



#	Incidence	Reason	What to do?
1	<b>CPM doesn't start</b>	Syntax error on config.xml file	Ask for a new config or use the backup
2	<b>CPM prompts empty Proxy settings</b>	No Internet Access or no Proxy configured	Check internet connection and proxy settings on the default browser
3	<b>CPM prompts Proxy settings</b>	Proxy settings fail: user/pass	Copy proxy settings from the default browser
4	<b>CPM doesn't find any printer</b>	Printer needs: ping + printer + snmp	Ping (echo-20) + Priner (tcp/ip 9100) + SNMP (161/udp)
5	<b>CPM doesn't find a specific printer</b>	Use silent (without turbo), timeout	Use silent.vbs or disable turbo (gspeed="0")
6	<b>CPM doesn't look the correct LAN</b>	The default discover is on the PC LAN (first network)	Add ranges. Up to 20 CPMs with up to 20 lan each one.
7	<b>CPM no longer operates</b>	Scheduled Task disable or the antivirus quarantined (moved the file)	Check Scheduler logs. Check antivirus logs and CPM folder integrity