G00002

ABSTRACT

SYSTEMS AND METHODS FOR IMPROVED OPERATION AND TROUBLESHOOTING OF A PRINTING DEVICE

Systems and methods are described herein for improved troubleshooting of printing devices (100). A printing device (100) includes a master module (150) wherein critical troubleshooting data (160, 162) can be stored in non-volatile memory (152). The master module (150) is provided with an uninterruptible power source (158) so that the master module memory (152) may be retained and dumped upon request. The memory dump may transmit memory (152) contents to a local external device through a port (130, 134), or the memory (152) contents may be transmitted to a remote location via a communications port (132). The dumped data may then be analyzed to quickly identify a problem component in the printing device (100).

(Fig. 1)

162162