

Edimax Print Server Pings, but printer don't print

Problem/Solution

A customer calls with printer that has just stopped printing. The customer is using a Edimax Print Server, on the printer. You, the ABCS technician, then dials into the customers system. You start a ping on the Print Server (ex: ping ps27). The response is consistant and appears valid. The assumption is that the printer should be printing. To start the typical fix for a Print server, you then proceed to delete all of the print jobs for that print server. You start another ping, then you have the customer unplug both the network cable and power Cable from the print server. The ping should identify that we are testing the correct Print Server. The ABCS technician then tells the customer to make sure that the Print Server is plugged in correctly. It is! Still no print job. As another check...

From the prompt type # swinstall

Select the program "lynx"

From the prompt type # telnet ps27

You should now be in a setup menu.... Check to make sure the settings are correct. In our case the LPT1 Print Services indicated an "Off line" Printer Connection. This is a further indicator that the printer is having a problem.

As a final test, (before the technician enforms the customer that the Printer may be malfunctioning), the tech has the customer take the print server (with its power cable), over to another like printer. He plugs it into the printer, and within seconds the "other" printer starts printing the print jobs. When the "good" printer has stopped printing the print jobs, he then sends it a few other jobs. They print fine.

The conclusion is....you have a good print server, and a bad printer.