10. Questions & Answers

This chapter explains the trouble shooting procedures for possible problems you may experience while installing PRICOM.

Legend;

CHECK

Make sure to verify the listed items to identify your problem.

SOLUTION

Find the trouble shooting procedure for resolution.

Further, please visit our web site (www.silex.jp) for the most latest product FAQ and support information.

Please contact our customer support center in case your problem is not listed in this manual/ our web site, or can not be still resolved by the given information.

Problems while Initial Installation

Main menu does not start even after inserting the CD-ROM

SOLUTION

If your computer does not support Autorun, the menu will not start automatically even after inserting the CD-ROM. In this case, execute Autorun. exe in the root directory of the CD-ROM.
In Macintosh environment, autorun function is not supported. Double-click the icon for your operationg version from [User Software SX] folder.

PRICOM is not found even after searching in the configuration utility (Quick Setup, AdminManager) or PRICOM is not recognized in the network

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CHECK1

Check the followings and retry the configuration.

-If the printer for internal PRICOM type is turned on or PRICOM power is turned on.

-Print the self-diagnostic and configuration report. If NG is printed, refer to "NG is printed in the diagnostic report....." on page 3 of this chapter.

-If the parameters are configured correctly.

NOTE -For printing self-diagnostic/configuration report, refer to chapter 1.

CHECK2

For non-wireless PRICOM models, check the following and retry the configuration.

-If the LINK LED of PRICOM and the Ethernet HUB are blinking. If not, check the proper network cable connection.

-If the Ethernet HUB is working properly.

CHECK3

When operating in Windows environment, run AdminManager and click *Option*, then *search using TCP/IP protocol.* When operating in NetWare environment, click *Search using IPX/SPX protocol*, and search PRICOM again.

CHECK4

When you use TCP/IP protocol in Windows XP environment, click *Local Area Connection Properties,* then *Advanced*, then remove the check from *Protect my computer and network by limiting or preventing access to this computer from the Internet.*

SOLUTION

If your problems still continues after Check 1, 2 and 3, initialize PRICOM to factory default and retry the configuration corresponding to your network environment.

-For initializing PRICOM to factory default, refer to chapter 1.

NOTE

Unable to print self-diagnostic report

CHECK1

Make sure that the printer is ready for printing. (Online, Interface type etc.)

CHECK2

Check the printer data receive lamp.
If it is lighting, off-line the printer and press the eject button.

NG is printed in self-diagnostic report

CHECK

Check if the following applies before turning on PRICOM or printer.
-Check the proper connection between PRICOM and printer when you find NG in ROM or RAM.
-When you find NG in EEPROM check, the you may have improper connection between PRICOM and printer or improper Dip switch settings.
-When you find NG in NIC check, check the proper connection of the network cable.

Communication error occurs when configuring IP address

CHECK

-Make sure if printer is activated, also cable/ HUB port is not defective.

-Send PING command from MS-DOS to verify the proepr communication between your PC and other PCs in the network.

-Verify if PRICOM has been initialized to factory default.

* For the procedure to initialize PRICOM to factory default, refer to chapter 1.

-DHCP or RARP server may exist in the network.

* An inappropriate IP address may have been assigned to PRICOM by Rooter or the servers. Configure IP address in a local environment where rooter or server do not exist (one PC, one HUB, one printer and one PRICOM exist in the environment).

-PRICOM and the PC you are using for the configuration may not be in the same segment.

*Verify that PRICOM and the PC you are using for the configuration are in the same segment.

Problems in Printing

Print job in not printed

CHECK1

Check the followings and retry the configuration. For internal PRICOM type, check if the printer is turned on or PRICOM power is turned on.

CHECK2

For non-wireless PRICOM models, check the following and retry the configuration.

-If PRICOM power is turned on.

-If LINK LED of PRICOM and the Ethernet HUB are blinking.

-If the network cable is not defective.

-If the Ehternet HUB is working properly.

CHECK3

Printing data such as text may not be printed due to nonexistence of eject command. In such case, verify if the printer job lump lights and push **off-line** button, then **Eject** button to eject the data.

NOTE

-**Windows, NetWare, UNIX.**
When "/f" is specified in EOJ string or EOJ string (kanji) of PRICOM, the text data without eject command will be automatically processed to print.

-Macintosh
When "/x04" is specified in EOJ string, the text data without eject command will be automatically processed to print.

Problems in TCP/IP

Print job in not printed

CHECK1

If you are using TCP/IP protocol, ping PRICOM with the assigned IP address to see if there are any reply. If there is no reply to ping, IP address may not have been configured properly.
Reset PRICOM to factory default and configure again from the beginning.

Example:
Issue ping in Windows 98 MS-DOS
Click **Start** - **Programs** - **MS-DOS Prompt**, then execute Ping xxx.xxx.xxx.xxx.
You will see the message below. "xxx.xxx.xxx.xxx" is the IP address configured to PRICOM.

-When there is a reply to Ping:

      Reply from xxx.xxx.xxx.xxx:bytes=32 time=58ms TTL=253
      Reply from xxx.xxx.xxx.xxx:bytes=32 time=58ms TTL=253
      Reply from xxx.xxx.xxx.xxx:bytes=32 time=58ms TTL=253
      Reply from xxx.xxx.xxx.xxx:bytes=32 time=58ms TTL=253

-When there is no reply to Ping:

      Request timed out.
      Request timed out.
      Request timed out.
      Request timed out.

-For the initializing PRICOM to factory default, refer to chapter 1.

NOTE

CHECK2

The Destination printer port of printer driver may not have been configured properly. Click **Printer** at Properties, then **Details**, then check the printer port name of PRICOM at **Print to the following port**. The port name is indicated "JC-Print2002 LPR Port" or "JC-Print2002 IPP Port" or "JC-Print2002 Raw Port" after the assigned port name.

      Ex.) Printer port=xxx.xxx.xxx.xxx: lp (JC-Print2002 LPR Port)
        * xxx.xxx.xxx.xxx. = IP Address

SOLUTION1

When the PC and PRICOM are not on the same segment, a subnet mask and lately address must be configured on PRICOM. Using AdminManager or PRICOM web page to verify that subnet mask and gateway address are correctly configured.

SOLUTION2

If DHCP/BOOTP server or RARP server resides on the network, the IP addresses are assigned automatically, which may rewrite the IP address that you have manually assigned to PRICOM. To avoid this problem, tick off **Use DHCP/BOOTP** check box and configure the IP address again.

Error during printing

CHECK

If you try to print while other users are printing large data (e.g. many pages or color pages with high resolution), the printer is unable to accept your print job until the ongoing print is finished. If the waiting time of your print job exceeds a certain limit, a time out occurs, which causes the error message. In such case, execute the print job again afterwards.

Dial-up connection box appears when printing job is executed.

CHECK

Printing will be complete after you cancel this dial box to shift the process to LAN adapter from the dial-up adapter. This problem is caused due to Windows specifications.

Problems in Windows NetBEUI/NetBIOS over TCP/IP

Error message appears when printing with NetBEUI

SOLUTION

Error message may appear depending on printer status due to NetBEUI protocol specification. When this phenomenon disturbs operation, use LPD/IPP printing in TCP/IP protocol.

Problems in UNIX/Linux

When printing kanji text on UNIX, kanji code is mutilated.

CHECK

PRICOM is compatible with "SJIS" and "EUC" kanji filter.

Check the kanji code of printing data.

When ejecting the data through PRICOM kanji filter, configure the printer kanji code to "JIS".

When test printing with "Red Hat Linux queue creating tool", characters are mutilated

SOLUTION

Select RAW print queue in the printer driver, print "ASCII Test Page" which can be processed without printer driver. If the printing is processed properly, there may be a problem with your printer driver. Contact your printer manufacturer for the appropriate LINUX printer driver information.

Problems in NetWare

PRICOM can not establish the connection with NetWare

CHECK1

From the AdminManager or the PRICOM Web page, verify the proper configuration for "Frame Type", "Mode".

NOTE -The automatic changeover of NetWare operation mode on PRICOM may require some time depending on the operating environment.

CHECK2

When two or more PRICOMs are used, make sure that the same printer name (NetWare printer name) is not duplicated.

PRICOM can not establish the connection with NetWare server (RPRINTER mode)

CHECK1

Click **Print server**, then **Printer list,** then **Current status** on NetWare server to verify if the PRICOM is operating properly.

CHECK2

Make sure that the **Print Server Name** specified on the PRICOM is the same as that of the print server operating on your file server.

PRICOM can not establish the connection with NetWare server. (PSERVER mode)

SOLUTION

Verify that the following parameters in PRICOM consistent with those in the NetWare server.

* File server name (when the file server is specified)

* Printer name (NetWare printer name)

* Print server name

* Log in password

Problems in Macintosh

PRICOM is not recognized by chooser

CHECK1

Check both Zones configured for PRICOM and printer zones are consistent.

CHECK2

Make sure that *Apple Talk* in *Chooser* is *Active*.

CHECK3

Click *Control Panels*, then *Apple Talk,* then confirm if *Ethernet* is selected as Connect via..

The error message "Short of memory" appears while printing; or only Chinese characters are printed; or blank paper is ejected

SOLUTION

There may be a PC memory shortage problem. Close other inactive applications to increase working memory area.

Is there any operational differene on PRICOM depending on the Mac OS version?

The following are the operational difference comparison between Mac OS X and the earlier Mac OS.

-The maximum number of AdiminManager printer status displayed.
Mac OS X   :1 windows.
Other Mac OS : up to 4 windows.

-The maximum number of AdminManager system status displayed.
Mac OS X   : 1 windowd at max.
Other Mac OS : up to 8 windows.

-AdminManager Balloon help supported/non-supported
Mac OS X   : Not supported.
Other Mac OS: Supported.

Other

Configuration can not be changed by PRICOM web page

CHECK

Select Internet option in your Web browser, then *LAN setting*, then tick off *Use a proxy server for your LAN.*