

Troubleshooting:

Printing – NetWare

Problem No. 1	My Print Server prints garbage.
Solution No. 1	<p>Follow the following steps to identify the problem:</p> <ol style="list-style-type: none"> Print a diagnostic file using PSConfig program. <ol style="list-style-type: none"> Run PSConfig and select your Print Server from the list. Then select <i>Print Diagnostic Report</i>. Select each port in turn and print a diagnostic report. Check to see if the diagnostic report printed OK. If the diagnostic report printed OK, the problem may be caused by incorrect system configuration. Go to Step 2. If the diagnostic report printout is not OK, check your printer. If your printer is OK, call your dealer. Print a test text file and a test graphic file. If the text file prints correctly but the graphic file prints garbage, then specify /NT (no tabs) option for NPRINT or CAPTURE commands and print again. If both print incorrectly, go to step 3. Temporarily disable the Print Server servicing the print queue by following the instructions below: <p>NetWare 2.x and 3.x</p> <ol style="list-style-type: none"> Run PCONSOLE, Select <i>Print Queue Information</i>, select the print queue that the Print Server services, select <i>Current Queue Status</i>. Set <i>Servers can service entries in queue</i> to NO. Press Esc and select <i>Print Queue ID</i>. Record its queue ID. Send your test files to the print queue using normal print commands. <p>NetWare 4.x bindery and NDS modes</p> <ol style="list-style-type: none"> Run PCONSOLE, select <i>Print Queues</i>, select the print queue that your Print Server services, select <i>Status</i>. Set <i>Allow service by current print servers</i> to NO. Press Esc and select <i>Information</i>, and record its queue ID. Send your test files to the print queue using normal print commands. Re-route network printing to local printing. <ol style="list-style-type: none"> Disconnect the printer attached to your Print Server and connect it to LPT1 of your PC. Change to the drive and then the directory on the file server that contains the print queue. The directory will have the name of the queue ID (e.g. \queues\Q_ID for NDS mode or system\Q_ID for Bindery mode).

	<p>5. The test files you printed in step 2 should be in the queue directory. Print these files to the local printer using the COPY command with the /b option. Example: copy /b test.txt LPT1</p> <p>6. Compare the printouts from the PC and the Print Server.</p> <ul style="list-style-type: none"> • If the printouts are the same, then the problem is NOT the Print Server. The problem might be that an incorrect printer driver was chosen or the timeout setting in the CAPTURE command is too short. • If the printouts are NOT the same, there may be a problem with the Print Server. Call your dealer. <p>7. Re-enable queue service.</p> <ul style="list-style-type: none"> • Disconnect the printer attached to LPT1 of your PC and connect it to your Print Server. • For NetWare 2.x or 3.x, run PCONSOLE and Select <i>Print Queue Information</i>. Then select the Print Server's print queue and select <i>Current Queue Status</i>. Set <i>Servers can service entries in queue</i> to YES. • For NetWare 4.x bindery and NDS modes, run PCONSOLE and select <i>Print Queues</i>. Then select the print queue and select <i>Status</i>. Set <i>Allow service by current print servers</i> to YES.
Problem No. 2	My Print Server does not appear in the Active Device List of the PSConfig program.
Solution No. 2	<ul style="list-style-type: none"> • Ensure that the Print Server is on the same network segment as your PC. • Load the NetBEUI protocol on your PC, so that PSConfig can try connecting using NetBEUI. Once connected, check the following: • The NetWare protocol is enabled. • The Ethernet frame type of your PC may be different than the one with your Print Server. Enable all Ethernet frame types.
Problem No. 3	My Print Server is configured as a Novell Print Server, and cannot log in to a file server.
Solution No. 3	<p>The following steps may solve this problem:</p> <ol style="list-style-type: none"> 1. Get the Print Server information using PSConfig. If the device is configured as a Novell Print Server, the information will look like the following: Server Name: PS110049 NetWare Information: Master File Server: ICE Print Server Mode Status: Your_File_Server: Current Status Remote Printer Mode Status: N/A 2. Make sure the master file server name is assigned

	<p>correctly.</p> <ol style="list-style-type: none"> 3. Check the Current Status of Your_File_Server: <ul style="list-style-type: none"> • Connected: No action required. • No file server: Assign a master file server using PSConfig. • Connecting to Server: Wait and check if the file server exists. • Password Mismatch: Clear the NetWare password with PCONSOLE, or set the correct password for the Print Server using WPCConfig or BiAdmin. • Print Server Not Defined: Install Print Server again. 4. Check NetWare to see if the login status of the Print Server to the file servers is <i>Ready</i>. If it is not, check the error message and perform the required corrective action. 5. Check the Novell file server's name. If it is over 20 characters long,. Rename it using no more than 20 characters. 6. If the file server is not in the status list and the Print Server has logged into the master file server, it means that the file server has not been serviced by the Print Server. Check to see if the file server is in the list of "File Servers To Be Serviced" item of PCONSOLE. If not, insert the file server name to the list.
Problem No. 4	My Print Server is configured as a Novell Remote Printer, and can't log in to the Novell Print Server.
Solution No. 4	<p>Try the following steps:</p> <ol style="list-style-type: none"> 1. Get the Print Server information as described in Problem 3 above. 2. Check the fields after the Remote Printer Mode Status: For each logical printer, there will be a status entry. The status will be one of the following. <ul style="list-style-type: none"> • Connected: No action required. • Unable to find server: Load NetWare Print Server. • Connecting to Server: Wait and check if the NetWare Print server is loaded. • Printer not Defined: Install the Print Server as a remote printer of a NetWare print server. 3. Check NetWare to see if the Print Server is ready. If it is not, check the error message and perform the required corrective action. 4. Check the NetWare print server's name. If it is over 20 characters, rename the NetWare Print Server name using no more than 20 characters.
Problem No. 5	My Print Server cannot print the jobs sent to the print queue.
Solution No. 5	Try the following:

	<ol style="list-style-type: none"> 1. Check if the printer attached to the Print Server is on-line. 2. Check if your Print Server is logged into the file server. (See Problem 3) 3. Check the current status of the queue. Run PCONSOLE and select <i>Print Queue Information</i>. Then select the queue and select <i>Current Queue Status</i>. See if there are three “YES”s. If not, set them to YES. 4. Check if the NetWare printer number is correct. 0 = parallel port 1 of the Print Server. 1 = parallel port 2 of the Print Server. 2 = serial port or parallel port 3. 5. Check to see if the Print Server is a static queue server to the queue. Run PCONSOLE and select <i>Print Server Information</i>. Then select <i>Print Server Configuration</i> and select <i>Queues Serviced by Printer</i>. Select your desired printer and check if the queue is on the list. If it’s not, insert the queue into the list by pressing the [Insert] key and select the queue. Then reset the Print Server to service the new queue. 6. The total number of queues to be serviced may be over the limit of 56. If so, reduce the number of queues.
Problem No. 6	I used the Capture command to print a job, but the job was separated into two parts.
Solution No. 6	The time out setting in the Capture command may be too short. You should increase the timeout value of the Capture command. Use the option /TI=n of the Capture command to increase the time out value, where n is the value of timeout.
Problem No. 7	PSConfig shows "No Response."
Solution No. 7	<p>This may be due to the following:</p> <ul style="list-style-type: none"> • The network traffic is busy now. Wait for a minute and then try it again. • The Print Server is not powered on. Power it on. • The network cable is disconnected. Check the cable. • The node address of the Print Server may be the same as the node address of another device on the network.
Problem No. 8	QUICKSET timed out when checking if the device had logged in to the file servers.

Solution No. 8	<p>This means that the Print Server did not log in the master file server. It might be that the Ethernet frame types do not match.</p> <ol style="list-style-type: none"> 1. Try to find a workstation that uses the same frame type as the Print Server so that PSConfig can see the device. Or load the NetBEUI protocol on your PC and use WPCConfig to connect to the device. 2. Enable the Print Server's frame type to the frame type that the master file server uses and disable all other frame types.
Problem No. 9	I cannot receive Notify message in NetWare 4.x environment.
Solution No. 9	<ul style="list-style-type: none"> • Make sure you are a Notify member of the Print Server. • Run NetAdmin and set the name of the Default Server to receive notification.
Problem No. 10	I cannot use PCONSOLE to see Printer Status or the current server status in Print Server Information is showing <i>Down</i> in the NetWare 4.x environment.
Solution No. 10	<p>It may be that you created the print server object in NetWare 3.x environment and used PCONSOLE in NetWare 4.x to view the status. Try the following:</p> <ul style="list-style-type: none"> • Ensure the Print Server is ON. • Delete the print server object of the Print Server. • Install the Print Server again in NetWare 4.x NDS environment.
Problem No. 11	The “String Before Job” and/or “String After Job” settings in the Logical Printers don’t work properly.
Solution No. 11	<ul style="list-style-type: none"> • Check the length of the control strings. No string can exceed 15 characters. • Check that the control strings are in HEX.