

Government of Gouvernment des Covernment Territories du Nord-Ouest

SCC-LIS_TIP OF THE WEEK

MODULE: SoftLab/SoftMic/SoftBank	SOFTWARE VERSION: 4.08
TOPIC: Restart Printers	ISSUE DATE: 24MAY2017
DISTRIBUTION: End Users_All	PAGE: 1 of 1
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TOPIC/QUESTION: Nothing from LIS is printing on a particular printer. What should I do?

ANSWER/TIP: 99.9% of the time the communication has been lost between LIS and the label/laser printer.

This can happen for various reasons including small power blips.

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- 1. Check both AUX and MAIN Systems for printer issues
- 2. Highlight printer and hit restart \rightarrow printer will disappear from queue if issue is resolved by restarting
- 3. If printer remains in the queue → phone the area with the printer and ask them to unplug their network cable from both the wall and the printer and re-plug them in

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 If this doesn't resolved the issue, phone LIS Admins (867-669-4273)or phone SCC at 1-800-SOFTLAB to open up a ticket for client: NWT