

ML320T ISSUE CAN'T WEB INTO PRINTER CASE NUMBER 171623

Update: Steve called and advised that after doing the reset there is a red link light instead of green and cannot print network config. He moved from switch to a direct network connection and same issue. Not getting an ip address. Now not able to print config page. He reseated card as well and same issue. May need new card. He gave s/n which is revision G. Network card is backward compatible so new one should work. Part 45268701 is not available on Item Inc. I did find it on Argecy and gave him info however told him to make sure they do have it in stock. He is going to do that and order a new card.

Next step: Steve will order the network card.

Rubyann Martinez False 2/2/2024 10:34 AM Issue Steve called back today was not able to web into the printer printed the configuration page and shows status link bad, SN# 8008712 not found in SF .

Next Step Emailed reset network, On the configuration page showed Status link BAD. Steve will call back once he's done the instructions and still needs assistance

Rubyann Martinez False 2/1/2024 5:03 PM Issue Not found on the network. Steve not at the location of the ML320T No SN#

Next Step emailed instructions Steve will do the instructions once he's with the printer

[10:19 AM] Martinez, Ruby Ann

Michele ML320T printed the configuration page show status link BAD He is not able to web into the printer nor find it

[10:36 AM] Dileo, Michele R.

Is he using an Okilan 7130 ?

[10:36 AM] Dileo, Michele R.

Normally the status bad is with serial connection

[10:36 AM] Dileo, Michele R.

Cannot web into a serial connection

[10:36 AM] Martinez, Ruby Ann

He does not know I asked

[10:36 AM] Martinez, Ruby Ann

He was not at the printer

[10:37 AM] Martinez, Ruby Ann

he said the printer came with the network card

[10:37 AM] Dileo, Michele R.

Then he better take pictures and call in

[10:37 AM] Martinez, Ruby Ann

He did call in I had him yesterday and today

[10:38 AM] Martinez, Ruby Ann

both times he is not with the printer he did said the sn# off the configuration page was 8008712

[10:38 AM] Poshka, George H.

He needs to call in onsite.

[10:38 AM] Dileo, Michele R.

Did you get pictures of his connection

[10:39 AM] Dileo, Michele R.

Yes and see where the other end of the cable goes

[10:40 AM] Dileo, Michele R.

If it is a network card then the IP may have changed. Can print that out by pressing the test/reset button for 2-5 seconds

[10:40 AM] Dileo, Michele R.

Also can reset it by holding the same button during power up and continue holding for 40 seconds

[10:41 AM] Martinez, Ruby Ann

we did that yesterday

[10:41 AM] Martinez, Ruby Ann

was not able to find the web inter face page

[10:41 AM] Dileo, Michele R.

If it is the Okilan there should be link lights where the ethernet connects

[10:41 AM] Martinez, Ruby Ann

I gave him already network reset

[10:42 AM] Dileo, Michele R.

Where does he see the error "bad link"

[10:42 AM] Martinez, Ruby Ann

the configuration page

[10:44 AM] Dileo, Michele R.

Under which group setting did he see that? There is no network group.

[10:44 AM] Dileo, Michele R.

I am suspecting serial

[10:45 AM] Martinez, Ruby Ann

on the configuration page to print out the ip adress is where he seen link bad

[10:48 AM] Dileo, Michele R.

So there is no link lights? Amber flickering light and green solid light? Either he has the incorrect cable type , crossover vs. patch cable or a bad cable or not a direct network connection to the router, maybe an extender or switch which could also be the issue.

[10:48 AM] Martinez, Ruby Ann

I will need to wait for Steve to email me back

[10:53 AM] Martinez, Ruby Ann

Ill ask steve

[10:56 AM] Martinez, Ruby Ann

Waiting on his reply

[10:56 AM] Martinez, Ruby Ann

Thank you for your assistance

[11:31 AM] Dileo, Michele R.

Ruby, I just got off the phone with him and we determined that he needs a new network card. I updated your record with the serial number and added my notes. I closed the case 171623