

Print Tracker Pro Troubleshooting

In some cases, an install may fall offline after the initial installation and registration.

- Rebooting the host computer sometimes resolves issues.
- Ensure the default browser is not the obsolete Internet Explorer (Chrome or Edge recommended)

To verify if an antivirus program has removed Print Tracker Pro:

- Open **Windows File Explorer**.
- Navigate to **C:\Program Files (x86)\Print Tracker Pro**. You should see a list of files and folders, if the **printrackerpro.exe** or **ptpwatcher.exe** or **ptpmonitor.exe** file is missing; it has likely been removed by an antivirus program.
- Your antivirus program should log which "threats" it has removed.
- Checking Network Filters

In some cases Print Tracker Pro will be running, but be unable to connect to the internet to report meters and supply information:

- Verify Print Tracker Pro is running by right-clicking on the Windows start menu and clicking **Task Manager**.
- Click on the **Processes** tab if it is not already selected.
- Ensure that **printrackerpro.exe** and **ptpwatcher.exe** is in the list of running processes.
- Open Windows Service Manager and determine if Print Tracker Pro Watcher is running, if not, start it. It may need to be added to list of services authorized to run and should be set to automatic start.
- Navigate to <http://localhost:1301/> to open the install's local user interface.
- Click **Test Connectivity** and ensure that all tests are passing.
- If any tests fail, request that the person or team responsible for network security review Print Tracker Pro's network requirements to determine what systems might be blocking Print Tracker Pro from connecting to the internet.

Print Tracker Pro's network requirements:

- dcam.primtrackerpro.com (HTTP/2) - Almost all operations after registration are performed against this URL. If we cannot connect to this URL, then the DCA won't be able to stream jobs, upload meters, discover devices, etc.
- csr.primtrackerpro.com (HTTP/2) - Only the registration process is performed through this URL. If we cannot connect to this URL, then we cannot register the DCA.
- hc.primtrackerpro.com (HTTP) - Health checks are reported to this URL every 30 minutes. This ensures that if for some reason dcam.primtrackerpro.com is down, we can still diagnose the error from the health checks.