

<b>Printronic Technical Bulletin</b>	Number PrintNet-0002	Revision A
	Product Type PrintNet	Date 12/98
<b>Subject</b> Printnet Card Can Be 'Pinged' But Won't Respond To Browser	Originator W. Baldwin	Page 1 of 1

## Subject

This Technical Bulletin describes a procedure to help get past the issue with a Printnet PCBA that can be 'pinged' but cannot be accessed by your browser or the Printronix printer manager.

## Information

### Issue:

PrintNet card cannot use browser access or Printronix printer manager software. However, the card does respond to the "ping" and "telnet" utilities, and can print files using "ftp".

### Solution:

To enable browser access, open a telnet session using the IP address of the PrintNet card. Enter the following commands:

```
>config http on  
>save  
>reset
```

Wait up to two minutes for the PrintNet card to go through a reset cycle. Then close the telnet session.

At this point, the PrintNet card should be able to be accessed through a browser by using the IP address as a URL, as in <http://xxx.xxx.xxx.xxx>

### Issue:

The following error message is returned by Printronix printer manager: "TCP port busy". The network address given in the printer properties was reached, but the printer port is busy. This may occur when another user is accessing the same printer, or when another logical printer is connected to the same address."

### Solution:

The Printronix printer manager software needs to have the "Diagnostics Port" option set to "Ethernet". When this setting is "Serial", the printer manager software will not be able to interact with the PrintNet card, although the card will respond to other TCP/IP utilities.

This option is located in a hidden menu, reached by unlocking the control panel and then briefly pressing all four direction keys (UP + DOWN + PREV + NEXT) simultaneously. Press the NEXT key until the "PRINTER MGMT menu option is reached, then press DOWN. Press NEXT until the "Diagnostics Port" option is reached, then press DOWN. Press NEXT until "Debug Ethernet" is reached, then press ENTER. Press ONLINE to return the printer to the online state. Save the changes and possibly set up a new power-up configuration.

At this point, the printer manager software should be able to access the printer. For other communications errors, verify the IP address, subnet mask, gateway address and TCP port settings from the P5000 front panel or configuration printout, and in the Printronix printer manager software.