

- This document is intended to be used in conjunction with the **Troubleshooting - TEST DNS Configuration** guide and **Troubleshooting Networks - a systematic approach part A**.
 - If you have created custom Rules, deactivate all but the all the default Rule.
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PART B:

CAN SEE SERVICES BUT CAN'T PRINT

Test plan:

Presto versions 2.5+

It is important to **ASK & KNOW** if this is happening with **ONE** client device or **ALL** client devices. Presto issues will typically manifest across all device types, not a single device. If a single device is having issues, troubleshoot the device. Do a hard reboot on the device and be sure you are connected to the correct network.

Top reasons you are unable to print:

- Port TCP 9631 is blocked from the device to Presto Sever
- Firewall/AV software running the server instance of Presto Sever is interfering
- Mobile device has print jobs backed-up ON the device
- Security
- Incompatible driver
- Bug in app.
- Stale IP address

1 - Reboot Client

Reboot client, reconnect to the network and confirm that the issue remains.

2 - Ping Presto Server.

Goto Safari on an iOS device. Enter the following assuming 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, something is blocking traffic from the client mobile device to Presto Sever. Check port TCP 9631.

2 - Firewall/AV software .

Do you have firewall/AV software running on the computer where Presto server is installed? (Typically seen in smaller environments using off the shelf computers with preloaded Firewall/AV software. McAfee, AVAST, AVG etc.) Temporarily uninstall all 3rd party Firewall/AV software. Reboot computer, Test #1 again.

3-Print Center Clogged (iOS).

The iOS device has a queue on the device that opens and closes on the fly. If a print job gets stuck in the print center it will back up all other print jobs behind it. To locate the queue it is easiest to close ALL apps first. Then print again. You will locate the queue by double clicking on the home button to bring up all open apps. Swipe past the home screen and this is where you will typically see the print center. Delete all backed-up print jobs, then try again. You will not see the print center if there are not jobs in it. This is confirmed by watching the print queue on the computer when printing.

4-Security.

Is authentication required for users to print? Is print management possibly deleting unauthenticated print jobs? Have you configured Presto to integrate with it?

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

One Printer: Try alternate print drivers for printer.

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.)

6-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.

All Apps: Assuming #1 & #2 are clear. Contact support for further investigation.