Troubleshooting

1.	Check Ethernet Connection of Print Server	2
2.	Check USB Printer's Data Format is RAW	3
3.	Verify " Use Printer Offline " Option is Disabled	4
4.	Avoid DHCP for Print Server's IP Address	4
5.	Verify Print Server Recognition via Config Tool on Windows OS	4
6.	Troubleshooting WiFi Print Server Connection via Network Connection Method	d?
	5	
7.	Verify "Enable bidirectional support" Option is Disabled	
8.	Confirm WiFi Internet Name Scanned by Print Server	7
9.	Adjust Socket Recv TimeOut Parameter for EPSON M & L Series Printers	7
10.	Unable to Find Print Server via LAN Network	8
	10.1. Faulty RJ45 Ethernet Cable:	8
	10.2. Computer Firewall Settings	8
11.	Error #10060 When Using Network Connection	9
12.	Solution for HP LaserJet Pro MFP M126a Sleep Mode Issue	10

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	×
0	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.
Open:	cmd ~
	OK Cancel Browse
	DOWS\system32\cmd.exe ction-specific DNS Suffix . :
	LAN adapter WLAN:
Link-1 IPv4 A Subnet Defaul	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	192. 168. 0. 134 with 32 bytes of data: 0m 192. 168. 0. 134: bytes=32 time=23ms TTL=64 0m 192. 168. 0. 134: bytes=32 time=9ms TTL=64 0m 192. 168. 0. 134: bytes=32 time=10ms TTL=64 0m 192. 168. 0. 134: bytes=32 time=18ms TTL=64
Packe Approxima	cistics for 192.168.0.134: ets: Sent = 4, Received = 4, Lost = 0 (0% loss), ate round trip times in milli-seconds: num = 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.)

← Settings		×
ி Brother DCP-1510 se	eries	
Manage your 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	Brother 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.	@ Raw C LPR
Printer properties	Port Description Printer ^ ☑ 192.16 Standard TCP/IP Port Brother DCP-1510 series ^	Raw Settings
Printing preferences	192.16 Standard TCP/IP Port 192.16 Standard TCP/IP Port 192.16 Standard TCP/IP Port DORTP Local Port Microsoft XPS Document Wri	Port Number: 9100
Hardware properties	│ PORTP Local Port Microsoft XPS Document Wri │ nul: Local Port 发送至 OneNote 2010, OneN │ Micros App Monitor OneNote for Windows 10	LPR Settings Queue Name:
Get help	Deskto Adobe PDF Docum Adobe PDF Adobe PDF 3	LPR Byte Counting Enabled
	Add Port Delete Port Configure Port	SIMP Status Enabled
	Enable bidirectional support	Community Name: public SNMP Device Index: 1
	Enable printer pooling	
	OK Cancel Apply	OK Cancel
l		
General Sharing Ports Advan		×
 Available from 		
Priority: I availabl	g a different print processor may result in differe e for default data types. If your service does not s n below will be used.	
Driver: HP La	ocessor: Default data ty	VDE
HP1020	0PrintProc RAW	
Spool print docur winprir	nt IMF	type:RAW
Start printing		
Start printing		
O Print directly to th		
Hold mismatched		
✓ Print spooled doc	Ok	Cancel
Keep printed doc		
🗹 Enable advanced printing fe	atures 🛛 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:

To Devices and Printers											
← → × ↑ 🛱 « Hardware and Sound → Devices	and Printers 🗸 🖑	Search Devices and P , P									
Add a device Add a printer See what's printing	Print server properties	» 🛋 🔻 💡									
V Printers (5)			^								
See what's printing ✓ Set as default printer Printing preferences			-	other HL-L2340D p Document View		line			6		×
Printer properties			Co	nnect		Status	Owner	Pages	Size	Submitte	ed
Brother HL-L2340D series Printer	int Microsoft XPS Document Write		√ Se	t As Default Printer							
VInspecified (2 VInspecified (2			Pri	nting Preferences							
Properties			~	aring	1						
Brother HL-L2340D series Printer St	ate: 🕑 👗 del: Brother Laser Type1 Cla	er Driver	✓ Us	e Printer Offline	2	Disable	the "Use Prin	nter Offline	e		
	ory: Printer	ss Driver	Pr 589 × 22	operties N							

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.

Printer Server WN0x		
WNOX	Reconnect	Refresh
20210608.1		
20		
08:00:27:00:01:92		
1		
1		
		(
9100		
9101		
9102		
	08:00:27:00:01:92 9100 9101	08:00:27:00:01:92 9100 9101

- 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	Recon	nect 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 ~	
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 LaserJet 1020 Propertie	es		×
General Sharing Ports Ac	Ivanced Color Managemen	t Security 配置	
HP LaserJet 1020	D		
<u>P</u> rint to the following port(checked port.	s). Documents will print to	the first free	_
Port	Description	Printer	^
COM4:	Serial Port		
	Print to File		
WSD-3be1f116-096d		110.1	
✓ 192.168.1.128	Standard TCP/IP Port	HP LaserJet 1020	
	Local Port Local Port	Microsoft XPS Docu	
	Local Port		~
<		>	
Add Por <u>t</u>	Delete Port	Configure Port	
			_
Enable bidirectional sup	port 1 Disable this	option	
Enable printer pooling			
	OK Canc	el <u>A</u> pply	Help

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	Vodatione 🔸 Vodafone Superior 🔽	Scan
VIFI Password	Vodafone Camera 	13
btain an IP Address	Vodafone-WIP	
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 Ethern	et		
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 De	vice Parameter	Network Config	Firmware Upgrade	Reboot		
Device Info							
Device Name					(Reconnect	R
Hardware Version							
Software Version							
Running Time							
Network Info	Find a p	rint server on t	ne network		×		
MAC Info	r T	\sim					
WiFi Info		, T					
4G Reserve	<u> </u>	- L					
USB Ports of Print Server	Pleas	e select a print ser	ver wait		~		
USB1		٢	Apply				
	192.168.5	6.1, 192.168.1.7					
USB2							

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.

	rY -SECU Info Device Parameter Network Config Firmware Upgrade Reboot Info	EN	_	
Networ	Pevice Name County Alert	Refresh		
USB 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		_	003
	Public networks, such as those in airports and coffee shops (not recommended because these networks often have little or no security) What are the risks of allowing a program through a firewall? Cancel)
	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-			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.

Print Server Config Tool		
LOYALTY - SECU Info	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	1 day 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	
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	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\Pesktop\firmware update for HP 126\firmware update for HP 126 Upgrade						

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

Print Server Config To						_		\times
LOYALTY -SE make print sharing easy		Device Parameter	Network Config	Firmware Upgrade	Reboot		EN	
	Reboot Device	Reboot						