



# QAD Vasion Print Troubleshooting Guide



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## Introduction

This Troubleshooting Guide provides solutions for the most common issues with printers and drivers on the Vasion Print Portal.

QAD provides support to its customers by sharing the user-facing documentation and troubleshooting the most common issues.

### Information for Escalation to Vasion

Vasion does not have a formal documented classification, and there are no specific problem categories for automatic escalation to their support. QAD should first attempt to resolve all issues. Vasion provides support if QAD encounters difficulties at any stage and is unable to troubleshoot the issue on its own.

If you cannot resolve your issue with this guide, escalate to Vasion via [support@vasion.com](mailto:support@vasion.com) or by submitting a ticket in the MSP portal > Support & Training > Support Request.

When escalating an issue to Vasion, provide all relevant details: logs, screenshots, and error messages for efficient resolution. Providing comprehensive details helps resolve issues faster.

### Additional Support and Resources

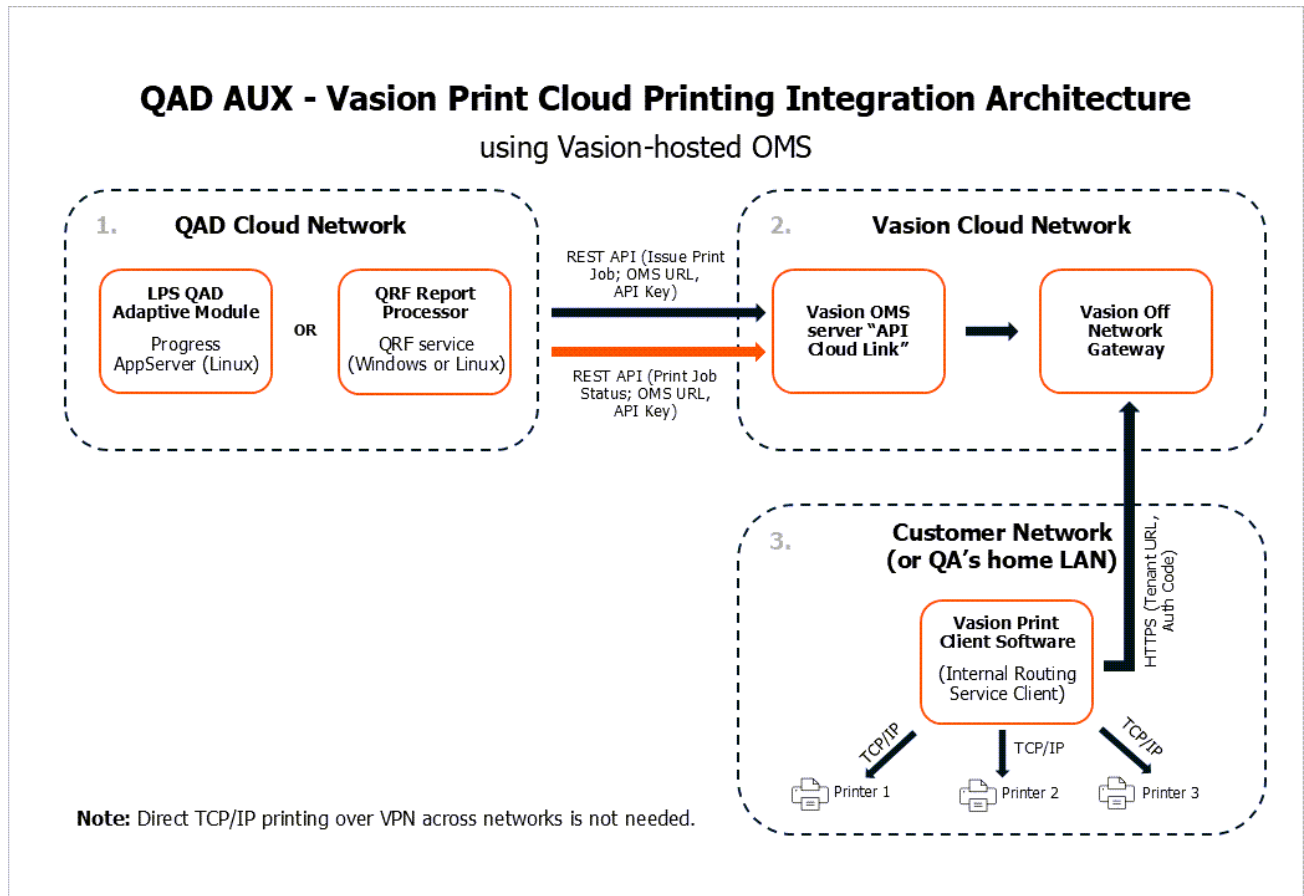
For further self-help, the Support & Training menu in the Admin Console provides access to valuable resources, including:

- **Knowledge Base:** a library of articles and guides.
- **Admin Guide:** detailed product documentation.



When troubleshooting cloud printing issues, it is essential to follow the flow of data to identify where the breakdown occurred. The data flows through various stages:

1. The QAD Adaptive generates the job (QRF Report or LPS Label) and attempts to send the job to the Vasion API.
2. The Vasion Cloud server receives the job.
3. The job is routed to the customer's Internal Routing Service Client.
4. The physical device prints the job.



QAD AUX - Vasion Print Cloud Printing Integration Architecture

## System Readiness and Prerequisites

Before proceeding with deep troubleshooting, perform these quick checks to ensure the environment is correctly configured.

1. **Verify QAD Adaptive Integration:** To confirm the QAD Adaptive system attempts to use Vasion, check the **Printers** screen. If the Printer Portal button is missing, the Vasion integration is not turned on in the QAD Adaptive environment. Similarly, check a QRF Schedule screen. If a standard dropdown list (rather than a Lookup icon) appears, it indicates that the system does not use the Vasion Print API.
2. **Check API Connectivity:** Check the **PrinterLog** screen for the needed printer job. If the status is Pending, it indicates a failure in the QAD Adaptive-to-Vasion Print Job Request API. If the status shows a 500 error, it indicates the printer is not defined or named incorrectly in the Vasion Admin Console. For more information, see [Step 1: Check Printer Log in QAD Adaptive screens](#).
3. **Verify Internal Routing Status:** Check the Internal Routing tab in the Vasion Admin Console. If the status is Offline, it indicates the Service Client is not installed, the host machine is powered down, or the network is blocked. If the **PrinterLog** screen displays a Failure while this status is Online, it indicates the physical printer is likely offline (powered down or lost connectivity). For more information, see [Step 3: Check Internal Routing Service in Vasion Admin Console](#).
4. **Confirm Protocol Support and Data Compatibility:** Ensure your physical printer supports TCP/IP printing and driverless protocols such as PCL, PDF, or PostScript. If the **PrinterLog** screen displays a Failure while the physical printer is online, check the local **Service Client logs** on the host computer. If these logs show an error, it indicates the printer does not support the specific type of print data sent. To verify your device's capabilities, search online or ask AI the following question: “Does the <printer name and model of your printer> support TCP/IP printing and driverless protocols such as PCL, PDF, or PostScript?”. For more information, see [Step 4: Check Internal Routing Service Client Logs](#).

## Common Issues and Solutions

The table below describes the most common issues and their solutions.

### Common Issues and Solutions

Symptom	Problem Cause	Resolution
The LPS <b>Label Print Status</b> screen displays the Print Error.	Configuration or API Failure	For more information, see <a href="#">Step 1: Check Printer Log in QAD Adaptive screens</a> for LPS printers.
The LPS <b>Label Print Status</b> screen displays Released but never updates to Success.	Status Check Timeout	The print job likely succeeded, but the QAD Adaptive system stopped waiting for the confirmation signal. Verify the job status in the Vasion Admin Console. For more information, see <a href="#">Step 2: Check Vasion Output Log in Admin Console</a> .
The LPS Debug Log displays Printer not defined.	Missing Printer Configuration	The printer was not set up in the <b>Printer</b> screen in QAD Adaptive. Ensure the printer is added and the Connection Type is set correctly as Vasion. For more information, see <a href="#">Adding Printers (QAD Adaptive)</a> .
Users receive validation errors when saving a printer in QAD Adaptive.	Missing Mandatory Fields	For LPS printers, the <b>Send Program</b> , <b>AppServer Name</b> , and <b>Destination Directory</b> fields are required. Ensure they are populated correctly. For more information, see <a href="#">Adding Printers (QAD Adaptive)</a> .
A QRF Schedule screen (such as Analysis Codes or other) shows a dropdown list instead of a Lookup icon or the ERP Printers screen is missing the "Printer Portal" button.	Vasion Printing is not enabled	The feature flag is turned off in the ERP configuration. Ensure the Vasion integration is enabled in the environment settings. The vasionEnabled switch in the QAD Adaptive configuration properties is turned off. This must be enabled for the Vasion Print features to appear. For more information, see <a href="#">QAD Adaptive 2025 Implementation Guide &gt; Cloud Printing: Vasion Print Setup &gt; Configure QAD Adaptive for Cloud Printing section</a> .
The <b>Printer Log</b> screen returns a 500 Error with message: Printer [Name] not found.	Printer name mismatch	The printer name defined in QAD Adaptive does not exactly match the printer name defined in the Vasion Admin Console. Rename the printer in one of the systems to match the other. For more information, see <a href="#">Adding Printers (QAD Adaptive)</a> and <a href="#">Adding Printers (Vasion Admin Console)</a> .
The <b>Internal Routing</b> tab of the Vasion Admin Console displays the status OFFLINE.	Printer hardware or network issue	The connection to the Service Client is good, but the printer is unreachable. For more information, see <a href="#">Step 4: Check Internal Routing Service Client Logs</a> and <a href="#">Step 5: Check Local Printer</a> .

The QAD Adaptive <b>Printer Log</b> screen displays Failure.		
Service client logs indicate a failure to process the data.	Incompatible printer	The printer may not support the data type sent by QAD Adaptive. For more information, see <a href="#">Step 5: Check Local Printer</a> .

## Step 1: Check Printer Log in QAD Adaptive Screens

You should start the troubleshooting process with verifying that the QAD Adaptive application successfully generated the report or label data. If the job fails at this point, it never reaches the printing stage.

### For QRF (Reports):

1. In the QAD Adaptive application, search for the following screens and check data for the needed report:
  - a. **Scheduled Reports**—displays all scheduled reports that are pending to run.

ID	Domain	Batch ID	Priority	Create Date	Create Time	Status	Report Code	Active	Permanent	Last Start Date
19	10USA	QADSV	0	4/17/2025	02:55:01	ERROR	QAD_PicklistPreShip...	Yes	No	4/17/2025
20	10USA	QADSV	0	4/20/2025	22:07:52	ERROR	QAD_PicklistPreShip...	Yes	No	4/20/2025
38	10USA	QADSV	0	4/22/2025	12:25:30	ERROR	QAD_PicklistPreShip...	Yes	No	4/22/2025
49	10USA	QADSV	0	4/22/2025	12:54:07	ERROR	QAD_PicklistPreShip...	Yes	No	4/22/2025
62	10USA	QADSV	0	4/23/2025	03:15:51	RUNNING	QAD_RequiredShipS...	Yes	No	4/23/2025
65	10USA	QADSV	0	4/23/2025	03:42:09	ERROR	QAD_PicklistPreShip...	Yes	No	4/23/2025
88	10USA	QADSV	0	4/24/2025	04:11:38	ERROR	QAD_PicklistPreShip...	Yes	No	4/24/2025
99	10USA	QADSV	0	4/24/2025	05:52:00	ERROR	QAD_PicklistPreShip...	Yes	No	4/24/2025
101	10USA	QADSV	0	4/24/2025	05:53:21	ERROR	QAD_PicklistPreShip...	Yes	No	4/24/2025
123	10USA	QADSV	0	4/25/2025	05:08:27	ERROR	QAD_PicklistPreShip...	Yes	No	4/25/2025
127	10USA	QADSV	0	4/28/2025	01:03:29	ERROR	QAD_PicklistPreShip...	Yes	No	4/28/2025
131	10USA	QADSV	0	4/28/2025	23:20:22	ERROR	QAD_RequiredShipS...	Yes	No	4/28/2025
150	10USA	QADSV	0	4/30/2025	04:27:30	ERROR	QAD_PicklistPreShip...	Yes	No	4/30/2025

*Scheduled Reports screen*

- b. **Scheduled Report History**—displays all attempted scheduled report runs and their status. If the status is Error, it may indicate a rendering failure, a print failure, or other issues. For reports with an Error status, check the Error Message field for more specific error information. If the status is Complete, check data on the **Scheduled Report Parameter** screen.

Scheduled ID	Domain	Batch ID	Status	Report Code	Error Message
661	10USA	QAD5VC	ERROR	QAD_BacklogPari...	The remote server returned an error: (500) Internal Server Error, failed to process print job: failed to get printer: failed to get printer, status: 404. [{"error": "message": "Printer with title or email address 'Copr28' not found."}]
666	10USA	QAD5VC	ERROR	QAD_BDDebtorRepo...	Exception of type 'QAD.Proxy.MessageException' was thrown. You must enter the date for aging calculation. You must enter the aging offset.
667	10USA	QAD5VC	COMPLETE	QAD_BDDebtorRepo...	

*Scheduled Report History screen*

- c. **Scheduled Report Parameters**—displays detailed information about each scheduled report. To identify the possible error cause, check the following values of the Parameter Name column:

- **sys\_printer**: Displays which printer the report should be sent to.
- **sys\_history\_link**: Provides two critical references for tracking a job through the system:
  - **Value**: This contains the Scheduled Report History ID. This may differ from the Scheduled Report ID, as a single scheduled report (like a nightly job) can be re-run multiple times, creating a new history ID for each attempt.
  - **2nd Value**: This contains the Vasion Job ID. This value directly corresponds to the ID field in the **Printer Log** screen and the Reference column in the **Label Print Status** screen.

Scheduled ID	Parameter Name	Operator	Value	Value Type	2nd Value	2nd Type
667	sys_printer	Equals		Constant	QAD_DBNULL	Constant
666	sys_printer	Equals		Constant	QAD_DBNULL	Constant
665	sys_printer	Equals		Constant	QAD_DBNULL	Constant
664	sys_printer	Equals		Constant	QAD_DBNULL	Constant
663	sys_printer	Equals		Constant	QAD_DBNULL	Constant
662	sys_printer	Equals		Constant	QAD_DBNULL	Constant
661	sys_printer	Equals	copr28	Constant		
661	sys_history_link	Between	625	Constant	4ca688b2-7cee-42bb-92fc-5c1cbe962c0a	Constant
	<b>Scheduled Report ID</b>	Between	<b>History Run Value</b>	Constant	<b>Vasion Job ID</b>	Constant

*Scheduled Report Parameter screen*

- d. **Printer Log**—displays all printer logs attempted by QAD to print to Vasion via API with the reference ID and the error messages. In the Search field, enter the copied ID to identify the needed printer and view the error message.

**Note:** If the printer status is Failure, check the Message Text column for specific errors.  
*Example Error:* "Printer [Name] not found" indicates the printer name in QAD does not exactly match the printer name in the Vasion Admin Console.

**Note:** The Printer Log screen displays only those printer attempts that go to Vasion during the back-end process. The screen does not display the local printer attempts.

ID	Status	Time Started	Time Completed	Printer	Type	Reference	User
4ca688b2-7cee-42bb-92fc-5c1cbe962c0a	Failure	11/18/2025 12:31 PM	11/18/2025 12:31 PM	copr28	QRF	625	mfg

*Printer Log screen*

**Note:** If a Scheduled Report fails with an error status, perform the following steps:

1. On the **Scheduled Report Parameter** screen, search for the record using the matching Scheduled ID.
2. Locate the 2nd Value of the **sys\_history\_link** parameter to find the Vasion Job ID.
3. On the **Printer Log** screen, search for this Job ID to find detailed error messages from the Vasion API.

If you see an error in the **Printer Log** screen and want to find the source report, perform the following steps:

1. On the **Printer Log** screen, copy the Reference value.
  2. On the **Scheduled Report Parameter** screen, search for the record where the Value of the **sys\_history\_link** parameter matches that Reference ID.
  3. Alternatively, you can search for a match using the **Vasion Job ID** in the **2nd Value** field.
2. If all jobs are failing or the log is empty for known jobs, verify that the **Vasion Cloud Link** is enabled and properly configured in the QAD Adaptive configuration.
  3. If detailed debugging is required, check the QRF service logs on the report server. For example, the PC5 environment: `/dr01/qadapps/systest/servers/qrf/default/drive_c/logs`.

#### For LPS (Label Printing Service):

1. In the QAD Adaptive application, search for the following screens and check data for the needed printer:

- a. **Label Print Status**—displays all print requests, types, and statuses. If the status is PrinterError, then check the Request ID column and copy the ID number to your clipboard. This ID number matches the Reference column in the **Printer Log** screen.

Request Type	Request Date	Source App	Purpose	Key 1 ID	Key 2 ID	Key 3 ID	Label Format	External Device Printer	Status	Domain	Label ID
PRINT	9/9/2025 4:44 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 10:25 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 10:41 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 10:57 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 10:57 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 11:05 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 11:42 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 11:44 PM						SerialLabel		PRINTERERROR		
PRINT	9/9/2025 11:57 PM						SerialLabel		PRINTERERROR		
PRINT	9/10/2025 12:21 AM						SerialLabel		PRINTERERROR		
PRINT	9/10/2025 12:23 AM						SerialLabel		PRINTERERROR		
PRINT	9/10/2025 12:26 AM						SerialLabel		PRINTERERROR		

*Label Print Status screen*

- b. **Printer Log**—displays all printer logs attempted by QAD to print to Vasion via API with the reference ID and the error messages. In the Search field, enter the copied Request ID to identify the needed printer, its status, and view the error message.

**Note:** If the printer status is Released, and does not change to Success, the system probably timed out waiting for a status update from Vasion. The job likely printed successfully, but you must verify it in the Vasion Admin Console or in the Printer Log screen.

**Note:** The Printer Log screen displays only those printer attempts that go to Vasion during the back-end process. The screen does not display the local printer attempts.

ID	Status	Time Started	Time Completed	Type	Reference	User	Message Text
80d83f14-7994-488...	released	10/27/2025 2:59 PM	10/27/2025 2:59 PM	LPS	2284	mfg	[{"jobID": "80d83f14-7994-4883-e314-afaf6205609", "status": "released", "batchID": ""}]
80d83f14-7994-488...	released	10/27/2025 3:01 PM	10/27/2025 3:01 PM	LPS	2286	mfg	[{"jobID": "80d83f14-7994-4883-e314-afaf900d175", "status": "released", "batchID": ""}]
8195c6a3-9dda-23a...	released	10/22/2025 12:59 AM	10/22/2025 12:59 AM	LPS	2276	mfg	[{"jobID": "8195c6a3-9dda-23ac-e314-e557a01e5170", "status": "released", "batchID": ""}]
83efacaf-374a-3f99...	Failure	10/28/2025 12:39 AM	10/28/2025 12:39 AM	LPS	2318	mfg	The operation has timed out
83efacaf-374a-3f99...	Failure	10/28/2025 12:41 AM	10/28/2025 12:41 AM	LPS	2320	mfg	The operation has timed out
847c695-1c07-d58...	Internal Server	10/28/2025 12:27 AM	10/28/2025 12:27 AM	LPS	2314	mfg	failed to process print job: failed to get printer: failed to get printer: status: 404. ["error": {"message": "Printer with title or e...
8ac240ad-142a-19b...	Accepted	10/28/2025 12:26 AM	10/28/2025 12:26 AM	LPS	2312	mfg	Not Available
94bf5b-b1a0-b08...	Failure	10/27/2025 3:17 PM	10/27/2025 3:17 PM	LPS	2298	mfg	The operation has timed out
94bf5b-b1a0-b08...	Failure	10/27/2025 3:17 PM	10/27/2025 3:17 PM	LPS	2300	mfg	The operation has timed out
983a143a-8d01-495...	released	10/27/2025 3:10 PM	10/27/2025 3:10 PM	LPS	2294	mfg	[{"jobID": "983a143a-8d01-495e-e314-c2af80c740ea", "status": "released", "batchID": ""}]
a7b57d2e-91cf-379...	Internal Server	10/14/2025 10:43 PM	10/14/2025 10:43 PM	LPS	2249	mfg	failed to process print job: failed to get printer: failed to get printer: status: 404. ["error": {"message": "Printer with title or e...
aa48c099-7eca-ed8...	Accepted	10/14/2025 3:04 PM	10/14/2025 3:04 PM	LPS	2203	mfg	Print job Successful

*Printer Log screen*

2. If the printer job does not appear in the **Label Print Status** screen, generate a debug log to check for configuration errors, such as "Printer not defined".

## Step 2: Check Vasion Output Log in Admin Console

If you did not find the error cause after performing the previous steps, check printer data and status in the Vasion application to verify if the Vasion Cloud successfully received it.

**Note:** The **Vasion Output Log** is part of the **Vasion Output** product and may not be visible or accessible unless the customer has a specific license for this feature. The **Vasion Output Log** provides a record of each incoming print API request received by the Vasion cloud system.

To check the printer data and status in the Vasion application, perform the following steps:

1. Log in to the Vasion Admin Portal.
2. In the upper-left corner, click the Output icon or navigate to the following link:  
<https://<vanity-prefix>.app.vasion.com/output/jobs>.
3. Find the needed printer. If the printer job appears on the **Output** screen, the cloud received it successfully. If it is missing, the issue is likely caused by the API communication described in the Step 1.

## Step 3: Check Internal Routing Service in Vasion Admin Console

If the Vasion Cloud successfully received the print job but the job failed to reach the physical printer, verify the communication status of the Internal Routing service within the Admin Console by performing the following steps:

1. In the navigation tree, select your Service Client and navigate to the Internal Routing tab.
2. Select the Enable Internal Routing Service checkbox and click Save.

**Note** If the Service Client appears Offline, click the Update Status button. One Service Client can be assigned to various printers and used for one office or area. You do not need to create separate Service Clients for every printer, though multiple service clients can be installed if desired.

*Internal Routing Service Client Settings*

3. On the designated Service Client machine, open Task Manager > Details tab, and then verify the following services are running:
  - PrinterInstallerClient.exe
  - PrinterInstallerClientInterface.exe
  - PrinterInstallerClientLauncher.exe
  - PrinterLogicServiceManager.exe

- PrinterLogicServiceOffNetworkClient.exe

**Note** If any of these services are not running, select the needed Service Client and, in the General tab, click Reauthorize. If the issue persists, perform the full procedure described in the [Reauthorizing Service Client](#) section.

## Reauthorizing Service Client

**Important** Only reauthorize the service client after verifying the URL, client authorization, and folders. Complete the following steps within two minutes to avoid failure.

To quickly reauthorize the Service Client, perform the following steps:

1. In the Admin Console, select the Service Client.
2. Navigate to the General tab and click Reauthorize.

The screenshot shows the 'General' tab of the Admin Console. The 'Reauthorize' button is highlighted with a green border. The 'Enable Automatic Updates' checkbox is checked.

*Reauthorize button in the General tab*

If the quick reauthorization does not solve the problem, perform the following full-process steps:

1. On the Service Client machine, navigate to *C:\Program Files (x86)\Printer Properties Pro\Printer Installer Client\ServiceHost\Config*.
2. Check if a file named *token.json* exists. If you find it, delete it.
3. Open the Task Manager, and then select the Details tab.
4. Right-click *PrinterInstallerClientLauncher.exe* and click End Process Tree. There are three *PrinterInstallerClient* processes running for the Client. If the other two services do not close, end them individually.
5. In the Admin Console, select the Service Client.
6. Navigate to the General tab and click Reauthorize.
7. Back on the Service Client machine, in the Task Manager, select the Services tab.
8. Right-click the *PrinterInstallerLauncher* service and click Start.

After the services start, the machine obtains a new token.

## Step 4: Check Internal Routing Service Client Logs

If you did not find the error cause after performing the previous steps, check the Service Client logs that help to distinguish between network issues and printer hardware issues by performing the following steps:

1. Log in to the dedicated computer running the Internal Routing Service Client.
2. Navigate to the following directory: `C:\Program Files (x86)\Printer Properties Pro\Printer Installer Client\ServiceClientLogs`
3. Review the following files:
  - *PrinterLogicServiceOffNetworkClient.log*: This is the main log file for checking print job receipt and processing. If the Vasion Console displays the job as sent but this log is empty, the job never reached the machine. This indicates a network issue (for example, the machine's IP address changed) or the Service Client is offline. If the log displays the job as received but failed, the Service Client successfully received the data but could not send it to the printer due to certain issues with the printer. For more information, see Step 4.
  - *PrinterLogicServiceManager.log*: Check this file if the service itself appears unstable.

## Step 5: Check Local Printer

If the job reached the Service Client, but did not print, the issue most likely is caused by the physical printer or its configuration. To check if the printer works properly, perform the following steps:

1. Ensure the printer is turned on and ready to print.
2. Verify the network cable is connected and the printer is reachable on the local network.
3. Ensure your printer supports TCP/IP printing and the driverless protocol (PCL, PDF, or PostScript).

**Note:** If the printer outputs multiple pages of random symbols or raw code, it likely does not support the data format sent by QAD.

## My print job is not printing or is stuck in a queue

If your document is not printing, the print job is likely stuck in a queue due to certain reasons. For example, the printer is out of paper, or there is a software issue. To resolve the issue, use these solutions by performing the following steps in the Vasion Admin Console:

### Solution 1: Check the print status in the Queue tab

The print job status allows you to identify the possible issue for not printing your document.

1. In the navigation tree, select your printer.
2. Click the Queue tab and check the status issue of your printer.

### Solution 2: Clear the queue and restart the job

If one or more print jobs are stuck, the best solution is to clear the queue and restart printing.

1. In the Queue tab, remove one or all print jobs in the queue by clicking the Delete or Delete All buttons correspondingly.
2. Restart your printing and check its status in the Queue tab. If your print job appears quickly in the queue, it may indicate a network or system problem.

**Note** In some rare cases, a job's status may be displayed as successful, but the physical copy is delayed or does not appear. This can be related to more complex routing or automation issues and may require further investigation with the IT support team.

## I have an issue with my basic printer or portal configurations

If your printer suddenly stops working or behaves unexpectedly after your recent changes in the printer or portal settings, it may happen due to the wrong IP address or port number.

1. In the navigation tree, select your printer.
2. Click the Port tab.
3. Ensure the IP address configured in the system matches the printer's actual IP address.
 

**Note** The network may assign a printer another IP Address if the printer was unplugged or reconnected.
4. Ensure the port number is correct. The standard port for direct IP printing is almost always 9100. If a non-standard port is used, ensure the setting is correct and was not accidentally changed.