

TROUBLESHOOTING NON-REPORTING DEVICES



If you are experiencing problems with a device not reporting, determine whether it is a network or local device, and then review the troubleshooting steps from the appropriate section of this document.

Troubleshooting steps for NETWORK devices that are not reporting data

1. Are the required IPs within the Printer DCA scan range?
2. Is the device online and networked?
3. Is SNMP turned ON? DCA requires SNMP v1.
4. Try increasing the network timeout and SNMP retries. To find out what would be best as a network timeout setting, use a ping request on the farthest physical device and see how many milliseconds it takes to respond.
5. If using an older version of Printer DCA, upgrade to latest Printer DCA version.
6. Check with UpstreamConnect Tech Support to determine if it is a known device issue or limitation
7. Check if it is a firmware issue. For example, some HP LaserJet 5200s do not report toner level while in sleep mode. The issue could be resolved with a firmware upgrade. Check with Upstream Tech support if this option is required.
8. If the device was reporting toner levels and then stopped reporting, check if it is a remanufactured cartridge.
9. Get the DCA scan file, DCA log file for errors.
10. Upstream Tech support may request a MIBWalk and embedded webpage screenshot showing data for the device along with DCA scan files for further investigation.

Troubleshooting steps for LOCAL devices that are not reporting data

1. Try increasing the Local agent timeout to 15,000 or 20,000 ms.
2. Check to see if it's using the HP Universal Print Driver. Unfortunately that driver doesn't support the collection method we're using and a model-specific driver will need to be used if available.
3. Please avoid installing a Local Print Agent to detect any OfficeJet, DeskJet, Dot Matrix, or any other InkJet print devices as it may cause extraneous print jobs to be created.
4. Local Print Agent only supports HP and HP-based devices, Lexmark, Kyocera and OKI local devices that implement basic PDL. Brother devices (and other vendors) are not supported unless they are using HP engines or they support PDL.
5. Refer to the Local Print Agent document.