# OEM L2 POD:RCS T2 - Unable to open POD printerʼs home page (http)

KB0040100



10 views

**Description:**

Unable to open POD printer's home page (http).

**Symptoms:**

POD Printer,Configuration settings page

**Cause** :

The printer's print server doesn't respond properly to http call.

**Resolution:**

In case you are unable to access POD printer's home page to view or modify the settings, perform the following troubleshooting:

1. Make sure you can ping the printer (e.g. **ping 172.19.32.40**). To find out the actual IP address, run the following query:

    SELECT \* FROM PrinterConfig (NOLOCK)

2. If you can't ping the printer, ask the site to make sure that...

    - the printer is switched on

    - the cables are properly connected

    - the network hub/switch is working properly

3. If you can ping the printer, but cannot access its Home page in Internet Explorer using **Http://<ip\_address>** , try the following steps to reset the print server module:

    3a. Make sure there are no print jobs in progress - confirm with the site!

    3b. Run **telnet 172.19.32.40** at the command prompt

    3c. The password to access the Zebra Print Server Configuration Utility is **1234**

    3d. Type **9** for selecting the Option 9 - Reset from the menu

    3e. Confirm by pressing **Enter** and answer **Y** to continue

    3f. All the protocol stack will get reset and you can try to connect using the **Http://<ip\_address>** in Internet Explorer

    Note: If it doesn't help, ask the site personnel to manually power cycle the printer and try again.

4. Once the printer is accessible via IE, please check its configuration (set to POD defaults - RCS L2 - POD Printer configuration)