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Introduction

This document outlines steps for generating the output error text and resolving the most common LaGov printing problems reported to the LaGov Help Desk. Before calling the help desk to report problems you may be able to resolve them yourself. Locate the problem reported in the list below and follow the reference for instructions to troubleshoot and resolve the issue.

1. Generating Output Request Error

Verify Error Occurrence

1. Ask the user to logon to SAP, generate a report and click the to submit a print job.

2. On the Print Screen List window verify the printer is displayed in the Output Device field.

Note: Either the network printer or Local Windows Printer should be displayed in this field.

3. The following options should be set in the Spool Options area and click Continue:
   - Select Print Immediately
   - Deselect Delete after output
4. If the print is not received within 10 minutes click in the transaction box at the top, type /nsp02 and click .

5. All print requests associated with your userid are listed on the screen. If the Status of the request is complete or compl see Section II. If the request has an error, see Section III.

II. Resolving Print Problems with Status Complete

Scenario 1 - Print Not Received

If the status is Completed or Compl and the request does not print perform the following in order.

1. Wait 10 minutes to give the server a chance to resolve any delays due to heavy traffic.

2. Try to print from another application such as Word to the same network printer.
• If you cannot print from another application such as Word check the printer and have your agency’s technical staff check the print server and network.

• If you can print from another application such as Word perform the following in this order:
  a. Reboot the pc and try again to print from LaGov
  b. Reinstall SAPGUI on the pc and try again to print from LaGov
  c. Submit an LaGov Help Desk web ticket.

3. Try to print in LaGov from another PC.

  • If you cannot print from LaGov from another pc check the printer and have your agency’s technical staff check the print server and network.

  • If you can print from LAGOV from another pc perform the following in this order:
    a. Reboot your pc and try again to print from LAGOV
    b. Reinstall SAPGUI on the pc and try again to print from LAGOV
    c. Submit an LAGOv Help Desk web ticket.

Scenario 2 - Print Received But Not Readable

If the printout that you requested is not readable, submit an LAGOV Help Desk web ticket. The output request character set was incorrectly converted by the printer.

III. Resolving Print Problems – Status Text in SP02

Below are some of the Status Text displayed in SP02. Find the corresponding Status Text below and take the appropriate action as described. If you are still not able to resolve the problem after following the steps outline for the Status Text, submit an LAGOv Help Desk web ticket.
Incorrect (Local printing error)
Read or write to LPD failed (Failed to connect to LPD)

1. Search all users’ local hard drives on their computer for the Sapworkdir folder. It is possible to have more than one Sapworkdir folder.
2. Right click on the Sapworkdir folder.
3. Select Properties from the drop-down.
4. Select the Security tab.

5. Select the User logged on to the computer.
6. Check that the User has the Allow permissions checked for
   - Full Control
   - Modify
   - Read & Execute
   - List Folder Contents
   - Read and
   - Write

7. An administrator of the computer will need to make all necessary security changes to all Sapworkdir folders.
8. If the front end user still cannot print; an administrator of the computer will need to reinstall the SAPGUI.
Being sent to host spooler
The Print job is being sent to the computer of the user requesting the print.
1. Refresh the screen.
   • If the output request errors out, the error will be listed after the screen is refreshed.
   • If the output request with the status ‘Being sent to host spooler’ changes to complete, the output request was successful.
   • If any output request status other than ‘Compl’ or Completed is shown, continue to diagnose subsequent errors.

Deleted
The output request has been deleted. The user must resubmit the spool to be output again to proceed with the output request troubleshooting.
1. Resubmit Output Request.

Fatal Error when Processing
All output request work was completed by the spool work process. An error occurred while front end was receiving the output request.
1. Resubmit Output Request.

Front end unavailable
User logged off before the output request could be sent to the printer.
1. Delete the output request from SP02:
   a. Click in the box on the left side of the output request to be deleted.
   b. Click on Yes on the pop-up box to confirm deletion.
2. User must logon to the system and resubmit the spool as an output request.

Incorrect
Unable to download print data from SAP.
1. Resubmit Output Request.

Incorrect (Failed to connect to LPD)
SAP failed to connect to SAPLpd in order to send the print data to the local windows printer.
1. If you can print from another application such as Word, perform the following in this order:
   a. Reboot the pc and try again to print from LAGOV.
   b. Reinstall SAPGUI on the pc and try again to print from LAGOV
2. If you cannot print from another application such as Word, check the printer and have your agency’s technical staff check the print server and network.
3. If neither of the above resolves the problem, submit an LAGOV Help Desk web ticket.

Incorrect (Reason unknown)
Front end output request re-accessed. SAP reached the 5 times maximum attempt to reprocess the output request. This could be due to the user logging off and SAP continuing to submit the output request.
1. User must logon to the system and resubmit the output request.

Problem (Error in host spool system)
There is an error with the print queue on the print server.
1. If the print queue is not down or the print service has not stopped, stop and start the print queue and/or the print service.

Waiting in host spooler (Position ‘x’)
Printer or spooler has paused.

- The host spooler or printer may have a problem (out of paper, or a paper jam).
- The host printer could be down.
- The host print queue could be down.
- The host printer could have multiple print jobs queued.

1. Refresh the output request page. If the status of the output request does not change after several refreshes, you will have to work through the possible causes in the description.

Conclusion

Please forward any other printing issues to the LAGOV Help Desk staff. We will need the employee personnel number and the name/type printer of the employee who is having the printing problem. Print problem questions should be submitted to the LAGOV Help Desk through a web ticket.