

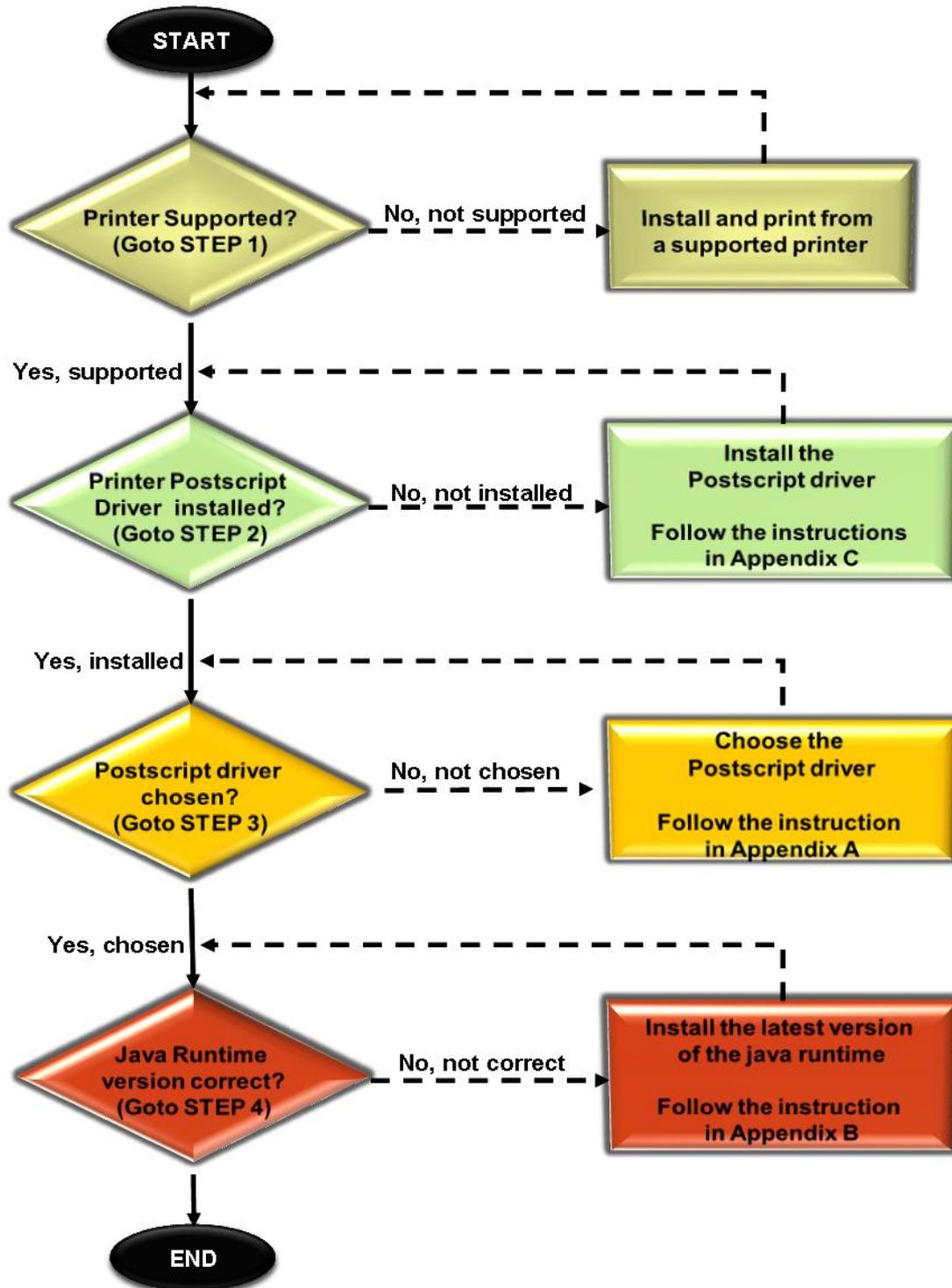
Print Troubleshooting Guide

Release 05 – September 22, 2015

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Section 1: Quick Setup Check



(Details of Step 1 to 4 can be found in page 3)

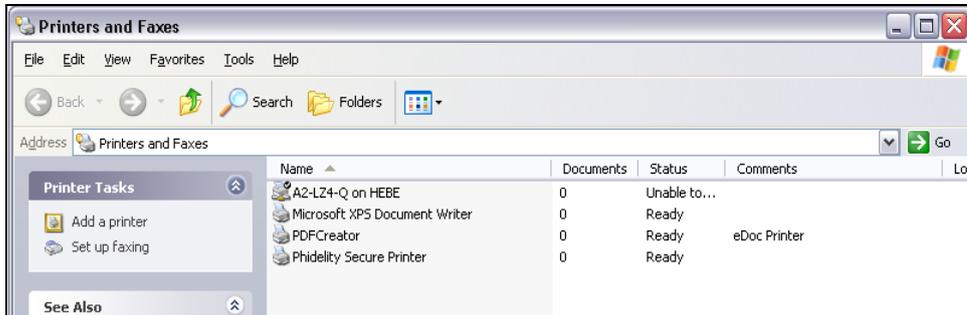
Section 2: Quick Setup Check – Descriptions

STEPS	DESCRIPTIONS
1	<p>Ensure that the printer is in the AVA printer compatible listing.</p> <p>In order to deploy the applet for printing, please ensure that the printer for printing is listed within the compatible printer listing.</p> <p>The compatible printer listing can be obtained from Annex 1 of the link below:</p> <p>https://licence1.business.gov.sg/guidelines/web/help-internet/phidelity-printers-watermark-compatibility-list</p>
2	<p>Ensure that the correct printer postscript driver is installed.</p> <p>For individual printer make and model, ensure that the “Postscript” or “PS” drivers are installed.</p>
3	<p>Ensure the installed Postscript driver is chosen (Already installed in Step 2)</p> <p>For driver verification, please refer to the instructions in Appendix A - Selecting the Printer driver</p>
4	<p>Ensure that the correct version of java run time (JRE) is installed.</p> <p>To verify the java version installed, please follow the instructions in Appendix B -Java Version Check.</p> <p>It is recommended that latest Java runtime edition (JRE) be used. You can download a copy of the latest JRE from the following location:</p> <p>http://www.java.com/en/download/index.jsp</p> <p>Instructions: Click on “Free Java Download” to start downloading. The JRE instruction page will appear next. Follow the instructions stipulated.</p>
5	<p>Ensure that license website is in exception list of Java and Java security is not in “Very High” mode. Please follow the instruction in Appendix D -Add URL to Java Exception List</p>

Appendix A - Selecting the Printer driver

STEPS

1. Click on **'Start' → 'Printer and Faxes'**



Note: Screen capture for illustration purposes only

2. Right Click on the desired printer for verification. Choose **'Properties'**.
3. At the printer properties, proceed to the **'Advanced'** tab and ensure the settings are set in accordance to the below screen capture:

Replaced by your actual printer name

Use the drop-down list to choose the driver of choice.

[Note: The printer choice should be according to your printer make/model. Additionally it must end with 'PS' at the end of the printer naming]



Important: You must ensure that printer driver with “PS” is chosen. If the driver name ending with “PS” is missing, it is indicative that you have not installed the driver properly.

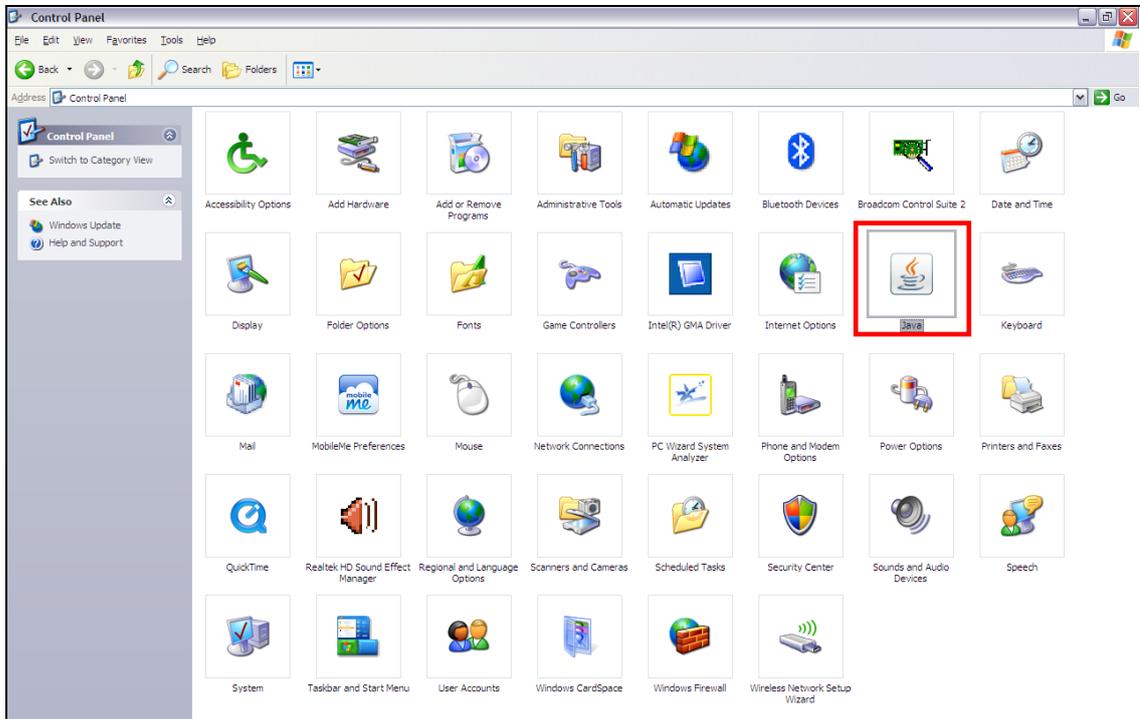
Do proceed to STEP 2 of guide to follow the instructions thereafter.

4. Click on *Apply* to commit the changes.

Appendix B - Java Version check

STEPS:

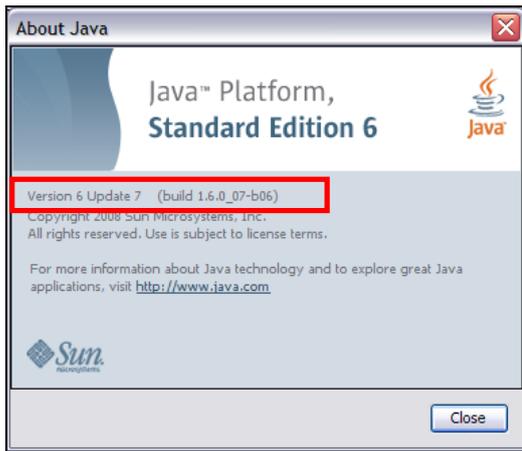
1. Open the Control Panel. (Proceed to *Start*→*Control Panel*)



2. Search and double click on the '*Java*' icon to open up the Java Control Panel. Click on the '*About*'.



3. The java version can be obtained from the field highlighted red.



Example print screen Information

Java version : 6

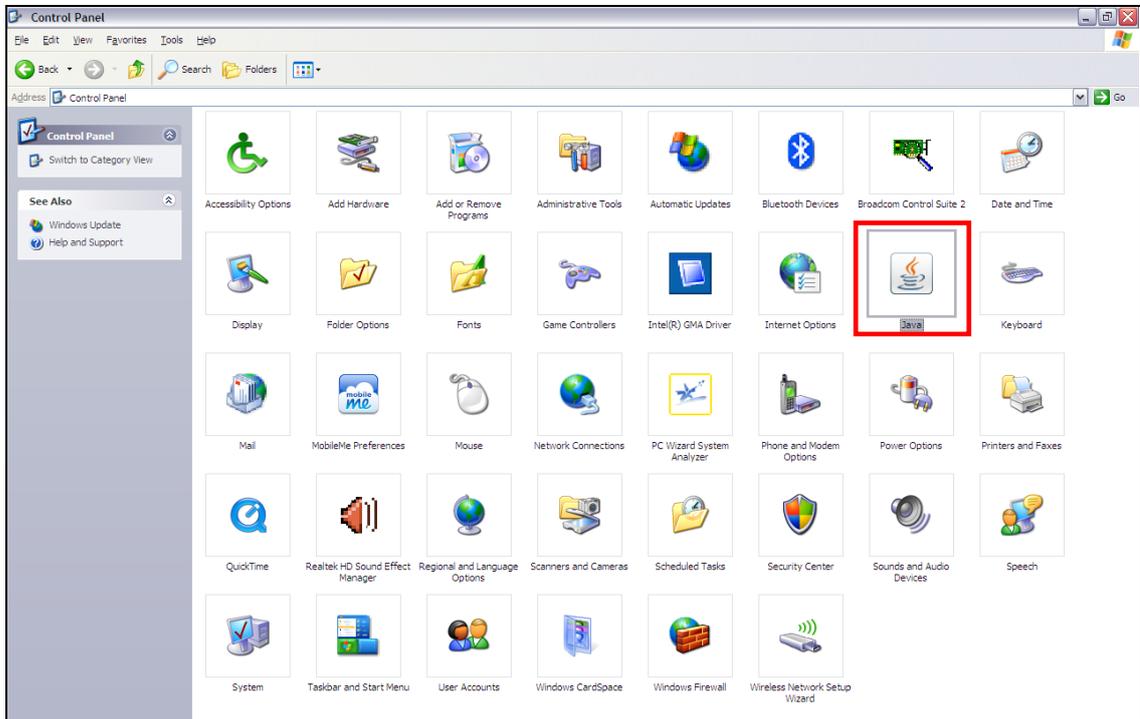
Update : 7

Note that it is preferable to install the latest Java Runtime edition from the official Java download site.

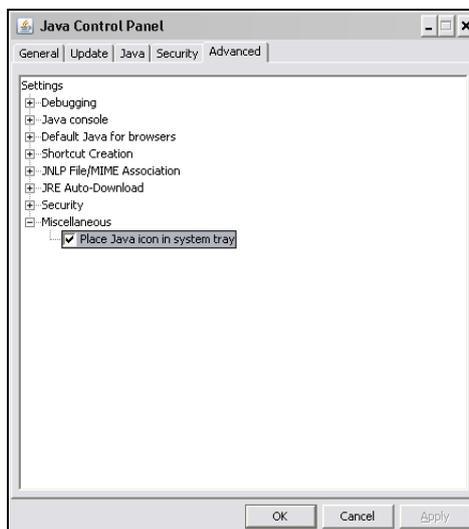
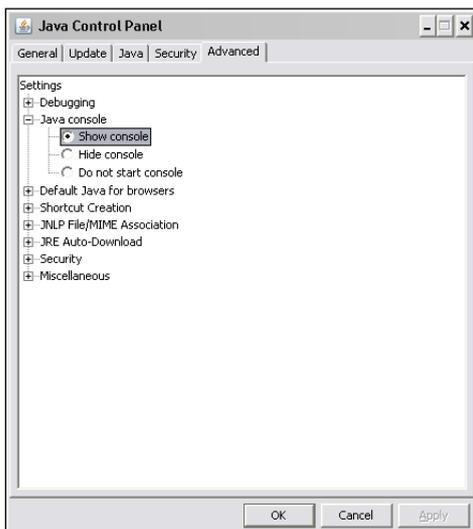
Appendix C – Java Console Logs retrieval

STEPS:

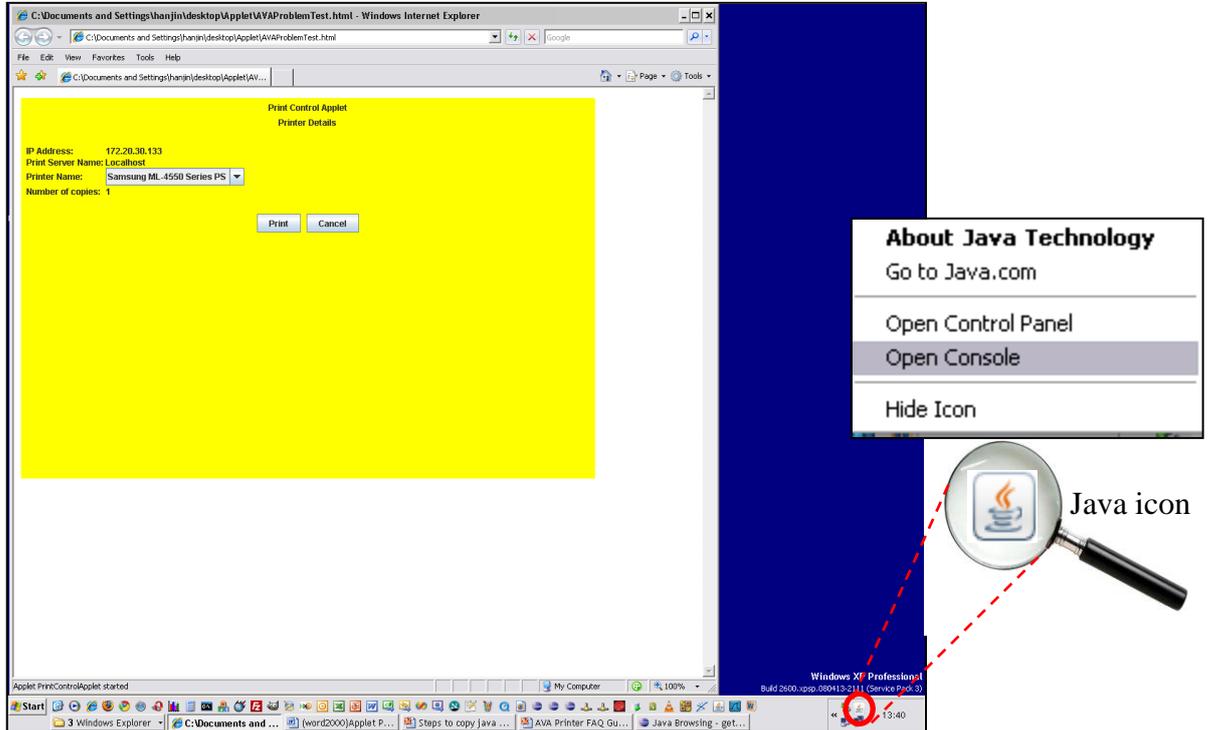
1. Open the Control Panel. (Proceed to *Start→Control Panel*)



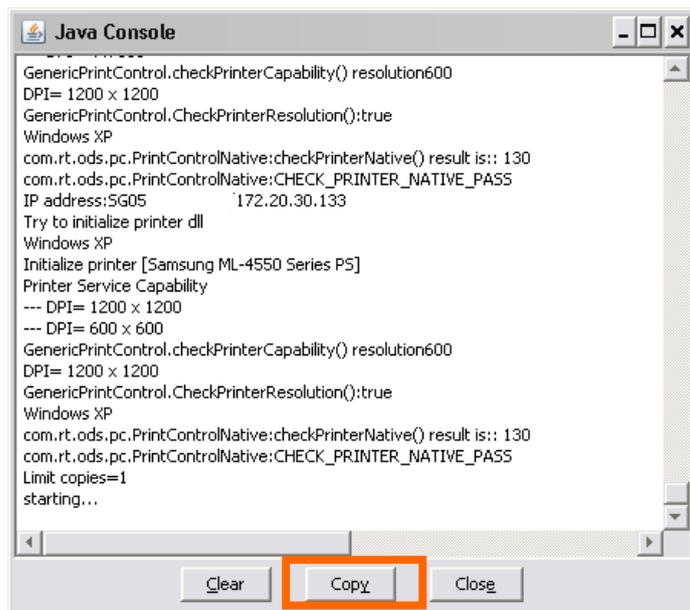
2. Search and double click on the *'Java'* icon to open up the Java Control Panel.
3. Click on the *"Advanced"* tab.
 - a. Under *"Java console"* view, choose *"Show console"*.
 - b. Under *"Miscellaneous"* view, choose *"Place Java icon in system tray"*.



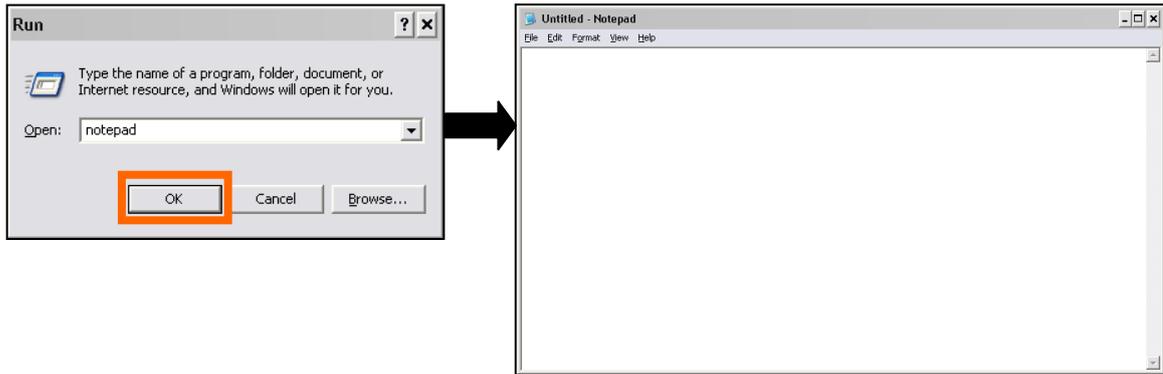
4. Click **“Apply”** and **“Ok”** to close the Java Control Panel.
5. When applet printing error occurs, right click on the Java icon and choose **“Open Console”**



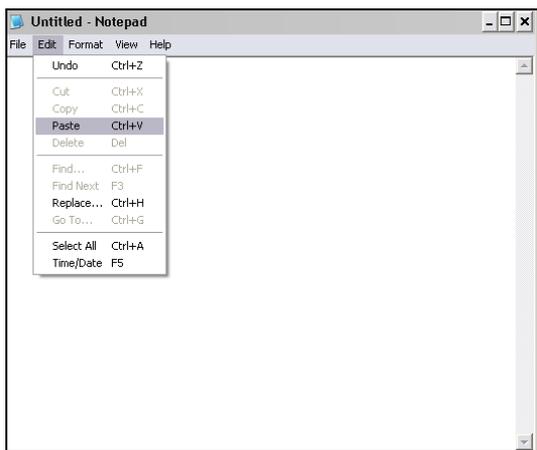
6. At the Java Console, click **“Copy”**



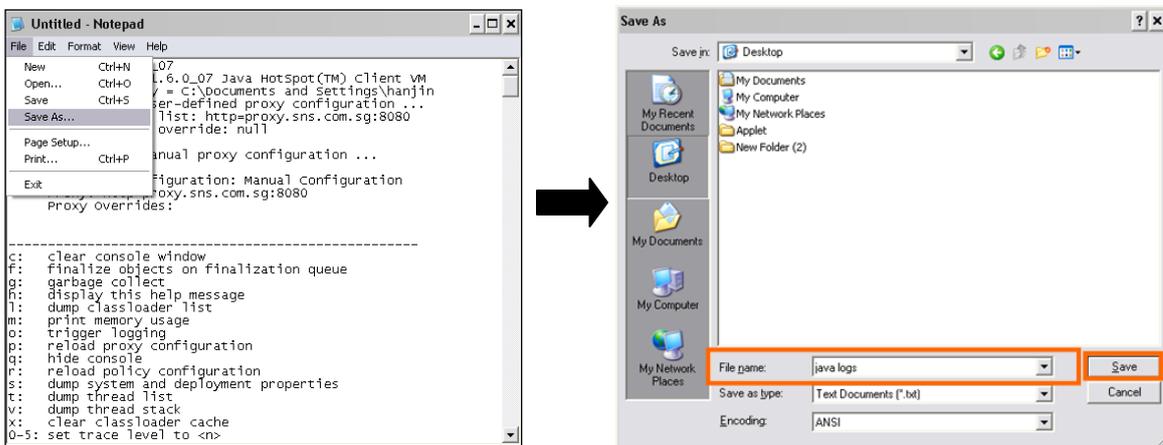
7. Click the Windows button () and choose **“Run”**. Type in **“notepad”** and click **“Ok”**. (Alternatively, click  + “r”)



8. Within the Notepad program, click on **“Edit”** then **“Paste”**.



9. Save the content by clicking **“File”** then **“Save As”**. Enter the **“java logs”** as the File name and click **“Save”**.

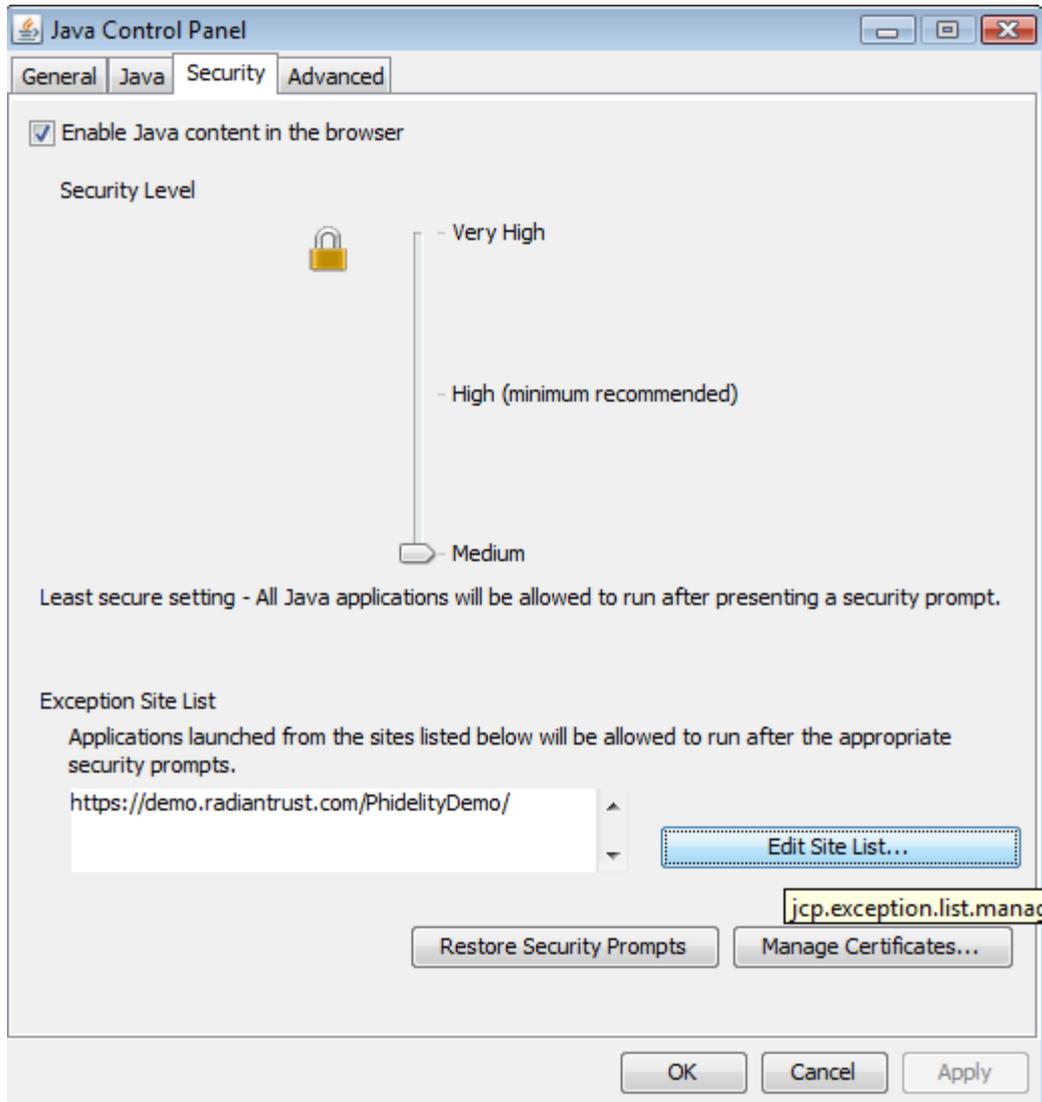


10. Attached the Java logs saved and email it to the respective authority.

Appendix D – Add URL to Java Exception List

STEPS:

1. Open the Control Panel. (Proceed to *Start→Control Panel*)
2. Click on the “*Security*” tab. Ensure that Security Level is not “*Very High*” mode



3. Click on the “*Edit Site List*” button, input the following URL as in below picture <https://licence1.business.gov.sg/AVA/webprinter/watermark/>

