Troubleshooting

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1. Check Ethernet Connection of Print Server

Follow these steps to check the Ethernet connection of the print server:

- 1) Click the "Start" menu, and type "Run" in the search bar. Press Enter or use the WIN+R key combination to open the Run window.
- 2) In the Run window, type "cmd" and click "OK".
- 3) In the Command Prompt window, enter the command "PING xxx.xxx.xxx" (replace xxx.xxx.xxx with the print server's IP address).

Note: Make sure to include a space between "PING" and the IP address.

🖅 Run	×
٨	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	cmd ~
	OK Cancel Browse
C:\WINE	DOWS\system32\cmd.exe ction-specific DNS Suffix . :
Wireless	LAN adapter WLAN:
Connee Link- IPv4 Subnet Defau C:\Users	ction-specific DNS Suffix . : DHCP HOST local IPv6 Address : fe80::4fd:6f7c:d033:4078%7 Address : 192.168.0.104 t Mask : 255.255.255.0 lt Gateway : 192.168.0.1 \Hailey ping 192.168.0.134
Pinging 1 Reply fro Reply fro Reply fro Reply fro	192.168.0.134 with 32 bytes of data: om 192.168.0.134: bytes=32 time=23ms TTL=64 om 192.168.0.134: bytes=32 time=9ms TTL=64 om 192.168.0.134: bytes=32 time=10ms TTL=64 om 192.168.0.134: bytes=32 time=18ms TTL=64
Ping stat Packe Approxima Minir	tistics for 192.168.0.134: ets: Sent = 4, Received = 4, Lost = 0 (0% loss), ate round trip times in milli-seconds: mum = 9ms, Maximum = 23ms, Average = 15ms
C:\Users	\Hailey>

2. Check USB Printer's Data Format is RAW

To confirm the default data format of the USB printer:

- 1) Open "Printer Properties" for the printer.
- 2) Check if the default data format is set to "RAW". If it is set to "IMF", change it to "RAW" as shown in the image below:

(Some old models of HP Printers should pay attention to the Data Format. Such as HP1020, HP1006, HP1106, HP1136, HPm1005 etc.)

\leftarrow Settings		- 0 ×
命 Brother DCP-1510	series	
Manage vour device	Brother DCP-1510 series Properties	Configure Standard TCP/IP Port Monitor
Printer status: Default Error	Color Management Security Device Settings General Sharing Ports 2 Advanced	Port Settings
Open print queue Set as default	t Smother DCP-1510 series	Port Name: 192.168.0.105_1
Print a test page		Printer Name or IP Address: 192.168.0.105
Run the troubleshooter	Print to the following port(s). Documents will print to the first free checked port.	Protocol C LPR
Printer properties	Port Description Printer ^	Raw Settings
Printing preferences	192.16 Standard TCP/IP Port 192.16 Standard TCP/IP Port	Port Number: 9100
Hardware properties	□ PORTP Local Port Microsoft XPS Document Wri □ nul: Local Port 发送至 OneNote 2010, OneN	LPR Settings Oueue Name:
	Micros App Monitor OneNote for Windows 10 Deskto Adobe PDF	LPR Byte Counting Enabled
Get help	Docum Adobe PDF Adobe PDF 3 v	SNMP Status Enabled
	Add Port Delete Port Configure Port	Community Name: public
	Enable bidirectional support Enable printer pooling	SNMP Device Index 1
	OK Cancel Apply.	OK Cancel
General Sharing Ports Adva Always available Always available 	anced Color Management Security 配置	
O Available from	rocessor	×
Priority: 1 Select availa select	ting a different print processor may result in differe ble for default data types. If your service does not ion below will be used.	ent options being specify a data type, the
Driver: HP La	processor: Default data t	Vne
HP10	D20PrintProc RAW	Change data
Spool print docur winp	rint IMF	type:RAW
◯ Start printing		
Start printing		
○ Print directly to tł		
Hold mismatcher		
Keep printed doci	0	K Cancel
Enable advanced printing	features 2 Click this button	
Printing Defaults	Print Processor Separator Page	
	OK Cancel Apply	Help

3. Verify " Use Printer Offline " Option is Disabled

- 1) Right-click on the target printer and select "See what's printing".
- 2) In the print queue window, click on the "Printer" menu.
- Make sure the "Use Printer Offline" option is not enabled.
 Note: If there are any documents in the print queue, delete them.

Right Click the target Printer, choose **"See what's printing"**, Click the **"Printer"**, Check whether disabled the **"Use Printer Offline"** option as shown as below:

R Devices and Print	ers		🧉									
← → × ↑ वि	K Hardware and Sound > Devices a	nd Printers v で	Search Devices and P , P									
Add a device A	Add a printer See what's printing	Print server properties	» 🖻 🕶 💡									
Printers (5)				^								
	See what's printing Set as default printer Printing preferences			Printe	Brother HL-L2340D (Document View	Printer Off	line			-		×
	Printer properties Create shortcut Remove device Troubleshoot	int Microsoft XPS Send To Document Writer OneNote 2016		(onnect		Status	Owner	Pages	Size	Submitte	ed ×
HL-L2340D series			Send To OneNote 2016	Send To OneNote 2016 Set As Default Printer		and the second second second second						
V Unspecified (2		-					Printing Preferences					
	Properties			~ <u> </u>	haring	-						
Brot	her HL-L2340D series Printer Sta	te: 🕗 🚣	Dia	✓ t	Jse Printer Offline	2	Disable	the "Use Prin	nter Offline			
5	Mod Catego	iei: Brother Laser Typel Clas iry: Printer	s Univer	F 589 × 2	Properties 220							>

1. Avoid DHCP for Print Server's IP Address

It is recommended not to use DHCP to obtain an IP address for the print server to avoid assigning different IP addresses.

2. Verify Print Server Recognition via Config Tool on Windows OS

After connecting the print server to the computer, it will automatically power on and start. The startup process takes about 20 seconds. When the print server config tool displays a USB sign in the lower-left corner, it indicates that the print server has been recognized. Refer to the image below.

Note: If the print server cannot be found via the config tool, try using another USB port, another PC, or another USB cable. The print server must be found before proceeding with the product setting via the config tool.

LOYALTY -SECU make print sharing easy and free	Device Parameter Network Config Firmware Upgrade Reboot	EN
Device Info		
Device Name	Printer Server Recom	nect Refresh
Hardware Version	WN0x	
Software Version	20210608.1	
Running Time	20	
Network Info		
MAC Info	08:00:27:00:01:92	
WiFi Info	1	
4G Reserve	1	
USB Ports of Print Server		
US81	9100	
USB2	9101	
USB3	9102	

- 3. Troubleshooting WiFi Print Server Connection via Network Connection Method?
- Solution 1: Long-press the "Reset" button on the print server for 5 seconds.
 Solution 2: Ensure that the wired network configuration's default mode is set to "Obtain" an IP Address via DHCP".

Print Server Config Tool		-
LOYALTY -SECU make print sharing easy and free	Info Device Parameter Network Config Firmware Upgrade Reboot	
Device Info		
Device Name	R	aconnect Refresh
Hardware Version		
Software Version		
Running Time		
Network Info	Find a print server on the network	
MAC Info		
WiFi Info		
4G Reserve		
USB Ports of Print Server	Please select a print server wait V	
USB1	Apply	
	192.168.56.1.192.168.1.7	

4. Verify "Enable bidirectional support" Option is Disabled Check if the "Enable bidirectional support" option is disabled as shown below: (For some old models of HP Printers, must cancel this option, otherwise the printer will keep repeating the printing task.)

🗑 HP La	aserJet 10	20 Prop	erties					×
General	Sharing	Ports	Advanced	Color Management	Security	配置		
50	HP L	aserJet	1020					
<u>P</u> rint to checke	o the follo ed port.	owing p	ort(s). Docu	ments will print to	the first fr	ee		
Port			Descri	ption	Printer		^	
	OM4:		Serial	Port				
	LE:		Print t	o File				
	SD-3be1t	116-096 20	d WSD I	ort	LID Losselet 1020			
	ORTPROM	20 //PT•	Local	Local Port		Microsoft XPS Docu		
	on non		Local	Local Port				
<						>	*	
	Add Port	<u>t</u>	D	elete Port	<u>C</u> onfi	gure Port		
				Dischlathia				
	ble printe	ctional	support U	Disable this	option			
	bie plilite	i poon	9					
			()K Cance	el	Apply	He	elp

5. Confirm WiFi Internet Name Scanned by Print Server

When connecting the print server to a WiFi network, ensure that the complete WiFi internet name is scanned and entered manually. For example, if the WiFi internet name is "Vodafone Superior" with a space in between, make sure to fill in the complete name as shown in the image below:

hoose Available WiFi Internet	Vodafone 🔸 Vodafone Superior 🖌	Scan
VIFI Password	Vodafone Camera - WIFI2	13
obtain an IP Address	Vodafone Wifi	
P Addr	192,168.1.20	
jubnet Mask	255.255.255.0	
Sateway	192.168.1.1	
DNS Addr	192.168.1.1	Save

Note: Only when the WiFi internet name and password are correct, and an IP address is assigned to the WiFi print server, the device can be found in your LAN internet.

6. Adjust Socket Recv TimeOut Parameter for EPSON M & L Series Printers

For EPSON M1180 & EPSON L Series Printers, the driver requires 10-15 seconds to process and send the printing data. Change the Socket Recv TimeOut parameter to 30-80 seconds as shown in the image below:

Print Server Config Tool		_		
LOYALTY -SECU Info	Device Parameter Network Config Firmware Upgrade Reboot		EN	
Device Config				_
Device Name	LOYALTY-SECU PS Save			
Printing Transmission Mode	Starts to print while receiving file \checkmark Save			
Auto Reboot	auto restart off V Save			
Socket Recv TimeOut	30 Save			
MAC Addr	Save			
	Unique MAC address is required, when there have multiple network print servers in the Ether	net		
USB Port Config				

After setting this parameter to 30 or a higher value, click the "Save" button.

7. Unable to Find Print Server via LAN Network

t Server Config Tool							
LOYALTY -SECU make print sharing easy and free	Info Device	Parameter Netw	ork Config Firmwa	are Upgrade	Reboot		
Device Info							
Device Name					Reco	onnect	R
Hardware Version							
Software Version							
Running Time							
Network Info	Find a prin	t server on the ne	twork		×		
MAC Info		\frown					
WiFi Info		Ś		0			
4G Reserve	Ţ	-					
USB Ports of Print Server	Please se	elect a print server	wait		~		
USB1			Apply				
	192.168.56.1	, 192.168.1.7		,			
LISB2							

Common problems and solutions when unable to find the print server via the LAN network:

7.1. Faulty RJ45 Ethernet Cable:

Check if the lights on both sides of the network cable port are on. Refer to the figure below.



Troubleshooting method:

a. Ensure the print server is powered on (the LED indicator should be red, as below).



b. Check the Ethernet cable. If the network cable is disconnected or faulty, the lights on the network port will not be on. Try replacing the network cable and check the status of the lights.

10.2. Computer Firewall Settings

When opening the Config Tool for the first time, a firewall prompt may appear. Choose to

allow access as shown in the image below.

make print st Device I	rV - SECU Info Device Parameter Network Config Firmware Upgrade Reboot Info	EN	
Networ	Perice Name Control of this program	Refresh	
US8 Po	Windows Firewall has blocked some features of Spotify on all public and private networks. Name: Printserver Publisher: LOYALTY-SECU Path: C:\users\\appdata\roaming\printserver.exe Allow Spotify to communicate on these networks: Private networks, such as my home or work network Image: Private networks, such as my home or work network Image: Private networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security)		003
	What are the risks of allowing a program through a firewall?		
	WIN64		

Note: If you accidentally click "Cancel", the Config Tool may be unable to search for the print server. Extract the Print Server Config ToolV202202.zip to another folder, open the Config Tool again, and click "Allow Access".

8. Error #10060 When Using Network Connection

When using the network connection mode in the config tool, if you encounter the "Socket Error #10060 Connection time out" message after selecting the print server's IP address from the searched list, follow these steps:

🛱 Print Server Config Tool			- u ×	<
LOYALTY -SECU make print sharing easy and free	fo Device Parameter Network Config Firmw	ware Upgrade Reboot	EN	
Device Info				
Device Name Hardware Version Software Version Running Time		Reconnect	Refresh	
Network Info				
MAC Info WIFI Info 4G Reserve USB Ports of Print Server	Print server config tool(loyalty-	-secu) X		Le
USB1		À 2		$\langle 0 \rangle$
USB2				
US83				•
192.168.3.19	Via Network Connection	WIN64		.:

Remarks: The reason for this problem is a network blockage. After the print server is connected to the Internet, it broadcasts its IP address to the network segment. If the computer firewall does not block the IP address of the print server, the broadcast packets from the print server can be received and displayed in the list.

Troubleshooting steps:

Check whether the IP address of the computer is in the same network segment as the print server, such as: 192.168.3.xxx.

In cases where the computer is connected to the router's network and the print servers are connected to the optical modem, they may be on different network segments. There will be a problem as shown in the title: the IP can be found but an error is reported after the connection "Socket Error #10060 Connection time out".

Solution:

Make sure the print server and computer & router work under the same LAN Network or Adjust the LAN network structure or set the router to network bridge mode to resolve this issue.

9. Solution for HP LaserJet Pro MFP M126a Sleep Mode Issue

If the HP LaserJet Pro MFP M126a enters sleep mode and cannot be woken up, follow these steps to set the print server via the Config Tool:

- 1) Open the config tool and go to "Device Parameter" -> "Auto Reboot".
- 2) Choose "1 day" from the options and click the "Save" button as shown below.

nt Server Config Tool		- 0	
IDYALTY - SECU Info make print sharing easy and free	Device Parameter Network Config Firmware Upgrade Reboot	EN	
Device Config			
Device Name	printserver Save		
Printing Transmission Mode	Starts to print while receiving file V Save		
Auto Reboot	1day V Save		
Socket Recv TimeOut	30 Save		
MAC Addr	08:00:27:2d:f9:25 Save		
	Unique MAC address is required, when there have multiple network print servers in the Ethernet		
USB Port Config			
USB1 Binding TCP/IP Port	9100		\mathbf{O}
USB2 Binding TCP/IP Port	9101		
USB3 Binding TCP/IP Port	9102 Save		

3) Download the firmware and upgrade it using the Config Tool. Restart the print server. Contact LOYALTY-SECU After-sale Team to obtain the firmware.

P P	rint Server Config Tool					1	—		\times
	LOYALTY -SECU make print sharing easy and free	Info	Device Parameter	Network Config	Firmware Upgrade	Reboot		EN	
	Device Firmware Upgrade								
	Please choose the firmware		C:\Users\1\Desktop Upgrade	\firmware update f	for HP 126\firmware updat	te for HP 126			

After upgrading the firmware, reboot the print server as shown in the image.

Print Server Config To	ool					_		\times
LOYALTY -SE	Info	Device Parameter	Network Config	Firmware Upgrade	Reboot		EN	
	Reboot Device	Reboot						