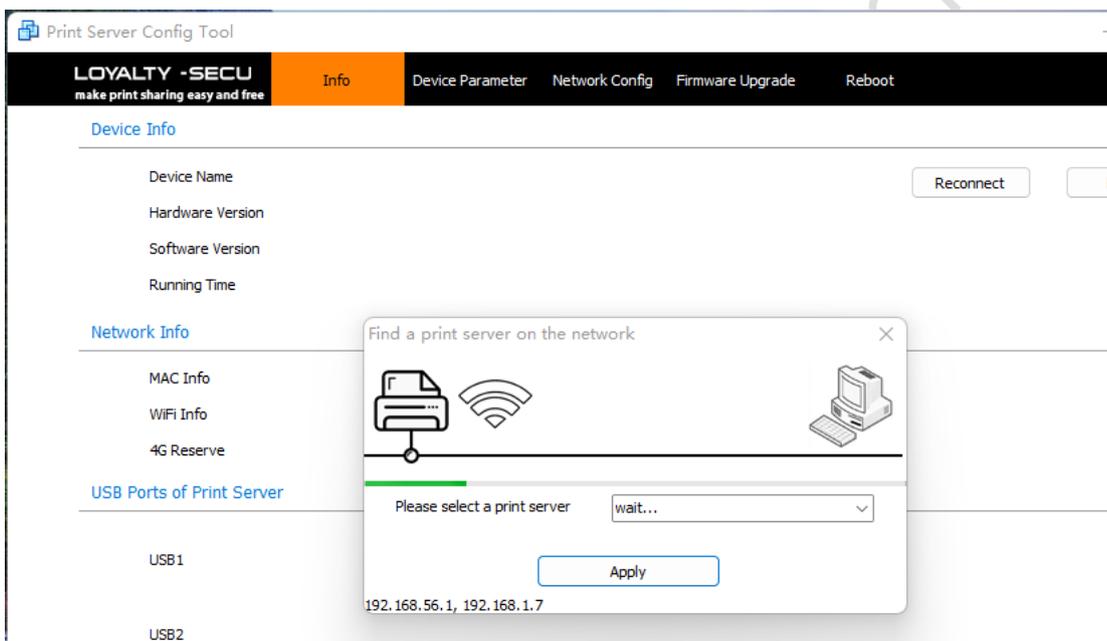
Parameter for EPSON M & L Series Printers.

For EPSON M1180 & EPSON L Series Printer, the driver needs 10-15s to process and send the printing data, so we need to change this parameter (**Socket Recv TimeOut**) into 30 to 80 seconds as below image shows:



Once you set this parameter into 30 or higher figure, please do not forget to click "Save" Button.

1.10.Unable to Find the Print Server via LAN Network



Here are the Common Problems and Solutions:

1.RJ45 Ethernet Cable Is Faulty:

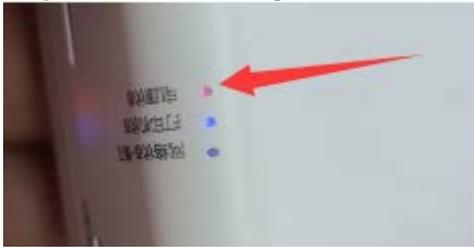
If you use a network cable to connect, please check whether the lights on the left and right sides of the network cable port are on. The normal state is as shown in the figure below:



Troubleshooting Method:

a. Whether powered on the print server

If the print server already turned on, the LED indicator(red) will as below image shows:

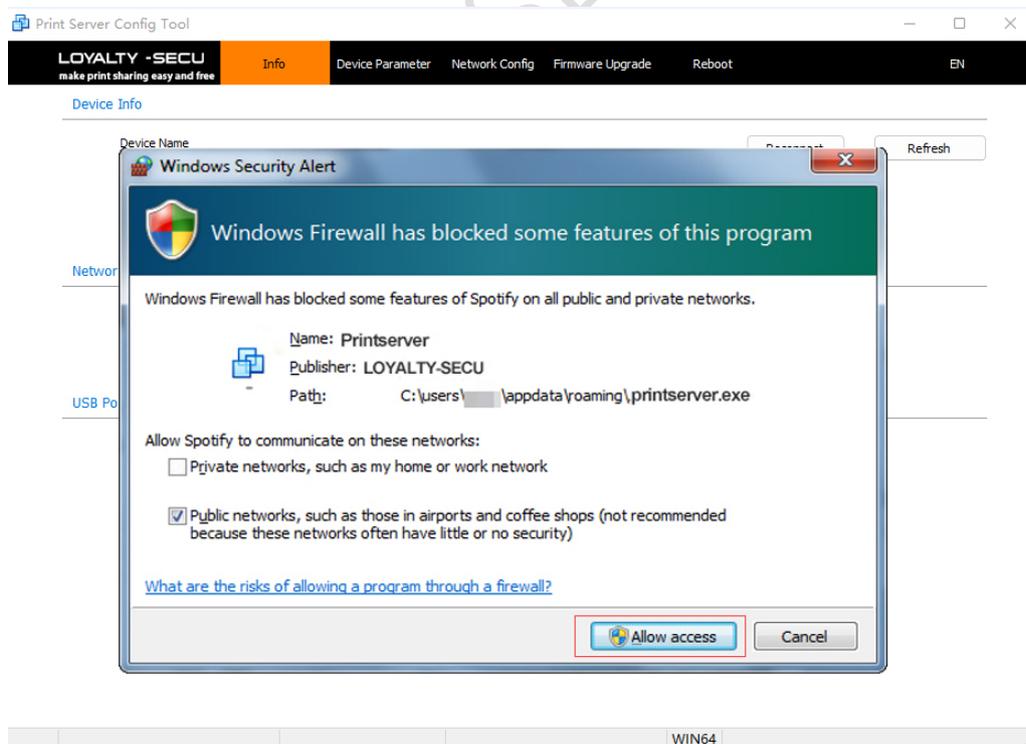


b. Check the ethernet cable

When the network cable is disconnected or there is a problem with the network cable, the lights on the left and right sides of the network port will not be on. You can try to check the status of the light after replacing the network cable.

2. Computer Firewall Setting

When the Config Tool been opened for the first time, there will be a firewall prompt alert, please choose to allow access. As the below image shows:

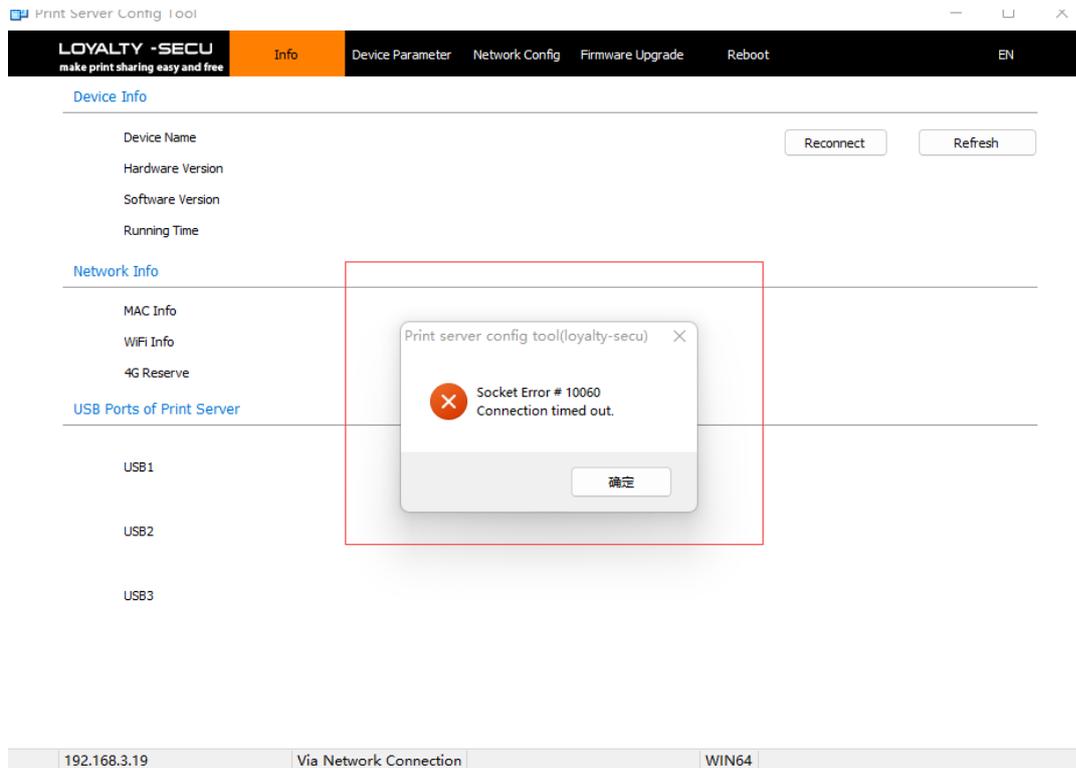


Remarks: If you click “Cancel” by accidentally, the Config Tool might be unable to search for the print server. You can decompress **Print Server Config ToolV202202.zip** to another folder.

Open the Config Tool again and click "Allow Access".

1.11.Error #10060 When Using Network Connection

When open the config tool of the print server, select to use the network connection, the IP address of the print server appears in the searched list, when you select it, the Config Tool prompts: "Socket Error #10060 Connection time out" as below image shows:



Remarks:

The reason for this problem is that the network is blocked. After the print server is connected to the Internet, it will broadcast its IP address to the entire network segment.

When you open the config tool, if your computer firewall is not blocked the IP address of the print server, the broadcast packets that can be received from the print server are displayed in the list.

How to troubleshoot:

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 the cases used by many of our customers, the computer is connected to the network of the router, and the print servers are connected to the optical modem. The print servers on the optical modem and the computers under the router are with two 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"

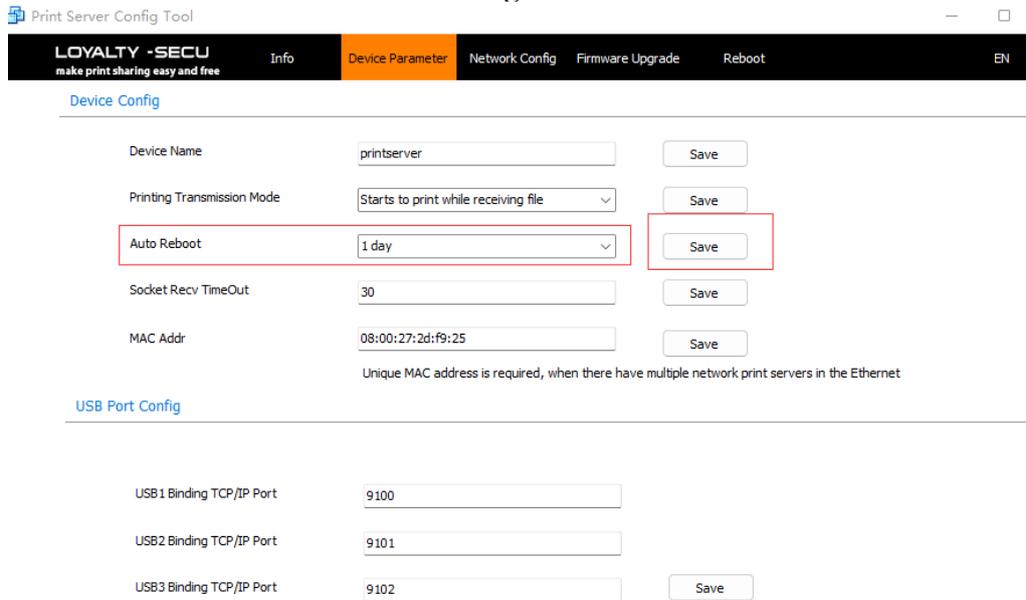
Solution:

Make sure the print server and computer & router works under same LAN Network or adjust your LAN network structure. For example, set the router to network bridge mode.

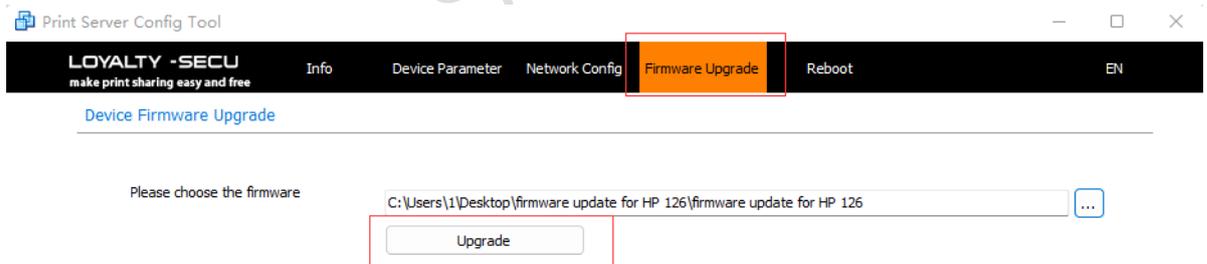
1.12. Solution for HP LaserJet Pro MFP M126a Sleep Mode Can Not be Woken Up

According to recent customer feedback, the HP LaserJet Pro MFP M126a enters sleep mode and cannot be woken up. Please follow the below steps to set the print server via the Config Tool.

1. Open the config tool, go to “Device Parameter”--> “Auto Reboot” --> Choose “1 day”---->Click“Save” button as below image shows:



2. Download the Firmware and upgrade it via the Config tool and restart the print server. Please contact LOYALTY-SECU After-sale Team to get the firmware.



After upgrade the firmware, please Reboot the print server as below image shows:

