

Interface Error Check Flow

Click to follow links

Smartpoint

Start

Check Line Status

HMLD
MIR DEV ST should be 'U' for Up.

HQC
Verify how many images are pending
[KB0014555](#)



No

[KB0015229](#)
How do I use Relay Recovery to check and change the status of my printer?
or
Smartpoint > Tools > QuickCommands > Relay Recovery
or

[KB0014730](#)
How do I bring the status of my printer up? - Manual

GPM could be impeding printers. Continue to GPM or GPM.NET process. Repeat Apollo Line Status if needed.

GPM

Check Status and/or Restart GPM

- 1.) Start
- 2.) Programs
- 3.) Galileo Print Manager
- 4.) Print Manager
- 5.) Tools
- 6.) Connect Now

CONN and REGD should appear in bottom right corner

09 HD Galileo Print Manager.pdf
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GPM.NET

Check Status and/or Restart GPM.NET

Double-click GPM.NET Service Monitor in tray

GPM.NET Status
Host Connections = Connected
Configured Devices = Available
PM.NET Online Help
Appendices > Status Messages



No, 2nd time through

Contact the Apollo Help Desk if MIRs are not getting into the MIR folder **after two repeats of Apollo and GPM.**

GlobalWare

Note: Focus on Smartpoint and GPM until there are MIRs in the MIR folder.

Top four GlobalWare Interface Errors

Review GlobalWare Interface Error Resources document for cause and solutions

'No items to report' means no MIRs in the GPM MIR folder

Missing MIRs

'Access Denied' @ gblware.exe

'I/O error'

Consult Troubleshooting Guide
[KB0014577](#)



Yes, GPM

Yes, GPM.NET

No, 1st time through
go to Start

GPM or GPM.NET

Yes