BENS Failover Plugin

The BENS plugin "Failover" ensures uninterrupted printing even in the event that the target printer breaks down or stops printing because, for example, a paper jam occurs during unattended printing, in short, if the actual target printer no longer prints, the print data stream is redirected to the first backup printer.

For particularly critical applications, several alternate printers can be put in series by configuration. If the first target printer fails, the first fallback printer is activated. If this printer also fails, the next backup printer is activated, and so on.

The plug-in is licensed per first target printer. This means that any number of printers can be defined in succession as fallback printers for the first target printer per licence.

D1 -> D2 -> D3 -> ... -> Dn

If another printer is used as the first target printer, then a separate licence must be purchased for this target printer.

D2 -> D1 -> D3 -...-> Dn

Many different faults can occur during printing. The printer then sends error messages or warnings to the sending BENS server. Some problems that occur during printing can be solved in a short time by the operator, but some cannot. Whether an error or a warning should lead to a printer change, and after what period of time this should happen, is set in customising.

The customising is carried out by the Suchy MIPS technician in consultation with the customer during the remote setup service.