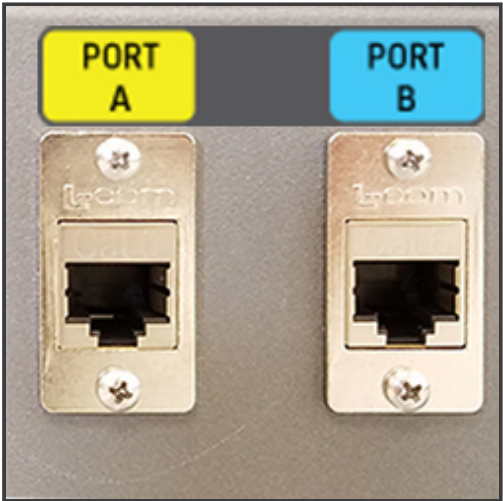# Network Issues

This page describes troubleshooting network issues with the Controller and Printer that will not show an error on a controller/printer screen or via a printer stack light.

#	Issue Description	Customer Troubleshooting Steps
NI1	Controller or Printer not connected to internet	1. Contact your network administrator to troubleshoot these issues. Ensure Ethernet cables are plugged into their appropriate ports, particularly on the Controller, on which Port A is an internet input and Port B is an output for connection to a dedicated printer LAN. Please view the Network Access section of the Facility Requirements Guide for more information. 2. If you are unable to solve network issues, contact 3D Systems Service.

#	Issue Description	Customer Troubleshooting Steps

NI2	Everything is connected properly; but Controller does not find printers over network	1. Printer may need a new IP address if DHCP is turned on.
		
		    a. Go to the module's network settings by going to **Status > Printer Info** and tapping the ⊞ button.
		
		    b. In the popup, tap [Renew DHCP Lease ↺] button.
		
		2. When adding a new Printer, you may have to manually enter the printer's IP address if it has been assigned a static IP on your network.
		
		3. Ensure that all the networking requirements from the Facility Requirements Guide have been met.
		
		4. Contact your network administrator to troubleshoot further issues.
		
		5. If you are unable to solve network issues, contact 3D Systems Service.