

- There must be NO “RULES” other than default rules. If you have created rules, DELETE all, except for the default.
- The following assumptions are made:
  - No Site DNS
  - Single Flat Subnet

## PART A: UNABLE TO “SEE” SERVICES

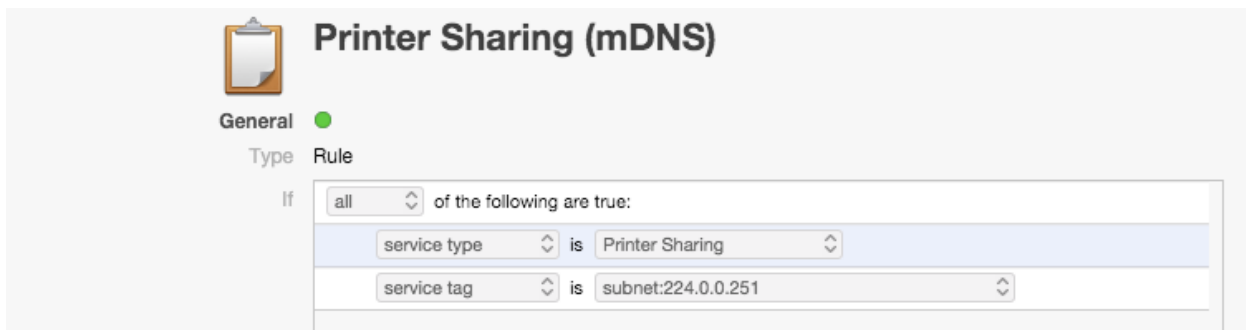
### Test plan:

Presto versions 2.0 - 2.0.1738

### Top reasons you are unable to see services:

- I - Mobile device is not connected to the wireless network (All device types)
- II - Presto app is not “connected” to network. (Android/Chrome)
- II - Presto print service plugin is not enabled (Android/Chrome)
- IV - The wireless network is not configured to handle mDNS.
- V - The wireless network handles mDNS insufficiently.
- VI - 3rd party Firewall / AV software is interfering with Presto.

**Step 1 - The “Printer Sharing mDNS rule must be active and it must look like this.**



### Step 2 - Start / Restart BOTH Presto Service & the Bonjour Service on Presto Server

Success: You are be able to see printers on your device.

Fail: Confirm device is connected to the correct wireless network and try again.

NOTE: If you intermittently lose printers and restarting the Presto Service “temporarily” restores printing functionality, this is likely a systemic issue with your wireless network and not Presto.

### Step 3 - Firewall/AV software.

If you have firewall/AV software running on the computer where Presto server is installed (typically seen in smaller environments where they may be using an off the shelf computer with preloaded Firewall/AV software. McAfee, AVAST, AVG etc.) Temporarily uninstall all 3rd party Firewall/AV software. Reboot computer and then try Test #1 again. Presto utilizes a non-standard mDNS port UDP/TCP 5335.

## **PART B: CAN “SEE” SERVICES BUT CAN’T PRINT**

It is important to **ASK & KNOW** if this is happening with **ONE** client device or **ALL** client devices. Presto issues will typically manifest across all device types, not a single users device. If a single device is having issues, troubleshoot the device. Do a hard reboot on the device and be sure you are connected to the correct network.

### **Top reasons you are unable to print:**

- I - Port TCP 9631 is blocked from the device to Presto Sever
- II - Firewall/AV software running the server instance of Presto Sever is interfering.
- III - Mobile device has print jobs backed-up ON the device
- IV - Security
- V - Incompatible driver
- VI - Bug in App

### **1-Ping Presto Server.**

Goto Safari on an iOS device. Enter the following assuming the IP address of the Presto Sever is “10.0.0.3”. Edit as appropriate for your environment

eg: `http://10.0.0.3:9631/ping`

The result should return **PONG**. If no response, firewall/AV software is blocking traffic from the client mobile device to Presto Sever. Check port TCP 9631.

### **2 - Firewall/AV software .**

If you have firewall/AV software running on the computer where Presto server is installed (typically seen in smaller environments where they may be using an off the shelf computer with preloaded Firewall/AV software. McAfee, AVAST, AVG etc.) Temporarily uninstall all 3rd party Firewall/AV software. Reboot computer and then try Test #1 again.

### **3-Security.**

Is there an authentication component required for Printing unrelated to Presto? Have you configured Presto to integrate with it?

### **4-Are you having trouble printing to ONE printer or ALL printers?**

**One Printer:** Try alternate print drivers for that printer.

**All Printers:** Assuming pinging Presto server produces PONG, double check the “Print Center” (iOS). Devices have their own print spooler that opens and closes on the fly. If the print job gets stuck it will back up all print jobs on the device. To find the print center, double click on the home button to bring up all your open apps and swipe past the home screen. Delete all backed-up print jobs.

(Hint, it is easier to see the print center if you close all your open apps first.)

### **5-Are you having trouble printing from ONE app or ALL apps?**

**One App:** This is likely a bug with the app, however file a report with Collobos so we can track it and we will advise if there is a known issue.

**All Apps:** Assuming #1 & #2 are clear. Contact support for further investigation.

## **RESOURCES**