

## Problems finding an internal Network card fitted to a Citizen Printer

Citizen use the network card (Ethernet or WiFi) sold by a company in Germany called SEH. In the industry they are a well-known and reliable brand, selling a similar card to several other printer manufactures, primarily for Lasers connected to a network

### DHCP server

If the system the network card is being installed into uses or has an active DHCP function, the host server will issue the network card and therefore the printer, with a TCP/IP address straight from the DHCP server. On Citizen printers capable of installing an internal network card (CLP 521, 621, 7200, 8301, 9000 series), once the network card is fitted, it is possible to see what the IP address the network has allocated. To do this, press the "Blue" button on the panel of the actual network card (rear of the printer), just above or below the connector (RJ45). Provided the printer has paper and power, it will produce a report of it's assigned DHCP address. It is then a simple matter of either:

**A:** Going to the local Web Browser and type in that address on the print out, to enable the PC to show the web page actually provided on the network card (see below an example 192.168.0.28 of what you should see if the once you type in the allocated IP address). It is then possible to change the printer settings to a more permanent TCP/IP address should it be required, using the headings on the left. This is usually the easiest way to set the card up.



OR

**B:** Use the software (called Net Tools) supplied with the card or the printer (CLP 521/621) to do exactly the same thing.

## **No DHCP Server**

The easiest way to find the card is via the Mac address. Using the software tool supplied and installed, it shows the Mac address in a column headed "Netware Name". When using this software in a DHCP server environment the IP address appears first and after a few seconds, while the software is refreshing itself, the address. This appears in the Netware column as the permanent Mac address assigned to that card. Providing that is available it should be possible, via the network administrator, to allocate an IP address to that card and therefore to the printer.

The actual MAC address can also be found on a small white label stuck on every network card. This number is specific to that card only.

The labels have two rows of numbers.

Top line – SN: (and about 14 numbers)

Bottom line – HW:00CDEB08D0A2, the last 6 digits are usually shown on the "Net Tool" software with an IC at the beginning and this is the Mac address e.g. IC08D0A2.

## **Still cannot find the IP address or your printer is a CLP 521/621Z!**

If all else fails it is possible to put the printer in to Hex mode (making sure it is connected to the network) and then press the blue button. You will need 100mm wide labels to see all the details but when the blue button is pressed, it is possible to read the human readable details in the last 3<sup>rd</sup> of the label. Look for an IP address near some text inside brackets with the words "(assigned via DHCP)". This is the IP address assigned by the DHCP server.

This is the process required on the older Ethernet cards (Dec 2005) fitted in the Zebra version CLP 521Z and 621Z. This is because the status details sent from the network card are only sent in Datamax and of course the Zebra printer will not understand it. However there is new firmware, available on our web site, [www.Citizen.co.uk](http://www.Citizen.co.uk) (distribution area) for the network card (version 9.6.12). You will also see instructions on how to do the upgrade.

Once this is completed the card can send a status print command to the printer in both Datamax and Zebra code, making the finding of the network card, on your network much easier.

## **Resetting a Network card to Factory default**

We have had calls from users who have moved a printer or even the network card to another location and cannot get it to work. If this is done, very often the card has been locked on the old site to a fixed IP address. The fastest way to unlock the card is to do a factory reset.

How to reset our Ethernet or WiFi cards:

1. Turn the printer off (or disconnect the power socket on an external print server)
2. Push and keep the blue status button (on the network card) pressed in.
3. Turn the printer on (or reconnect power). Both LEDs blink rapidly.
4. Release the blue status button within five seconds. The LEDs blink alternately.
5. Press and then release the blue status button again. The parameters are reset. The yellow LED then blinks regularly.
6. Turn the printer off / box off and then back on again. The Ethernet or WiFi board is now reset to factory settings.
7. It is now possible to follow the details above on finding the network card on the network