OEM L2 POD: -POD Printer issue-–"print Roll ID/printer issue"

KB0040134



60 views

**Description:**

RCS T2 -POD Printer issue-–"issue with printer RollID encountering error while trying to print Order/COA's"

**Symptoms:**

AR encountered an issue while try to print.

**Cause:**

Local Internet is not working inside related POD web system, user are not able to open PODweb home page and ebis portal ebis.one.microsoft.com

**Goal:**

Resolve the printer issue

**Resolution:**

**Step 1:**

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RDP to the related AR POD system and check if local internet is working inside POD server by trying to access the local PODweb home page and  ebis.one.microsoft.com

If local internet is working Restarting the printer, POD server and resetting the POD printer will not resolve the issue and ask related AR t o print again after removing the current printJob from the queue and reload it again .

**Step 2:**

If Local internet is not working inside POD system for related AR , ask AR to reboot the POD server , post reboot try again for checking the internet connectivity by  accessing the local PODweb home page and  ebis.one.microsoft.com.

If internet connectivity is back aks user to reprint again

Note: Restarting the printer, POD server and resetting the POD printer will not resolve the issue.