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Print Disappears or is Rejected by the Printer

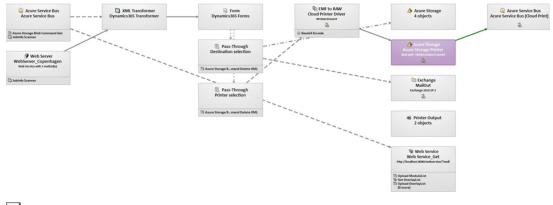
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Lasernet for Dynamics 365

This article provides a solution for the problem of when a print job sent by the Lasernet Cloud Print Connector disappears or is rejected by the printer.

Resolution

1. Within your Lasernet configuration, go to **Modules** and open the Azure Storage module named **Azure Storage Printer.**



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- 2. Select the **Pre Jobinfos** tab and open this Jobinfo:



3. Change the **DocumentType** so it corresponds to your printer driver.

Value	Criteria		
Name:	JobData	•	
⊻alue:	<printingcontract 2001="" http:="" www.w3.org="" xml<br="" xmlns="http://
schemas.datacontract.org/2004/07/Las
xmlns:i="><content>#JobData#</content> <documentname>=Report#Docu <documenttyp9>RAW</documenttyp9></documentname></printingcontract>	Schema-instance"> mentName> ype>	
Log Level:	Debug 💌		
Replace:	v		

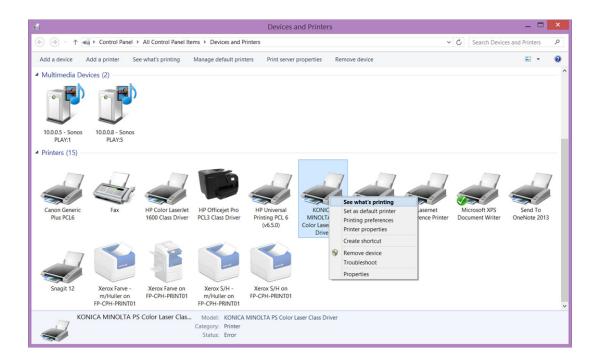
If you have other printers working with RAW, then it's a good idea to take a copy of the Azure Storage module named **Azure Storage Printer** and then on the **Printer Destination** module, add it as a destination with a criteria.

Additional Information

If you don't know the **DocumentType** for your printer, please follow these steps:

1. Navigate to **Devices and Printers** (depending on your Windows version) on your print server.

2. Right-click on the print icon and select See what's printing.



3. Select **Printer,** then click **Pause printing**.

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	Owner	Pages	Size	Submitted

4. Select **Printer** and then **Properties.** Select **Print Test Page**, then close the window.

🕏 KONICA I	MINOLTA PS C	olor Laser Cla	ass Driver Proper 🗙
Color Ma	nagement	Security	Device Settings
General	Sharing	Ports	Advanced
-	KONICA MINOL	TA PS Color Lase	r Class Driver
Location:			
Comment:			
Model: Features Color: Yes		TA PS Color Laser Paper avai	
Double-si	ded: No	Letter	~
Staple: No	California (California)	Letter	
Speed: 75			
8	resolution: 600 dp	oi	~
		Preferences	Print Test Page
		ОК	Cancel Apply

5. In the Print queue window, right-click the job and select **Printer properties**.

Printer D	ocument View					
Document Name		Status	Owner	Pages	Size	Submitted
Test P	Pause Restart Cancel Properties		MichaelW	1	5,98 MB	15:15:43 11-04
<					>	

6. Now you can see the DocumentType in Datatype.

-	Test Page Document Properties	×
General Layout Pape	r/Quality	
Test Page		
Size:	6278612 bytes	
Pages:	1	
Datatype:	NT EMF 1.008	
Processor:	MS_XPS_HYBRID_PROC	
Owner:	MichaelW	
Submitted:	15:15:43 11-04-2018	
Notify:	MichaelW	
Priority: Lowest Current priority: 1	Highest	
Schedule: No time restriction of the control of t		
	OK Cancel Apply	/