

**RE: Opensuse12.1 Linux printer not functioning - Robert Koppelhuber - Incident 398668**

**From:** [productsupport@brother.com.au](mailto:productsupport@brother.com.au)  
**To:** [rkoppelh@exemail.com.au](mailto:rkoppelh@exemail.com.au)  
**CC:** [productsupport@brother.com.au](mailto:productsupport@brother.com.au)  
**Date:** 17/01/12 09:59 AM

Dear Robert,

The news is not good. I've followed all the steps below. The kernel picks up the printer so there is nothing wrong from that side. I can see device fine when running lsusb. The issue is CUPS 1.5.0 seems to not have support for usblp printing.

I would advising posting a bug report to Opensuse regarding CUPS.

I'm sorry there is nothing further I can do from this end.

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```
echo '#!/bin/sh' > /etc/init.d/lpd  
echo 'exit 0' >> /etc/init.d/lpd  
chmod +x /etc/init.d/lpd
```

blacklist /etc/modprobe.d/50-blacklist.conf

add line blacklist usblp

Changed permissions in /lib/udev/rules/50-udev-default.rules

Still will not see devices.

removed blacklist of usblp

restarted computer and still will not detect device.

modprobe /dev/usb/lp0 does nothing but will load the module.

Cups is missing usblp support for some reason even though the necessary package is installed

In order for us to have a history of our correspondence, please do not delete the subject and the contents of this email.

Kind regards,

Rodger

Brother Product Support Centre

Brother International (Aust) Pty Ltd

-----Original Message-----

From: Robert Koppelhuber [<mailto:rkoppelh@exemail.com.au>]  
Sent: Thursday, 12 January 2012 6:45 AM  
To: ZZZM0219 (BIA) productsupport  
Subject: Re: Opensuse12.1 Linux printer not functioning - Robert Koppelhuber

Hi productsupport,

Thank you very much for your effort for looking into this.

You wouldn't believe the time I've spent trying to understand whats going on  
and I am exceptionally glad you could reproduce the problem.

Not that this fixes it but at least its proven to not be a figment of my  
imagination.

Regards

Robert Koppelhuber

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-----\*\* Original Message \*\*-----

On Wed, 11 Jan 2012 01:08:20 PM you wrote:

> Dear Robert,

>

> So far I have been able to reproduce the results you are having.

>

> The MFC is detected but CUPS does not acknowledge its existence.

>

> I will keep troubleshooting and advise you in a few days.

>

> In order for us to have a history of our correspondence, please do not

> delete the subject and the contents of this email.

>

> Kind regards,

> Rodger

> Brother Product Support Centre

> Brother International (Aust) Pty Ltd

> \_\_\_\_\_

> From: ZZZM0219 (BIA) productsupport

> Sent: Friday, 6 January 2012 4:56 PM

> To: Robert Koppelhuber

> Cc: ZZZM0219 (BIA) productsupport

> Subject: RE: Opensuse12.1 Linux printer not functioning - Robert Koppelhuber

>

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>  
> Dear Robert,  
>  
>  
>  
> I will do some testing early next week. We will do a fresh install of the  
> Opensuse 12.1 and attempt to reproduce the issue. I will keep you updated  
> of our progress.  
>  
>  
>  
> In order for us to have a history of our correspondence, please do not  
> delete the subject and the contents of this email.  
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>  
> Kind regards,  
>  
> Rodger  
>  
> Brother Product Support Centre  
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> Brother International (Aust) Pty Ltd  
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> -----Original Message-----  
> From: Robert Koppelhuber [<mailto:rkoppelh@exemail.com.au>]  
> Sent: Friday, 6 January 2012 12:48 PM  
> To: ZZM0219 (BIA) productsupport  
> Subject: Fwd: Opensuse12.1 Linux printer not functioning  
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> Hi  
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> Dear Madam or Sir,

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> I am writing in relation to job no 398668.

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> I had MFC-8840D working fine on linux using OpenSuse 11.3.

>

>

>

> I have rencelty upgrade from opensuse 11.3 to 11.4. Printer did not work

> (no

>

> test page printed and printer not connected message via cups or yast printer

>

> install utility. Spent two weeks installing and uninstalling with same

> error.

>

>

>

> Error was Printer not connected. Will retry in 30 seconds.

>

>

>

> Could cat files > /dev/usb/lp0 OK.

>

> Couldn't print any other way

>

>

>

> Consequently decided to do clean install with Opensuse 12.1 after reading

> that

>

> 11.4 had trouble with usb printers of varying models due to problems with

>

> conflict in new kernel libusb and cups >=1.4.6.

>

>

>

> Now getting varying errors of "Printer not connected. Will retry in 30

>

> seconds". or "Unable to open print file: No such file or directory" via cups

>

> homepage.

>

>

>

> lsusb detects printer

>

> lpinfo -l -v does not show usb mFC printer.

>

>

>

> Did driver install with linux-brprinter-installer-1.0.3-1 which installed

>

> without error messages.

>

>

>

> Inquired yesterday with support suggesting re-install lpr driver and then

>

> wrapper using rpm -ihv .....

>

>

>

> Did that ... not change.

>

>

>

> Uninstalled the MFC8840D driver lpr and cups package.

>

>

>

> Repeated manual install using rpm -ihv with lpr then cupswrapper drivers.

>

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>

> Attached are some debug files

>

>

>

> I have been trying to solve this issue for three months.

>

>

>

> When initially on opensuse 11.3 installed printer had some trouble and then

>

> suddenly it all worked.

>

>

>

>

> When searching web there are similar reported problems for 12.1 and brother

>

> MFC-8840D. Analysis suggests driver new kernel and new cups interaction bugs

>

> for some printer models. POssible problems with backend and kernel .

>

>

>

> Printers and linux in general are very painfull and spoiling the linux

>

> experience which I think is a very good OS.

>

>

>

> Can you assist further please and advice on commands/actions I should

>

> undertake and return logs to you.

>

>

>

> Regards

>

> Robert Koppelhuber

>

> Ph: 02 4959 7181

>

> Email: [rkoppelh@exemail.com.au](mailto:rkoppelh@exemail.com.au)

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