

# Troubleshooting

## Test DNS Configuration

**Sample Environment:**

DNS Server IP Address: 192.168.1.2  
 Presto Server IP Address: 192.168.1.3  
 Subnet Address: 192.168.1.0

**Test plan:**  
 Presto versions 2.5+

Open **command prompt** window with **elevated privileges** on a server on the network.

Query A - Query if the **conditional forwarding** record is in place.

nslookup -query=ns server.presto.  
 The result should be the name server of Presto.

Query B - Query **printers** being advertised by Presto.

nslookup -query=ptr\_ipp.\_tcp.dnssd.presto.  
 The result should return the printer list advertised by Presto Server.

Query C - Query **Presto** on subnet.

nslookup -query=ptr b.\_dns-sd.\_udp.0.1.168.192.in-addr.arpa.  
 The result should return subnet 0.1.168.192 & dnssd.presto.

Query D - Query **Printers** being advertised by Presto on a specific subnet.

nslookup -query=ptr\_ipp.\_tcp.0.1.168.192.dnssd.presto.  
 The result should return the printer list for the subnet advertised by Presto Server.

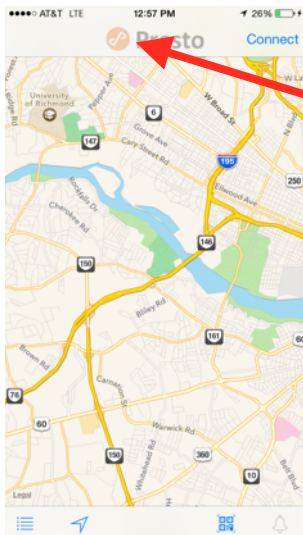
Query E - Query the **Statement of Authority**

nslookup -query=soa dnssd.presto.  
 The result should return the Statement of Authority record for the dnssd.presto. domain.

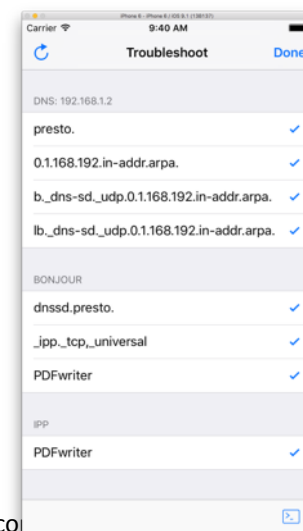
**Ping Presto** Server. Goto Safari on an iOS device. Enter: <http://192.168.1.3:9631/ping>  
 The result should return **PONG**. If no response open TCP 9631

### Troubleshooting from iOS App

The Presto iOS app has troubleshooting diagnostics built into the app.



Hold for 2 seconds and release



Status Check

Get logs