



Nexternal Thermal Printing Troubleshooting Guide

Revision 1





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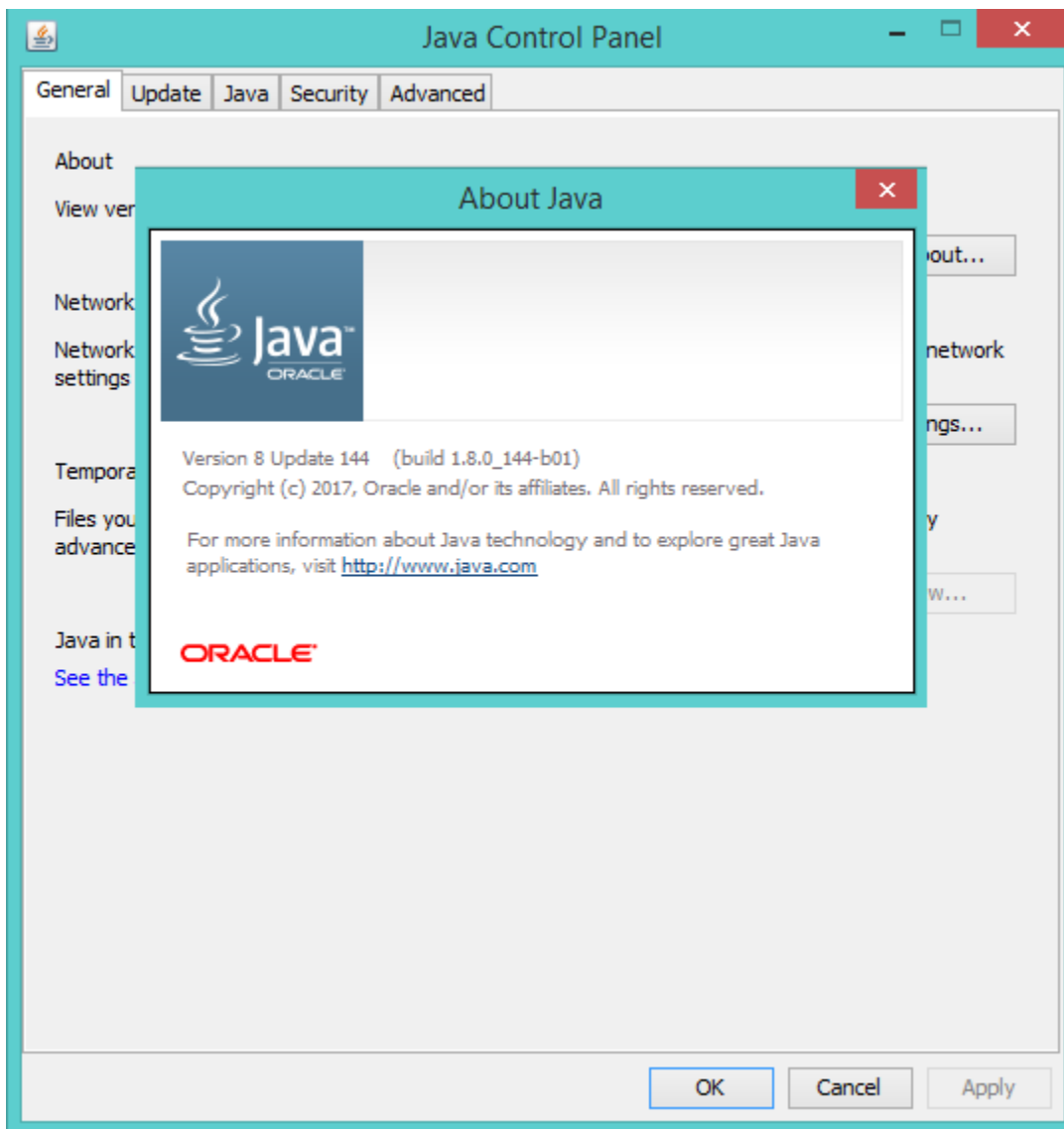


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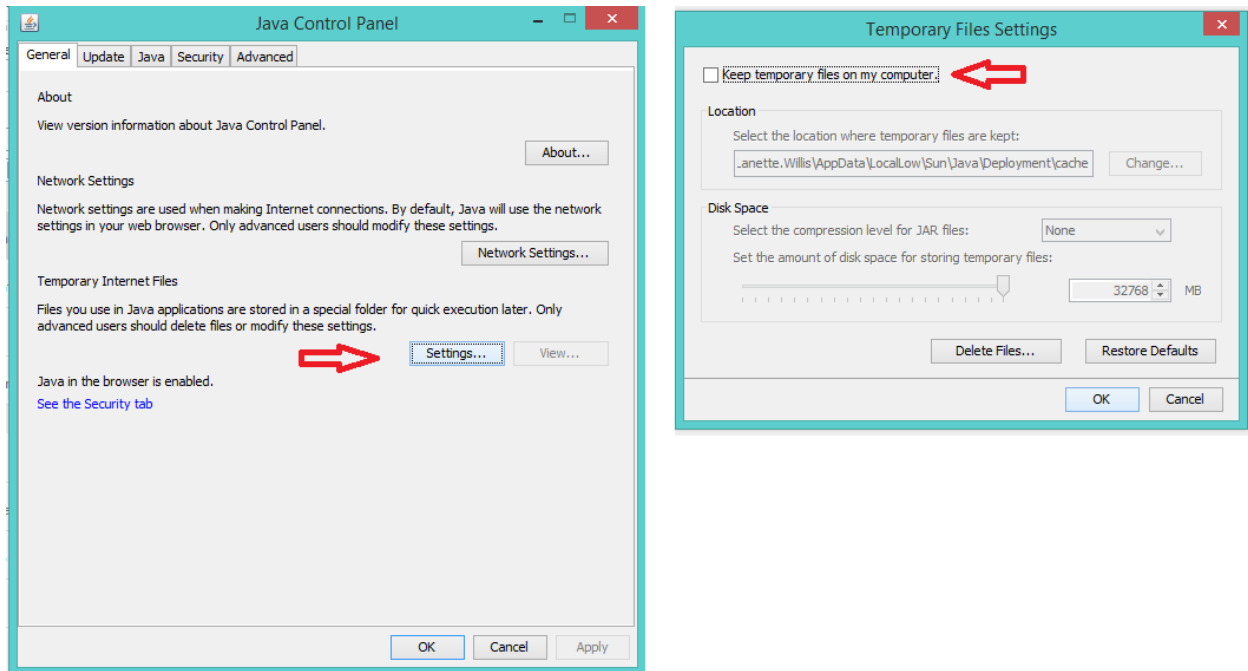
Troubleshooting Steps

1. Confirm that you are using a PC running Windows. Nexternal's thermal printing option is not compatible with Mac computers at this time.
2. Verify that the computer's version of Java is up to date. You can find your version of Java by navigating to the Java Control Panel and clicking on the About button (as shown below). If you do not have the latest version, go to www.java.com to download a new version. The website should detect whether or not your computer has the latest version installed. After completing the download, verify that your computer fully installed the new download, by clicking on About again.



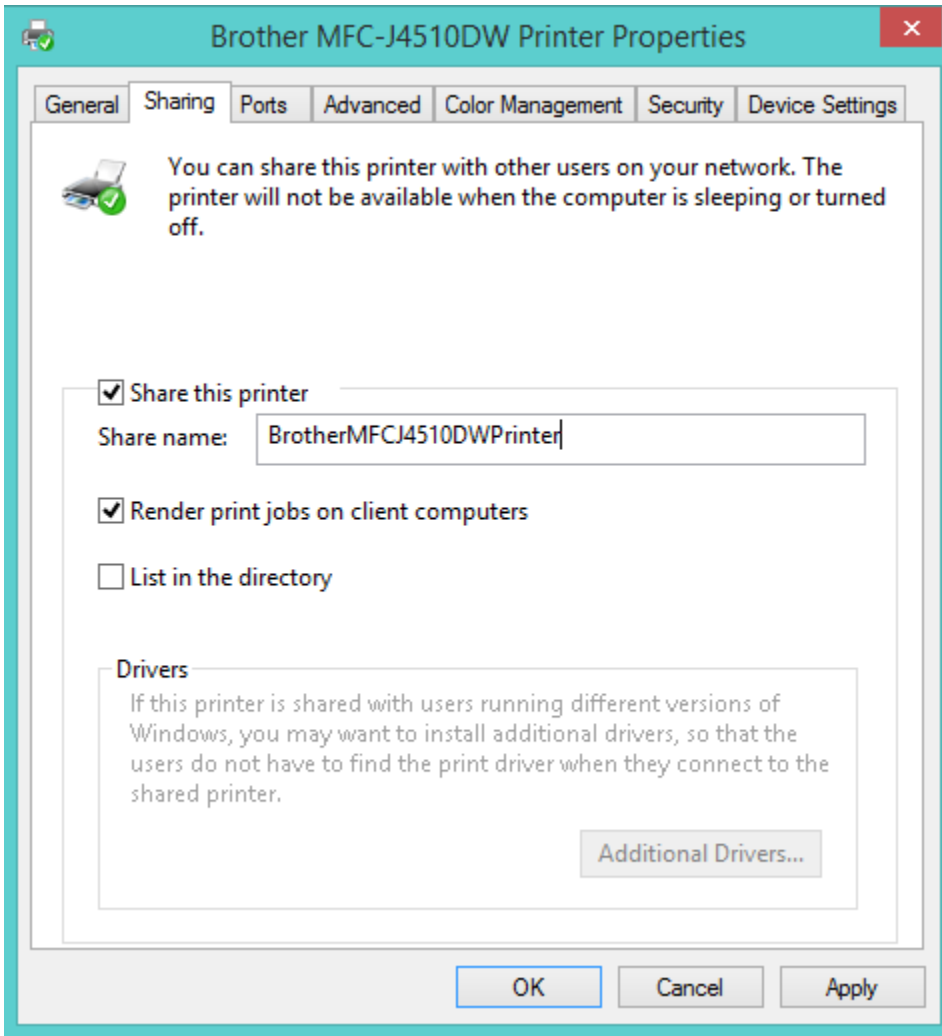
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3. Check the Java Temporary Internet File Settings, by opening the Java Control Panel. On the General Tab, in the Temporary Internet Files section, click the Settings button. When the new window pops open, uncheck the box that says "Keep temporary files on my computer." Click OK to close the window.



4. Try printing a test page from your computer to the printer. Open your computer's devices and printers, find the thermal and right click on it. Open Printer Properties, and click Print Test Page. If you cannot print a test page, your problem printing is not due to Java or Nexternal software. Please contact your own technical support specialist.
5. Confirm that your printer is plugged into a computer on your network, or directly into your computer, with a USB cable. If you are not using a USB cable, you must directly connect to the thermal printer from your computer using a COM or Parallel Port. Indicate the name of the port in Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. Also, ignore steps 6-8 below.

6. Ensure that your thermal printer is Shared. (Open Devices and Printers on your computer. Right click on the thermal printer. Open Printer Properties. Click on Sharing tab. Click the box that says Share this printer.)

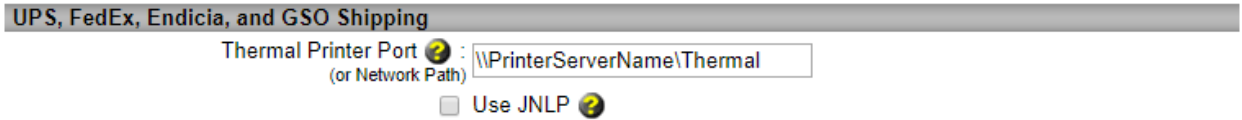


7. Check the Shared name of your printer. If it has dashes, spaces, or special characters, we highly recommend that you remove them. (Open Devices and Printers on your computer. Right click on the thermal printer. Open Printer Properties. Click on Sharing tab. Verify the Share name.)
8. Verify that your thermal printing path is properly indicated. Log into Nexternal and Navigate to Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. In the Thermal Printer Port field, enter the network path in UNC share format. Replace the words shown below with your own path.
 - a. PrinterServerName = Your computer's name (if your computer is connected directly to the printer via USB Cable), or the name of the computer or Print Server that is directly connected to the printer.

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- b. Thermal = The shared name of the thermal printer you would like to use.



9. Restart your computer (especially if you have changed your printer name). Then try printing again.
10. Restart your printer. Then try printing again.
11. Check your printer for errors. Open your computer's devices and printers, find the thermal and right click on it. Click "See what's printing" and check that there is nothing waiting in the queue or an error message regarding the status of the printer.
12. Confirm that you have paper in the printer.
13. If you are using the JNLP option, confirm that you have clicked the Use JNLP box in Settings / Compatible Software / Online Shipping Tools / Preferences / UPS, FedEx, Endicia, and GSO Shipping. If you are not using the JNLP option, you must use Internet Explorer to print your labels, and you may experience issues introduced by browser or firewall security.