

Printronix Technical Bulletin	Number PrintNet-0002	Revision B
	Product Type PrintNet	Date 07/02
Subject The NIC can be 'pinged', but won't respond to browser or gets "TCP Port Busy" error.	Originator W. Baldwin	Page 1 of 2

Subject:

The Printronix network interface card (NIC) won't respond to browser, or printer remote management software displays "TCP Port Busy" error, but NIC responds to the 'ping' command.

Revision B adds menu access information for additional printer types.

Information:

Issue #1:

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

Solution #1:

To enable browser access, open a telnet session using the IP address of the NIC.

Enter the following commands:

```
>config http on
```

```
>save
```

```
>reset
```

Wait up to two minutes for the NIC to go through a reset cycle, then close the telnet session.

At this point, the NIC 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 #2:

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 #2:

The printer option "Diagnostics Port" needs to be set to "Ethernet" in order to work with the Printronix printer manager (remote management software). When the option is set to "Serial", the printer manager software will not be able to interact with the NIC, although the card will respond to other TCP/IP utilities.

The "Diagnostics Port" option is reached in the following ways for these printers:

If a P5000 series or T4204 series printer;

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

Printronic Technical Bulletin	Number PrintNet-0002	Revision B
Subject The NIC can be 'pinged', but won't respond to browser or gets "TCP Port Busy" error.		Page 2 of 2

Port" menu 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. You may need to cycle the power off, then back on, to take effect.

T5000 series;

This option is located in a hidden menu, reached by unlocking the control panel and then briefly pressing all four keys, [Job Select] + [Feed] + [Test Print] + [Down Arrow], simultaneously. Press the [Down Arrow] key until "Diagnostic Port" is displayed on the top line of the display. Press [Plus] or [Minus] until "Debug Ethernet" is displayed, then press [Enter]. Press [Pause/Online] to return the printer to the online state. You may need to cycle the power off, then back on, to take effect.

L1524, L5520, L5535 Lasers;

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" menu 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. You may need to cycle the power off, then back on, to take effect.

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.