

The Basics:

If your printer quits printing, execute the following instructions prior to calling Datatron Support. Following these quick instructions will fix 90% of all printer problems.

- Make sure the paper is loaded properly and nothing is obstructing the print head. Confirm that the printer's "online" or "ready" light is lit.
- Unplug the printer from power. Do not just simply turn it off. Wait 10 seconds before plugging it back in and turn it back on. When plugging the printer back into power, confirm that the print head "resets" itself to the left side of the printer. And again, make sure the "online" or "ready" light is lit.
- From a Datatron screen, left arrow back to the "dot" prompt and type: **ENABLE**
This will enable any printer queue that has a status of "down"

If the instructions above do not fix your problem, please contact Datatron Support at 800-747-9611.

Advanced problem solving:

If the above instructions do not fix your printer problem, then it may be necessary to perform Advanced printer problem solving techniques.

- To check the status and list the print jobs of each print queue on the system, at the "dot" type: **LPSTAT**

The system will display something similar to this:

Queue	Dev	Status	Job Files	User	PP %	Blks	Cp	Rnk
lpt1	@iola	DOWN						
		QUEUED	82 /vm/miame/dsk0/061	root		1	1	1
		QUEUED	85 /vm/miame/dsk0/061	root		1	1	2
		QUEUED	88 /vm/miame/dsk0/061	root		1	1	3

Notice there are four print jobs queued to print. Also note the "Job" number column.

To CANCEL a specific print job:

Once in a while, it is possible for a print job to get “stuck” and prevent others from printing even though the print queue status shows its status as “sending”. If the printer is powered on, “online”, all connections are hooked-up, the paper loaded, etc. and the printer still won’t print, it may be necessary to remove/cancel the print job that is holding everything up.

The print job to cancel will be the first listed after doing the **LPSTAT** command for that printer (as mentioned above). Follow the instructions below on how to cancel a print job and the printer should start to print the remaining jobs. If not, contact Datatron Support for further assistance.

Type the following command: **CANCEL <job#>**

(“<job#>” = the number you want to kill from the “Job” column of the LPSTAT command)

Example: Using the above example, to kill the first job type: **CANCEL 82**

Remove all print jobs for a specific printer:

· Type the following command: **host qcan -Plpt##** (“##” = printer number)