



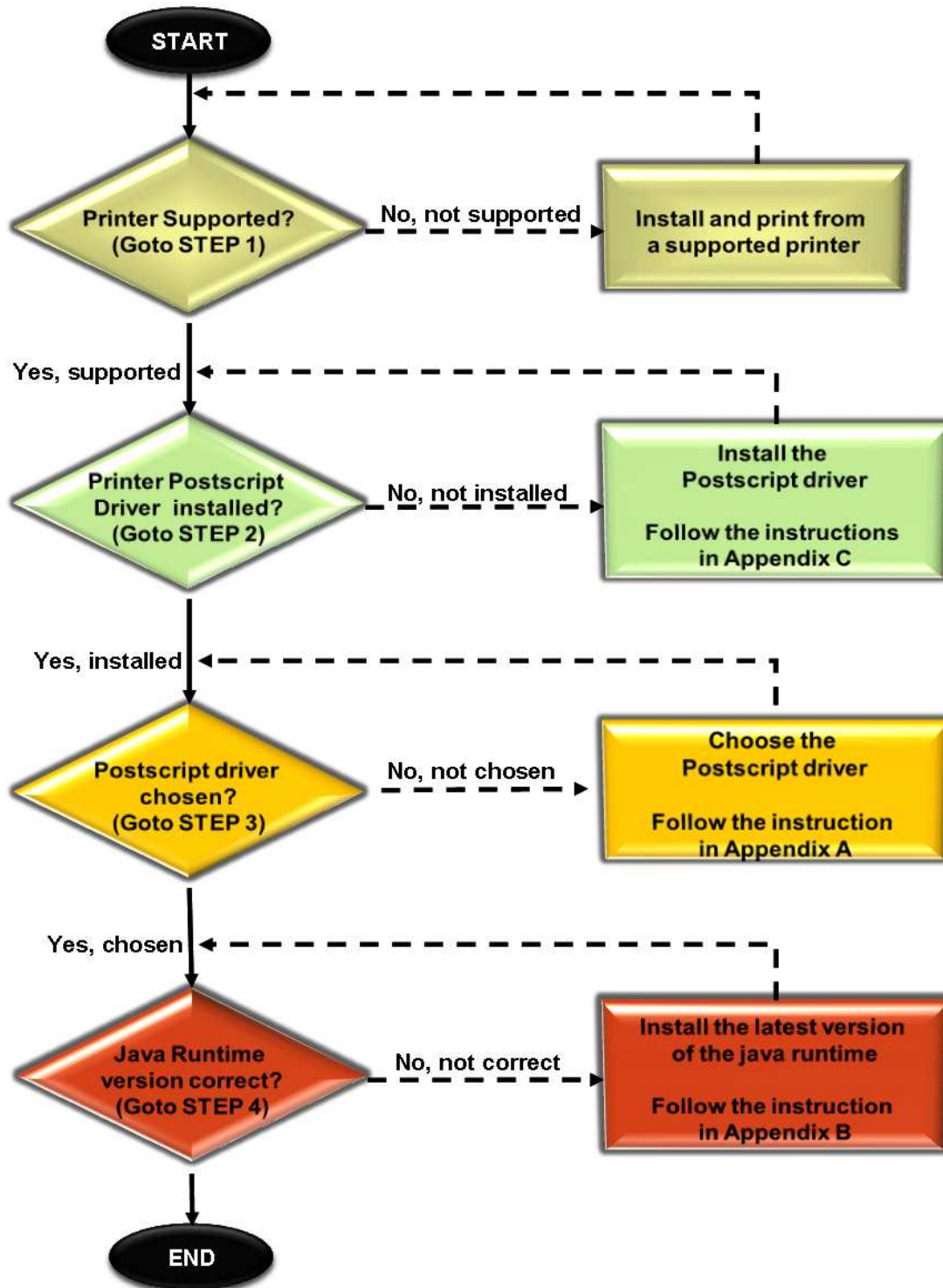
Print Troubleshooting Guide

Release 04 – May 08, 2014

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Section 1: Quick Setup Check



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

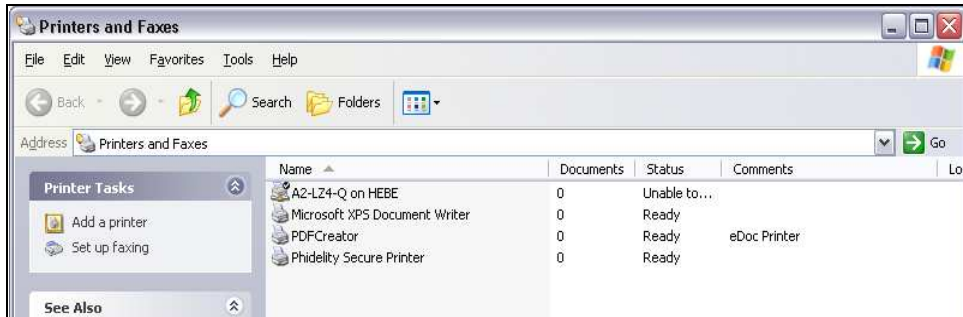
Section 2: Quick Setup Check – Descriptions

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>http://internet-stg.ava.gov.sg/watermark/Public User Guide For Watermark Printing.pdf</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. Please proceed to Appendix D - Compatible Printers List to view the support printers and approach the respective vendors to down the postscript driver for your printers.</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: 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>

Appendix A - Selecting the Printer driver

STEPS

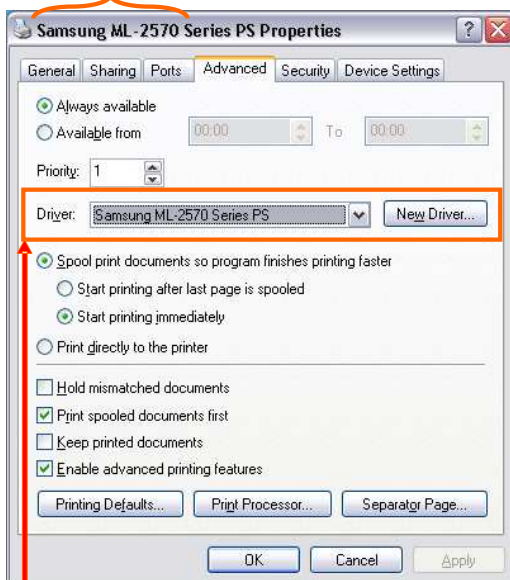
1. Click on **'Start' → 'Printer and Faxes'**



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.

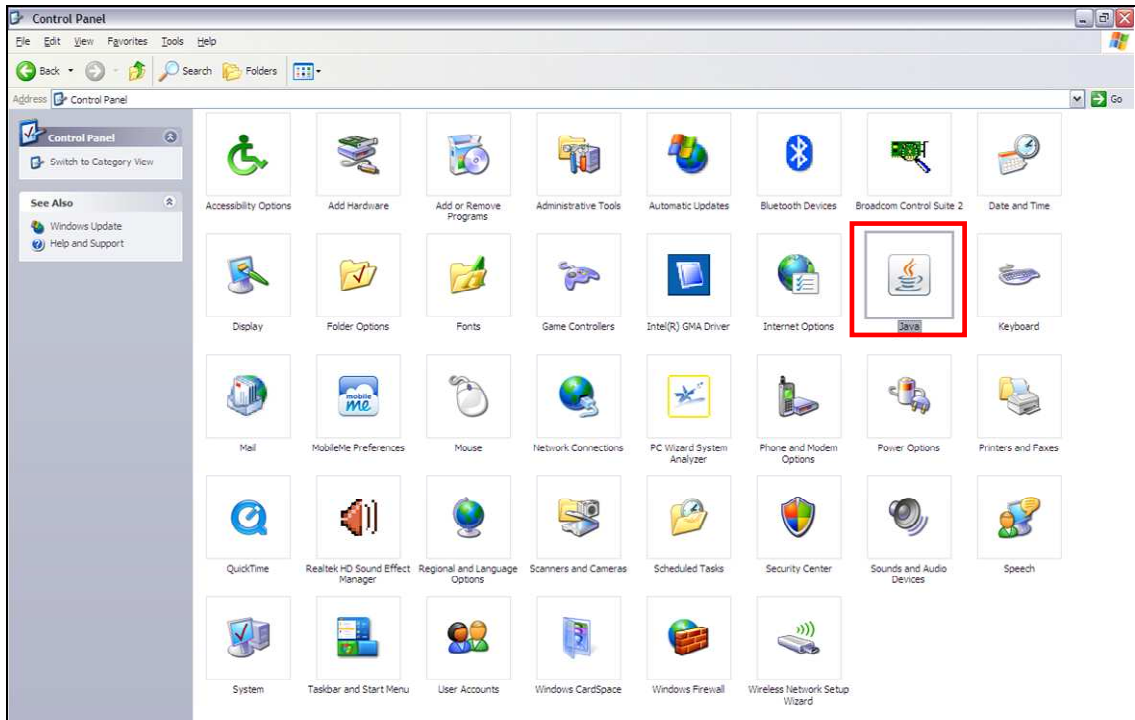
Do proceed to STEP 2 of guide to follow the instructions thereafter.

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

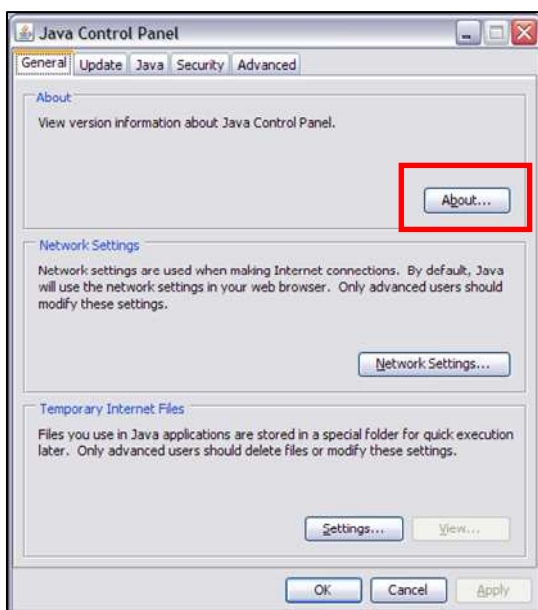
Appendix B - Java Version check

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

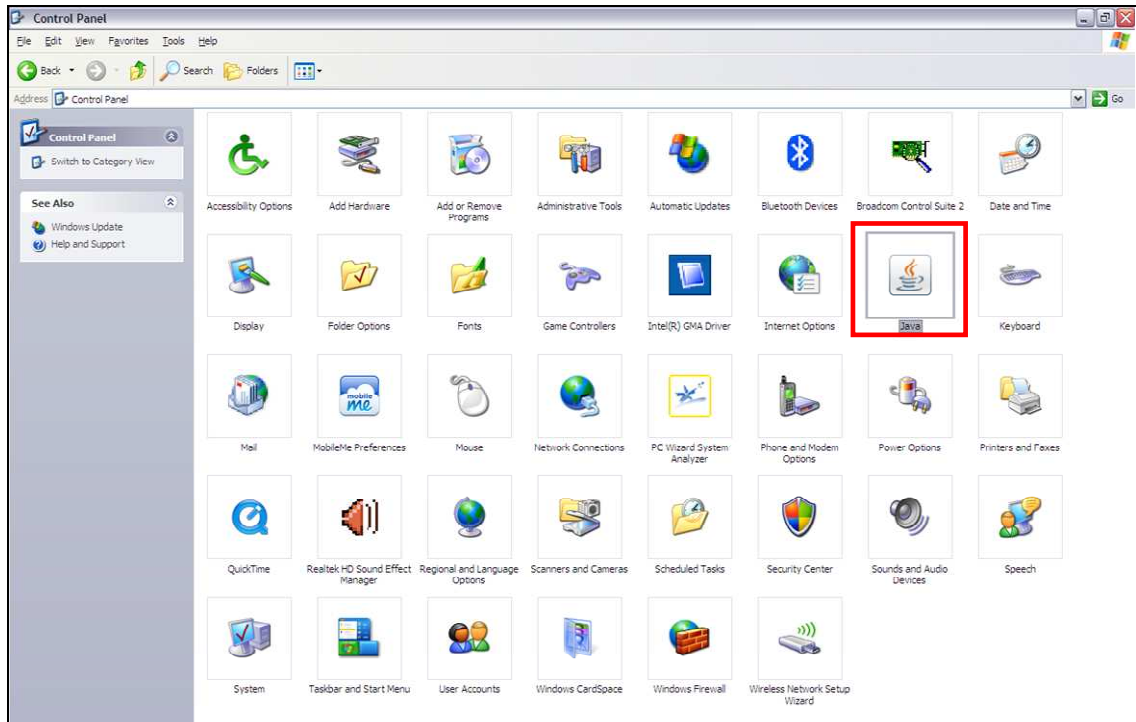
Update : 7

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

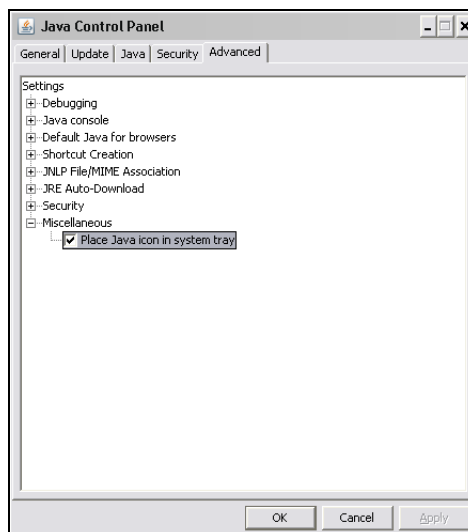
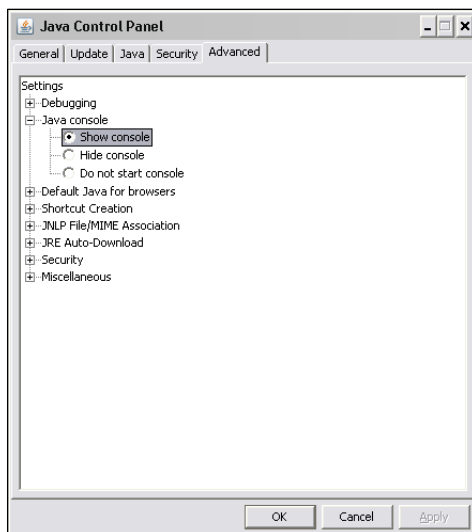
Appendix C – Java Console Logs retrieval

STEPS:

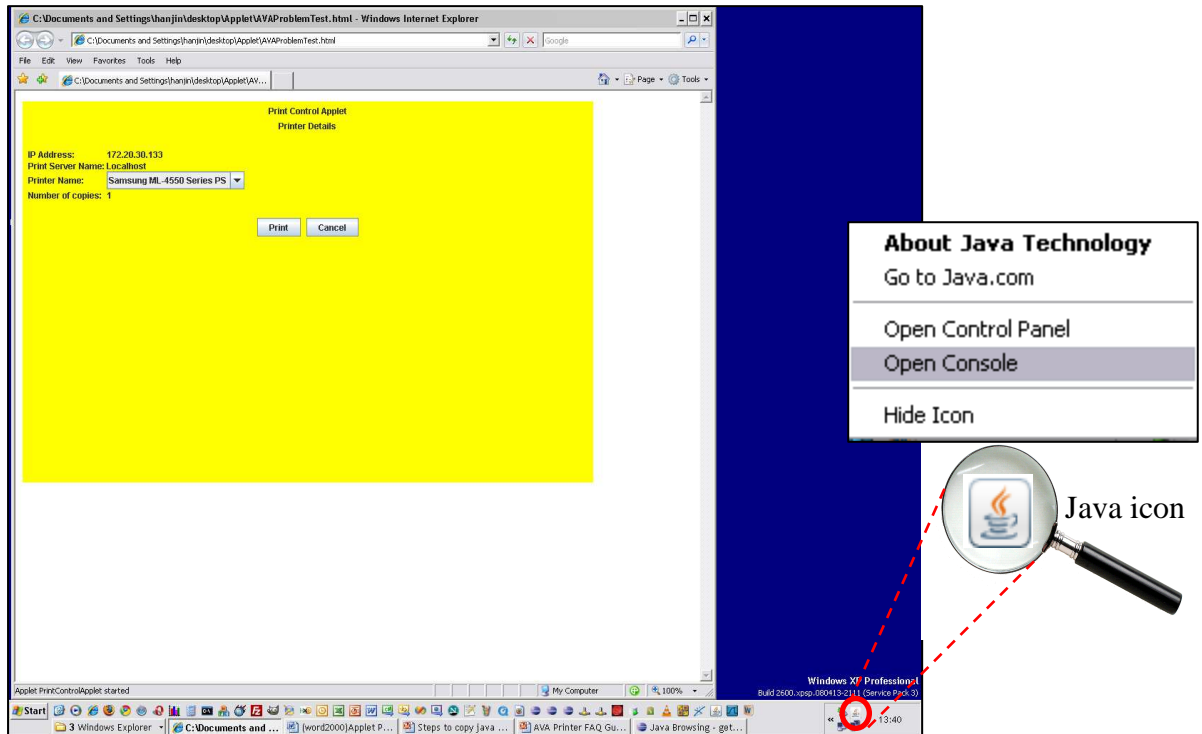
1. Open the Control Panel. (Proceed to *Start→Control Panel*)



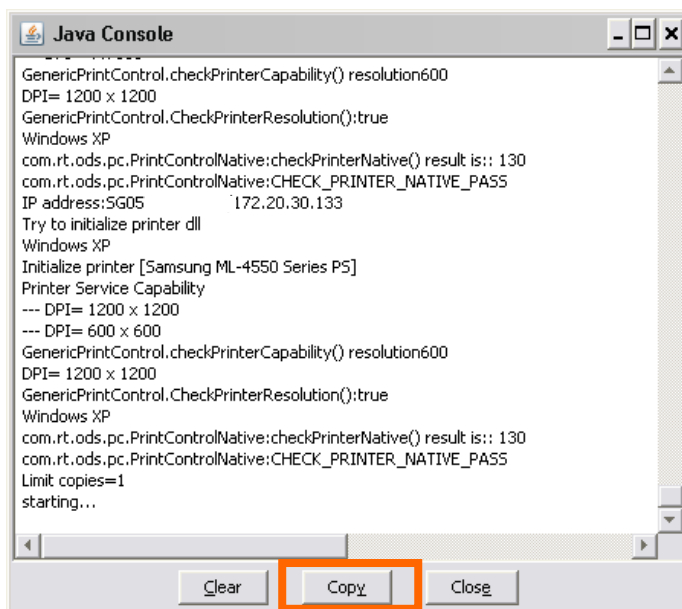
2. Search and double click on the *'Java'* icon to open up the Java Control Panel.
3. Click on the *"Advanced"* tab.
 - a. Under *"Java console"* view, choose *"Show console"*.
 - b. Under *"Miscellaneous"* view, choose *"Place Java icon in system tray"*.





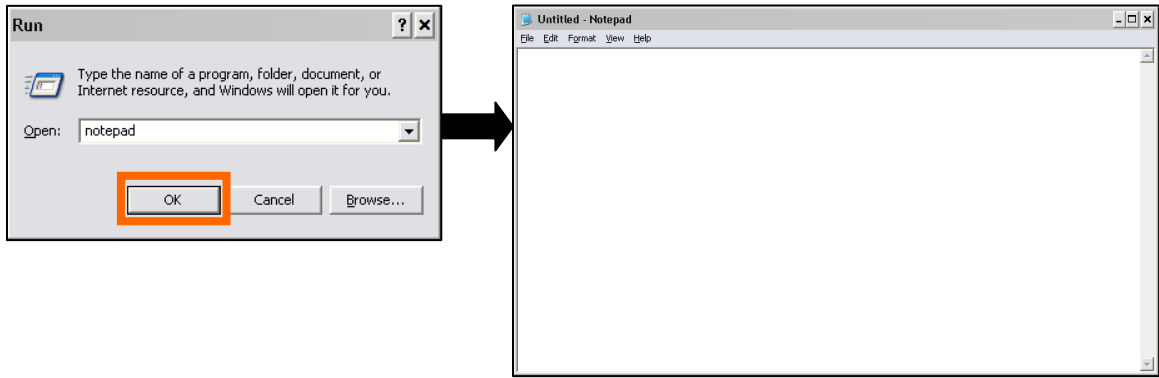
4. Click **“Apply”** and **“Ok”** to close the Java Control Panel.
5. When applet printing error occurs, right click on the Java icon and choose **“Open Console”**



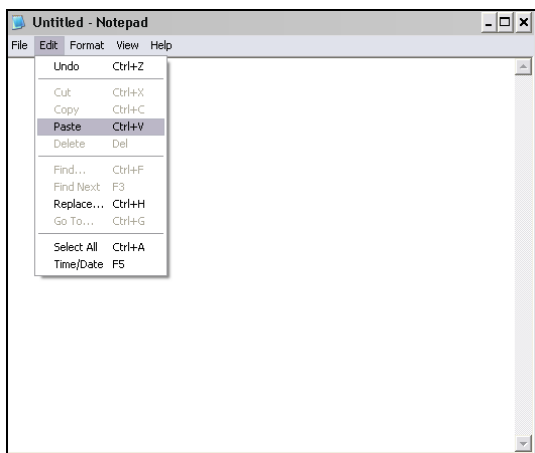
6. At the Java Console, click **“Copy”**



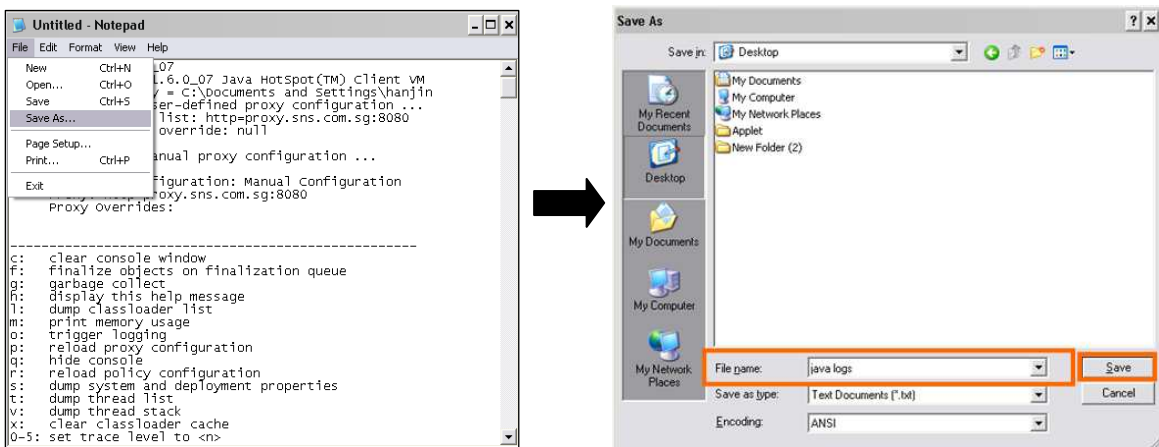
7. Click the Windows button () and choose **“Run”**. Type in **“notepad”** and click **“Ok”**. (Alternatively, click  + “r”)



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 - Compatible Printers List

S/NO	Type	Brand	Model
1.	Mono Laser	Hewlett-Packard	HP LaserJet P2055dn
2.	Mono Laser	Hewlett-Packard	HP LaserJet P2055x
3.	Mono Laser	Hewlett-Packard	HP LaserJet P3005
4.	Mono Laser	Hewlett-Packard	HP LaserJet P3005d
5.	Mono Laser	Hewlett-Packard	HP LaserJet P3005n
6.	Mono Laser	Hewlett-Packard	HP LaserJet P3005dn
7.	Mono Laser	Hewlett-Packard	HP LaserJet P3005x
8.	Mono Laser	Hewlett-Packard	HP LaserJet P3015d
9.	Mono Laser	Hewlett-Packard	HP LaserJet P3015dn
10.	Mono Laser	Hewlett-Packard	HP LaserJet P3015x
11.	Mono Laser	Hewlett-Packard	HP LaserJet P4015n
12.	Mono Laser	Hewlett-Packard	HP LaserJet P4015dn
13.	Mono Laser	Hewlett-Packard	HP LaserJet P4015tn
14.	Mono Laser	Hewlett-Packard	HP LaserJet P4015x
15.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M3035
16.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M3035xs
17.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M4345
18.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M4345x
19.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M4345xs
20.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M5035
21.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M5035x
22.	MFP-Mono Laser	Hewlett-Packard	HP LaserJet M5035xs
23.	Color Laser	Lexmark	C534n
24.	Color Laser	Lexmark	C534dn
25.	Color Laser	Lexmark	C534dtn
26.	Mono Laser	Lexmark	W840
27.	Mono Laser	Lexmark	W840n
28.	Mono Laser	Lexmark	W840dn
29.	Color Laser	Lexmark	C782n
30.	Color Laser	Lexmark	C782dn
31.	Color Laser	Lexmark	C782dtn
32.	MFP-Mono Laser	Lexmark	X854e
33.	MFP - Color Laser	Lexmark	X945e

34.	MFP - Color Laser	RICOH	Aficio MP C5000
35.	MFP - Color Laser	Canon	Canon iR C5185
36.	MFP - Color Laser	Canon	Canon iR C5180
37.	MFP - Color Laser	Canon	Canon iR C3245
38.	Mono Laser	Hewlett-Packard	HP LaserJet Pro 400 M401n
39.	Mono Laser	Hewlett-Packard	HP LaserJet Pro 400 M401dn
40.	Mono Laser	Hewlett-Packard	HP LaserJet Enterprise 600 M602n
41.	Mono Laser	Hewlett-Packard	HP LaserJet Enterprise 600 M602dn
42.	Mono Laser	Hewlett-Packard	HP LaserJet Enterprise 600 M603n
43.	Mono Laser	Hewlett-Packard	HP LaserJet Enterprise 600 M603dn

Recommendations for optimal printouts:

1. Printer shall be in good working condition and refurbished printers are not recommended.
2. The toner level shall not be in low toner condition.
3. Plain white paper shall be used, and shall not use recycled papers.
4. Recommended to use normal 80gsm paper or the optimal paper quality recommended by the printer manufacturer for normal printing.
5. Genuine quality toner shall be used.
6. Printer shall not produce any additional artifacts in the normal printout.
7. Printer has to be connected to PC via USB or network and successfully print a default test page.
8. The PostScript printer driver shall be used and if available, use the discrete printer drivers instead of universal Printer drivers.