

TallyGenicom TechNote GEN_T_034

HP JetDirect: Lost CPU Link - 6306 / 6312

Issue / Symptom: When connected via the parallel port, to an HP JetDirect print server, the 6306 / 6312 printer frequently stops printing, and the display will show the message: Lost CPU Link.

Cause: The bidirectional communication feature of the HP JetDirect has some compatibility issues with the bidirectional feature within the parallel interface of the printer.

Procedures:

Most often, this problem can be corrected by simply turning off the bidirectional parallel feature within the printer, as follows:

Take the printer offline, and verify the format set as power-up default.

Press Menu

Press Up Arrow until display shows Config Menu

Press Enter

Press Up Arrow until display shows Configurations

Press Enter

Press Up Arrow until display shows Powerup Config

Press Enter

Note the number of the configuration displayed, with the asterisk:

"Config 2*"

Press Clear, to return to Offline mode.

To change the parallel setting:

Press Menu

Press Up Arrow until the display shows Config Menu

Press Enter

Press Up Arrow until display shows Parallel I/O

Press Enter

Press Up Arrow until display shows Bi-Directional

Press Enter

Press Up Arrow until display shows Off

Press Enter

Press Clear, to return to Offline mode.

Store this setting to the default config:

Press Menu

Press Up Arrow until display shows Config Menu

Press Enter

Press Up Arrow until display shows Configurations

Press Enter

Press Up Arrow until display shows Save

Press Enter

Press Up Arrow until the Config Number noted in Step 1 appears.

Press Enter
Press Clear, to return to Offline mode.

Return the printer to Online mode, and note the results.

If this doesn't correct the problem, the bidirectional configuration in the JetDirect unit will need to be reconfigured.

Need help? Call our knowledgeable sales staff at: [708-597-4222](tel:708-597-4222)