# Print Troubleshooting Guide

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

## **Appendix A - Selecting the Printer driver**

#### **STEPS**

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

🚱 Printers and Faxes						
<u>File E</u> dit <u>V</u> iew F <u>a</u> vorites	<u>T</u> ools	Help				
③ Back ·           Folders     III ·						
Address 🦦 Printers and Faxes						💌 🔁 Go
		Name 🔺	Documents	Status	Comments	Lo
Printer Tasks		A2-LZ4-Q on HEBE	0	Unable to		
Add a pripter		🍓 Microsoft XPS Document Writer	0	Ready		
Colum favior		DFCreator	0	Ready	eDoc Printer	
Sec up raxing		ightary Secure Printer	0	Ready		
See Also	*					

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
🗟 Samsung ML-2570 Series PS Properties 🛛 🔹 👔 🔀
General Sharing Ports Advanced Security Device Settings
⊙ Aļways available
Available from 00:00 CO CO CO
Priority: 1
Driver: Samsung ML-2570 Series PS V New Driver
Spool print documents so program finishes printing faster
Start printing immediately
O Print directly to the printer
Hold mismatched documents
Print spooled documents first
Keep printed documents
Enable advanced printing features
Printing Defaults Print Processor Separator Page
OK Cancel Apply

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] i

#### **APPENDIX A – SELECTING THE PRINTER DRIVER**

**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*)



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".

🙆 Java Control Panel 📃 🛛 🗙	🍝 Java Control Panel 📃 🗙
General Update Java Security Advanced	General   Update   Java   Security Advanced
Settings ⊕ Debugging ⊖ Show console ← G Show console ← G bow to start cosole ⊕ Default Java for browsers ⊕ Shortcut Creation ⊕ JNP File/MMP Association ⊕ JRE Auto-Download ⊕ Security ⊕ Miscellaneous	Settings B-Debugging B-Dava console C-Default Java for browsers S-Shortout Creation B-JRE Auto-Download B-Security M-Miscellaneous C-IMPRec Java icon in system tray
OK Cancel Apply	OK Cancel Apply

- 4. Click "*Apply*" and "Ok" to close the Java Control Panel.
- 5. <u>When applet printing error occurs</u>, 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)



Run	? ×	🕞 Untitled - Notepad 🗕	
		Ele Edit Format View Help	
-	Type the name of a program, folder, document, or Internet resource, and Windows will open it for you.		*
Open:	notepad		
	OK Cancel <u>B</u> rowse		
			4

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

File Edit Format Undo Cut Copy Paste Delete	t View Ctrl+Z Ctrl+X Ctrl+C Ctrl+C
Cut Copy Paste Delete	Ctrl+Z Ctrl+X Ctrl+C Ctrl+V
Cut Copy Paste Delete	Ctrl+X Ctrl+C Ctrl+V Del
Copy Paste Delete	Ctrl+C Ctrl+V Del
Paste Delete	Ctrl+V Del
Delete	Del
	0.01
Find	Ctrl+F
Find Next	F3
Replace	Ctrl+H
	CUIHG
Select All	Ctrl+A
Time/Date	e F5

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/

#### | P a g e APPENDIX D- ADD URL TO JAVA EXCEPTION LIST

🖆 Exception Site List	<b>X</b>
Applications launched from the sites listed below will be allowed to run after the appropriate se prompts.	curity
Location	
https://licence1.business.gov.sg/AVA/webprinter/watermark/	
Add	Remove
We recommend using HTTPS sites where available.	
ОК	Cancel