



***Printer Dropping Off the Network Issue
HP LaserJet P2055***

The printer will go into an idle state, and becomes unresponsive to user's print jobs. The control panel shows "Ready" with a solid green light. The user needs to power cycle the printer to be able to print. You cannot print any internal pages during the hung state, but you can scroll through the menu options.

Currently, only network connectivity on the printer is being affected. The P2055 printer has an emerging issue where the printer will no longer respond to a ping, opening an EWS web page or print jobs via Lan connection.

Solution:

Currently, the only way to fix this issue is to power cycle the printer. If after updating firmware the problem still exists, replace the formatter.