

Troubleshooting AIS Mainframe Printing

For initial setup see: <https://kb.ucla.edu/link/634>

Troubleshooting:

To troubleshoot a printing problem you will need the following information:
RMT number, IP address and and the queue name of printer.

Example: RMT3695, 164.67.133.36 / North

Top 3 most common JQP-related problems and solutions:

1. The print server IP address and/or queue name don't match the information entered on the mainframe.

Solution: Verify with the AIS Help Desk (x66951) that your IP and queue match what is entered in JQP.

2. The local print queue is not configured correctly

Solution: verify that Unix Print Services for Windows is installed on the print server.

3. There is a firewall blocking traffic from the mainframe to the print server on port 515.

Solution: configure your network firewall to allow inbound traffic from 164.67.134.200 port 515 to your print server.

Detailed troubleshooting steps:

1. Determine if print queue is configured correctly.

Run the "lpq" command from a DOS prompt on the same network as the print server:

Usage: lpq -Sserver -Pprinter

Example:

```
G:\> lpq -S164.67.133.36 -PNorthWindows LPD ServerPrinter \\164.67.133.36\North
```

- If the lpq command results in an error, the problem is usually that Unix Print Services is not installed on the print server.

2. If the lpq command works locally, then verify that remote connections work from the mainframe by running lpq from TSO (if necessary contact AIS for assistance).

From TSO:

```
lpq (host 164.67.133.36 printer North), Windows LPD Server,, Printer ::164.67.133.36:North,,Owner  
Status Jobname Job-Id Size Pages  
Priority,,-----,READY ,
```

- If the lpq command works locally but lpq from the mainframe results in an error, the problem is usually firewall related. Verify that your department firewall is open, allowing inbound traffic to the print server from the mainframe (164.67.134.200, port 515).

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