

Printer Troubleshooting

These are some troubleshooting steps you can follow to get your printer working. After completing a step, try to print again to see if the steps were successful. You can always submit a work order to have a technician come and look at the printer: <https://madison.incidentiq.com/>

1. Check to make sure the **power cord** and **ethernet cable** are securely attached in the printer and their respective outlets in the wall. If you have multiple ports for the ethernet cable, you can move the cable to another port in the wall to see if it works.
2. Make sure you are on **MCS D** or **Faculty Wifi**. You can't print from the guest network.
3. Install or reinstall the **Kyocera Printer Driver** from Self Service.
 - a. Open **Self Service** from the Applications folder in Finder.
 - b. Click on **Printer Drivers** in the left column.
 - c. Locate the **Kyocera Printer Driver** and click install/reinstall (whatever is indicated).
4. If there are no problems with anything above, try deleting your printer and then adding it back.
 - a. Make sure you are on **MCS D** or **Faculty Wifi**.
 - b. Open **System Preferences** on your MacBook.
 - c. Click on **Printers and Scanners**.
 - d. Click the small + button on the bottom left.
 - e. In the pop-up box, click **IP** at the top.
 - f. In the Address box, type the **IP address** from the sticker on the front of the printer.
 - g. Under protocol, choose **Line Printer Daemon – LPD**.
 - h. Under name, type either your room/office number or your name so you can easily find your printer.
5. Print a status page to make sure the printer is connected to the internet.
 - a. For the **black/white** Kyocera P2040dw printer.
 - i. On the printer press the **menu** button.
 - ii. You should see **report print** on the screen.
 - iii. Click the **right arrow** button once.
 - iv. Click the **down arrow** button once.
 - v. You should see **print status page** on the screen.
 - vi. Click **OK** twice.
 - vii. The status page should print.
6. On the left side of the page under the **Network** look for the **IPv4** section.
 - a. Make sure the IP address on the status page matches the IP address on the sticker on the front of your printer.
 - i. If it doesn't match or the it says **Disabled**, put in a work order.
 - b. If the **Default Gateway** does not show, put in a work order.
 - i. To submit a work order: <https://madison.incidentiq.com/>



IPv4	
DHCPv4 Status:	Disabled
Bonjour Status:	Enabled
IP Address:	10.24.30.10
Subnet Mask:	255.255.255.0
Default Gateway:	10.24.30.1

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7. Reset your printing system.
 - a. Open **System Preferences**.
 - b. Click **Printers & Scanners**.
 - c. In the box on the left where your printer(s) are listed, press 2 fingers on the trackpad at once to bring up a secondary menu. Select **reset printing system**.
 - d. *This is going to delete all of your printers and then you will have to add them back.
 - e. After it resets, **restart your computer**.
 - f. Add your printer back. *See step 6 above.

If none of the steps above allow you to print, please submit a work order:

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*The printers do not have asset numbers. You can put in zero's for the asset number.