Troubleshooting

1.1. Check Whether the Print Server already Connected to the Ethernet Successfully or Not

Steps: Click "**Start**" Menu, and input "**Run**", or use the WIN+R key combination to call the run window, enter "**cmd**" in the run window, click "**Ok**"

🖅 Run		×
	Type the name of a program, folder, document, or Interne resource, and Windows will open it for you.	t
Open:	cmd	
	OK Cancel Browse	
Input PI (Notes: 7	NG xxx.xxx.xxx.xxx (print server's IP address) There must have a space between PING and the I DOWS\system32\cmd.exe	P address)
Conne	ction-specific DNS Suffix . :	
Wireless	LAN adapter WLAN:	
Conne Link- IPv4 Subne Defau	ction-specific DNS Suffix . : DHCP HOST local IPv6 Address : fe80::4fd:6f7c:d03 Address : 192.168.0.104 t Mask : 255.255.255.0 lt Gateway : 192.168.0.1	3:4078%7
C:\Users	\Hailey>ping 192.168.0.134	
Pinging 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	it means IP address of print server Connected
Ping sta Packo Approxima Minin	tistics 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>	

1.2. Check Whether Your USB Printer support RAW Protocol or Not

Confirm the printer's default data format" RAW" via "Printer Properties"

← Settings		- 🗆 X	
	eries		
Manage your device Printer status: Default, Error Open print queue Set as default Print a test page Run the troubleshooter Printer properties Printing preferences Hardware properties Get help		Configure Standard TCP/IP Port Monitor X Port Settings Port Name: 192.168.0.105 Printer Name or IP Address: 192.168.0.105 Protocol Raw C LPR Raw Settings Port Number: 9100 LPR Settings Queue Name:	<i>999</i>
	OK Cancel Apply	OK Cancel	

If the USB printer default data format is "**IMF**", please change it into "**RAW**" data format as below image shows:

Ę	🗟 HP L	aserJet	1020 Pro	perties	1	Adv	anced	Page			\times		
ſ	General	Sharin	ng Ports	Advi	anced	Color Ma	anagement	Security	配置				
	 Alw Ava 	vays av ailable f	ailable from	Print P	rocesso	or							×
	Priorit	y:	1	Select availa select	ting a di ble for ion belo	ifferent default o ow will b	print proc data types be used.	essor may . If your s	result i ervice d	in different oes not sp	t options l ecify a da	being ta type, the	
	Driver		HP La	Print	process	or:			Defau	ilt data typ	6		
	● Spo	ool prin	it docur	HP10 winp	020Print rint	Proc			RAW IMF	3	Chan type:	ge data RAW	
	 Prin 	Start p Start p nt direc	orinting tly to th										
	Ho	ld misr	natchec										
	🗹 Prir	nt spoo	led doc						[OK		Cancel	
	Kee	ep print	ted doc	_								_	
	✓ Ena	ble ad	vanced p	printing	feature	s 2	Click	this b	utton				
	Pri	inting [Defaults.		Print	Process	ior	Separ	ator Pa	ge			
					0	K	Cance	1	<u>A</u> pply	ŀ	lelp		

1.3. Check Whether the USB Printer is Offline

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:

Devices and Panters A Party Hardware and Sound 2. Devices and Printers	- D			
Add a device Add a printer See what's printing Print server prop	erties » 📰 • 💽			
See what's printing See what's printing Set as default printer Printing preferences Printer properties		Brother HL-L2340D Printer Of Printer Document View	line Status Owner Pages	- C X
Bitcher HL-123MD series Printer Create shortcut int Micros Docume Unspecified (2 Remove device Troubleshoot Interval Docume	oft XPS Send To nt Writer OneNote 2016	✓ Set As Default Printer Printing Preferences		Testa Distancional
Properties		Sharing V Use Printer Offline 2	Disable the "Use Printer Offlin	e"
Model: Brother Laser Ty Category: Printer	pe I Class Driver	Properties 589 × 220		· · · ·

Note: If there are showing some documents are in queue, please delete all of them.

Printer Document View					
Document Name	Status	Owner	Pages	Size	
Microsoft Word - Document I Have No Super Feelings About.docx	Spooling	wjgle	1	9.28	
Microsoft Word - Super Stupid Document.docx	Spooling	wjgle	1	9.24	
Microsoft Word - Super Important Document.docx	Spooling	wjgle	1	9.24	
_					
<				>	
3 document(s) in queue					

1.4. Not Suggest Obtaining an IP Address via DHCP

It is easy to forget the IP address and may assign a different IP address for the print server, if we use DHCP to obtain an IP address for print server.

1.5. Check Whether the Print Server Config Tool Can Recognize Print Server via Windows OS

After connected to the computer, the print server will automatically power on and start. The entire startup process takes about 20 seconds, then the print server config tool will display USB sign in the lower left corner, indicating that the config tool has been identified the print server as shown as below:

Remarks:

If the print sever cannot be found via the config tool, please try with another USB port of your pc or another pc or another USB cable to have a try. (Only the print server can be found, then we can continue the product setting via the config tool)

LOYALTY -SECU In make print sharing easy and free	Device Parameter Network Config Firmware Upgrade	Reboot	EN	
Device Info				
Device Name	Printer Server	Reconnect	Refresh	
Hardware Version	WN0×			
Software Version	20210608.1			
Running Time	20			
Network Info				
MAC Info	08:00:27:00:01:92			
WiFi Info	Î.			
4G Reserve	1			
USB Ports of Print Server				
USB1	9100			
USB2	9101			
USB3	9102			

1.6. Why the WiFi Print Server cannot be Connected via Network Connection Method?

Print Server Config Tool		-
LOYALTY -SECU make print sharing easy and free	Info Device Parameter Network Config Firmware Upgrade Reboot	E
Device Info		
Device Name		Reconnect 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	
1100 1		
0561	Apply	
	192.168.56.1, 192.168.1.7	

1

Solution 1: Long Press the "Reset" Button of the print server for 5 seconds. Solution 2: Make Sure the Wired Network Config Default Mode is "Obtain an IP Address via DHCP"

1.7. Check Whether Disabled the "Enable bidirectional support" Option or Not as Below

int to the following port	(s). Documents will print to	o the first free	
Port COM4: FILE: WSD-3be1f116-096d	Description Serial Port Print to File WSD Port	Printer	^
 192.168.1.128 PORTPROMPT: IR 	Standard TCP/IP Port Local Port Local Port	HP LaserJet 1020 Microsoft XPS Docu	~
Add Por <u>t</u>	<u>D</u> elete Port	<u>C</u> onfigure Port	
Enable bidirectional sup Enable printer pooling	Cancle thi	s option	Halo
		<u>А</u> рріу	нер

1.8. Check Whether the Print Server Scanned the Complete

WiFi Internet Name as below shows:

Eg: When need to connect the print server to **WiFi Internet "Vodafone Superior"**, because there has a space between "Vodafone" and "Superior", after clicking the "**Scan**" button, the print server only gets the WiFi internet name before the space (**Vodafone**), so the user needs to fill in the complete WiFi Internet name "Vodafone Superior" manually, as below image shows:

hoose Available WiFi Internet	Vodafone 🔸 Vodafone Superior 🔽	Scan
WFI Password	Vodafone Camera 	3
Obtain an IP Address	Vodafone-WIP	
IP Addr	192,168.1.20	
Subnet Mask	255.255.255.0	
Gateway	192.168.1.1	
DNS Addr	192.168.1.1	Save

Remarks: Only the WiFi internet name and password is correct, after assigned an IP address for the WiFi print server, this device can be found in your LAN internet.

1.9 . Set Higher Figures of the Socket Recv TimeOut

Parameter for EPSON M & L Series Printers.

For EPSON M1180 & EPSON L Series Printer, the driver needs 10-15s to process and send the printing data, so we need to change this parameter (**Socket Recv TimeOut**) into 30 to 80 seconds as below image shows:

OYALTY -SECU	Shenzhen LOYALTY-SECU Technology Co., LTD	-
🗗 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 Ethernet	
USB Port Config		

Once you set this parameter into 30 or higher figure, please do not forget to click "Save" Button.

1.10.Unable to Find the Print Server via LAN Network

LOYALTY -SECU	Info	Device Parameter		Firmware Upgrade	Reboot	
make print sharing easy and free	1110	Device Parameter	Network Cornig	r iniware opgrade	Reboot	
Device Info						
Device Name						Reconnect
Hardware Version						
Software Version						
Running Time						
Network Info	Find	a print server on	the network		×	
MAC Info	ſ					
WiFi Info		T) (R)				
4G Reserve	_					
USB Ports of Print Server	F	lease select a print s	erver wait		~	
USB1						
	102.4	CR EG 1 102 102 1	Apply			
	192.1	68.56.1, 192.168.1.	/			

Here are the Common Problems and Solutions:

1.RJ45 Ethernet Cable Is Faulty:

If you use a network cable to connect, please check whether the lights on the left and right sides of the network cable port are on. The normal state is as shown in the figure below:



Troubleshooting Method:

a. Whether powered on the print server

If the print server already turned on, the LED indicator(red) will as below image shows:



b. Check the ethernet cable

When the network cable is disconnected or there is a problem with the network cable, the lights on the left and right sides of the network port will not be on.

You can try to check the status of the light after replacing the network cable.

2. Computer Firewall Setting

When the Config Tool been opened for the first time, there will be a firewall prompt alert, please choose to allow access. As the below image shows:



Remarks: If you click "**Cancel**" by accidentally, the Config Tool might be unable to search for the print server. You can decompress **Print Server Config ToolV202202.zip** to another folder.

Open the Config Tool again and click "Allow Access".

1.11.Error #10060 When Using Network Connection

When open the config tool of the print server, select to use the network connection, the IP address of the print server appears in the searched list, when you select it, the Config Tool prompts: "Socket Error #10060 Connection time out" as below image shows:

Server Config Tool			- U X
LOYALTY -SECU nake print sharing easy and free	Info Device Parameter Network Config	Firmware Upgrade Reboot	EN
Device Info			
Device Name		Reconn	nect Refresh
Hardware Version			\sim
Software Version)
Running Time			
Network Info			▶
MAC Info			
WiFi Info	Print server config tool(lo	oyalty-secu) X	
4G Reserve			
USB Ports of Print Server	Socket Error # 10 Connection time	oo60 ed out.	
USB1		确定	
USB2			
USB3			
192.168.3.19	Via Network Connection	WIN64	

Remarks:

The reason for this problem is that the network is blocked. After the print server is connected to the Internet, it will broadcast its IP address to the entire network segment.

When you open the config tool, if your computer firewall is not blocked the IP address of the print server, the broadcast packets that can be received from the print server are displayed in the list.

How to troubleshoot:

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 the cases used by many of our customers, the computer is connected to the network of the router, and the print servers are connected to the optical modem. The print servers on the optical modem and the computers under the router are with two 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 works under same LAN Network or adjust your LAN network structure. For example, set the router to network bridge mode.

1.12. Solution for HP LaserJet Pro MFP M126a Sleep Mode Can Not be Woken Up

According to recent customer feedback, the HP LaserJet Pro MFP M126a enters sleep mode and cannot be woken up. Please follow the below steps to set the print server via the Config Tool.

1. Open the config tool, go to "**Device Parameter**"--> "**Auto Reboot**" --> Choose "**1 day**"---->Click"**Save**" button as below image shows:

Print Server Config Tool		_	
LOYALTY - SECU Info make print sharing easy and free	Device Parameter Network Config Firmware Upgrade Reboot		EN
Device Config			$ \bigcirc$
Device Name	printserver Save		
Printing Transmission Mode	Starts to print while receiving file V Save		
Auto Reboot	I day Save)`
Socket Recv TimeOut	30 Save		F
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		

2. Download the Firmware and upgrade it via the Config tool and restart the print server. Please contact LOYALTY-SECU After-sale Team to get the firmware.

🗗 Print Server Config Tool					7	_		\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	\firmware update	for HP 126\firmware upda	ite for HP 126	()	
		Upgrade						

After upgrade the firmware, please Reboot the print server as below image shows:

便	Print Server Config Tool					_		~
	LOYALTY -SECU Info	Device Parameter	Network Config	Firmware Upgrade	Reboot		EN	
	Reboot Device	Reboot						