

# MultiRIP

## My Ports are Set Correctly, but Nothing is Going to the Printer.

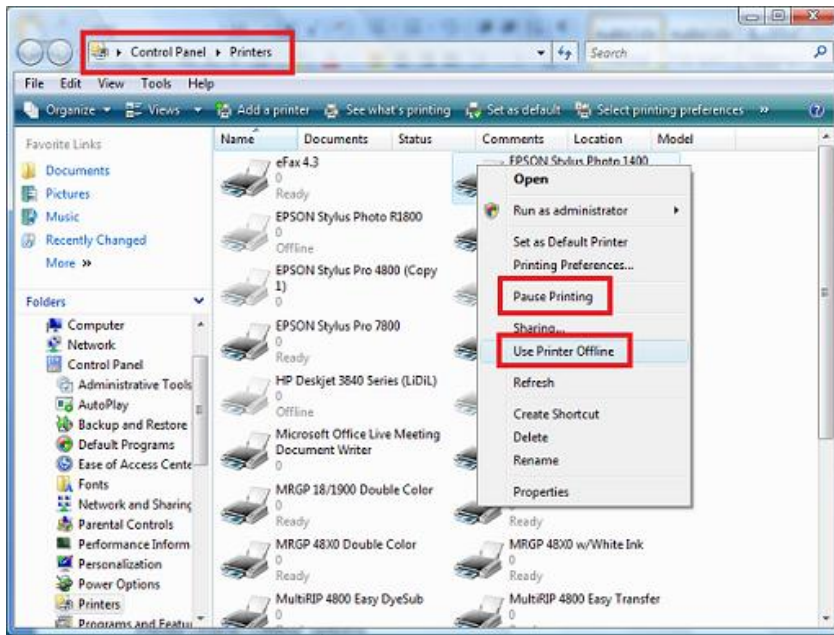
In some rare cases, users can have the ports for the Epson driver and the PowerRIP Output Queue set to the same and the printer is not responding. To verify that you have the ports set correctly, please check out the following technical support information:

### Why does my graphic run through the RIP, but does not print from my printer? AKA – What should the printer ports be set to?

[PDF Answer](#) | [Video](#)

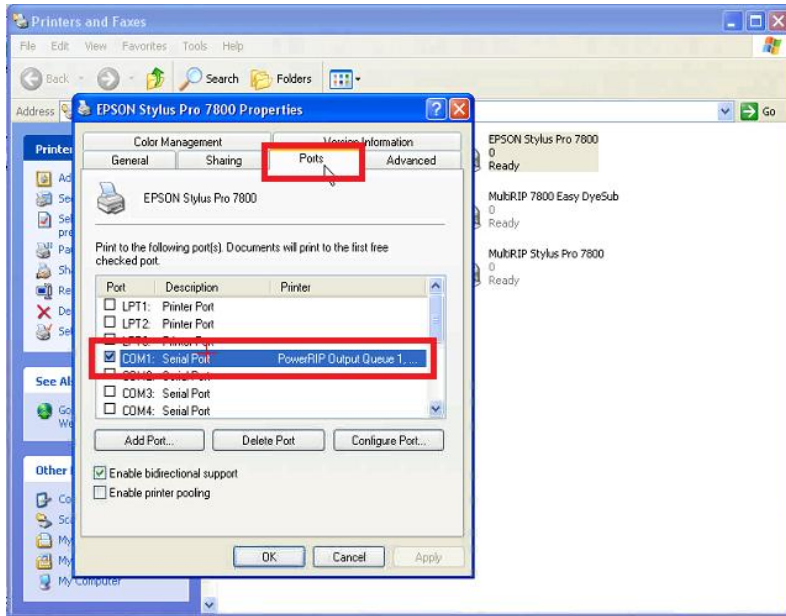
If this is the case, then we recommend you look at the three potential solutions to getting your printer to work properly.

**Solution #1:** Go into the Printers & Faxes folder. Make sure that all the Printer Queues (the Epson XXX0, PowerRIP Output Queue X and all the MultiRIP queues are listed as “Ready”. If not, right click over the queue and choose either “Resume / Pause” or “Use Printer Online / Offline” options.



**Solution #2:** Some times the computer’s operating system will not recongize a USB port for a printer. If the printer is connected to the computer with a USB cord, the port

associated with that printer should be a USB port. To check this, right click over the Epson driver and go to Properties. In the Properties window, go to the Ports tab and look to see which port the Epson driver is connected to.



If the printer is connected via a USB cord and is showing that it set in the Ports tab to a COM port, then the computer is not recognizing the correct port. You will want to follow these instructions:

1. Turn the printer off.
2. Unplug the USB cord connected into the computer that goes to the printer.
3. If possible, plug the USB cord into a different port if available.
4. Turn the printer back on.

These steps will help to determine if the computer will recognize the port at all. If it does, you will typically get a message that states New Hardware Found in the bottom right corner of your screen. Then you will want to look for a new Epson XXX0 queue that typically will have "(Copy X)" after it. If this is the case, then find out what port the new Epson XXX0 queue is associated to and then set the PowerRIP Output X queue to it as well.

If the computer is still not detecting the correct port, then you are going to have to try and select the available USB ports found on the Ports tab in the Properties window until you are able to get a Nozzle Check to run properly from the Epson XXX0 queue. Once you are able to send a Nozzle Check to the Epson XXX0 queue, you will want to set the PowerRIP Output X queue to the same.

**Solution #3:** If the two solutions above don't work, you will want to follow the complete steps to uninstall the existing software and then reinstall the software. Below are links to the technical support information for doing these steps.

**How can I properly uninstall the MultiRIP on my computer to update it with the latest version? Also used when updates on your computer firmware lead to error messages in MultiRIP.**

[Web Page](#)

**What are the steps to installing MultiRIP hybrid RIP? (Installation Instructions)**

[PDF Answer](#) | [Video](#)

**Please Note:** You need to turn off your Antivirus software or any other permission-based software program before reinstalling the software.

For additional technical support information, please visit the Frequently Asked Questions page ([www.multirip.com/faq.html](http://www.multirip.com/faq.html)) or contact your Distributor.