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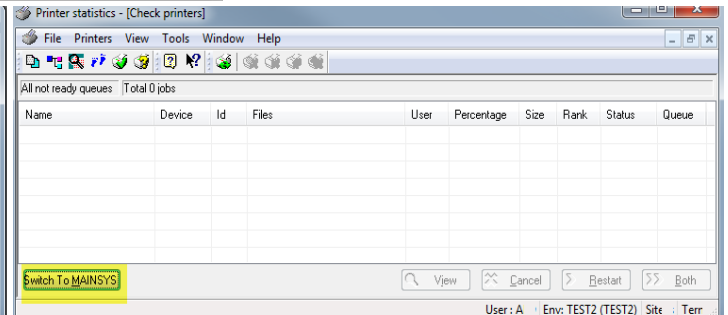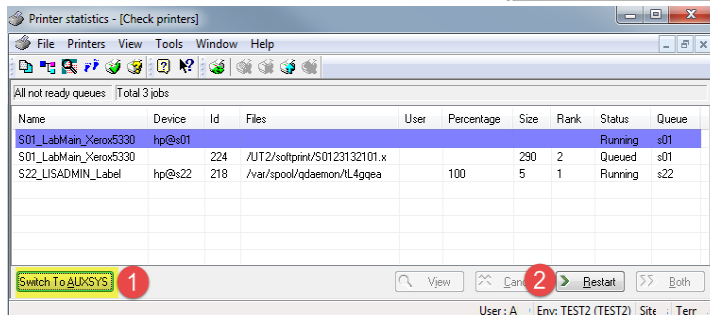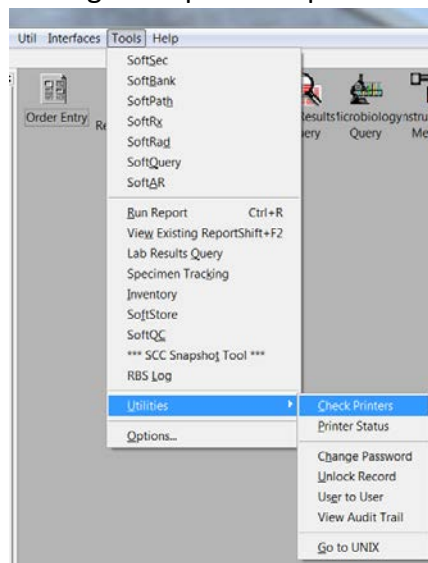Northwest Territories Territoires du Nord-Ouest

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
ISSUED BY: April Darrach, Territorial LIS Administrator	

TOPIC/QUESTION: Nothing from LIS is printing on a particular printer. What should I do?
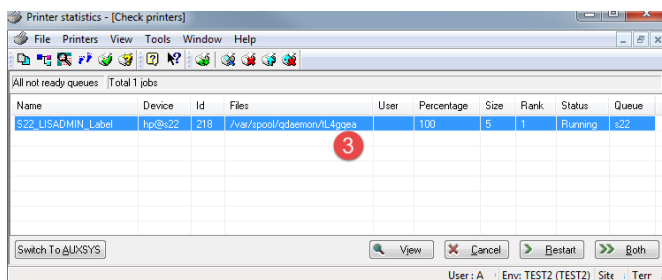
ANSWER/TIP: 99.9% of the time the communication has been lost between LIS and the label/laser printer.

This can happen for various reasons including small power blips.

Tools>Utilities>Check Printers

1. Check both AUX and MAIN Systems for printer issues
2. Highlight printer and hit restart→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

4. 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