

Advanced Troubleshooting Guide

| | Screenshots | App Server Debug | Print Provider Debug | Site Server Debug | User Client Debug | Web Print Debug | Release Station Debug | Device Debug Logs | Mobility Print Debug | Job Ticketing Debug | OS Spool Files | PaperCut Job Log | CUPS Debug | iOS Debug | AD Debug Output | GCP Debug | Print Driver | Windows Event Dump | Print Deploy Debug |
|------------------------------------|-------------|------------------|----------------------|-------------------|-------------------|-----------------|-----------------------|-------------------|----------------------|---------------------|----------------|------------------|------------|-----------|-----------------|-----------|--------------|--------------------|--------------------|
| Active Directory Synchronization | X | X | | | | | | | | | | | | X | | | | | |
| Embedded Print / Scan / Copy / Fax | X | X | X | | | | X | | | | | | | | | | | | |
| Filters & Restrictions | X | X | X | | | | | | | X | X | | | | | | X | | |
| Google Cloud Print | X | X | | | | | | | | | | | | | X | | | | |
| iOS Printing | X | X | X | | | | | | | | | X | X | | | | | | |
| Job Ticketing | X | X | | | | | | | X | | | | | | | | | | |
| MacOS Printing | X | X | X | | | | | | | | | X | | | | | | | |
| Mobility Print | X | X | X | | | | | X | | | | | | | | | X | | |
| Print Archive | X | X | | | | | | | | | X | | | | | | | | |
| Print Deploy | X | X | X | | | | | | | | | | | | | | | | X |
| Print Spooler Crash | X | X | X | | | | | | | | | | | | | X | X | | |
| Queue Release / Printing Problems | X | X | X | | | | X | | | | X | X | | | | | | | |
| Reporting | X | X | | | | | | | | | | | | | | | | | |
| Server Performance | X | X | X | | | | | | | | | | | | | | | | |
| Site Server | X | X | X | X | | | | | | | | | | | | | | | |
| User Client | X | X | | | X | | | | | | | | | | | | | | |
| Web Interface | X | X | | | | | | | | | | | | | | | | | |
| Web Print | X | X | X | | | X | | | | | | | | | | | | | |

References

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|--------------------------|---|
| Debug logs locations | https://www.papercut.com/kb/Main/HowToEnableDebugLogging |
| OS spool files | http://www.papercut.com/kb/Main/CapturingAWindowsSpoolFile |
| Screenshots & videos | Of MFD workflow or troublesome issue. |
| PaperCut job log | Screenshot of the job log in the NG/MF Admin interface. |
| Print Driver | From manufacturer's website. Please be aware the location of the driver at some companies make region/language specific drivers. |
| Sample of problem | Sample output/report or error from the failing element in PaperCut |
| Windows event viewer log | https://www.howtogeek.com/school/using-windows-admin-tools-like-a-pro/lesson3/ |

Problem summary

Clear, succinct explanation of the issue

One of our customers configured Web Print Sandbox Mode. When the user uploaded a .pdf file which contained only text it printed successfully via web print.

However when they uploaded a .pdf file which contained graphics and it showed "Rendering successful. Preparing job for processing." on web print job list status it didn't change its status then it didn't print anything. (It seemed to time out.)

He sent me Application Server debug logs so please see attached file. Please let me know how to fix the issue. If you need more information please let me know.

System details summary

| | |
|---|---|
| Customer Reference Number | CRN: C-XXXXXX |
| Support ID | Support ID: PSxxxxx |
| Operating System & version | Server OS: Windows Server 2019 |
| PaperCut version | PaperCut version: PaperCut MF 19.2 |
| Architecture specifics (clustered, load balanced, etc.) | Web Print: Sandbox mode |
| Printer information (IP, hostname, make, model) | Problematic Printer: RICOH IPSiO SP C830 |
| Driver information | Driver: RPCS Driver Ver.1.6.0.0 |
| Version, region, type (PS/PCL) | Version: English, RPCS Basic Driver (Color Version) Ver.3.1.3.0 |
| Link or file attached: | http://support.ricoh.com/w/bb/pub_j/dr_ut_d/4101012/4101012451/V3130/5175662/175662.exe |
| Application with error | Application: Adobe Acrobat Reader DC |
| Problematic document | Document: Please see attached file "test.pdf" |
| Other notes | <ul style="list-style-type: none"> • Use Release station and Find Me Print feature • Web print printers are virtual queues (vqcolor) • The problem only happened with .pdf files which contained graphics • When a user printed a problematic .pdf file via a client PC then it printed successfully • Other documents including MS Office documents do not have any problems when the users print via web print |

Description to match with debug files

| | |
|-----------------------|----------------------------------|
| Date | Date: 2020-02-28 23:33:48 |
| Username | User: nsaedu02 |
| Printer | Printer: vqcolor |
| Printed document | Document name: test.pdf |
| IP address of printer | IP address: 10.0.0.1 |