

- This document is intended to be used in conjunction with the **Troubleshooting - TEST DNS Configuration** guide.
- Use a **command prompt** window with **elevated privileges** from all servers/computers when running queries.
- There must be NO “RULES” other than default rules. If you have created rules, DELETE all, except for the default.
- Confirm all Presto DNS records have replicated across ALL redundant DNS servers.
- Running nslookup’s from any network connected computer should return the exact same result. We are looking to see if different results are returned from different computers/servers. If this happens, it is network settings, not Presto. The test plan below will attempt to guide you toward isolating where a network problem may exist.

PART A: CAN’T SEE SERVICES

Test plan:

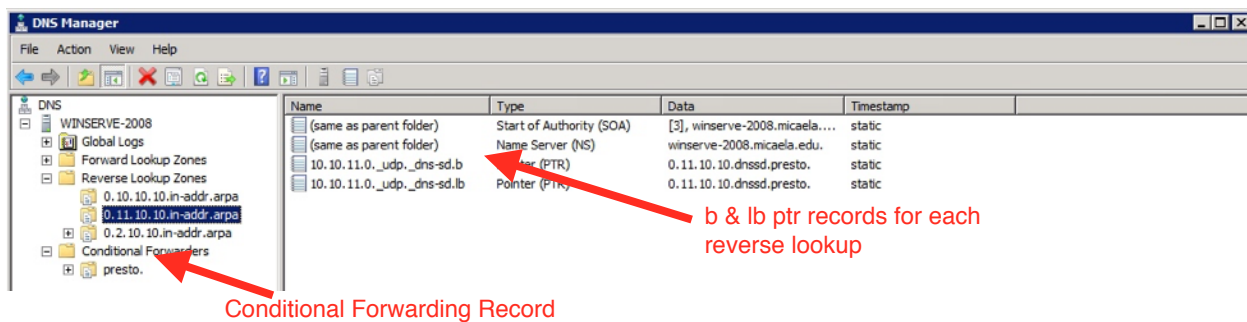
Presto versions 2.0 - 2.0.1738

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 - Google Apps Admin settings not properly configured. See Chrome supplemental (Google Apps Environment / Chrome)
- V- There is not a reverse lookup and PTR records for the VLAN where you are connected. (iOS OS X)
- VI - The networking hardware is configured to block certain traffic to mobile devices.
- VII- On redundant DHCP there are replicated scopes but there is a discrepancy with the policies for those scopes.

Step 1 - Open DNS Manager

- A. Conditional Forwarding - Confirm that the Conditional Forwarding Record is in place and pointing to Presto server IP address.
- B. Reverse Lookups - Confirm that the Reverse Lookups are in place and have presto “b” & “lb” records.



Step 2 - Initial testing at Presto Server

- A. On the server where Presto is installed Run **Queries A & B**.
 - Success: You should be able to see printers on your device.
 - Fail: Delete Presto DNS records. Flush DNS and re-attempt auto configuration of DNS from Presto. Re-enter DNS records if auto-config fails.

Step 3 - Move to testing at DNS Server

A. Re-Run **Queries A & B**.

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

Fail: Confirm replication across redundant DNS server/s. As applicable, **Check I, II, III, IV, V**.

Step 4 - Move to testing from a PC Laptop Connected Wirelessly to the VLAN where you wish to see printers.

A. Re-Run **Queries A & B**.

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

Fail: Something is filtering/blocking this traffic to the VLAN. As applicable, **Check VI, VII**.

Step 5 - Move to testing from a Mac Laptop Connected Wirelessly to the VLAN.

- A. Re-Run **Queries A & B** as **dig commands** from the Mac terminal window. This can provide additional insight as to how the network settings are handling traffic with different device types. iOS & OS X devices are essentially the same. We have seen where a PC will return the correct results and an OS X running the same command will fail, due to network settings.

```
dig server.presto. ns
```

```
dig _ipp._tcp.dnssd.presto. ptr
```

Success: Again, at this point you should be able to see printers on your device.

Fail: Something is filtering/blocking this traffic to the VLAN. As applicable, **Check VI, VII**.

[RESOURCES](#)