KB0018386



58 views

**Symptom : Unable to printer or the printer showing offline.**

**Fix :**

**Step 1:**

Check in the Coatransaction Database the status of the printer whether it is offline or in ready status.

**Step 2:**

Check on the POD Printer Services whether the services are started or not.

**Start-->RUN-->Type in Services.msc** and check for the POD Printer Services.

 If stopped need to start the POD Printer Services.

**Step 3:**

Check for the printer IPADDRESS and ping the ipaddress to see if there is any response.

**select \* from printerconfig**

**Step 4:**

If the ping is not successful.AS the user to check for the cabling and restart the printer.

**Step 5:**

Reset the printer using Telnet.

**Start-->Run-->CMD--->TELNET(IPADDRESS)**

Enter the default password and select the option 9 to reset the printer.

**Step 6:**

If the printer is still not responding. Check in PODLOG for any hardware error messages.

**Select \* from PODLOG**

If there are any ask the user to contact the printer local technician.