

Network Settings Troubleshooting Guide

The examples in this guide will assume you are using one computer and one printer connected to each other directly. If the computer you are using is connected to several networked devices or to the Internet, incorrect settings may adversely affect the entire network. For detailed information about the settings, consult your network administrator. Connecting the printer directly can help eliminate other factors in the network if you are having issues. Once you have your computer connected directly to the computer follow these steps to verify good communication between printer and computer:

1. Type “cmd” in the search box to open Command Prompt on your computer.
2. Type “ipconfig” and press enter. Look for the section “Ethernet adapter Ethernet”

```
Command Prompt
Microsoft Windows [Version 10.0.19042.867]
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C:\Users\avazquez>ipconfig

Windows IP Configuration

Ethernet adapter Ethernet:

    Connection-specific DNS Suffix  . : 
    IPv4 Address. . . . . : 192.168.72.2
    Subnet Mask . . . . . : 255.255.255.255
    Default Gateway . . . . . : 0.0.0.0

Wireless LAN adapter Local Area Connection* 1:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . : 

Wireless LAN adapter Local Area Connection* 2:

    Media State . . . . . : Media disconnected
    Connection-specific DNS Suffix  . :
```

*Note: In this example, we will just check what the information of the computer network settings are and will change the network settings on the printer. This is just a quick way to make sure there is communication to the printer. The IP, and sub net mask on the computer can be changed as well if it is preferred.

3. The IPv4 address should match the IP address on the printer, with only the last set of numbers having to be different. Example: computer IPv4: 192.168.72.2, then the printer IP should be 192.168.72.XXX (the last 3 numbers can be anything except for “2”, in this case).
4. On your printer go into the Network settings. Menu > System Information > Network Settings. Go into the IP and verify it. Then go down into the sub net mask and that one should match exactly what is on your computer. In our example this would be “255.255.255.255”.
5. If your computer has some numbers for your “default gateway”, those do not need to be entered into the printer. On your printer Default Gateway can be left at all zeroes.
6. Next, we will ping the IP address of the printer. In Command Prompt, type “ping 192.168.72.XXX” Keep in mind you will type in the actual IP address that is in the printer. Below are examples in red of not a good connection and in yellow what a stable connection look like.

```
C:\Users\avazquez>ping 192.168.68.255

Pinging 192.168.68.255 with 32 bytes of data:
Request timed out.
Request timed out.
Request timed out.
Request timed out.

Ping statistics for 192.168.68.255:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),

C:\Users\avazquez>ping 192.168.68.000

Pinging 192.168.68.0 with 32 bytes of data:
Reply from 192.168.68.135: Destination host unreachable.
Reply from 192.168.68.135: Destination host unreachable.
Reply from 192.168.68.135: Destination host unreachable.
Reply from 192.168.68.135: Destination host unreachable.

Ping statistics for 192.168.68.0:
    Packets: Sent = 4, Received = 0, Lost = 4 (100% loss),
```

```
C:\Users\avazquez>ping 192.168.68.1

Pinging 192.168.68.1 with 32 bytes of data:
Reply from 192.168.68.1: bytes=32 time<1ms TTL=64
Reply from 192.168.68.1: bytes=32 time<1ms TTL=64
Reply from 192.168.68.1: bytes=32 time<1ms TTL=64
Reply from 192.168.68.1: bytes=32 time=1ms TTL=64
```

If we received a reply from the IP of the printer then we can move forward to [connecting it to Versaworks](#). If we were not able to get a reply we can; Verify the IP in the printer again, check that the Ethernet port on the printer has some light blinking and that the cable is securely connected. Try running off the main power of the printer and then turning it back on after 30 seconds. Try a different ethernet cable. Contact your dealer if the issue persists.

The printer stops printing and is stuck in “Now processing.”

Try following the steps already described, including connecting the printer directly to the computer. This error can happen if the computer that is connected to the printer goes to sleep or shuts down. This is most often common on laptops, but check the [power settings](#) of your computer and set it so that it does not go to sleep. Try changing the IP address as well and make sure that your printer firmware is up to date. Verify that Versaworks is [up to date](#) as well.