

1. If you have created rules, disable all custom rules and enable only the basic default printing rule.
 2. Please confirm these items first as the following assumptions are made:
 - A Presto component exists on the subnet where you are trying to print from.
 - For the Host, “Advertise mDNS” is swiped to YES.
-

**PART A:
UNABLE TO “SEE” SERVICES**

Test plan:

Presto versions 2.6+

Top reasons you are unable to see services:

- I - Mobile device is not connected to the wireless network (All device types)
- II - Presto print service plugin is not enabled (Android/Chrome)
- III - The wireless network is not configured to handle mDNS.
- IV - The wireless network handles mDNS insufficiently.
- V - 3rd party Firewall / AV software is interfering with Presto.

1 - Start / Restart BOTH Presto Service & the Bonjour Service on Host

Success: You are be able to see printers on your device.

Fail: Confirm device is connected to the “correct network” and try again.

NOTE: If you intermittently lose printers and restarting the Presto Service “temporarily” restores printing functionality, it is highly likely this is a systemic issue with the networks handling of mDNS and not Presto.

2 - Query for mDNS services.

On the command line you can query printers advertised via mDNS by opening a command prompt.

Run: `dns-sd -B _ipp`

The Result: Printers advertised via mDNS (this includes non-Presto advertised printers).

3 - Firewall/AV software.

If you have firewall/AV software running on the computer where Presto server is installed (typically seen in smaller environments where they may be using an off the shelf computer with preloaded Firewall/AV software. McAfee, AVAST, AVG etc.) Temporarily uninstall all 3rd party Firewall/AV software. Reboot computer and then try Test #1 again. Presto utilizes a non-standard mDNS port UDP/TCP 5335.

**PART B:
CAN "SEE" PRINTERS BUT CAN'T PRINT**

It is important to **ASK & KNOW** if this is happening with **ONE** client device or **ALL** client devices as well as printing to **ONE** printer or **ALL** printers. If the issue is with Presto it will typically manifest across all devices, not a single device. If a single device is having issues, troubleshoot the device.

Top reasons you are unable to complete a print:

- I - Port TCP 9631 is blocked from the device to Presto Host.
- II - Firewall/AV software running the server instance of Presto Sever is interfering.
- III - Mobile device has print jobs backed-up ON the device
- IV - Security
- V - Incompatible driver
- VI - Bug in App

1-Ping Presto Server.

Goto a browser of a client that is on the desired subnet on an iOS device. Enter the following. For this example we will assume the IP address of the Presto Sever is "10.0.0.3". Edit as appropriate for your environment

eg: `http://10.0.0.3:9631/ping`

- The result should return **PONG**.
- If no response, firewall/AV software is blocking traffic from the client mobile device to Presto Sever.
 - Check port TCP 9631.

2 - Firewall/AV software .

If you have firewall/AV software running on the computer where Presto server is installed (typically seen in smaller environments where they may be using an off the shelf computer with preloaded Firewall/AV software. McAfee, AVAST, AVG etc.) Temporarily completely uninstall all 3rd party Firewall/AV software. Reboot computer and then try Test #1 again. Note: Simply disabling the firewall is not sufficient to test if the software is interfering.

3 - Security.

Is the user correctly authenticating and/or does your environment require authentication to print to a specific printer?

4 - Are you having trouble printing to ONE printer or ALL printers?

One Printer: This is likely a bad print driver. Install an alternate print drivers for that printer and try again.

All Printers: Assuming pinging Presto server produces PONG, double check the "Print Center" (iOS). Devices have their own print spooler that opens and closes on the fly. If the print job gets stuck it will back up all print jobs on the device. To find the print center, double click on the home button to bring up all your open apps and swipe past the home screen. Delete all backed-up print jobs.

(Hint, it is easier to see the print center if you close all your open apps first.)

5-Are you having trouble printing from ONE app or ALL apps?

One App: This is likely a bug with the app, however file a report with Collobos so we can track it and we will advise if there is a known issue.