

IBS barcode printing problems – first steps

(Ricoh Intelligent Barcode Solution)

In the unlikely event you experience barcodes not being printed as expected in the Ricoh output device despite the IBS solution having been installed, please follow the troubleshooting steps below.

1. Is the IBS solution installed correctly and can it also print barcodes?

The test procedure for this is explained here: <https://stethos.com/ibscctest>

It is recommended to send the "Standard IBS Test job" to the device.

2. There is (or was) already a Ricoh output device that prints the barcodes correctly:

- First check whether the activation of the old and new device is identical. For example, with SAP printing, whether the identical device type and access method are used.
- It could also be that an [IBS Quickset](#) is installed on one of the devices, which is missing on the other device. You could check this if you carried out the test procedure with the "Standard Test (Esc**3M) built into IBS" as described in (1).
- Additional barcode fonts may have been loaded on the working device. The printed PCL font list / HDD directory (content) on the device helps here for further analysis.

3. There is (or was) already a **non-Ricoh** output device that prints the barcodes correctly with a device-internal barcode solution:

- Obtain the PCL font list and configuration page from the third-party device.
- Record spool data that is to print the barcode: e.g. on the Ricoh output device [using an SD card](#) or via the IBS Control Center using "[Capture Jobs](#)".
- Obtain further information, such as which customer application is used for printing, which operating system is this application running on, etc.

Additional Information

<https://stethos.com/q-a>

https://stethos.com/images/ibscctest/IBS_CC_Software_Installation.pdf.