

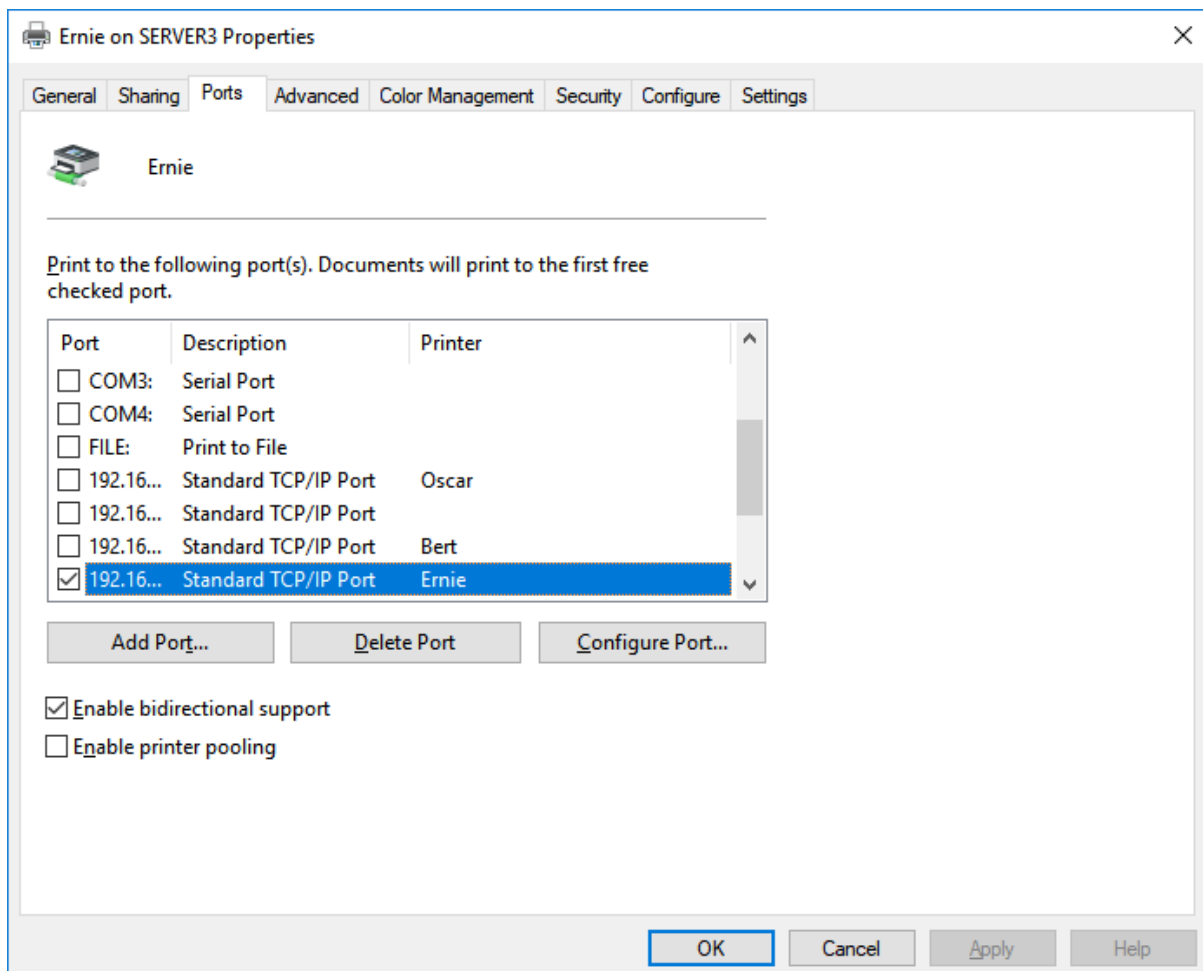
Printer reported as “Offline” on Windows PCs

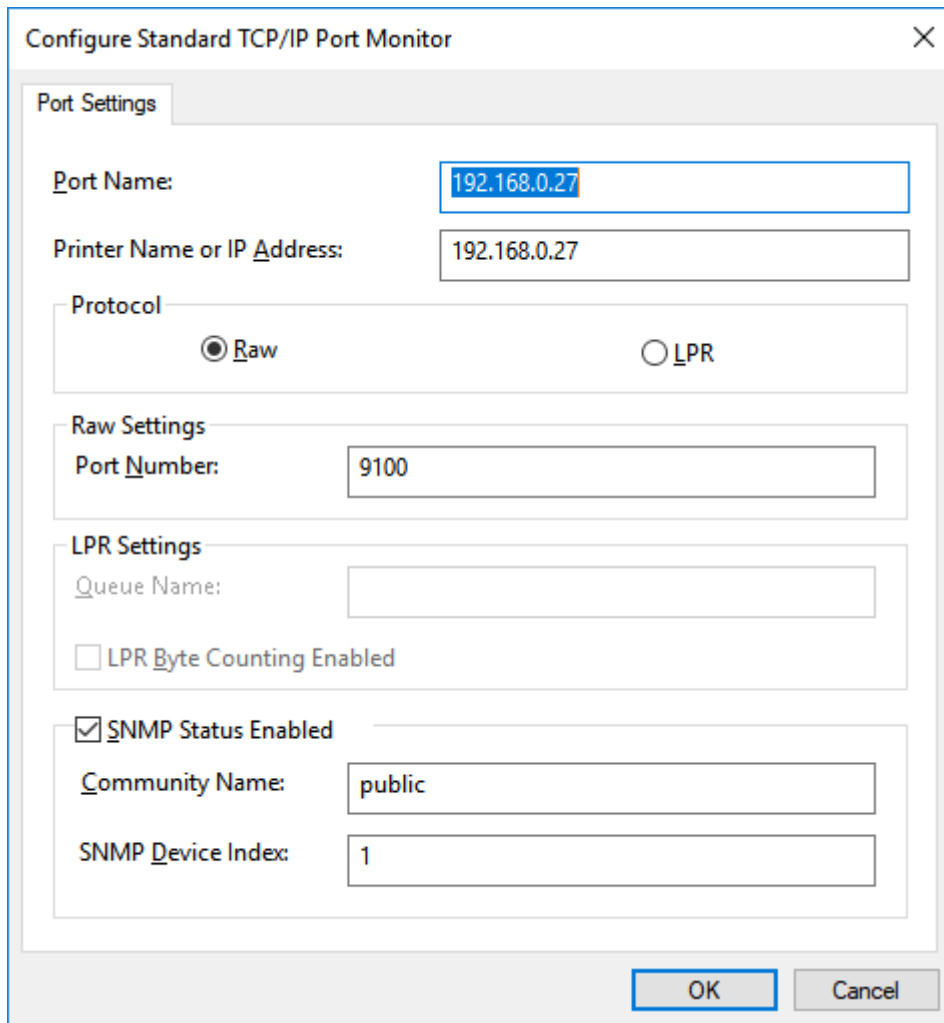
If your PC indicates that your Printer is Offline but it actually appears to be switched on and connected to your network, this may be caused by the Windows port monitor, part of the Windows operating system on your PC.

If you are using a Standard TCP/IP printer port, Windows port monitor polls the printer regularly for its status using the SNMP protocol. Sometimes this will incorrectly indicate that the printer is offline.

SNMP polling can be switched off to avoid this issue.

On your PC, go to Devices and Printers and then right click on the relevant printer’s icon. Choose Printer Properties and then click on Ports. Highlight the port being used for printing (it will have a tick in the box alongside) and then click on Configure Port. Untick the SNMP Status Enabled setting and then click on OK. Close the Printer Properties windows





Configure Standard TCP/IP Port Monitor

Port Settings

Port Name: 192.168.0.27

Printer Name or IP Address: 192.168.0.27

Protocol

Raw LPR

Raw Settings

Port Number: 9100

LPR Settings

Queue Name:

LPR Byte Counting Enabled

SNMP Status Enabled

Community Name: public

SNMP Device Index: 1

OK Cancel

WSD Ports

If your printer is not setup to use a Standard TCP/IP Port but is instead using a WSD port, then we recommend that you change to a Standard TCP/IP Port. Enigmatic printing issues frequently occur with WSD ports, which can include false Printer Offline notifications and other printing failures.

WSD uses UDP/HTTP/HTTPS not the local IP address to communicate and have little advantage other than Auto-discover, especially in a non-domestic environment.

To add a Standard TCP/IP port, from the Ports window click on Add Port, choose Standard TCP /IP Port and click New Port. At the wizard click on Next and enter the printer's IP Address* in the top field (the lower field will auto-fill) and click Next The port will be detected. Click Finish

Close the Add Port window

Back at the Ports screen click on Apply. The new port created should be ticked with the name of the printer alongside it.

Send a Test Page from the General tab and then close Printer Properties

- See our guide to finding your printer's IP address