This KM explains some general printer troubleshooting steps for ICBS.

ICBS Printer information:

- All ICBS printing is done via networked printers.

- All caches <u>except</u> the Great Basin Cache in Boise ("GBK") and the Alaska Fire Service Cache in Fort Wainwright ("AKK") use printers on the Forest Service network. GBK and AKK use printers on the BLM network.

- The FS and BLM have dedicated print servers (in the Washington DC area and in Denver respectively) for ICBS print jobs.

- FS printers are named with a state/cache id identifier. Example: **ornwk_HP_office_01** indicates a Hewlett Packard printer located in the office at the Northwest Area Cache in Oregon ("OR-NWK").

- BLM printers are named using an alphanumeric combination. Example: **ILMFCOP2E241ZZ1** or **Ilmakfs2-322-zil**. Most of the GBK printers also have an alternate name assigned to them (e.g. "Radio_HP_02")

- Printing ICBS Analytics uses Cognos software.

- Printing ICBS Issues, Batch Sheets and bar-coded labels uses Loftware.

- The ICBS Cognos and Loftware applications are hosted (along with the ICBS application and data bases) on servers at NITC and are managed by the ICBS-R O&M Team (Oxford Consulting).

Helpdesk Solution

Troubleshooting and probing questions to ask (and document in the ticket) in order to narrow the scope on the printing issue:

- Is all printing down or is the issue limited to Batch Sheets and Issues or limited to Analytics?

- Has the user reset the printer?

- Did the customer verify the settings are correct for the label printer and that the printer is configured for the type of label in the machine (Thermal Transfer vs. Direct Thermal)?

- Have you verified the IP address and confirmed it can be reached through ping test?

- Is the user able to print non-ICBS output (e.g. a Word document) but is only unable to print ICBS-generated output?

Documenting the answers to these questions in the ticket assists when the ticket needs to be escalated to an ICBS SME. ICBS SME may need to provide this information IBM NESS Team, ICBS-R O&M Team and the FS or BLM print server administrator to resolve the issue.

After collecting the above information and documenting it in the ticket, escalate the ticket to the ICBS SME on duty. He or she might need to first escalate to the ICBS-R O&M Team (Oxford Consulting). They can check the ICBS Cognos or Loftware print server for printing attempts. If nothing is amiss with ICBS, then the SME will likely need to escalate it to one of the agency/bureau IT specialists.

- Forest Service Customer Help Desk (CHD) at: 1-866-945-1354. In addition to the printer name and IP address, it will be very helpful to request through the Customer Help Desk that Jayesh Lakhiani (FS cache print server administrator) be contacted to purge the print job.

    - Jayesh's contact information is as follows: office 703-605-0887; cell 301-806-0760.

- BLM Customer Help Desk at: 1-800-BLM-HELP (1-800-256-4357)

    - ICBS users at the Great Basin and Alaska Fire Service Caches can also contact their local IT specialists to request that printing be checked:

        - For GBK: BLM NIFC Local Helpdesk: 208-387-5734; Roger Christopher: 208-387-5501 (C: 208-789-1691).

        - For AKK: AFS IT Trouble Line: 907-356-5588.

The on-call ICBS-R SME can also contact Jayesh or the GBK/AKK local IT specialists directly to help trouble-shoot printing problems.

The BLM "CUPS" print server administrator in Denver (for all BLM-networked ICBS printing) is Kevin Pirko (office: 303-236-0454). An ICBS-R SME can contact Kevin directly for BLM printing problems, but it's best to first involve the GBK or AKK IT specialists first and let them make that call.

Reviewed/updated 12/19/2013 Andy Gray