



HP LaserJet Enterprise M406, M407, M455, MFP M430, M431 M480, Managed E40040, E45028, MFP E42540, E47528 - Unable to print from PC or Printer is Offline or not responding while printing from the PC

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Overview

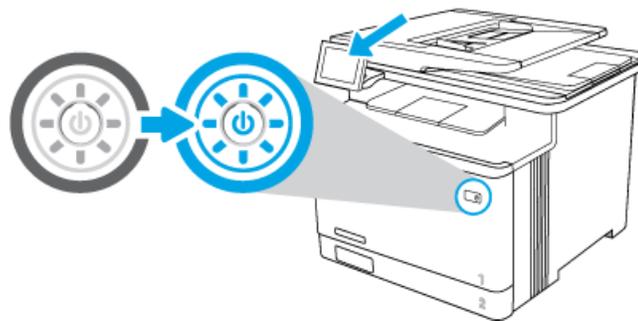
On your Windows computer or Mac, the printer status might show “Offline” and the printer does not print. Use the troubleshooting steps in this document in the order presented when your printer is “Offline” status using a Windows or Mac /macOS operating system.

Make sure the printer is ready to print

Your printer should be on, have paper in the input tray, have sufficient toner, and display no errors or blinking lights.

1. Make sure that the printer is not off or in sleep mode. Press the power button to wake it or turn it on.
2. Make sure paper is loaded into the input tray, and that the paper width guides rest gently against the sides of the paper stack.
3. Make sure to use genuine HP toner cartridges and the cartridges are installed correctly.
4. Ensure that the printer has sufficient toner for your print job. Print a **Supplies Status Page** to check the estimated life remaining in the toner cartridges.
5. Make sure that no error messages or blinking lights display on the printer control panel. Resolve any errors before you use the printer.
6. Restart the printer to clear any error states. Turn the printer off, wait 30 seconds, and then turn it on.

Figure 1: Power button on printer



Try printing a document and if the issue persists, follow the below steps in the given order depending on your operating system (Windows or Mac/macOS) .

NOTE: Please make sure that you have installed the printer driver, if not you can download the driver by going to the web page <https://support.hp.com> and type the product serial number or product number to go to the product driver download page.

Download the correct printer driver

Follow these steps to download the printer driver for your printer:

1. Go to [HP Customer Support](#).
2. In the **Identify your product for manuals and specific product information** section, type your printer model in the text box, and then click the **Submit** button.
3. On the product home page, click **Software, Drivers and Firmware**.
4. Click the plus sign (+) to expand the driver section and view the latest driver available.
5. If the latest printer driver is not installed on your printer, select the correct driver, and then click **Download**.
6. Follow the on-screen instructions to download the printer driver.

Resolve an offline printer (Windows)

Follow these steps to troubleshoot a 'printer offline' status using your Windows computer.

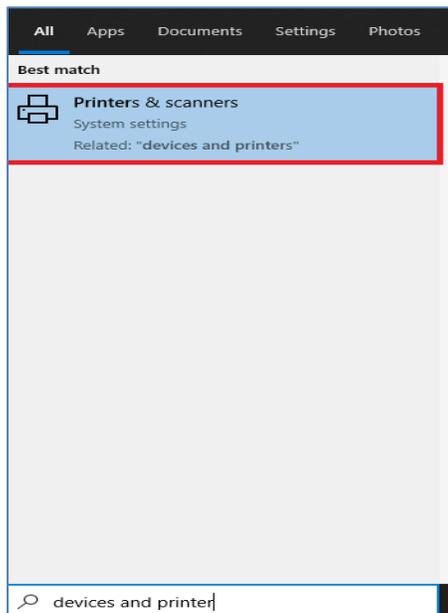
Step 1: Manually set the default printer

Make sure the default printer driver matches the printer you're trying to print to.

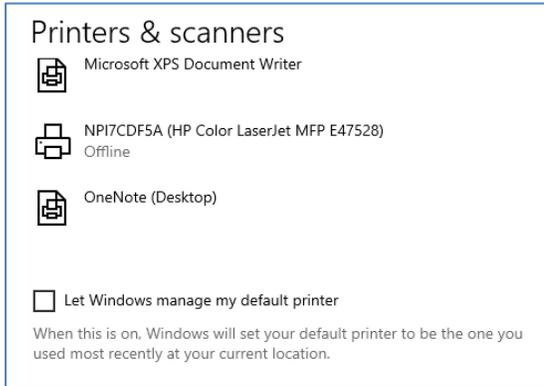
Windows 10

Set your default printer in Windows 10.

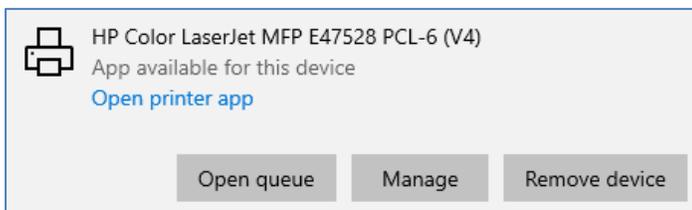
1. From "Windows Settings", select **Devices**, and then click **Printers & scanners** from the list of results.



2. Make sure that the **Let Windows manage my default printer** check box is not selected or not checked.



3. From the list of printers, click the printer name that matches the name of your printer, and then click **Manage**. If there are multiple names listed, select the printer that has a status of idle or online.



4. Click the **Manage** button, and then click **Set as default**.

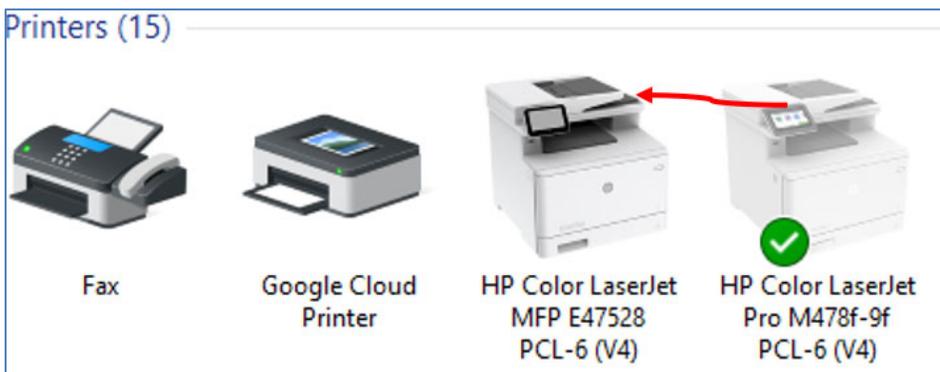


5. Try to print. If the printer remains offline, continue to the next step.

Windows 8 or Windows 7

Set your default printer in Windows 8 and Windows 7.

1. Search Windows for devices, and then click **Devices and Printers** from the list of results.
2. Right-click the name of the HP printer that is active (not grayed out), and then select **Set as Default printer**.

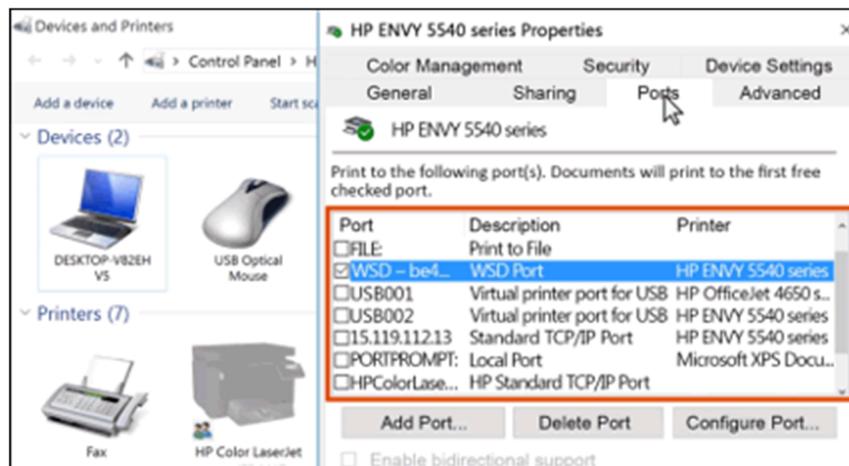


3. Try to print. If the printer remains offline, continue to the next step.

Step 2: Check the printer port and Windows services status

If your printer uses a WSD port, check the status of Windows Function Discovery services, and then add a TCP/IP port if necessary.

1. Search Windows for 'Control Panel' to open Control Panel, and then click **View devices and printers** to open the "Devices and Printers" window.
2. Right-click your printer, select **Printer Properties**, and then click the **Ports** tab.
3. Check if your printer uses a WSD port.
 - If your printer does not use a WSD port, skip to the next step in this document.
 - If your printer uses a WSD port, continue with these steps.



4. Search Windows for 'Services' to open the Services list.
5. Scroll down the list to locate **Function Discovery Provider Host** and **Function Discovery Resource Publication**, and then check the **Status** and **Startup Type** columns.

NOTE: Some antivirus or firewall software turns these services off due to IT policy. Check with your IT support or antivirus software vendor for help.

 - If the status of both services is 'Running' and the Startup Type is 'Automatic', continue to the next step.
 - If the status of the services is blank and the **Startup Type** is 'Manual', right click the name, select **Properties**, set the **Startup Type** to **Automatic**, and then click **Start** under Service status. Click **OK**, and then continue to the next step.
6. Return to the **Devices and Printers** window, press the F5 key, and then click your printer name to view the status.
 - If your printer is no longer offline, the issue is resolved.
 - If your printer is still offline, continue with these steps.
7. Print a **Network Configuration Report** from the printer **Settings** or **Wireless** menu.
8. Right-click your printer, select **Printer Properties**, click the **Ports** tab, and then click **Add Port**.
9. Select **Standard TCP/IP Port**, and then click **New Port**.
10. Follow the instructions to add a new port using the information listed on the **Network Configuration Report**.

NOTE: A Host Name is preferred when creating the port because the printer IP address may change in a DHCP network.

11. Return to the **Devices and Printers** window, press the F5 key, and then click your printer name to view the printer status.
 - If your printer is no longer offline, the issue is resolved.
 - If your printer is still offline, continue to the next step.

Step 3: Create a manual IP connection (network connections only)

Use the printer IP address to manually connect to your printer.

NOTE: These steps require that your printer is connected to your router.

1. Print a Network Configuration Page.
 - If your printer has a control panel with a menu display, print a **Network Configuration Page** from the network settings or network setup menu.
 - If your printer does not have a menu display, print the **Network Configuration Page** using printer control panel buttons. For many printers, press and hold the Cancel button for 3 to 5 seconds, or until a report prints. If pressing the Cancel button does not work for your printer model, go to HP Customer Support, search for your printer model, and then search for Printing Self-Test Pages document.
2. On the **Network Configuration Page**, find the network status for your network connection type (wired or wireless).
 - If the status is connected, continue with these steps
 - If the status is not connected, the printer is disconnected from your network. Go to **Connecting to a Wireless HP Printer**, and then follow the steps to connect the printer to your network.

| | |
|------------------------|-------------------|
| 802.11 Wireless | |
| Hardware Address (MAC) | ec:9a:74:37:02:ea |
| Status | Connected |
| Communication Mode | Infrastructure |
| Network Name (SSID) | aguest |

3. Find the IP Address, Subnet mask, and Default Gateway for your network connection type (wired or wireless). If you find different numbers for IPv4 and IPv6, you only need the IPv4 number.
4. Find the URL(s) for the Embedded Web Server (EWS).

NOTE: Your printer might have more than one URL.

| | |
|--------------------------------------|-----------------------|
| HP Network Configuration Page | |
| General Information | |
| Network Status | Offline |
| Active Connection Type | None |
| URL(s) for Embedded Web Server | http://169.172.123.45 |
| Firmware Revision | TP12FA1006GR |
| Hostname | HPA47A5E |
| Serial Number | |

- From a computer connected to your network, open an internet browser, type one of the URLs into the address field, and then press **Enter** to open the printer's EWS. If the EWS does not display, try a different browser.
- In the EWS, click the **Network** or **Networking** tab, click "TCP/IP Settings" and click "TCP/IP(v4)" tab.
- Select **Manual IP** by clicking the drop-down menu under "IP Configuration Method". Manually type the IP address. Please note that Subnet mask, and Default gateway should be same as it appeared in the Network configuration page.

The screenshot shows the HP Color LaserJet MFP E47528 EWS interface. The top navigation bar includes tabs for Information, General, Copy/Print, Scan/Digital Send, Fax, Supplies, Troubleshooting, Security, HP Web Services, and Networking. The Networking tab is active. On the left, a sidebar lists various configuration categories like Configuration, Security, and Diagnostics. The main content area is titled 'TCP/IP Settings' and has sub-tabs for Summary, Network Identification, TCP/IP(v4), TCP/IP(v6), Config Precedence, and Advanced. The TCP/IP(v4) sub-tab is selected. A warning message states: 'A change in the IP address will result in loss of connectivity to the browser.' Below this, the 'IP Configuration Method' is set to 'Manual'. The 'IP Address' field contains '192.168.68.55', the 'Subnet Mask' field contains '255.255.252.0', and the 'Default Gateway' field contains '192.168.68.1'.

- Write the IP address on a piece of paper. You might need to use it later.
- Click **Apply**, and then wait until the changes are confirmed.
- Return to the **Devices and Printers** window, press the F5 key, and then click your printer name to view the printer status.
 - If your printer is no longer offline, the issue is resolved.
 - If your printer is still offline, continue to the next step.

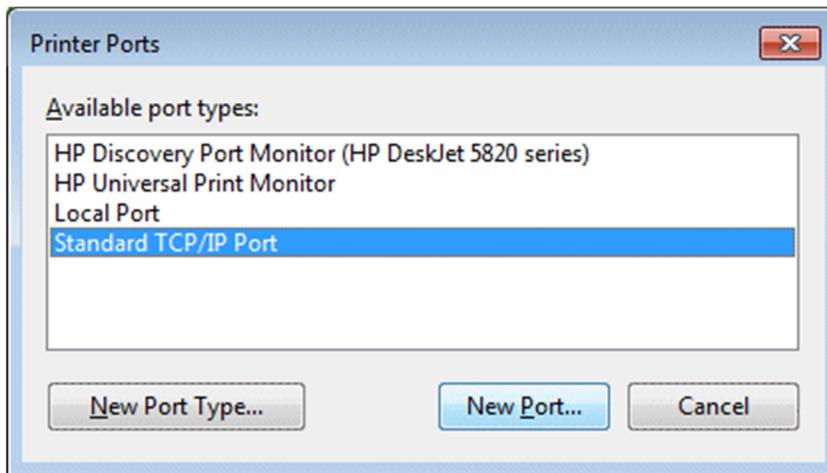
Step 4: Connect the PC to a TCP/IP Port (Windows only, network only)

After setting a manual IP address for the printer, add a printer port to Windows that matches this new IP address.

- In Windows, search for and open **Printers & scanners**.
- Click the name of your printer, and then select **Manage**.
- Click **Printer Properties**.
- Click the **Ports** tab, and then click **Add Port**.

5. Select **Standard TCP/IP Port**, and then click **New Port**.

Figure 2: Creating a new TCP/IP Port



6. Type the printer's IP address that you wrote down earlier, and then click **Next**.

7. Select the new Standard TCP/IP Port from the list, and then click **OK**.

NOTE: You might see a second printer device display in the list of devices. Do not uninstall either printer device. Leave both printer devices.

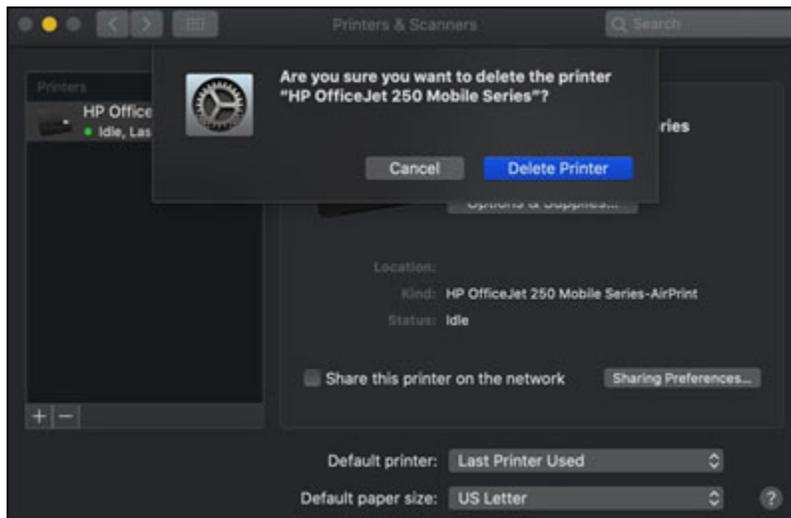
8. Try printing. If problems persist, see [Troubleshoot your printer connection](#).

Resolve an offline printer (Mac/ macOS)

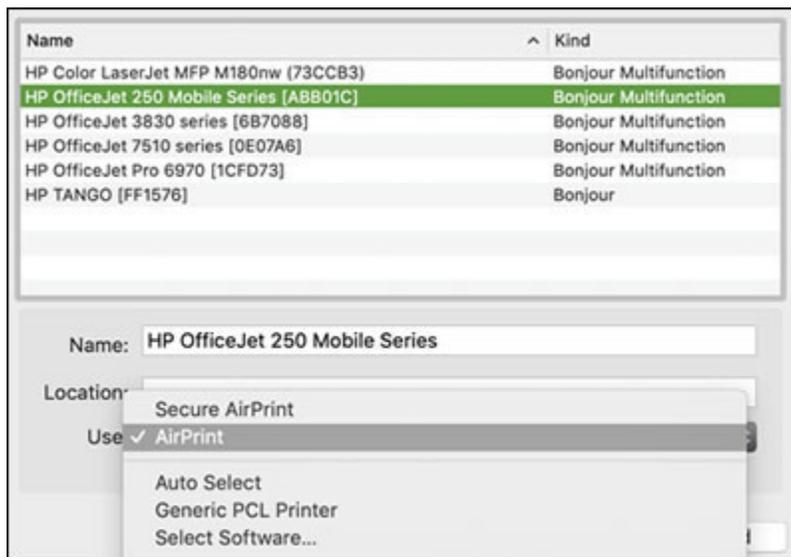
Remove and re-add your printer

Delete your printer from the print queue to clear errors, and then re-add it.

1. Click the Apple icon , click **System Preferences**, and then click **Printers & Scanners, Print and Scan**, or **Print and Fax**.
2. Highlight the printer you want to remove, and then click the **Minus sign**  at the bottom of the list of printers.
3. Click **Delete Printer**.



4. Click the **Plus sign** .
5. Select your printer from the list.
6. Click the **Use** or **Print Using** field, select **AirPrint** from the drop-down, and then click **Add**.



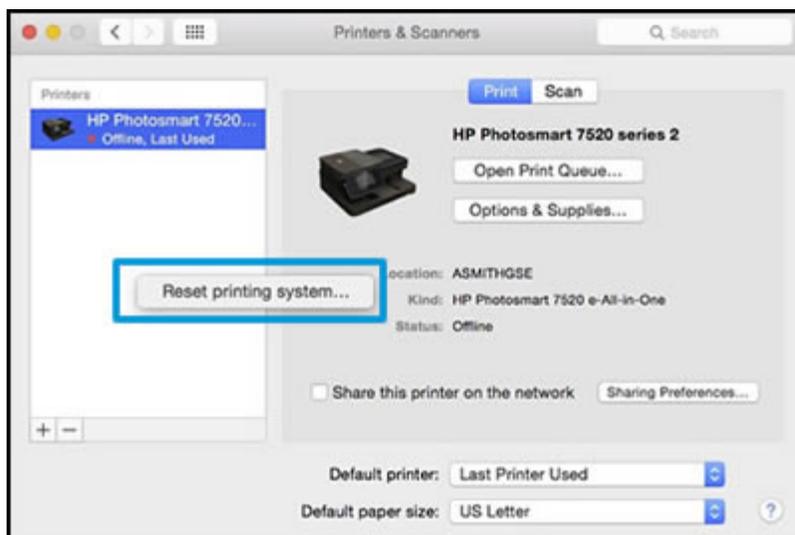
Reset the print system (Mac)

Resetting the print system can clear any error states by removing all HP and non-HP printers, pending print jobs, and printer preferences.

CAUTION: Resetting the print system removes **all** printers. After you reset the print system, re-add your printers to the queue.

- Follow the instructions in this document or watch the following video:
https://www.youtube.com/watch?v=fd_aYuvLuTU

- Click the Apple icon , click **System Preferences**, and then click **Printers & Scanners**, **Print and Scan**, or **Print and Fax**.
- Right-click or control+click anywhere in the **Printers** list, and then click **Reset printing system**.



- Click **Reset** to confirm.
- Type the administrator name and password, and then click **OK** to complete the reset.
- Once the reset is complete, re-add your printer. Click the Plus sign , select your printer in the list, and then click **Add**.

Create a manual IP connection (wireless only)

Use information on a Network Configuration Page to set up a manual IP address for your printer, and then use it to connect to your Mac.

- Print a **Network Configuration** or **Wireless Network Test Results** page.
Printers with a control panel menu: Print the page from the **Wireless**, **Network Settings**, or **Setup** menu.
- On the **Network Configuration Page**, find the Wireless Status, IP Address, Subnet Mask, Default Gateway, and URL.

- Under **802.11 Wireless**, the Status should be **Connected**.

| 802.11 Wireless | |
|-------------------------|-------------------------|
| Hardware Address (MAC) | 00:07:09:32:40:96 |
| Status | Connected |
| Communication Mode | Infrastructure |
| Network Name (SSID) | BOEHL_PvD-LAN |
| Access Point HW Address | 3c:0f:4d:9d:8f:30 |
| Signal Strength (1 - 5) | 5 |
| Channel | 11 |
| Authentication Type | WPA or WPA2 |
| Encryption | Automatic (AES or TKIP) |

- Under **802.11 Wireless**, find the printer's IP Address, Subnet Mask, and Default Gateway numbers. If you see different numbers for IPv4 and IPv6, you only need the **IPv4** numbers.

| 802.11 Wireless | |
|---------------------------|-------------------------|
| Hardware Address (MAC) | 00:07:09:32:40:96 |
| Status | Connected |
| Communication Mode | Infrastructure |
| Network Name (SSID) | BOEHL_PvD-LAN |
| Access Point HW Address | 3c:0f:4d:9d:8f:30 |
| Signal Strength (1 - 5) | 5 |
| Channel | 11 |
| Authentication Type | WPA or WPA2 |
| Encryption | Automatic (AES or TKIP) |
| IPv4 | |
| IP Address | 192.168.1.1 |
| Subnet Mask | 255.255.255.0 |
| Default Gateway | 192.168.1.1 |
| Domain Name | BOEHL_PvD |
| Configuration Source | Static |
| Preferred DNS Server | 8.8.8.8 |
| Alternate DNS Server | 8.8.4.4 |
| Total Packets Received | 1788 |
| Unicast Packets Received | 0 |
| Total Packets Transmitted | 1807 |

- Under **General Information**, find the URL(s) for **Embedded Web Server**. Your printer might have more than one URL.

| General Information | |
|---|----------------------|
| Network Status | Ready |
| Active Connection Type | Wireless |
| URL(s) for Embedded Web Server | http:// http://11 |
| Firmware Revision | |
| Hostname | |
| Serial Number | |
| Internet | |
| Warning: Web Services require the printer to have a connection to a network with Internet connectivity. | |

3. From a computer connected to the same network as your printer, open an internet browser, type one of the URLs into the address field, and then press **Enter** to open the printer's EWS. If the EWS does not display, try another browser.
4. In the EWS, click the **Network** or **Networking** tab, open the **Wireless** menu option, and then click **IPv4 Configuration**.

5. Select **Manual IP**, and then provide your printer information.

Wireless (802.11)
IPv4 Configuration

IP Address Configuration

⚠ Changing the IP address can disrupt the current network connection. Also the connection to the embedded web server might be disrupted.

DHCP
 BOOTP
 Auto IP
 Manual IP

Manual IP Address: 10 . 0 . 1 . 134
Manual Subnet Mask: 255 . 255 . 255 . 0
Manual Default Gateway: 10 . 0 . 1 . 1

- To auto-fill all fields, click **Suggest a Manual IP Address**, and then make sure the fields for **Manual IP Address**, **Manual Subnet Mask**, and **Manual Default Gateway** match your printer's information on the Network Configuration Page.
 - If **Suggest a Manual IP Address** is not available, type the information from the Network Configuration page into the **IP Address**, **Subnet Mask**, and **Default Gateway** fields.
6. Click **Apply**, and then wait until the changes are confirmed.
 7. On your Mac, click the Apple icon , click **System Preferences**, and then click **Printers & Scanners**, **Print and Scan**, or **Print and Fax**.
 8. Click the Plus sign , and then select the **IP** tab on the top bar of the Add window.
 9. Type the printer IP address in the **Address** field, select **HP Jetdirect - Socket** from the Protocol drop-down menu, type the printer name in the Name field, and then make sure **Generic PostScript Printer** is selected in the **Use** field.

Add

Default IP Windows Search

Address: 192.168.0.17
Valid and complete host name or address.

Protocol: HP Jetdirect - Socket

Queue: Leave blank for default queue.

Name: HP OfficeJet 250 Mobile

Location:

Use: Generic PostScript Printer
The selected printer software isn't from the manufacturer and may not let you use all the features of your printer.

Add

10. Click **Add**, and then follow any prompts to complete the process.

Troubleshoot your printer connection

[HP Printers - Troubleshoot a Wi-Fi Printer Connection](#)

[HP Printers - Troubleshoot a USB Printer Connection](#)

[HP Printers - Troubleshooting a Wired Printer Connection](#)

To read more about this issue, go to <https://support.hp.com>

support.hp.com

Current HP driver, support, and security alerts
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