Fixing a printer problem and starting to print again

Use this procedure when the printer stops printing because of a paper jam, "out of paper" error, or for some other reason.

Note: Refer to the online help in the Infoprint Manager GUI if you need instructions on completing any of these steps.

Try this first

"Out of paper" errors and some paper jams are easy to recover from. Most of the time, you don't have to do anything to Infoprint Manager to fix them; Infoprint Manager just waits until the printer is ready to print again. While it is waiting, Infoprint Manager continues to accept jobs and schedule them to the printer.

If the printer stops printing because of a problem, first try the following.

1. Check the printer.
   - If a lot of pages of the job are ruined and need to be reprinted, stop here. Don't finish this procedure. Use the "Fixing more complicated problems" procedure below instead.
   - Otherwise, load paper if the bins are empty or clear paper jams as the printer console indicates. Once everything is clear, the printer should reset itself and continue sending jobs. Infoprint Manager should pick up where it left off.
2. Find the printer in the Infoprint Manager GUI. Make sure that its status is **ready**. If it is not, select the printer and use the GUI to enable it.
3. If just a few pages of the print job need to be printed again, the easiest thing to do is to resubmit the job and print just those pages. You can only print part of the job if you are using the PSF DSS and if the job will be transformed to AFP before it is printed.

Fixing more complicated problems

Use this procedure when the problem is more difficult to fix or if you have to reprint numerous pages of a job.

1. Open the Infoprint Manager GUI.
2. Find the Infoprint Manager printer (also called an actual destination) that sends jobs to that printer and select it.
3. Use the GUI to disable the printer.

   The printer won't be able to accept any print jobs until you enable it again.
4. If the printer stopped printing in the middle of a job, find that job in the GUI and select it.
5. With the job selected, click **Job –> Delete and Retain**.

   Note: If the **Delete and Retain** item doesn't appear in the **Job** menu, use **Add/Remove Menu Items** to add it.
6. In the **Set Retain Time** dialog, type 1 in the **Days** field.

Important:

a. The job will now stay in the **Retained** state for twenty-four hours and then will be deleted. If you don't think you'll be able to print the job within twenty-four hours, use a greater number of days.

b. If the job was submitted with a retain time already set, you will not see the **Set Retain Time** dialog. Infoprint Manager will retain the job using the existing retain time.

7. Click **OK**.

8. Decide what you want to do with any other jobs that are in the queue waiting for this printer. Some of the options are:

   • Leave them in the queue, so they print when you enable the printer again. If you can fix the problem quickly, this option is the easiest one. In addition, if your printers are pooled, the other printers will take care of all of the jobs until this one is ready.

   • Move them to a different printer so they can be scheduled to print while you are working on this one.

   • Delete them. You should only consider this option if it is easier to resubmit the jobs than to use other methods to recover them.

9. Fix the problem at the printer.

   Once the problem is fixed, the printer may start to print again, just to clear the pages that were in the buffer before you disabled it and deleted the job. If any other jobs were in **processing** state when you disabled the printer, they will print as well.

10. Go back to the Infoprint Manager GUI, find the Infoprint printer again, and select it.

11. Use the GUI to enable the printer.

    The printer will be available to accept jobs again. If you left jobs in the queue, the printer should start accepting and printing them.

Restarting the job that was printing when the problem occurred

You can either:

• Start the job from the beginning.

• Start the job from a point before the problem occurred (so the ruined pages get printed).

   Important:

   – You can only start printing in the middle of the job if the job is transformed into AFP before it gets printed. You cannot print part of an ASCII, KGL, metacode, or LCDS job; you have to print the whole job.

   – You can only start printing in the middle of the job if the job has only one printable document. If it has more than one printable document, you either have to print the whole job or use spacing to skip a section of the job. Refer to the **Moving backward or forward in a print job that's already printing** topic for instructions on spacing.
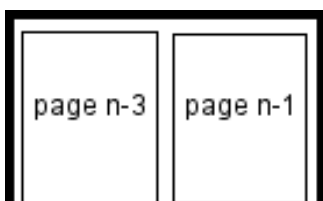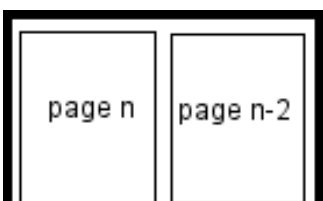
   Note: Spacing will only work if you send the job to a PSF DSS printer.

1. If you want to print the entire job, skip to **Before you Continue** between steps 7 and 8 below.

2. If you only want to print part of the job, figure out what page you want to start printing from.

Important: If you don't want to start printing from the first page of the job, be careful when you choose which page to start with. Duplex and n-up jobs can be confusing because you have to start printing with the **first** page on the **front** side of the sheet of paper. If you don't choose the correct start page, the job will print, but the sequence will probably be wrong.

For example, if you are printing a 2–up duplex job, each sheet of paper actually has four pages printed on it, like this:

Table 1. 2–up duplex print job: front and back views

	Front of paper	Back of paper
Sheet one	page 1 page 3	page 4 page 2
Sheet two	page 5 page 7	page 8 page 6
Last sheet	page n-3 page n-1	page n page n-2

Since you have to start printing this job at the first page on the front side, you can choose page one or page five (or any other page that would fall in that position). If you choose a different page, the sequence of pages will be wrong, and the job won't print correctly.

3. Figure out what page you want to stop printing on (if you don't want to print all the way to the end of the job).

   You don't have to be as precise on the last page to print; the last page can be in any location on the sheet of paper.
4. Select the job in the **Retained Jobs** list in the main Infoprint Manager GUI window.
5. With the job selected, click **Job –> Change Page Range to Process**.

   If you don't see the **Change Page Range to Process** item in the **Job** menu, use **Add/Remove Menu Items** to add it.
6. In the **Change Page Range to Process** dialog, select **Range of Pages** and type the start page and end page you figured out above.
7. Click **OK**.

Before you continue:

You should only move a job to an Infoprint printer that uses the same destination support system (DSS) as the one the job was originally submitted to. If you move the job to a printer that uses a different DSS and the new printer doesn't support all of the attributes of the job, the job will fail to print. To check which DSS your Infoprint printer uses, do the following.

a. Select the printer in the tree view of the Main window of the Infoprint Manager GUI.

b. See if the **Type** column appears in the details view. The **Type** column displays the DSS that the Infoprint printer uses.

c. If you don't see the **Type** column, use **Add/Remove menu items** to add it.

Continue with step 8.

8. Select the job again and click **Job –> Move job**.

9. In the **Move Jobs** dialog, select the printer that you want to print the job on. You can choose the same printer it was printing on before or a different one.

If the job is accepted, it will go back into the queue and wait to be printed. Depending on how many jobs are ahead of it in the queue, it may take a while for the job to print. If you want the job to print right away, you can either move it to the top of the queue (so it prints next) or you can change its priority (so it prints sooner, but not necessarily next).

10. To move the job to the top of the queue, select the job in the Infoprint Manager GUI and use the **Make Job First** task. To change the priority of the job, use the **Change Priority** task.

> **Note:** If the task you want to use doesn't appear in the menu, use **Add/Remove menu items** to add it.