

Novell NetWare® 6.5

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PRINT SERVICES MANAGER HEALTH
MONITOR ADMINISTRATION GUIDE



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Print Services Manager Health Monitor Administration Guide

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Online Documentation: To access the online documentation for this and other Novell products, and to get updates, see www.novell.com/documentation.

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About This Guide

This guide describes how to monitor and manage your print system using the the Print Services Manager Health Monitor in NetWare Remote Manager.

- ◆ Chapter 1, “An Overview of the Print Manager Health Monitor,” on page 9
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- ◆ Chapter 6, “Examples of Troubleshooting Print Problems,” on page 53

Additional Documentation

For documentation on installing and running iPrint and Novell[®] Distributed Print Services[™], see the *iPrint Administration Guide*.

Documentation Updates

The latest documentation is available at [Novell documentation Web site](http://www.novell.com/documentation). (<http://www.novell.com/documentation>)

Documentation Conventions

In this documentation, a greater-than symbol (>) is used to separate actions within a step and items in a cross-reference path.

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1

An Overview of the Print Manager Health Monitor

The Print Manager Health Monitor provides administrators with a global view of their print system. The Health Monitor shows you the current status of printer agents and lets you configure settings and generate reports about your print system. The Print Services Manager Health Monitor is a part of NetWare® Remote Manager.

The Print Services Manager Health Monitor lets you quickly evaluate your printing system and troubleshoot errors associated with printing.

Printer Agent Name	Current Status	Jobs		Jobs Printed Since		
		Scheduled	Active	6-04-02 1:29 pm	6-04-02 12:00 am	5-07-02 7:31 pm
printer1	Error Printing	0	0	0	0	0
printer2	Error Printing	0	0	0	0	0
HP8500	Not Bound, Output Paused	3	0	0	0	0
PRV-E232-HP451-Left	Idle	0	0	0	0	0
PRV-E232-HP451-RIGHT	Idle	0	0	0	0	0

Jobs		Jobs Printed Since		
Scheduled	Active	6-04-02 1:29 pm	6-04-02 12:00 am	5-07-02 7:31 pm
3	0	0	0	0

Current NDPS Manager Status: **WARNING**

Advanced NDPS Manager Information

The Health Monitor can be accessed from NetWare Remote Manager or from the Manage Print Services Manager screen in iManager. From NetWare Remote Manager, complete the following.

- 1 User your Web browser to log in to NetWare Remote Manager.

For more information about accessing NetWare Remote Manager, see the *NetWare Remote Manager Administration Guide*.

- 2 Under Diagnose Server, click Print Services Manager Health.

You can now view current printer agent states, start up and shut down printer agents, and view other information about your print system.

2

Understanding the Print Services Manager Health Monitor Screens

Although the default settings in Novell® Distributed Print Services™ (NDPS®) allow your users to print without further configuration being necessary, you will probably want to modify some of those settings so that you can manage your printing resources more effectively. Before making changes, you should monitor your print system using the Print Services Manager Health Monitor to determine which changes will benefit your configuration.

The Print Services Manager Health Monitor is divided into two main areas. From these two areas you can access all the information you need to monitor and troubleshoot your print system.

This chapter discusses the following:

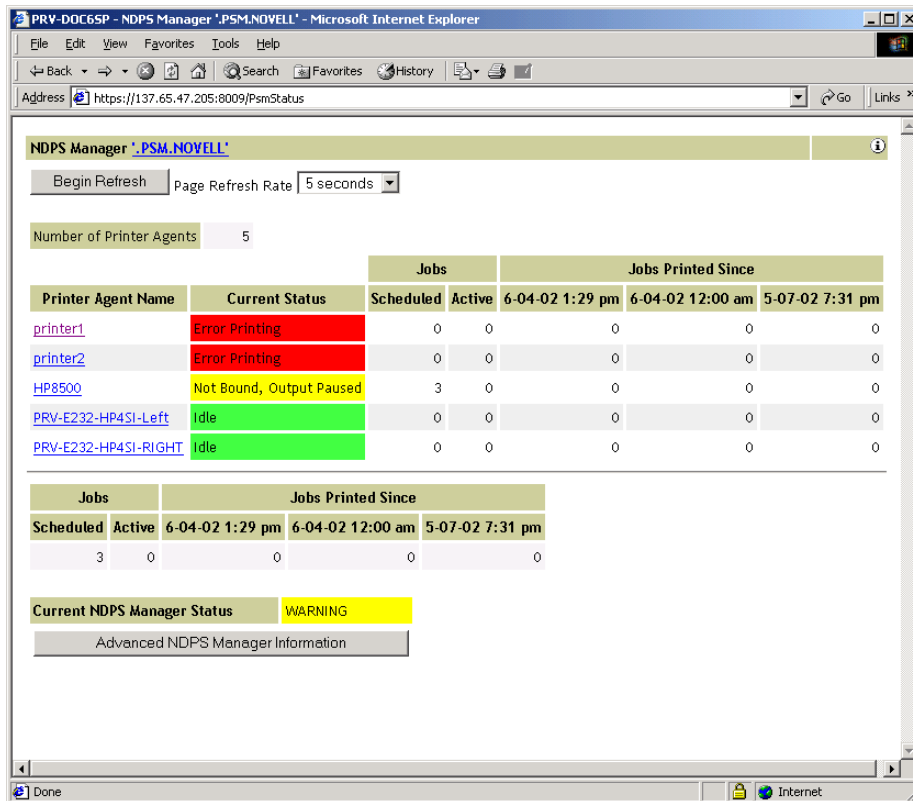
- ♦ [“Print Services Manager Health Monitor Main Page”](#) on page 11
- ♦ [“Printer Agent Information Page”](#) on page 14

Navigating in the Print Services Manager Health Monitor

Navigating to different screens in the Print Services Manager Health Monitor is just a matter of selecting the link you want to view. To return to the main page above the page you are currently viewing, you should use the Back Button in the Health Monitor that is located in the upper right hand corner. Using the browser’s back button will take you back to the previous page viewed.

Print Services Manager Health Monitor Main Page

When you first access the Health Monitor, the main page shows you a list of all the Printer Agents and their current state, print job statistics, and the status of the print services manager.



Use the following list to find out more information about the fields displayed on the main page.

- ◆ “NDPS Manager NDPS_Manager_Object Context” on page 12
- ◆ “Begin/Stop Refresh” on page 12
- ◆ “Number of Printer Agents” on page 13
- ◆ “Printer Agent Name” on page 13
- ◆ “Jobs and Jobs Printed Since (for Printer Agents)” on page 14
- ◆ “Current NDPS Manager State” on page 14
- ◆ “Advanced NDPS Manager Information” on page 14

NDPS Manager *NDPS_Manager_Object Context*

Displays the name and context of the Print Services Manager that the Health Monitor is monitoring. If you have manager or admin rights, this becomes a link you can use to view the NDS[®] attribute information for this Print Services Manager object.

Traversing NDS Tree

Displays the eDirectory[™] attributes for the Print Services Manager Object if you have manager or admin rights.

Begin/Stop Refresh

Starts or stops refreshing the current screen. You can set the refresh interval. When the page is refreshed, you are returned to the top of the page.

Number of Printer Agents

Indicates the number of Printer Agents serviced by this Print Services Manager.

Printer Agent Name

Displays links to the Printer Agent information page for every Printer Agent associated with this Print Services Manager. For more information, see [“Printer Agent Information Page” on page 14](#).

Current Status

Displays the current status of each Printer Agent. A Printer Agent can have one or more of the following status messages.

Status	Description
Error Printing	See Printer Agent's information page for details about the problems.
Idle	Waiting for a printable job to print.
Input Paused	Printer Agent will not accept new jobs.
Not Bound	No gateway is attached.
Output Paused	Printer's output is paused.
Printing	Job was opened by the gateway and is not yet closed.
Shutdown	Printer Agent is not accessible.

In addition to the status messages above, the column uses the following colors to indicate status.

Color	State
Red	Critical - Users cannot print to this printer.
Yellow	Warning - The printer is available to users, but the printer or Printer Agent might need attention to successfully print the job.
Green	Good - Users can print to the printer.

Scenarios

- ◆ If the status is idle and color is red, then the gateway has not requested a job.
- ◆ If the status is printing and the color is yellow, then the printer is not requesting data.

To configure how the Print Services Manager should handle the different status, use [“Configuring the Monitoring Thresholds” on page 34](#) along with the Advanced Print Services Manager Information page.

Jobs and Jobs Printed Since (for Printer Agents)

Displays statistics about print jobs for the Printer Agent. The statistical information includes jobs that are scheduled to be printed; the number of jobs that the gateways currently have open; and the number of jobs printed in approximately the last hour, since midnight, and since the Print Services Manager was started. These numbers are reset when the Print Services Manager is stopped and restarted. This information is useful when troubleshooting issues.

Jobs/Jobs Printed Since (for Print Services Manager)

This listing below the dividing line displays a summary of job statistics for all Printer Agents associated with this Print Services Manager.

Current NDPS Manager State

The Print Services Manager can monitor itself for potential problems. This displays whether the Print Services Manager is operating within configured limits. For more information on configuring the Print Services Manager Health Monitor, see [“Configure Settings and Thresholds” on page 33](#)

Advanced NDPS Manager Information

If there is a problem with the Print Services Manager's status, click the Advanced NDPS Manager Information button for additional information. Also see [“Advanced Print Services Manager Information Page” on page 21](#).

Printer Agent Information Page

If you select a Printer Agent from the Print Services Manager main page, the following page appears. This section describes the information presented on the Printer Agent Information page.



Previous/Next Printer

Click to move to the previous or next Printer Agent in the list on the main page. If a printer's status changes while you are on the Printer Agent Information page, the list is automatically updated. Therefore, the next printer you expect might no longer be in the same order.

Printer Agent Status

Displays the current status of each Printer Agent. A Printer Agent can have one or more of the following status messages.

Status	Description
Error Printing	See Printer Agent's information page for details about the problems.
Idle	Waiting for a job to print.
Input Paused	Printer Agent will not accept new jobs.
Not Bound	No gateway is attached.
Output Paused	Printer's output is paused.
Printing	Job was opened by the gateway and is not yet closed.
Shutdown	Printer Agent is not accessible.

In addition to the status messages above, the column uses the following colors to indicate status.

Color	State
Red	Critical - Users cannot print to this printer.
Yellow	Warning - The printer is available to users, but the printer or Printer Agent might need attention to successfully print the job.
Green	Good - Users can print to the printer.

To configure how the Print Services Manager should handle the different status, use [“Configuring the Monitoring Thresholds” on page 34](#) along with the Advanced Print Services Manager Information page.

Shutdown or Startup/Pause Input or Output for Printer

Select the action you want from the drop-down list and click Apply. You can shut down or start up the Printer Agent, pause input or output on the printer, pause out. When the Printer Agent starts up, the most current printer status might not be returned. You might need to refresh the page. The drop-down list appears only if you have manager or admin rights to the Printer Agent.

Printer Console

Displays the information that the printer's display (usually the LCD) is showing. If the Printer Console field displays None, then the Health Monitor does not have access to the information. If the field displays Unknown, the Health Monitor was able to get the information, but it no longer can access the printer's display. This usually occurs when the gateway is changed. This feature uses SNMP to gather the information. If there is more than one message, additional Printer Console lines are displayed.

Printer Agent Status Details, Event Time, Message

The Printer Agent Status Details, Event Time, and Message table displays only when problems have been detected for this Printer Agent. The table lists current problems and the time the problem was reported along with any associated message. Red entries indicate problems that prevent printing. Yellow entries indicate warnings that should not stop printing.

Job List

Displays the current job list for this Printer Agent. This option is available only to administrators; the link appears only if you have manager or admin rights to the Printer Agent. Jobs in the Job List will be associated with one of the following colors:

Color	Description
Gray	Job is waiting to be printed.
Cyan	Job is printing.
Yellow	Job is not in a printable state because of a Job Hold or Printing Pause.

Shutdown/Startup History

Displays a history of the startup and running times for this Printer Agent since the last time the Print Services Manager was loaded. When a Printer Agent has been restarted many times, it usually indicates that a problem exists and warrants further investigation. This link appears only if you have manager or admin rights to the Printer Agent.

Message from Admin

Lets you attach a note about this Printer Agent. When a message exists, this link is highlighted in Yellow. To remove the message, you must delete the characters in the message box and then click Apply. This link appears only if you have manager or admin rights to the Printer Agent.

This is useful for notes about the state of this printer. For example, you can leave a message when a printer is offline due to maintenance so that other administrators will not delete the Printer Agent for the printer.

Configuration Options

Lets you configure the following options for the printer. After modifying this page, you must click Apply for the changes to be saved.

Option	Description
Enable Internal Auditing	Enables auditing for this printer, which tracks who printed how many pages on this printer.
Enable iPrint	Allows this printer to be seen as an iPrint printer.
Require SSL	Clients must use SSL to communicate with this printer. This option requires the printer to be an iPrint printer.
Printer Location	Lets you enter a printer location associated with this printer. Use this field to add information that will help you and users locate this printer.
Gateway Load String	Lets you edit the gateway load string for this printer. You must restart the printer agent for the changes to take effect.

Job Processing Information

Displays information about processing jobs and about the last job that finished printing. This information is useful when troubleshooting.

Job History

Jobs Printed, Canceled, and Aborted Since

Displays statistics about the number of jobs that have been printed, canceled, and aborted in the last hour, in the last day, and since the Print Services manager was started.

Jobs Printed Since refers to the number of jobs that have been printed since this value was reset to zero. This value was initialized to zero when a Printer Agent was created. There should not be a need to reset this value to 0.

Average Job Size Since (KB)

Displays the size of the average print job (in kilobytes) that was processed since the indicated time. This information coupled with Maximum Job Size Since (KB) is useful in troubleshooting print problems as well as determining the throughput of your print system.

Maximum Job Size Since (KB)

Displays the size of the largest print job (in kilobytes) that was processed since the indicated time. This information coupled with Average Job Size Since (KB) is useful in troubleshooting print problems as well as determining the throughput of your print system.

Date Printer Agent Created

Displays the date and time this Printer Agent was created. You can use this information with the print job statistics to determine the printer's overall use. For example, if the Printer Agent was created a long time ago and it has processed only a few print jobs, you might want to move the printer to a more useful location.

Module Information

The Print Services Manager works in conjunction with several other NLM™ programs. This information indicates the NLMs that this Printer Agent may use. It also indicates the current status of those NLMs and displays the information stored in the Print Services Manager database used to autoloading the given NLM. You can use this information to double-check the IP address for a printer.

Printer Model and Manufacturer Information

The gateway populates the Print Services Manager's database with the printer model and manufacturer information, if available, obtained by communicating with the printer. The first row of this table displays the manufacturer and model of the physical printer. Subsequent rows display which driver is to be downloaded for the specified client operating system. This information is used by the Print Services Manager for automatic driver download.

Security Level

Displays the security level associated with this Printer Agent. This is set in Novell iManager. For more information, see [Setting Up a Secure Printing Environment](#) in the *iPrint Administration Guide*.

Event Notification Service and Resource Management Service

These fields display the current provider of the indicated services. If there are no current providers, the field displays (none) in red.

Associated NDS Printer Objects

Displays a list of the NDS Printer objects associated with this Printer Agent. Access to these links is restricted to managers of this Print Services Manager object. If no NDS objects are associated with a printer, then the printer is a Public Access Printer.

Clicking a link displays the NDS attribute information for the object.

Printer Location

Displays the printer location, if one was entered. Use this field to add information that will help you and users locate this printer. To edit this field, click on [Configuration Options](#).

iPrint Information

Displays information regarding the implementation of iPrint.

Information	Description
Enabled	Indicates if iPrint is enabled for this Printer Agent.
SSL Required	Indicates if SSL is required to print.
Printer URL	Displays the URL associated with this Printer Agent.

NOTE: When using iPrint, you should use a DNS name rather than an IP address for portability. For more information about using DNS names with iPrint, see [Setting Up DNS for the Print Services Manager](#) in the *iPrint Administration Guide*.

3

Advanced Print Services Manager Information Page

The Advanced Print Services Manager Information page lets you view statistical information to help you monitor and troubleshoot your print system. By monitoring your system and creating a baseline, you will become familiar enough with your print system to understand what statistics affect your configuration.

The screenshot shows a web browser window titled "NDPS Manager '.PHB_MANAGER.NOVELL' - Microsoft Internet Explorer". The address bar shows the URL: <https://137.65.46.24:8009/PsmStatus/Advanced?>. The page content includes a "Begin Refresh" button, a "Page Refresh Rate" dropdown set to "5 seconds", and a "Back" button. Below this is a table with three columns: "Interface", "Current Status", and "Latest Event Log".

Interface	Current Status	Latest Event Log
Client Interface	GOOD	Latest Client Events
Gateway Interface	GOOD	Latest Gateway Events
Broker Interface	WARNING	Latest Broker Events
Queue Interface	Not Monitored	Latest Queue Events
NDS Interface	GOOD	Latest NDS Events
NDPS Manager Internal	Not Monitored	

Below the table is a section titled "NDPS Manager Information" with a sub-table:

Version	Up Time	DNS Name	IP Address	IPX Address
3.1a	8:21:42:55	(none)	137.65.46.24	N/A

At the bottom of the page, there are several links: [NDPS Manager Up Time History](#), [View Log File](#), [Generate Report](#), [Internal Auditing](#), and [Configure Settings and Error Thresholds](#). The browser's status bar at the bottom shows "Internet".

This chapter discusses the following areas of the Advanced Print Services Manager information page:

- ◆ [“Interface, Current Status, and Latest Event Log Information” on page 22](#)
- ◆ [“Client Interface” on page 23](#)
- ◆ [“Gateway Interface” on page 25](#)
- ◆ [“Broker Interface” on page 26](#)
- ◆ [“Queue Interface” on page 27](#)
- ◆ [“NDS Interface” on page 29](#)
- ◆ [“NDPS Manager Internal” on page 31](#)
- ◆ [“NDPS Manager Up Time History” on page 32](#)
- ◆ [“View Log File” on page 33](#)
- ◆ [“Generate Report” on page 33](#)
- ◆ [“Configure Settings and Thresholds” on page 33](#)

Interface, Current Status, and Latest Event Log Information

This table displays the different interfaces of the Print Services Manager.

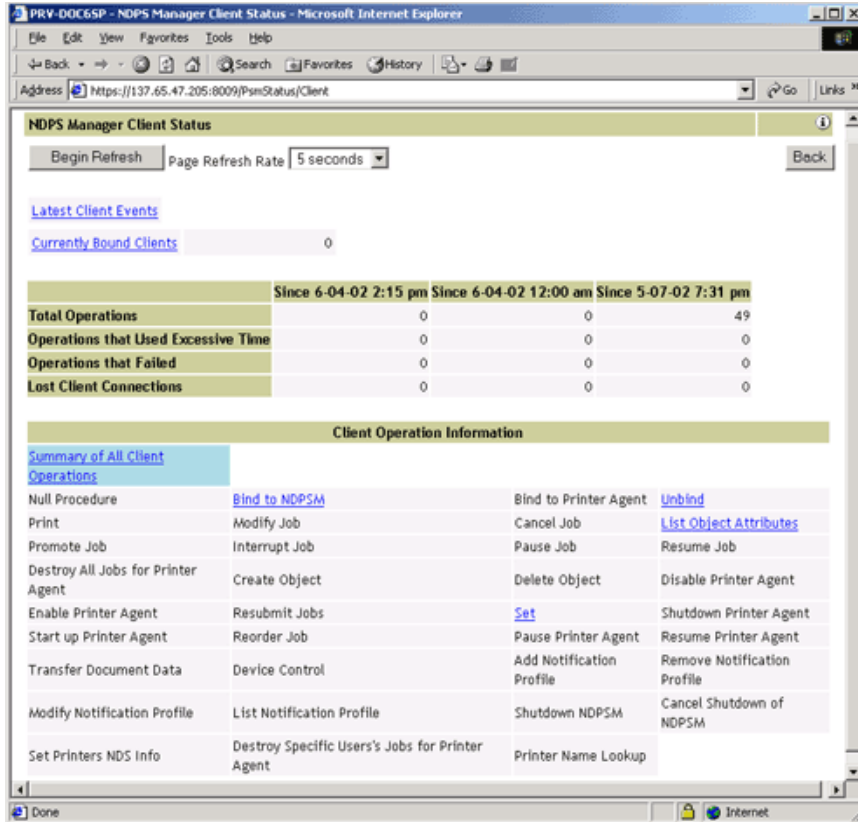
Interface: Contains links to pages that display statistics to profiled time and errors for the indicated interfaces.

Current Status: Indicates the state of each interface for the last hour.

Status	Description
Bad	Color: Red Running outside configured thresholds in a manner designated as an error.
Good	Color: Green Running within configured thresholds.
Not Monitored	Monitoring for the interface has been turned off or does not apply.
Warning	Color: Yellow Running outside configured thresholds in a manner designated as a warning.

Latest Event Log: Displays the last 20 events for the given interface.

Client Interface



Begin Refresh Rate

Use the Begin Refresh button to have the page refresh automatically at the indicated interval. To stop the page from being refreshed automatically, click the button again.

Latest Client Events

Displays the last 20 events for the given interface.

Currently Bound Clients

Displays statistics on clients currently bound to this Print Services Manager. Queues are listed first. Typically, most binds are transitory except for administrators that are using management tools.

Client Operations Statistics

Displays statistics regarding the operations that have occurred since the referenced time, typically in the last hour, since midnight, and since the printer agent was started.

Statistic	Description
Total Operations	Total number of client operations that have occurred since the referenced time.

Statistic	Description
Operations That Used Excessive Time	Number of client operations that succeeded, but exceeded the configured threshold for maximum client operation time.
Operations That Failed	Number of client operations that failed.
Average Time Used	Average time used to perform operations of the selected type.
Max Time Used	Maximum time used to perform an operation of the selected type.
Lost Client Connections	Number of times the Print Services Manager attempts to respond to a request when the client is no longer communicating. Causes for the lost client connection include slow links or routers and a client machine being rebooted. This statistic can indicate when users are having difficulty printing. This displays only when you select Summary of All Operations.

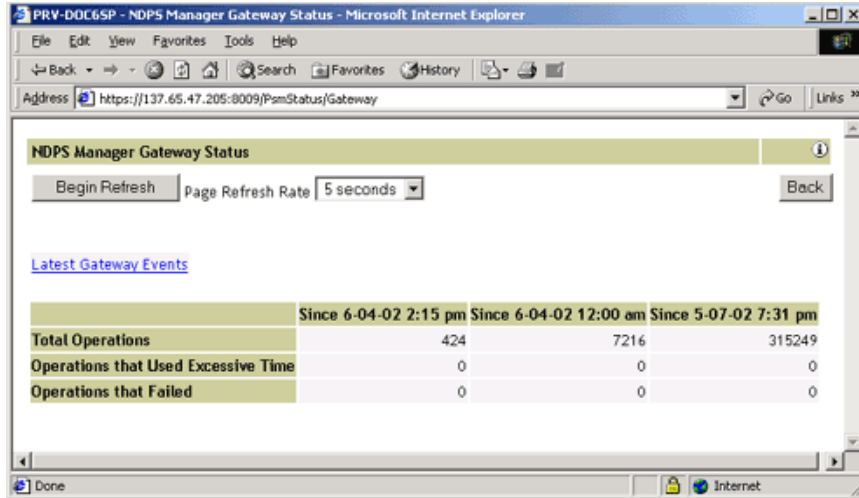
Client Operation Information

Lists all of the client operations that might occur with the Print Services Manager. These operations become selectable if any operation of that type has occurred. The statistics at the top of this page apply to the currently selected field.

When an operation event occurs, the operation is changed to a link. When you click a link, the statistics for that operation are displayed above the Client Operation Information and the operation is highlighted with the color Cyan for the last hour. The following are all the colors that can be used.

Color	Description
Cyan	Currently selected event operation.
Magenta	Currently selected event operation with an event worthy of notice
Yellow	Event worthy of notice has occurred

Gateway Interface



Begin Refresh Rate

Use the Begin Refresh button to have the page refresh automatically at the indicated interval. To stop the page from being refreshed automatically, click the button again.

Latest Client Events

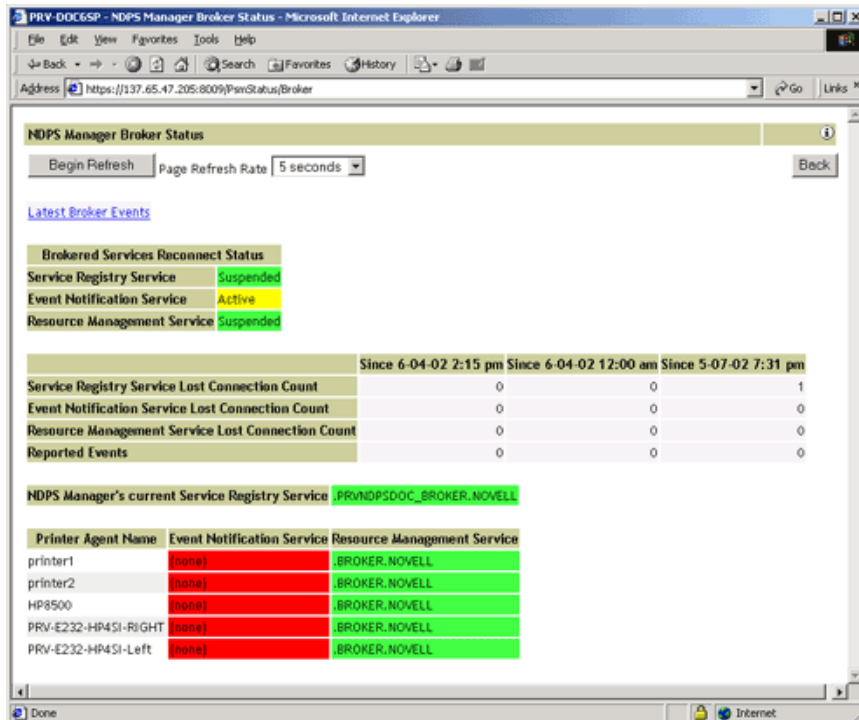
Displays the last 20 events for the given interface.

Gateway Operations

Displays statistics regarding the operations that have occurred since the referenced time, typically the last hour, since midnight, and since the printer agent was started.

Statistic	Description
Total Operations	Total number of operations that have occurred since the referenced time.
Operations That Used Excessive Time	Number of operations that succeeded, but exceeded the configured threshold for maximum client operation time.
Operations That Failed	Number of operations that failed.

Broker Interface



Begin Refresh Rate

Use the Begin Refresh button to have the page refresh automatically at the indicated interval. To stop the page from being refreshed automatically, click the button again.

Latest Broker Events

Displays the last 20 events for the given interface.

Brokered Services Reconnect Status

Lists E-232-HP451-reconnect status for each brokered service.

Status	Description
Active	Attempting to reconnect to the indicated service.
Suspended	No Reconnect is currently required.

Service Registry Service

Displays the broker currently being used by the Service Registry Service. Green indicates the service is up and running. Red indicates that the service is not.

Lost Connection Count Statistics

Show how many times the Print Services Manager has lost connection to each of the indicated servers.

Event Notification Service

Displays the number of events that have been reported by the Print Services Manager.

Printer Agent's Event Notification and Resource Management Information

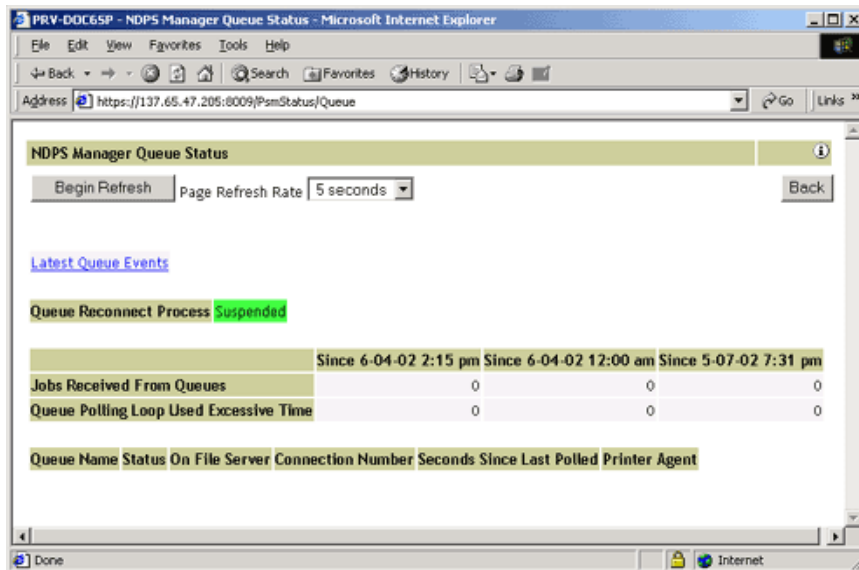
Displays the broker currently being used by the Event Notification Service and Resource Management Service for each of the associated Printer Agents.

Color	Status Message	Description
Red	none	No server with the service was found.
Yellow	Shut Down	The printer agent is shut down and no communication with the service is required.
Yellow	Server_Name	A service on Server_Name is being used, but is not the preferred server.
Green	none	The service on the preferred server is being used.

You can set the preferred server that the service is suppose to use in iManager. See [Managing the Broker](#) in the *Print Administration Guide*.

Queue Interface

Use the Queue interface to view information when you Print Services is servicing a legacy queue.



Begin Refresh Rate

Use the Begin Refresh button to have the page refresh automatically at the indicated interval. To stop the page from being refreshed automatically, click the button again.

Latest Queue Events

Displays the last 20 events for the given interface.

Queue Reconnect Process

Displays the status of the queue reconnect process.

Status	Color	Description
Active	Yellow or Red	No service. Attempting to reconnect to the indicated service.
Suspended	Green	Service acquired. No reconnect is currently required.

Operations

Statisti	Description
Jobs Received from Queues	Displays the number of jobs received from queues since the referenced time.
Queue Polling Loop Used Excessive Time	Displays the number of times the queue polling loop exceeded the configured threshold time for polling all queues.

Queue Information

Queue Name

Links to the queue's NDS[®] information page. Access to this link is restricted to managers of this Print Services Manager object.

Status

Displays the queue's status.

Status	Description
Attaching	The file server is verifying the Print Services Manager's rights to service the queue.
Being Serviced	Everything is okay; the queue is being polled.
Failed to Attach	The file server did not allow the Print Services Manager to service the queue. Verify that the Print Services Manager has rights to the queue.
Reconnecting	The Print Services Manager is re-establishing its connection to the file server that contains the queue.

On File Server

Displays the name of the file server where the queue resides.

Connection Number

Displays the Print Services Manager's connection number on the given file server.

Seconds Since Last Polled

Displays the number of seconds since the Print Services Manager last polled the given queue for a print job.

Printer Agent

Links to the Printer Agent Information page.

NDS Interface

	Since 3-27-03 7:00 am	Since 3-27-03 12:00 am	Since 3-18-03 10:19 am
Total Operations	561	4210	108142
Operations that Used Excessive Time	0	0	0
Operations that Failed	0	0	0
Average Time used (milliseconds)	0	0	0
Max Time used (milliseconds)	8	8	127
NDS_OP_READ	358	2878	77261
NDS_OP_MODIFY_OBJECT	15	17	91
NDS_OP_GET_EFFECTIVE_RIGHTS	19	19	46
NDS_OP_AUTHENTICATE	0	0	1
NDS_OP_LOGIN	0	0	1
NDS_OP_READ_OBJ_INFO	169	1296	30742

File Server Containing Replica

[Summary of All File Servers Accessed](#)

[Undetermined](#)

[PHB](#)

Begin Refresh Rate

Use the Begin Refresh button to have the page refresh automatically at the indicated interval. To stop the page from being refreshed automatically, click the button again.

Latest NDS Events

Displays the last 20 events for the given interface.

Operations

Statistic	Description
Total Operations	Total number of client operations that have occurred since the referenced time.
Operations That Used Excessive Time	Number of client operations that succeeded, but exceeded the configured threshold for maximum client operation time.
Operations That Failed	Number of client operations that failed.
Average Time Used	Average time used to perform NDS operations to the selected server.
Maximum Time Used	Maximum time used to perform NDS operations to the selected server.

File Server Containing Replica

The statistics on this page apply to the currently selected replica in the list. The links are explained in the following table.

Options	Description
Summary of All File Servers Accessed	Statistics for all monitored NDS operations.
Undetermined	Any operation where the Print Services Manager cannot determine which replica was accessed.
<i>File_Server_List</i>	The first 15 file servers accessed by the Print Services Manager for NDS information within the last hour. Any server highlighted in yellow indicates that there has been a recent problem while processing an NDS operation to that server.

Clicking the link will display operations associated with that file server's replica. The following colors used.

Color	Description
Yellow	An event worthy of notice has occurred.
Cyan	Currently selected event operation.
Magenta	Currently selected event operation with an event worthy of notice.

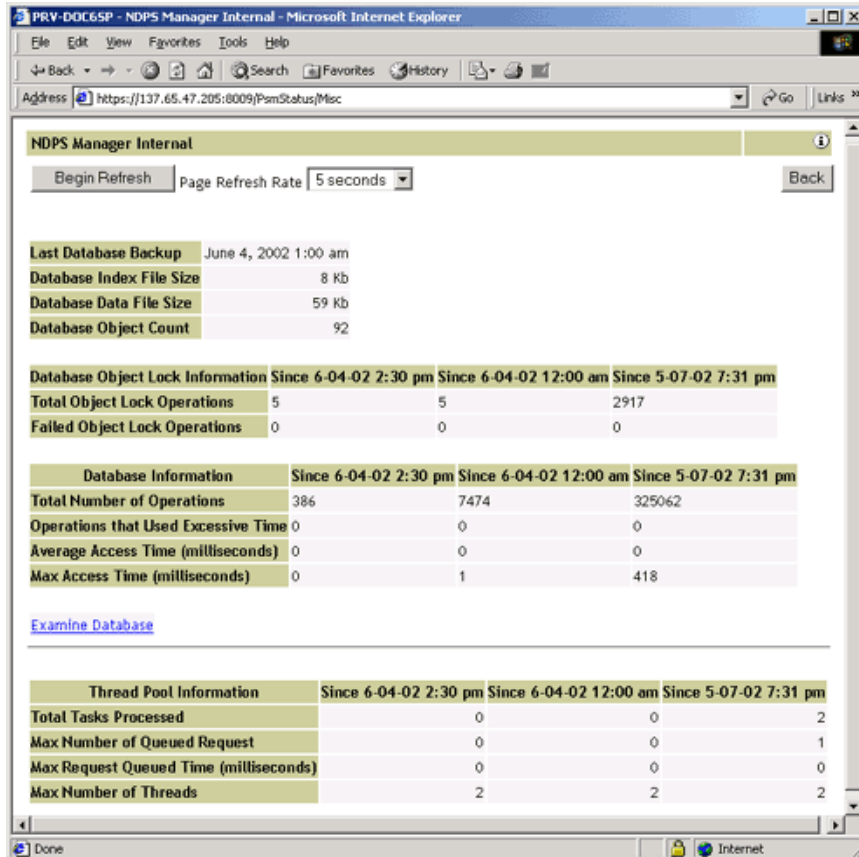
Last Access of Replica

If a file server has been selected under File Server Containing Replica, this displays the date and time that the Print Services Manager last accessed a replica on that file server.

Lost Connection Count

Displays the number of times the Print Services Manager unsuccessfully attempted to talk to the selected server. This statistic is indicative of the health of NDS.

NDPS Manager Internal



Database Backup and File Size Information

Displays general information about the Print Services Manager's database. The index file and the data file together comprise the Print Services Manager's database. The index should be roughly one-tenth the size of the Database Data File Size.

A large index file is indicative that a large number of database objects have been deleted. While this does not affect performance, you can resynchronize the database to update the index file size, if necessary.

Database Lock Operations

The Print Services Manager uses locks when accessing objects in its database. If the lock for an object cannot be acquired, the object cannot be accessed and that database operation fails. Database Lock Operations displays how many object lock operations have been attempted and how many have failed for the specified time.

Database Information

Displays statistics on the performance of the Print Services Manager's database. Excessive time is defined as ten seconds. The Average Access Time should be zero.

Statistics for the Max Access Time is expected, and most entries are associated with file system backups.

Examine Database

Links to a page that gives details about the database objects.

Thread Pool Information

The Print Services Manager has a thread pool that it uses to process a variety of tasks. This table displays some statistics to monitor the performance and load on this thread pool.

Statistic	Description
Total Tasks Processed	Total number of tasks that have been processed by the thread pool since the referenced time.
Max Number of Queued Requests	Maximum number of request that were queued up (waiting) to be processed.
Max Request Queue Time	Longest time that a task waited to be processed.
Max Number of Threads	The Print Services Manager has the ability to create and to destroy threads for the thread pool as needed. The minimum number of threads in the thread pool is two. Max Number of Threads displays the maximum number of threads that were needed to process tasks. If this number consistently exceeds 5, you should monitor the print system's performance and determine if you need an additional Print Services Manager.

NDPS Manager Information

NDPS Manager Information				
Version	Up Time	DNS Name	IP Address	IPX Address
3.0f	27:19:44:10	(none)	137.65.47.205	N/A

Displays information about this Print Services Manager, including its version, how long it has been loaded on the server, associated DNS name, IP Address, and IPX™ address. For more information on setting up a DNS name, see [Setting Up DNS for the Print Services Manager](#) in the *iPrint Administration Guide*.

NDPS Manager Up Time History

Links to a page that displays how long the Print Services Manager has been running, the amount of time it was down in between loads, and information about how the Manager was unloaded. If the Manager was shut down properly by bringing down the server or unloading the ndpsm.nlm, Clean Unload is displayed. For all other situations, Probable Server Abend or Power Cycle is displayed.

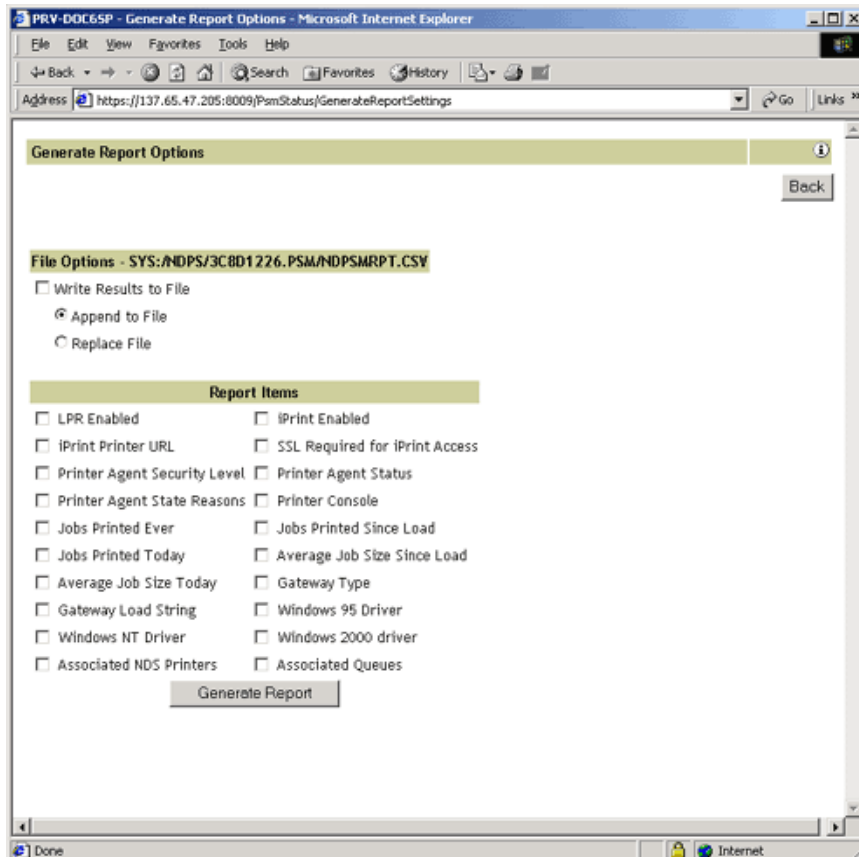
At the bottom of the page is a Totals for uptime, downtime, and the percent of time the Print Services Manager was loaded.

View Log File

The Print Services Manager's log file contains all the events collected from each interface. This link displays the last 20 KB of the file. The filename and path are displayed at the top of the View Log File page.

Generate Report

Use this link to create reports about your printing system. For information on recommended reports, see [“Generating Reports” on page 39](#).



Internal Auditing

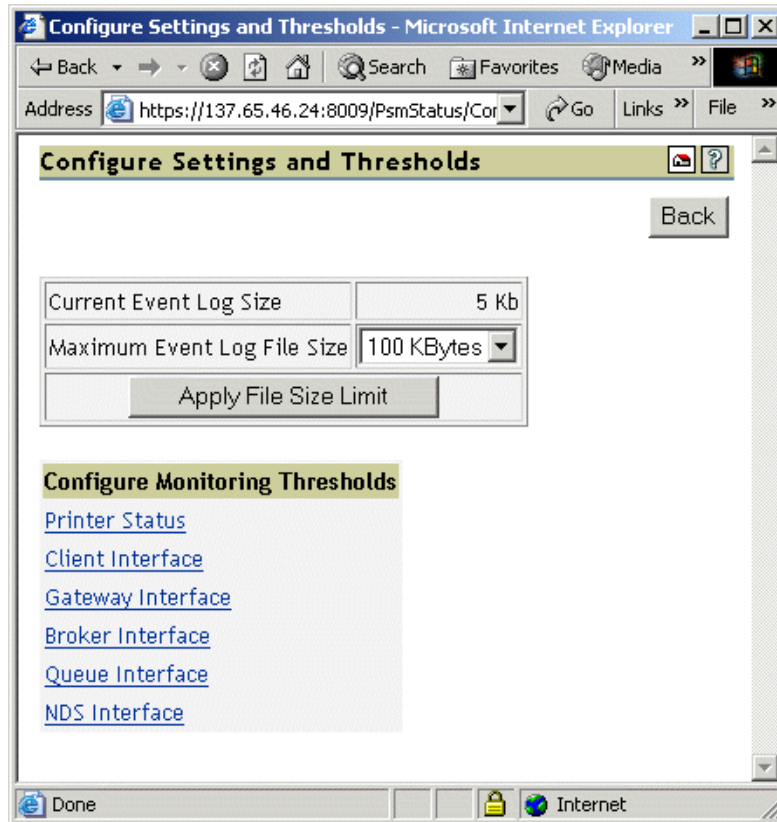
Internal auditing creates an audit log file of who printed how many pages to which printer on a given date for printers that have internal auditing enabled. You can enable auditing for all or just a few printer agents using Novell iManager, or you can use the Printer Agent page in the Health Monitor to enable internal auditing for a printer agent. For more information, see [“Using Internal Auditing” on page 41](#)

Configure Settings and Thresholds

Use the Configure Settings and Thresholds page to modify the default settings for the Print Services Manager Health Monitor. For most print systems, you do not need to change the default

settings. This link is accessible only to managers of the Print Services Manager. For other users, or if you are not logged in, this link is not displayed.

NOTE: These settings are global. Changes made earlier by an administrator will be overwritten by subsequent modifications to the settings.



Current Event Log Size

Displays the current size of the event log file.

Maximum Event Log File Size

Sets the maximum file size for the event log. When the indicated file size is reached, the log file is restarted.

Configuring the Monitoring Thresholds

This list links to configuration pages where error definitions and thresholds can be set. Changing these settings can impact how printing effects the overall server health as displayed in NetWare[®] Remote Manager.

Printer Status

Define Printer Status Severity

Lets you define the severity of the associated printer states. The following table shows the default settings.

State	Severity Setting
Error Printing	Error
Shut Down	Warning
Not Bound	Warning
Input Paused	Warning
Output Paused	Warning

Use Printer Status in Determining Print Services Manager Status

Lets you decide whether printer status should be used in determining the Print Services Manager status in the Server Health Monitoring page. The default is false so that toner low, out of paper, etc., do not affect the overall server health of NetWare Remote Manager. Default = False (printer status not used).

Client Interface

Threshold for Excessive Time Used in an Client Operation

The amount of time (in seconds) it takes the Print Services Manager to accomplish a task can fluctuate. For example, network conditions, file server load, or hardware can affect processing time. Threshold for Excessive Time Used in an Operation allows the user to define a reasonable time limit. Any operation that takes longer than the specified time is considered to have used excessive time. Default = 10.

Maximum Allowed Percentage of Operations That Use Excessive Time

Occasionally it takes longer than normal to accomplish an operation. This is to be expected. Maximum Allowed Percentage of Operations That Use Excessive Time lets you set a threshold to indicate a problem with this interface by selecting the percentage of operations that use excessive time. Default = .5%.

Maximum Allowed Percentage of Operations that Fail

Select a failure percentage rate to indicate a problem with this interface. Some errors are to be expected; however, if you are in the process of modifying your print system, you might want to set this higher so that your modifications do not impact the printing health. After the modifications are complete, you can lower this setting to an acceptable level and create a baseline for you system. Default = .5%.

Minimum Required Problems before Indicating an Error State

Select the minimum number of errors, due to failures and excessive time usage, that must occur to indicate a problem with this interface. If this is set too low, the Health Monitor will display an error when the Print Services Manager is initially loaded or becomes active after a slow period. This is because the printing statistics are low or 0 during these times. Default = 5.

Use Client Interface Problems in Determining NDPS Manager Status

Lets you decide whether problems with this interface are considered in determining Print Services Manager Status in the Server Health Monitoring page. Default = True (problems are considered).

Gateway Interface

Threshold for Excessive Time Used in a Gateway Operation

The amount of time (in seconds) it takes the Print Services Manager to accomplish a task can fluctuate. For example, network conditions, file server load, or hardware can affect processing time. Threshold for Excessive Time Used in a Gateway Operation lets you define a reasonable time limit. Any operation that takes longer than the specified time is considered to have used excessive time. Default = 10.

Maximum Allowed Percentage of Operations That Use Excessive Time

Occasionally it takes longer than normal to accomplish an operation. This is to be expected. Maximum Allowed Percentage of Operations That Use Excessive Time lets you set a threshold to indicate a problem with this interface by selecting the percentage of operations that use excessive time before an error state. Default = .5%.

Maximum Allowed Percentage of Operations That Fail

Select a failure percentage rate to indicate a problem with this interface. Default = .5%.

Minimum Required Problems before Indicating an Error State

Select the minimum number of errors, due to failures and excessive time usage, that must occur to indicate a problem with this interface. If this is set too low, the Health Monitor will display an error when the Print Services Manager is initially loaded or becomes active after a slow period. This is because the printing statistics are low or 0 during these times. Default = 5.

Use Gateway Interface Problems in Determining NDPS Manager Status

Lets you decide whether problems with this interface are considered in determining Print Services Manager Status in the Server Health Monitoring page. Default = True (problems are considered).

Broker Interface

Printer Agents without Event Notification Service

Select whether a Printer Agent without a notification service should be treated as an Error or a Warning or should not be considered as a problem (Off). Default = Warning.

Printer Agents without Resource Management Service

Select whether a Printer Agent without a Resource Management Service should be treated as an Error or a Warning or should not be considered a problem (Off). Default = Warning.

Use Broker Interface Problems in Determining NDPS Manager Status

Lets you decide whether problems with this interface are considered in determining Print Services Manager Status in the Server Health Monitoring page. Default = True (problems are considered).

Queue Interface

Excessive Time Threshold for the Queue Polling Loop

If the Print Services Manager uses more than the selected time limit (in minutes) to service all of its queues, the polling loop is considered to have used excessive time. Default = 2.

Queue Polling Loop Used Excessive Time

Select whether queue polling loops that use excessive time should be treated as an Error, a Warning or should not be considered a problem (Off). Default = Warning.

Unable to Service Specific Queues

The Print Services Manager might be unable to service a queue for any number of reasons. Select whether this should be treated as an Error or a Warning or should not be considered a problem (Off). Default = Warning.

Use Queue Interface Problems in Determining NDPS Manager Status

Lets you decide whether problems with this interface are considered in determining Print Services Manager Status in the Server Health Monitoring page. Default = True (problems are considered).

NDS Interface

Threshold for Excessive Time Used in an NDS Operation

The amount of time (in seconds) it takes the Print Services Manager to accomplish a task can fluctuate. For example, network conditions, file server load, or hardware can affect processing time. Threshold for Excessive Time Used in an NDS Operation lets you define a reasonable time limit. Any operation that takes longer than the specified time is considered to have used excessive time. Default = 10.

Maximum Allowed Percentage of Operations That Use Excessive Time

Occasionally it takes longer than normal to accomplish an operation. This is to be expected. Maximum Allowed Percentage of Operations That Use Excessive Time you set a threshold to indicate a problem with this interface by selecting the percentage of operations that use excessive time. Default = 1%.

Maximum Allowed Percentage of Operations That Fail

Select a failure percentage rate to indicate a problem with this interface. Default = .5%.

Minimum Required Problems before Indicating an Error State

Select the minimum number of errors, due to failures and excessive time usage, that must occur to indicate a problem with this interface. If this is set too low, the Health Monitor will display an error when the Print Services Manager is initially loaded or becomes active after a slow period. This is because the printing statistics are low or 0 during these times. Default = 5.

Use Interface Problems in determining NDPS Manager Status

Lets you decide whether problems with this interface are considered in determining Print Services Manager Status in the Server Health Monitoring page. Default = True (problems are considered).

4

Using the Print Services Manager Health Monitor

This chapter discusses the following:

- ◆ “Accessing the Print Services Manager Health Monitor” on page 39
- ◆ “Generating Reports” on page 39
- ◆ “Configuring Health Monitor Settings That Affect NetWare Remote Manager” on page 40
- ◆ “Posting Administrator Messages about a Printer” on page 41

Accessing the Print Services Manager Health Monitor

The Health Monitor can be accessed from NetWare® Remote Manager or from the Manage NDPS® Manager screen in iManager.

In NetWare Remote Manager, complete the following.

- 1 User your Web browser to access NetWare Remote Manager.

For more information about accessing NetWare Remote Manager, see the *NetWare Remote Manager Administration Guide*.

- 2 Under Diagnose Server, click NDPS Manager Health.

You can now view current printer agent states, start up or shut down printer agents, and view other information about your print system.

Generating Reports

The report feature of the Health Monitor lets you generate a report that can be displayed on the screen or saved as a comma-separated-value (.csv) file that can be used in a spreadsheet program.

- 1 On the NDPS Manager Health Monitor main page, click Advanced NDPS Manager Information > Generate Report.
- 2 Select the information you want included in the report by checking the corresponding check boxes.
- 3 (Optional) If you want to save the report as a file, click the File Options settings.
- 4 Click Generate Report.

The following are some common reports that you might want to generate:

Printer Configurations. To determine what features are enabled for each Printer Agent, select the following:

- ◆ LPR Enabled

- ◆ iPrint Enabled
- ◆ SSL Required
- ◆ Auditing

Printer's Current State. To view the states of the printers and any printer console messages, select the following:

- ◆ Printer Agent Status
- ◆ Printer Agent State Reasons
- ◆ Printer Console

Printing Statistics. To view statistics about your print system, select the following:

- ◆ Jobs Printed Ever
- ◆ Jobs Printed since Load
- ◆ Jobs Printed Today
- ◆ Average Job Size since Load
- ◆ Average Job Size Today

Gateway Information. To view information about a gateway associated with the Printer Agents including the gateway's IP address, select the following:

- ◆ Gateway Type
- ◆ Gateway Load String

Printer Driver Associations. To view the printer drivers associated with each printer, select the following:

- ◆ Windows* 95 Driver
- ◆ Windows NT* Driver
- ◆ Windows 2000 Driver

Printer and Printer Agent Associations. Because a Printer Agent can service more than one printer, use the Associated NDS[®] Printers option to view the number of printers serviced by each Printer Agent.

Printer Agents and Queues. To view the number of queues associated with a Printer Agent, select Associated Queues.

Creating a Baseline of Your Print System. After your print system is configured, you can create a baseline report by selecting all report items. This baseline report should be saved. Then you can use the report to periodically compare statistics, re-create a Printer Agent, and track changes to your print system.

Configuring Health Monitor Settings That Affect NetWare Remote Manager

You can configure settings in the Health Monitor to control how the Health Monitor affects the NetWare Remote Manager's overall health indicator.

- 1 On the NDPS Manager Health Monitor main page, click Configure Settings and Error Thresholds.

- 2** Adjust the settings.

See the online help for more information about the available settings.

Posting Administrator Messages about a Printer

Suppose a printer has been taken offline and sent to the manufacture for repairs, but you keep getting phone calls from other administrators that the printer has an error in the Health Monitor. This can quickly be corrected by leaving a message about the printer in Health Monitor. Users can see the message, but only administrators can edit it.

- 1** On the NDPS Manager Health Monitor main page, click the printer you want.
- 2** Click Message from Admin.
- 3** Enter the text you want displayed for this printer in the NDPS Manager Health Monitor.
- 4** Click Apply.

To remove a message, follow the steps above but delete the text.

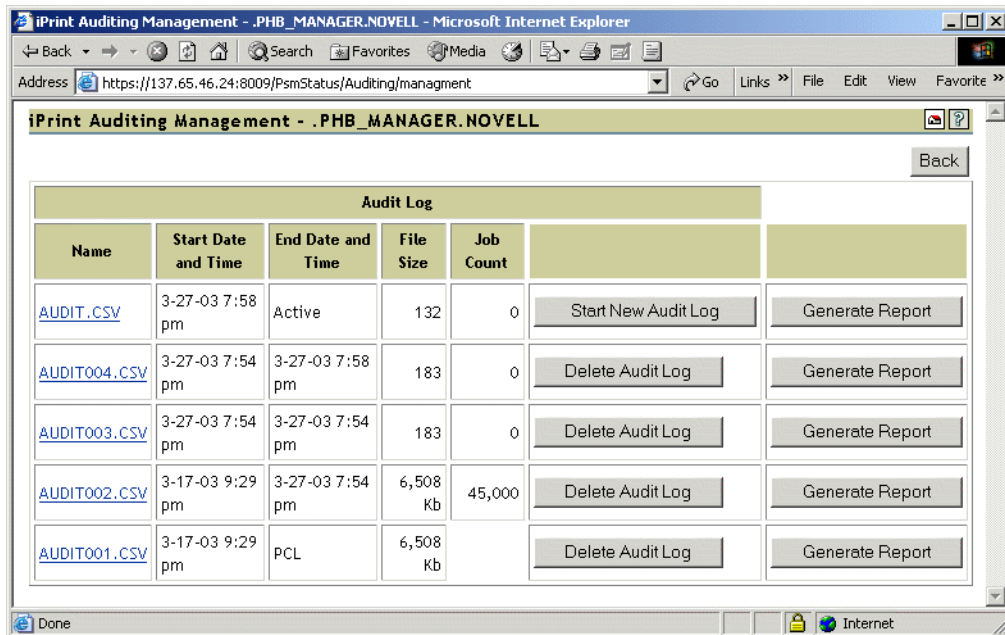
Viewing a Printer's Job List

Often it is useful to view the job list for a printer to troubleshoot printer communication problems. To view a printers job list requires admin rights.

- 1** On the NDPS Manager Health Monitor main page, click the printer you want.
- 2** Click Job List.
- 3** Select print jobs and use the buttons to take the indicated action (Delete, Pause, Resume, Delete All Jobs)

Using Internal Auditing

When auditing is enabled for a printer agent, a log file is created of who printed how many pages to which printer on a given date. The log file is in a comma-separated format (.csv). The data from this log file can be viewed from the Health Monitor, or downloaded into a spreadsheet.



From the Internal Auditing screen you can complete the following tasks:

- ◆ “Generate an Audit Report” on page 42
- ◆ “Manage Audit Logs” on page 44
- ◆ “Download an Audit Report” on page 44

Enable Auditing

Using Novell iManager

You will need to enable auditing for each printer you want to audit.

- 1 In Novell iManager, click iPrint Management > Enable Auditing.
- 2 Select the printers you want to enable auditing for by clicking the check box in the Auditing column. Click the check box at the top of the column to enable auditing for all printers in the list.

Using the Health Monitor

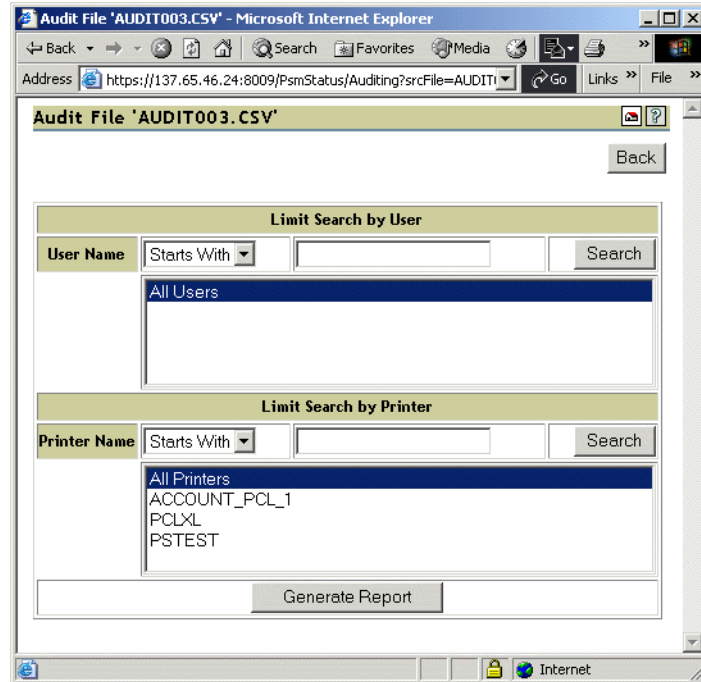
You will need to enable auditing for each printer you want to audit.

- 1 On the NDPS Manager Health Monitor main page, click the printer you want to enable auditing for.
- 2 Click Configuration Options.
- 3 Click the Enable Internal Auditing check box.

Generate an Audit Report

You can generate an audit report that shows all print jobs or you can filter the report based on a user or a printer or both.

- 1 On the NDPS Manager Health Monitor main page, click Advanced NDPS Manager Information > Internal Auditing.
- 2 Click Generate Report. If there is more than one audit log, click Generate Report for the audit log you want to view.
- 3 (Optional) Filter the search by using the Limit Search by User and Limit Search by Printer filters.



- 4 Click Generate Report to view the report. Only 250 print jobs are listed at a time. To view more print jobs from the report, click Next.

The following table discusses what is displayed in the report.

Field	Description
NDPS Manager	Identifies the NDPS Manager that the information is from.
Audit Log	The audit log file name that was used to create the report.
Selected User	Displays any filter criteria for users that was used to create the report.
Selected Printer	Displays any filter criteria for printers that was used to create the report.
Number of Jobs	Displays the number of jobs submitted by the indicated users and printers.

The following table discusses what is displayed in the body of the report.

Field	Description
Job Owner	Identifies the owner of the print job.
Printer	Identifies the printer the print job was sent to.
Time Submitted	Displays the time the print job was submitted to the printer.
Time Completed	Displays the time the print job was printed on the printer.
Completion Status	Displays the completion status of the submitted print job. Completed, Cancelled by user, Cancelled by operator, or other, which indicates the job was aborted by the system.
Page Count	Displays the number pages printed..
Job Size	Displays the size of the print job in bytes.
Job Name	Displays the print job filename that was submitted and the type of print client that submitted the print job.

Manage Audit Logs

From the Internal Audit page you can manage your audit logs by using the displayed buttons. When audit logs are no longer needed you can delete them. On a daily, weekly or monthly basis, you might want to create a new audit log to keep the log file more manageable. When a new audit log is created, the log file is named AUDITXXX.CSV, where XXX is the next sequential number of the log. The current log file is named AUDIT.CSV.

Download an Audit Report

- 1** On the NDPS Manager Health Monitor main page, click Advanced NDPS Manager Information > Internal Auditing.
- 2** Click the name of the audit log you want to download.
- 3** Follow the prompts and save the file to your desired location.

Once downloaded, you can open the report in a spreadsheet application to sort, view, and format the data to meet your needs.

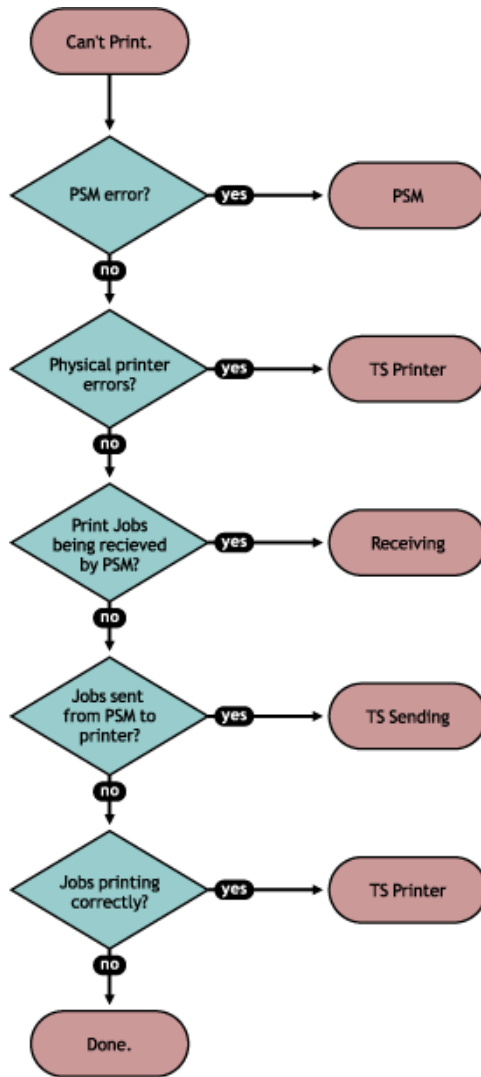
5

Troubleshooting Print System Errors

Using the Print Services Manager Health Monitor, you can determine and resolve many printing problems. This section discusses how to troubleshoot print system errors. The following flow-chart shows you the basic steps you can do to quickly determine errors.

Most printer problems can be identified or localized by answering the following questions. If the answer is No, follow the link to the correct troubleshooting section.

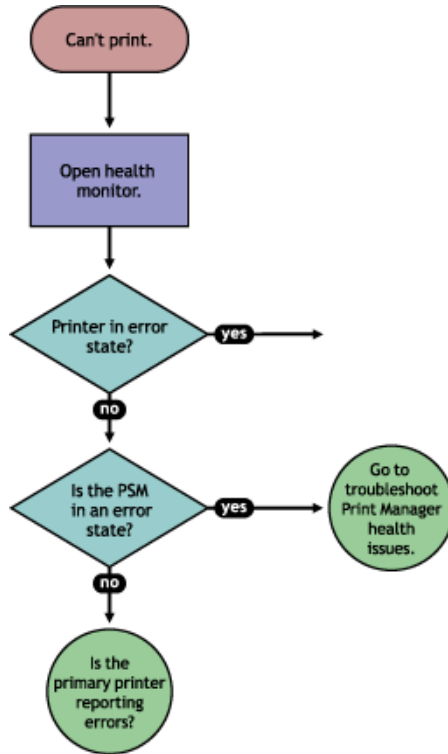
- [“Is the Print Manager healthy?” on page 46](#)
- [“Is the physical printer reporting errors?” on page 47](#)
- [“Are print jobs being received by the Print Manager?” on page 48](#)
- [“Are jobs being sent from the Print Manager to the printer?” on page 49](#)
- [“Is the job printing correctly?” on page 50](#)



Issues not resolved by using this process might require technical support from the printer vendor or Novell, Inc.

Is the Print Manager healthy?

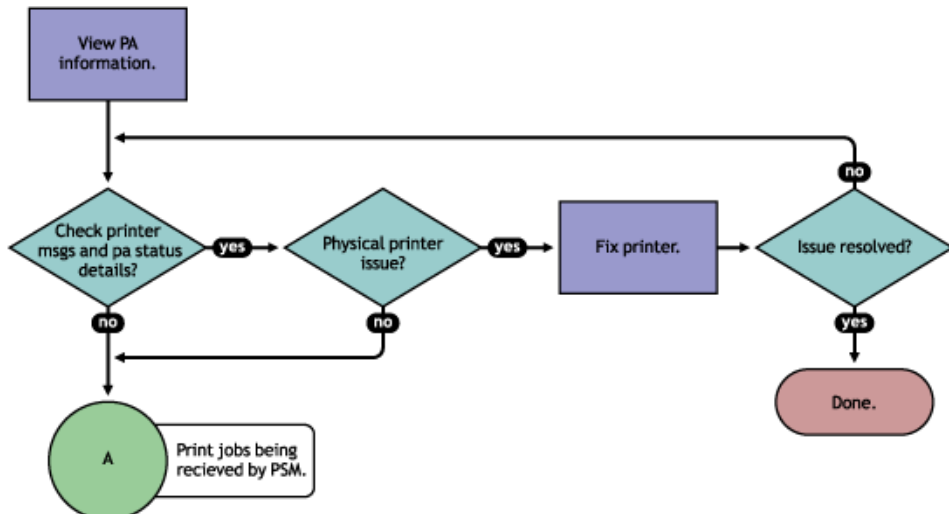
Using the Print Services Manager Health Monitor page in NetWare[®] Remote Manager, you can quickly determine the health of your print system and the Print Manager.



If the Print Manager is not green, click Advanced NDPS[®] Manager Information to troubleshoot the Print Manager. For more information see [“Troubleshooting Print Manager Health Issues” on page 51.](#)

Is the physical printer reporting errors?

Using the Print Services Health Monitor, you can view printer status details and printer console errors being displayed on the printer, if the printer supports SNMP. Use this information to correct any errors on the physical printer. You can also use this to help prevent printer errors. For example, you can see when a printer is low on toner and change the toner before users see the problem and cannot print.

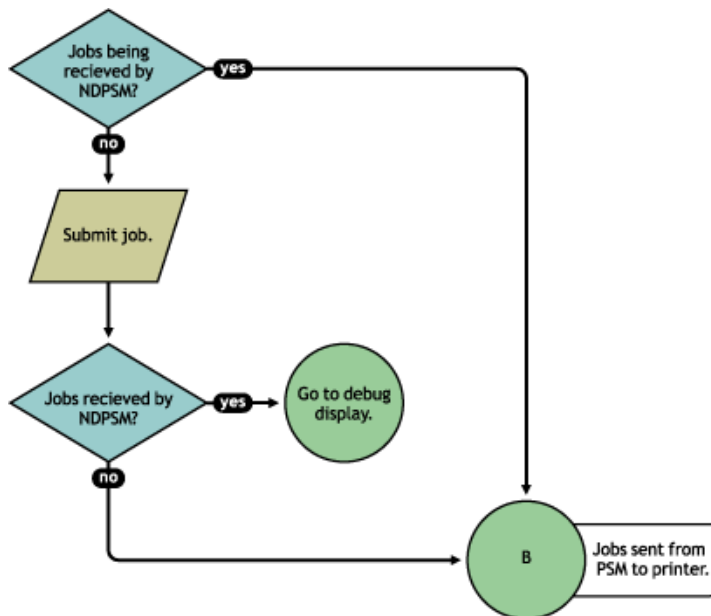


To view printer status and printer console errors, do the following:

- 1 On the NDPS Manager Health Monitor main page, click the Printer Agent that is in a suspect (yellow) or error (red) state.
- 2 View the Printer Agent Status and Printer Console Message fields.
The printer console message field appears only if the Health Monitor can communicate with the printer and the printer responds to SNMP requests.
- 3 Correct any errors on the printer.
- 4 Repeat [Step 2 on page 48](#) until all Printer Console errors have been resolved.

Are print jobs being received by the Print Manager?

When troubleshooting printing problems, you need to track the print job. By determining if the Print Manager is receiving the print job, you know where communication is breaking down. If the server is not receiving print jobs, you should check the communication between the client and the server. Questions to ask include: Is the servers HTTP stack communicating? Is the Web server functioning properly?



Complete the following to determine if print jobs are being received by the Print Manager:

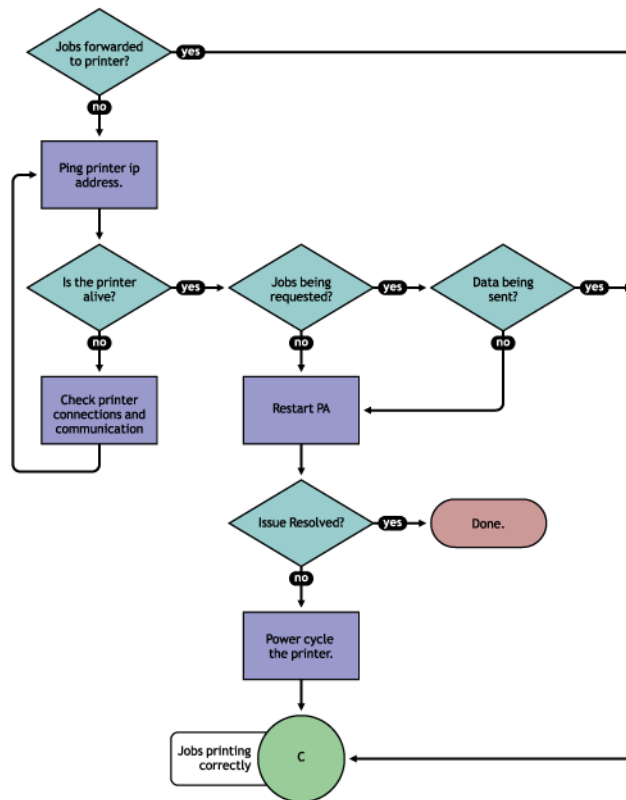
- 1 On the NDPS Health Monitor main page, click the Printer Agent for the problem printer.
- 2 Review the job processing information.
- 3 Submit a print job to the printer.
- 4 Review the job processing information again.

If the Jobs Scheduled count increased by one, then the Print Manager is receiving print jobs. You can continue to [“Are jobs being sent from the Print Manager to the printer?” on page 49.](#)

If the Job Scheduled count did not increase by one, then the Print Manager is not receiving print jobs. Check to make sure the workstation sending the print job is not receiving any errors, that the correct printer is installed, and that the user has selected the correct printer. If

the Print Manager is still not receiving print jobs, follow the troubleshooting techniques described in the [NDPS Manager Debug Display document](http://www.novell.com/products/netware/printing/debug_display.pdf) (http://www.novell.com/products/netware/printing/debug_display.pdf).

Are jobs being sent from the Print Manager to the printer?



To determine if the Print Manager is forwarding print jobs to the printer, complete the following:

- 1** On the NDPS Health Monitor page, click the Printer Agent for the problem printer.
- 2** Review the Module Autoload Command.
- 3** Ping the printer using the TCP/IP address in the module Autoload Command field.

If you cannot ping the printer, check the printer's physical connections and resolve the communication issue.

You should also check to see if there is a Message from Admin in case the printer was taken down for maintenance or some other reason.

- 4** Determine if the printer is requesting jobs by looking at the job processing information to see if a job has been requested.
 - 4a** If jobs are being requested, check to see if data is being sent by looking at the Job List. Review the submission time and started time and if any bytes have been sent. If no bytes have been sent, then continue with **Step 4b on page 49**; otherwise, skip to **"Is the job printing correctly?" on page 50**.
 - 4b** To determine if data is being sent to the printer, review the Job List. Compare the job Submission Time and Started Printing.

If the job has not started printing, there is a communication issue.

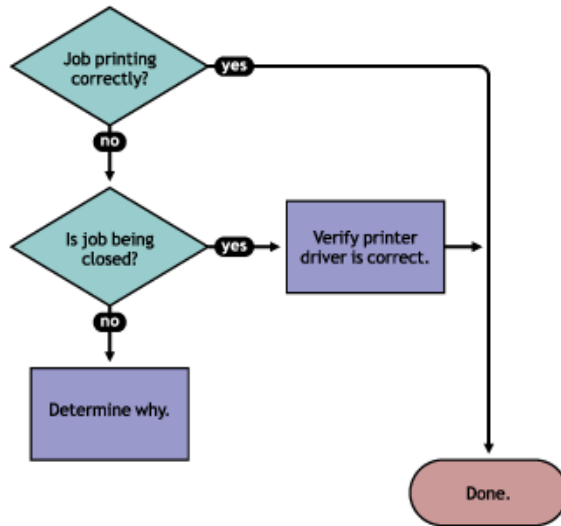
5 Restart the Printer Agent by clicking Shutdown Printer > Start Up Printer.

6 If the issue is not resolved, power cycle the printer.

After the Jobs Requested count is 1, continue with “[Is the job printing correctly?](#)” on page 50.

Is the job printing correctly?

By correcting issues in the preceding sections, print jobs should be reaching the printer. Now you need to look at the printer output.



If the print job is not printing correctly, first check to see if the print job is being closed—the data is sent to the printer—by checking the Job list. If the print job is not closing, determine what is preventing the job from closing.

If the job is being closed correctly and the output is still unacceptable, check to ensure the correct print driver is being used to submit the job on the workstation and that the correct print driver is associated with the printer agent. You can check on the print driver in the Printer Agent page in the Health Monitor.

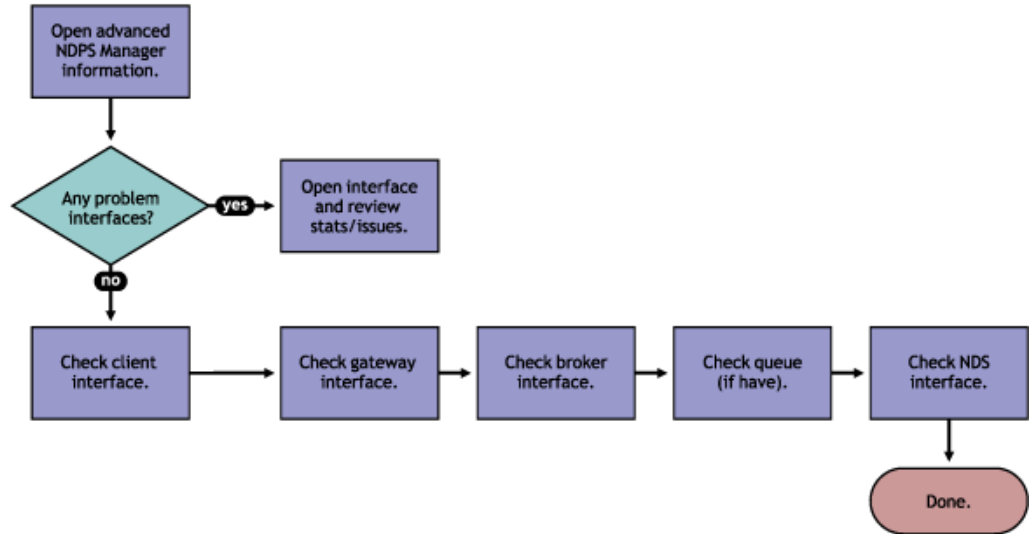
The print driver associated with a printer can have adverse effects on the print system throughput and print quality of the output. This is often manifest in the following ways:

- ◆ Corrupt characters on printed output
- ◆ Slow printing
- ◆ Print job printed but no output produced

Check the print driver installed on the client workstation to ensure the correct driver is being used. Use the Printer Agent page in the NDPS Health Monitor to view the print drivers associated with this printer. To change a print driver association, use iManager to reassociate the driver. See the [iPrint Administration Guide](#) for more information.

Troubleshooting Print Manager Health Issues

If the Print Services Manager Health Monitor shows that the NDPS Manager is suspect (yellow) or in an error (red) state, click Advanced NDPS Manager Information. Use the following flow chart and the color coding in the Health Monitor to determine where the Print Services Manager health issues exist and resolve those issues.



Check Advanced NDPS Manager Information

Click Advanced NDPS Manager Information to display the Print Manager summary page.

Check for Problem Interfaces

Review the current status of the interfaces. If an interface has entered an error state, select the interface and determine what operations have caused it to enter the error state.

1. Any parameters highlighted? If yes, click and determine what statistics are irregular.
2. Check latest events for an Unknown Object error, which indicates the Printer object does not exist.
3. Check excessive time needed for events.

The key interfaces to check are the Client and NDS[®] interfaces. Check these to see which operations are being done and which operations are using excessive time. You can check the latest event log for more information on the events that have transpired. If you have secure printing turned on, the Print Services Manager must communicate with NDS to obtain the effective rights for a user submitting a print job to a specific printer. If NDS is not healthy, some operations will fail or use excessive time.

You should also look at the NDPS Manager Internal information for operations that might be affecting the Print Services Manager database.

Quick Checks

Is the Print Driver Compatible?

The print driver associated with a printer can have adverse effects on the print system throughput and print quality of the output. This is often manifest in the following ways:

- ◆ Corrupt characters on printed output
- ◆ Slow printing
- ◆ Print job printed but no output produced

Does the Printer Agent have an associated NDS object?

On the Printer Agent summary page, check the associated NDS Printer objects to see if an NDS object is associated with this printer. If a Printer Agent does not have an associated NDS object, then access control for the printer cannot be enforced.

Is my server at capacity for handling printing?

To determine how well your server is handling printing, generate a report of the Average Job Size and Jobs Printed Today. Compare this report to your baseline report. Now that you know if printing has increased or decreased, you can check your server's current statistics against any baseline statistics to determine how your server has handled your change in printing.

6

Examples of Troubleshooting Print Problems

Using the flow-charts and steps from Chapter 5, “Troubleshooting Print System Errors,” on page 45, the following scenarios step through the troubleshooting process.

- ♦ “Users Cannot Print” on page 53
- ♦ “Printing Is Slow (Example 5)” on page 59

Users Cannot Print

No Printer Output (Example 1)

Thomas reports that he is printing to PRINTERA, but nothing is coming out of the printer.

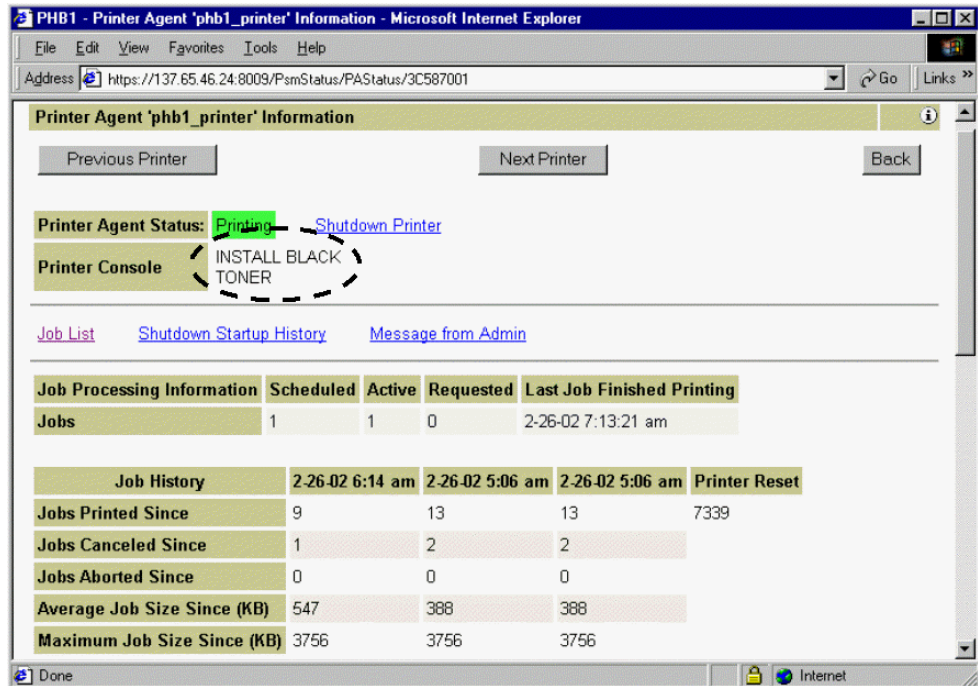
- 1 In NetWare® Remote Manager, open the NDPS® Manager Health Monitor and locate Printer1 in the list.

Printer Agent Name	Current Status	Jobs		Jobs Printed Since		
		Scheduled	Active	2-26-02 6:14 am	2-26-02 5:06 am	2-26-02 5:06 am
phb1_BadState	Output Paused	0	0	0	0	0
phb1_printer	Printing	1	1	9	13	13
phb1_secure	Idle	0	0	1	3	3
snmp-test-printer	Idle	0	0	0	0	0

Jobs		Jobs Printed Since		
Scheduled	Active	2-26-02 6:14 am	2-26-02 5:06 am	2-26-02 5:06 am
1	2	14	16	16

Current NDPS Manager Status: GOOD

- 2 Check the state of the Print Services Manager which is listed at the bottom of the of the page. In this example, the Print Services Manager is not showing any errors.
- 3 Click the Printer Agent Name and review the printers messages and status details.



There is a printer console message that the printer needs black toner.

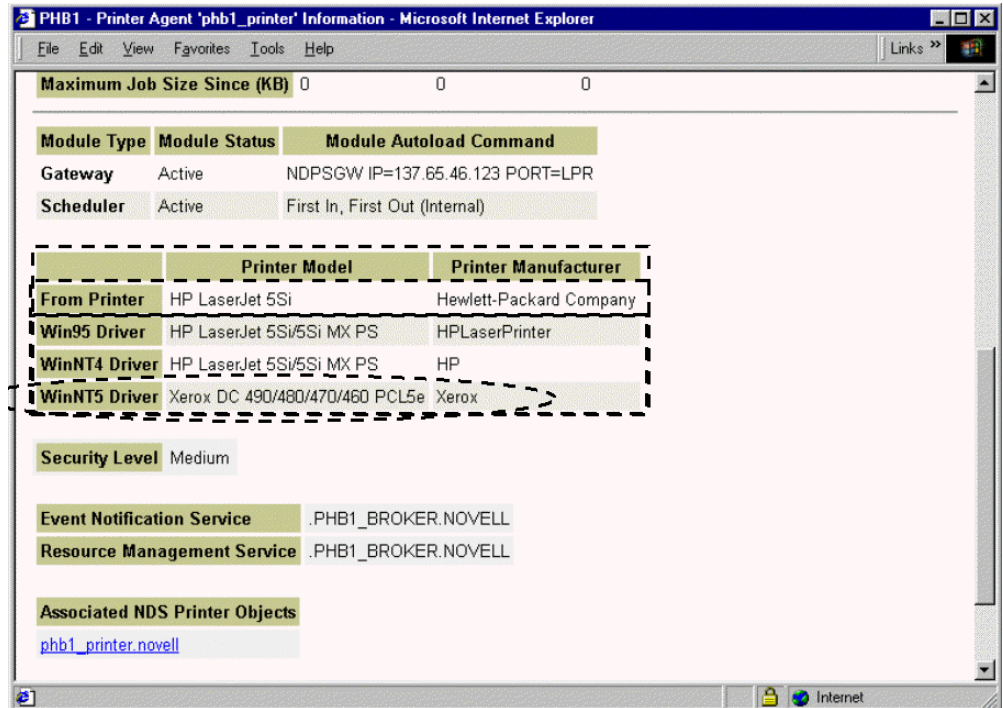
- 4 Install black toner on the printer.

Thomas is now able to print again.

Print Jobs Are Printing Wrong.

Thomas reports that his print job are printing wrong.

- 1 Complete the procedure in “No Printer Output (Example 1)” on page 53. You do not see any errors. You know that the printer is healthy, print jobs are are being recieved by the Print Manager, and the Print Manager is forwarding the jobs to the printer.
- 2 On the Printer Agent Page of the NDPS Manager Health Montior, scroll down and look at the print drivers that are being used.

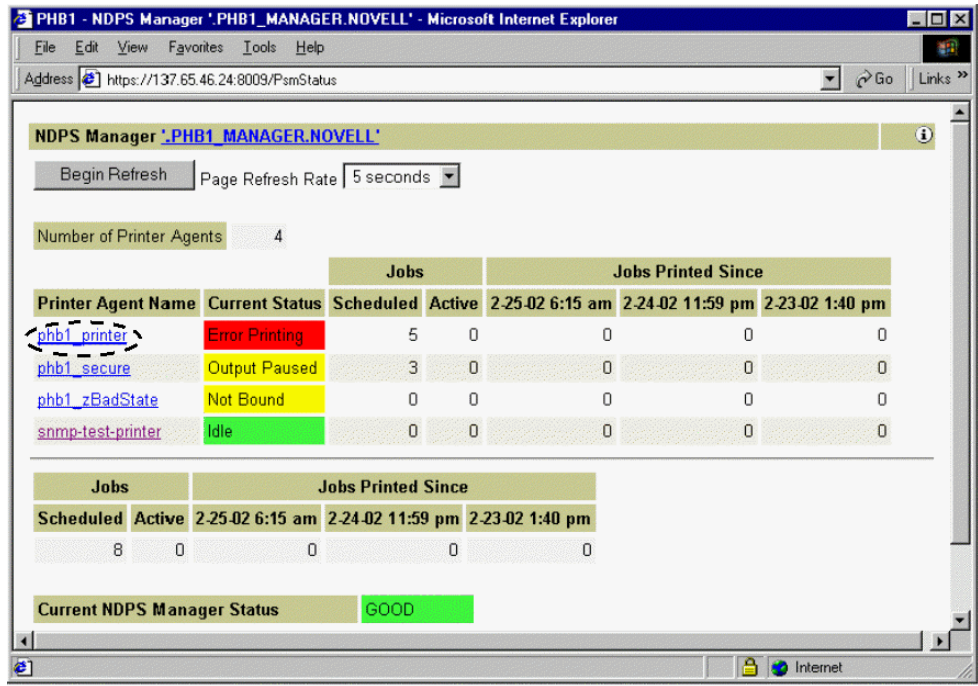


Thomas is printing from a Windows XP workstation, and you can see the wrong print driver is installed. Using Novell® iManager, associate the correct print driver for this printer and have Thomas reinstall the printer.

No Printer Output (Example 2)

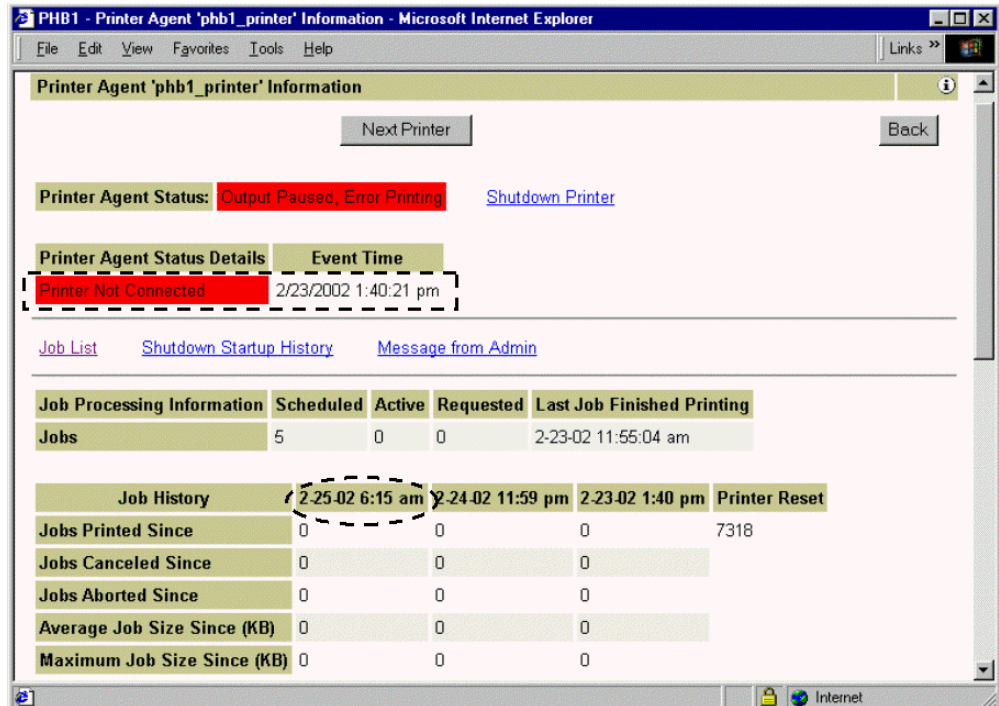
Angela reports that she is printing to PrinterZ, but nothing is coming out of the printer.

- 1 In NetWare Remote Manager, open the NDPS Manager Health Monitor and locate PrinterZ in the list.



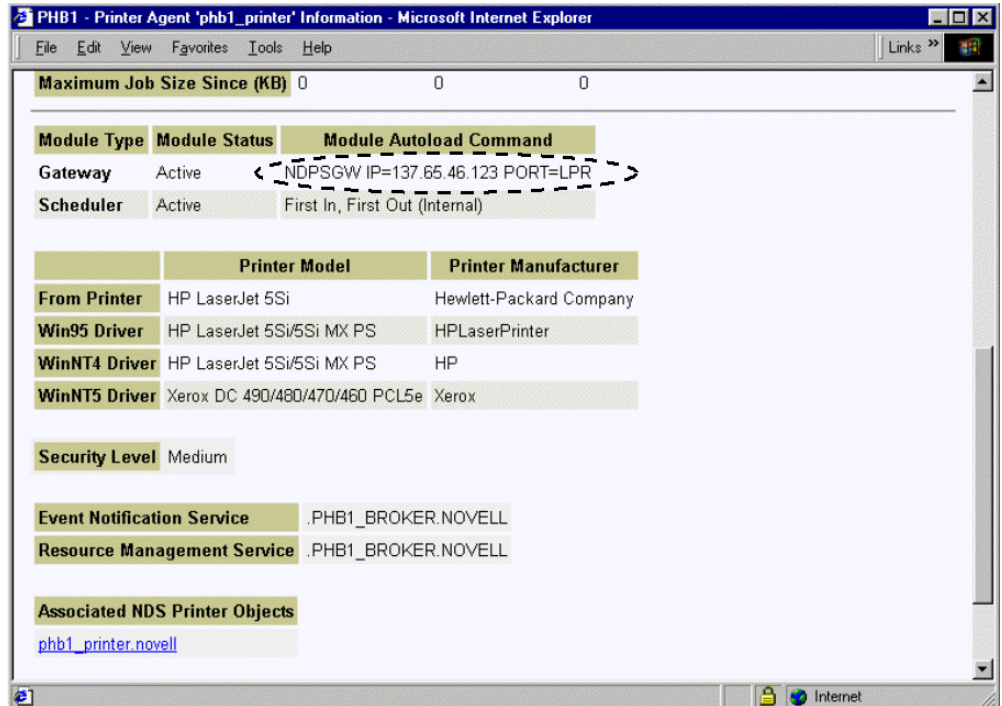
PrinterZ shows a printing error.

- Click the Printer Agent name.

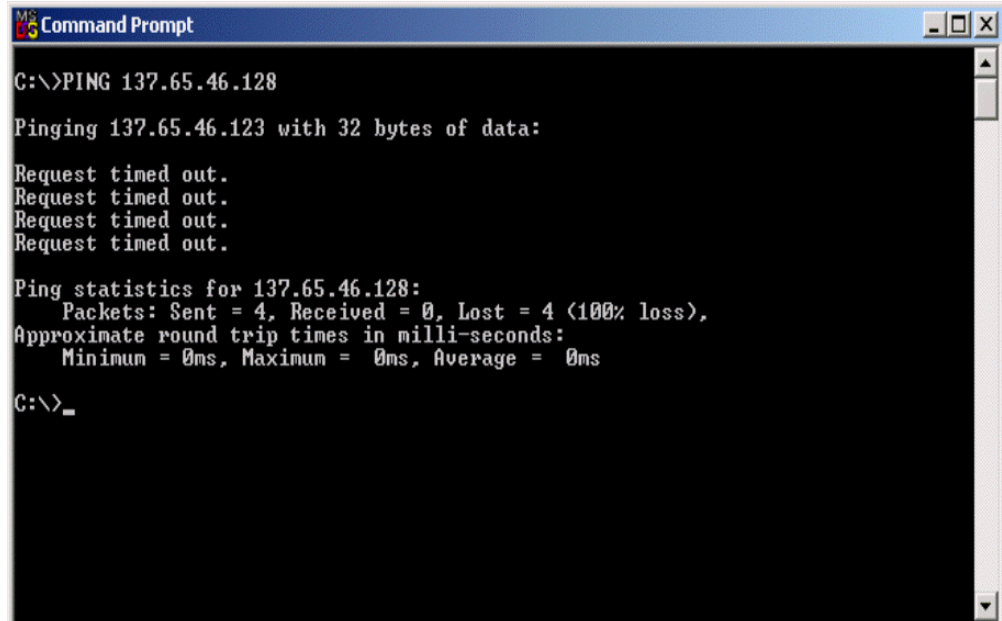


Reviewing the Printer Agent Status Details, you determine that the print manager and the printer are not communicating.

- Obtain the IP address from the Module Autoload Command for the Gateway.

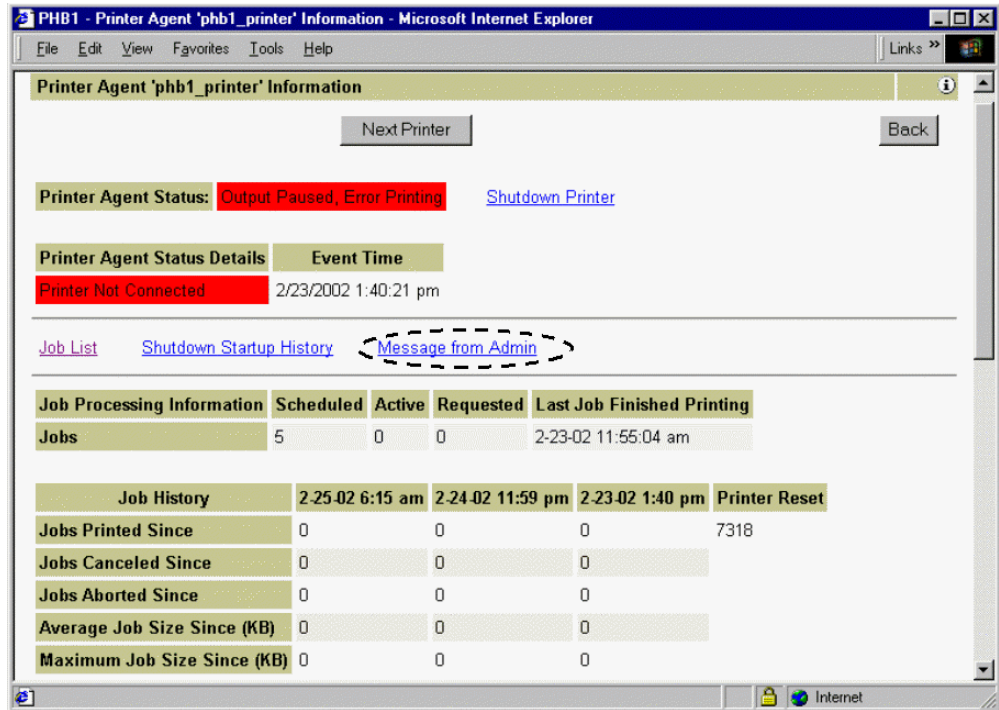


- 4 Ping the IP Address.

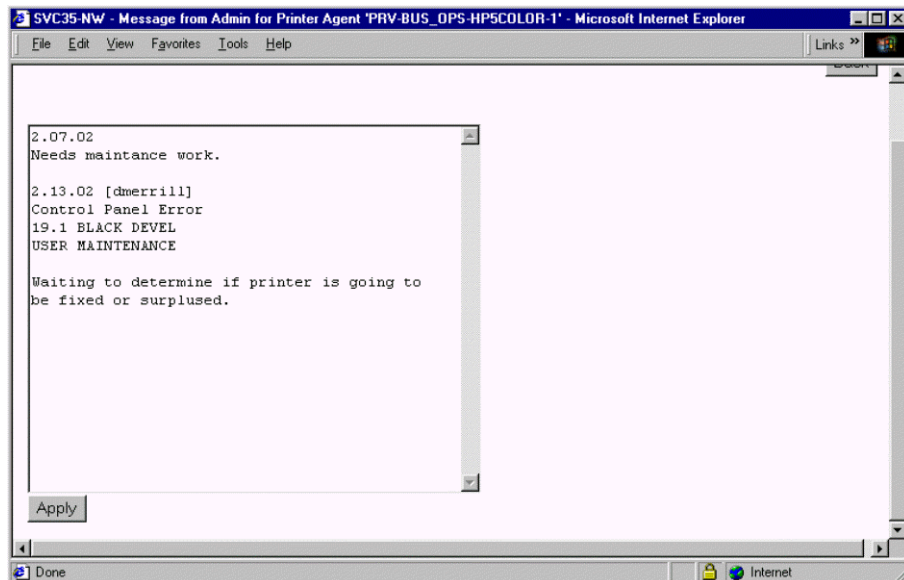


You discover that you cannot ping the IP address, so the printer must be disconnected from the network or turned off.

- 5 Check for any messages from the administrator by clicking Message from Admin.



The Message from Admin shows that the printer has been disconnected from the network.



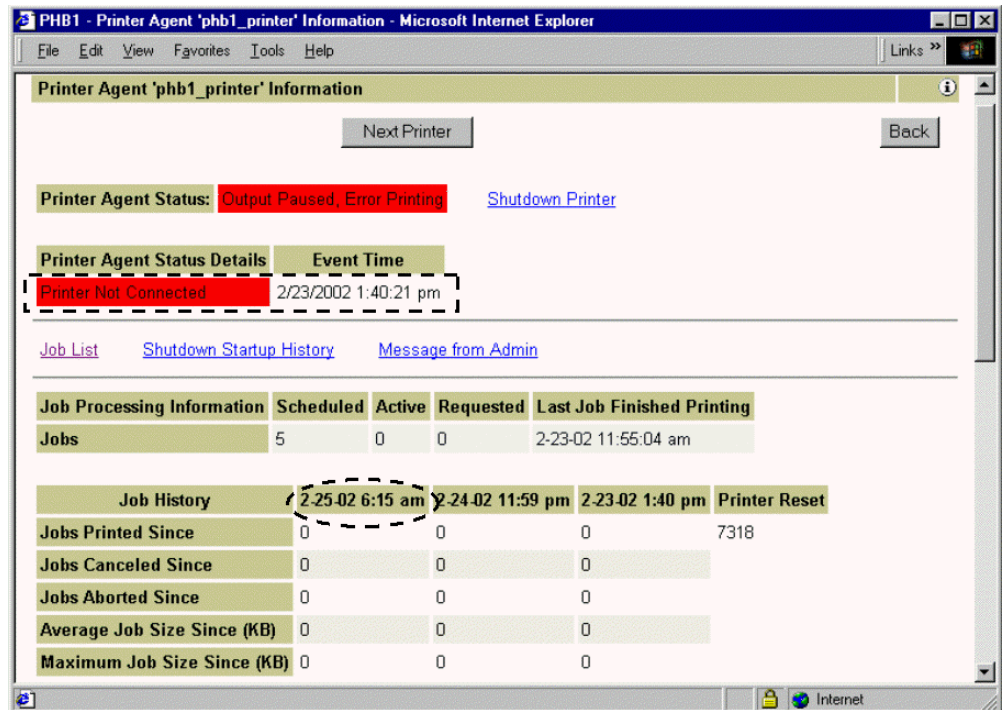
- 6 Tell Angela that she needs to choose a different printer to print to.

Print Job Does Not Complete (Example 4)

Juan sends a print job to a printer, but only part of the job prints.

- 1 In NetWare Remote Manager, open the NDPS Manager Health Monitor and locate PrinterX in the list.
- 2 Click the Printer Agent name.

- 3 Look at the Job history.
You see that jobs are being aborted.

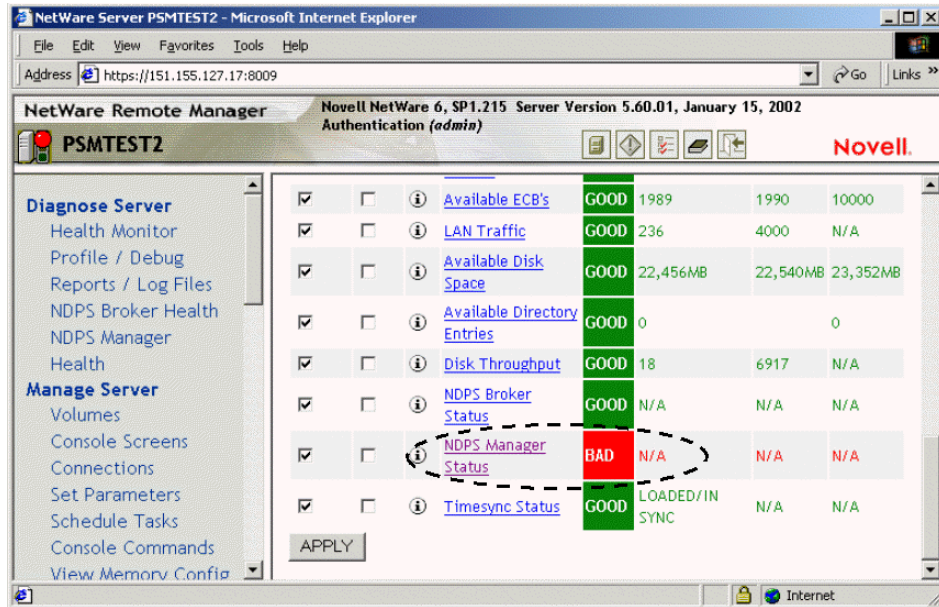


- 4 Restart the Printer Agent.

Printing Is Slow (Example 5)

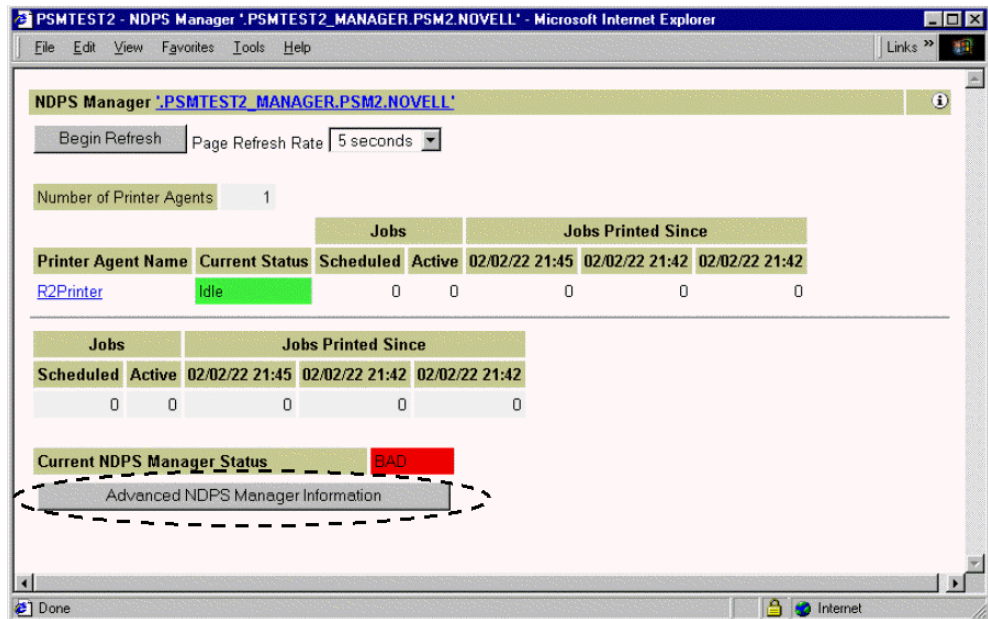
You received several reports that printing is slow.

- 1 Open NetWare Remote Manager.
You see that the Print Services Manager is in an error state.



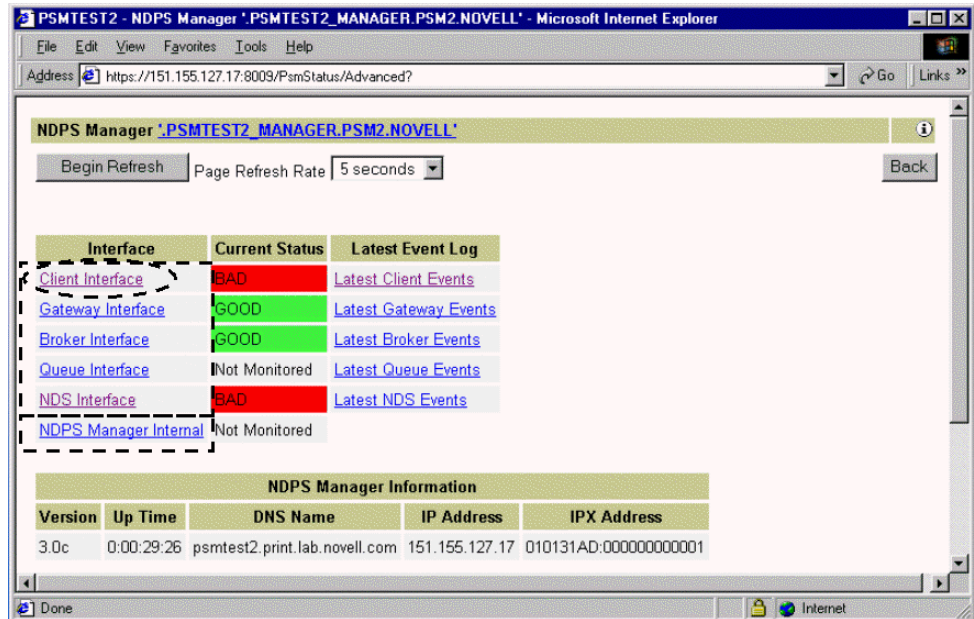
2 Click the Print Services Manager.

No printer agents appear in an error state, but the Current NDPS Manager Status is in an error state.



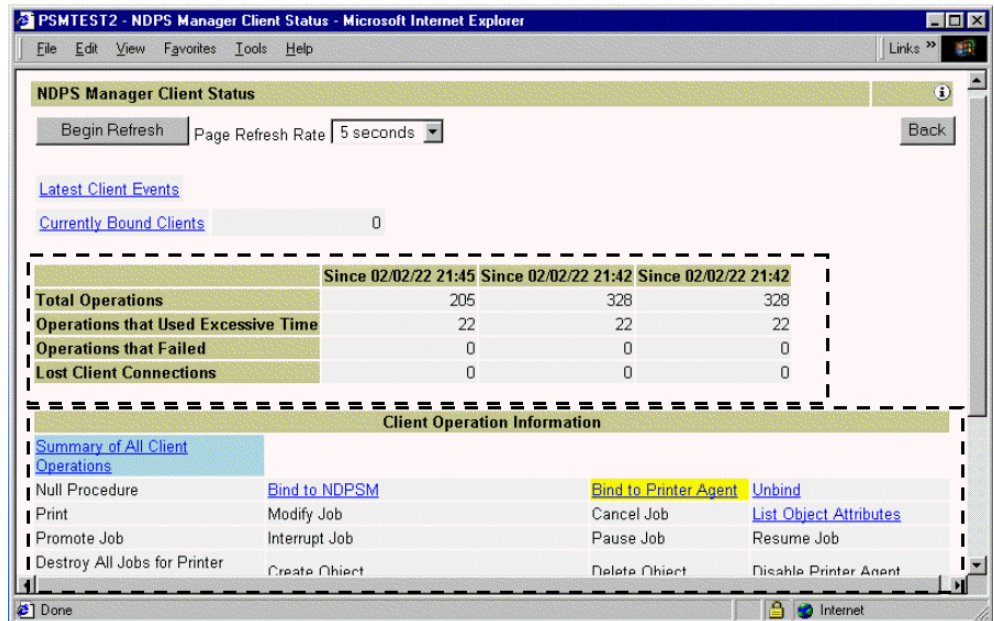
3 Click Advanced NDPS Manager Information.

Two of the interfaces, Client and NDS, are in an error state.

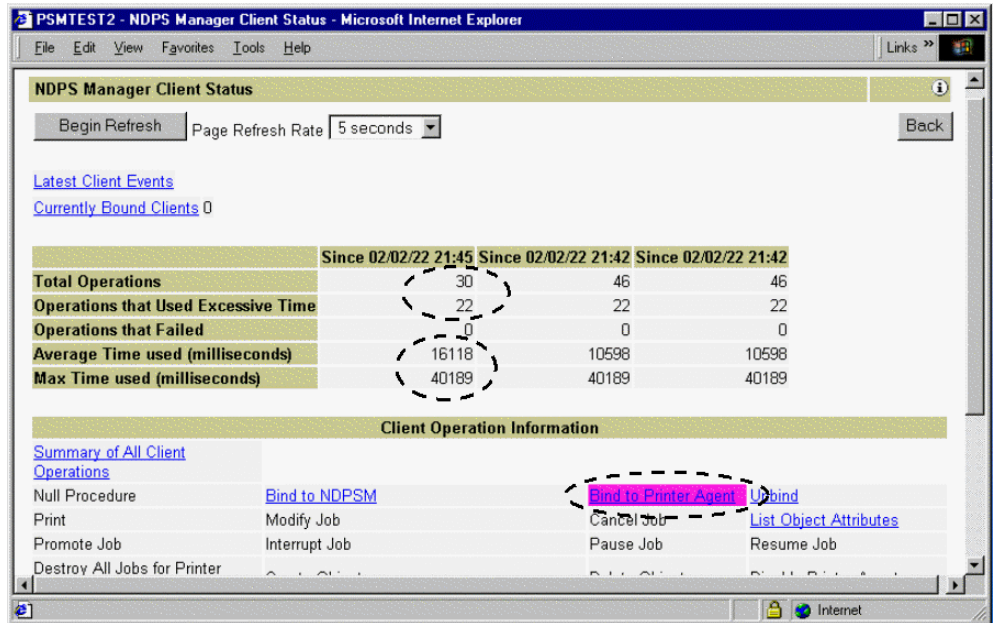


4 Click Client Interface.

The Bind to Printer Agent is highlighted in yellow, showing that it has exceeded the thresholds set for this statistic.

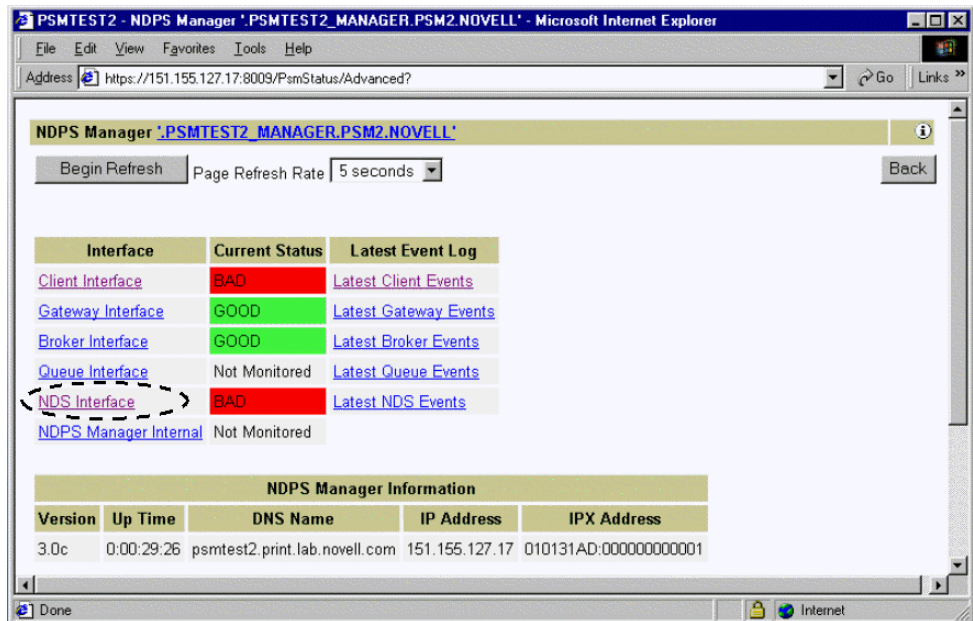


5 Click Bind to Printer Agent to display the statistics.



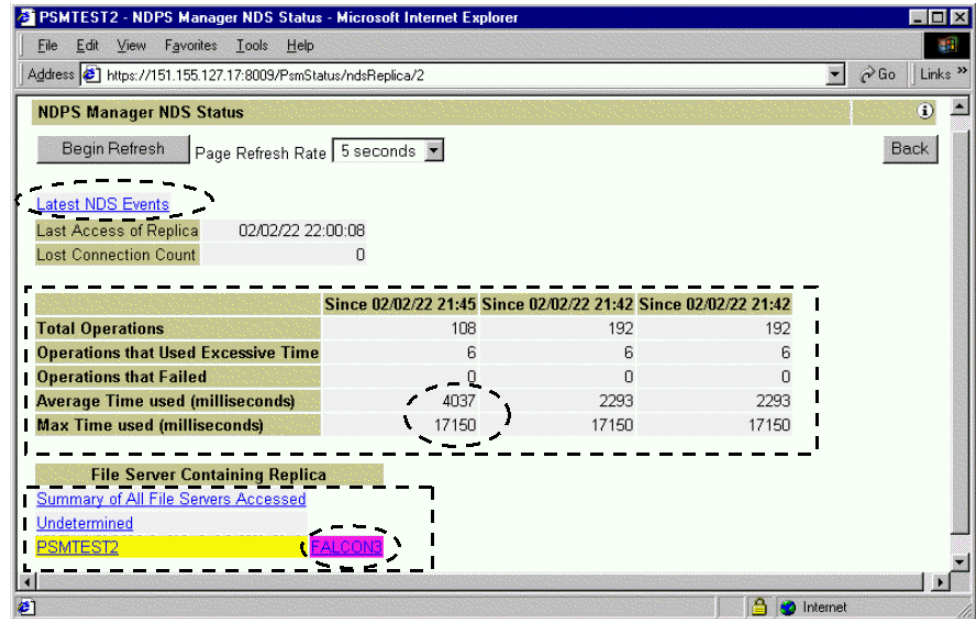
The statistics show that in the last hour, 22 of the last 30 operations used excessive time and the average time to bind was 16 seconds.

- 6 Click Back > NDS Interface.

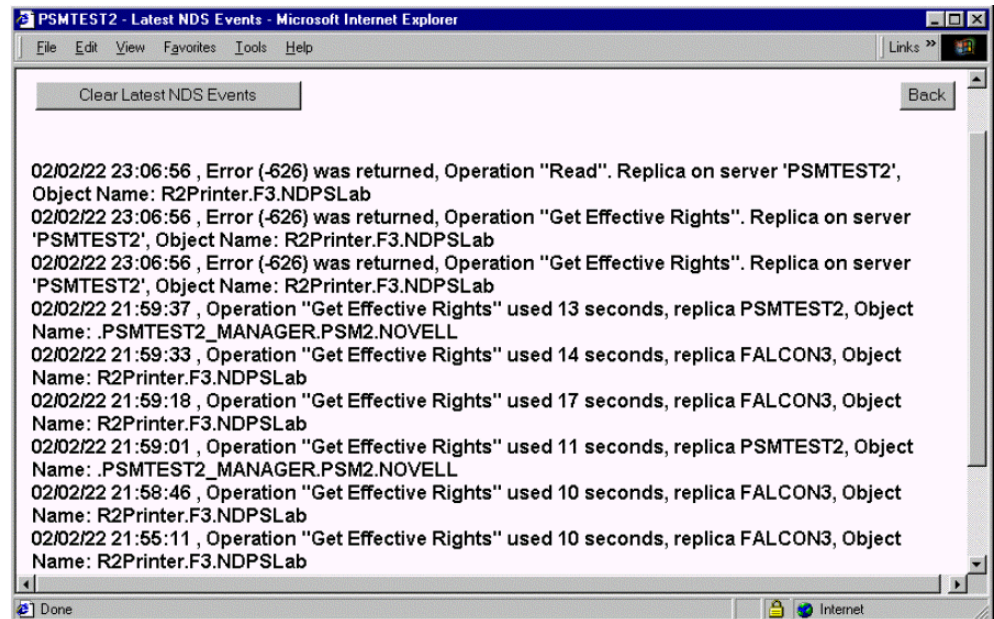


- 7 Click the File Server Containing Replica for Falcon3.

You can see that some of the statistics are using excessive time.



- 8 Click Latest NDS Events to determine the NDS events that are using excessive time. Because some client interface operations are dependent on eDirectory, you want to ensure that eDirectory™ is healthy.



As you review the Latest NDS Events log, you see the Print Services Manager is receiving "Get Effective Rights" errors. Using NetWare Remote Manager, you can troubleshoot why this operation is taking so long. This is often associated with problems with NDS, but there are other reasons that might also factor in to slow response times.

