

Print Disappears or is Rejected by the Printer

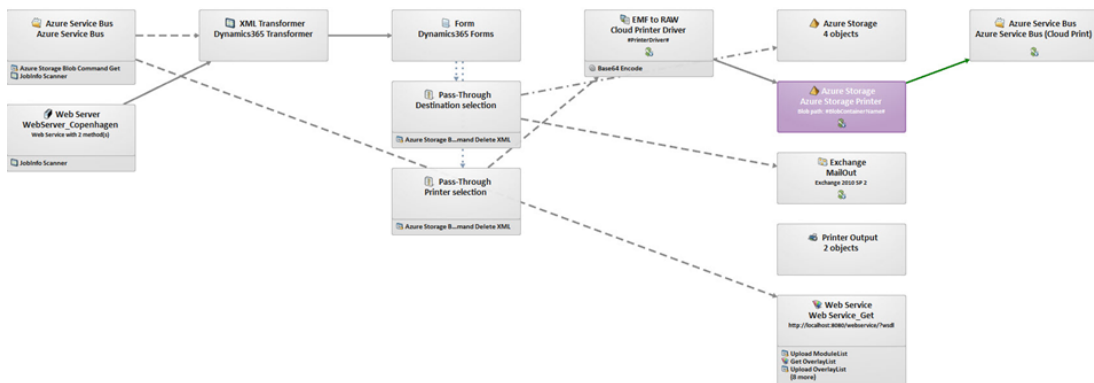
- 2025-01-28 - Comments (0) - Lasetnet FO Connector FAQs

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

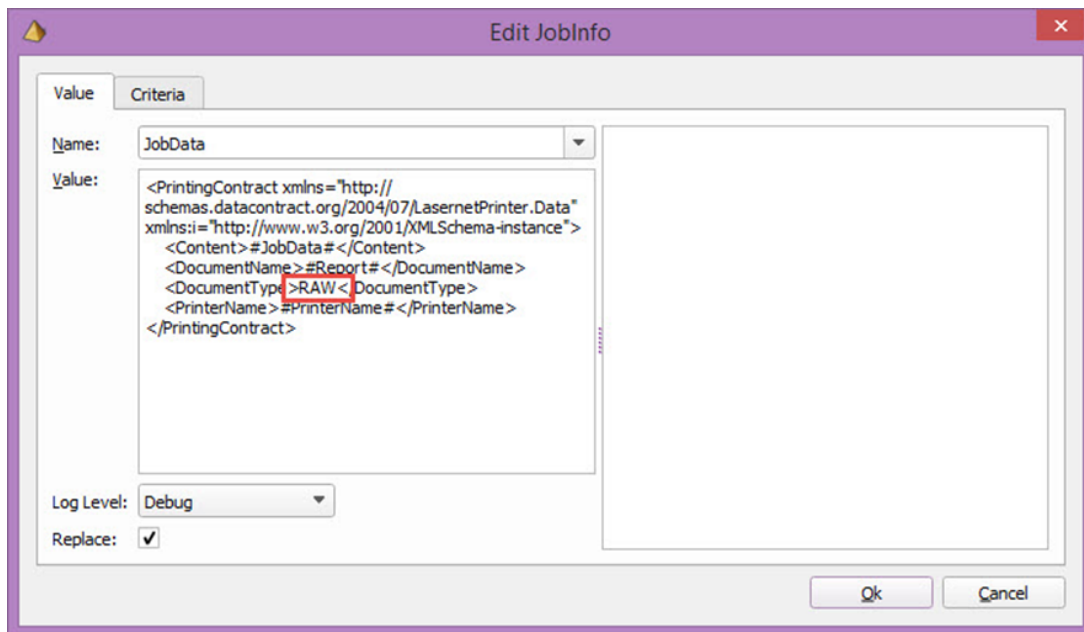
1. Within your Lasetnet configuration, go to **Modules** and open the Azure Storage module named **Azure Storage Printer**.



2. Select the **Pre JobInfos** tab and open this JobInfo:

Azure Storage Printer Properties			
General Setup Scheduling Pause Delivery Destinations Pre JobInfos Post JobInfos Enter Modifiers Exit Modifiers Data Written Job Events Job Tracking Security			
Name	Value	Replace	LogLevel
JobData	<PrintingContract xmlns="http://schemas.datacontract.org/2004/07/LasetnetPrinter.Data" xmlns:i="http://www.w3.org/...	<input checked="" type="checkbox"/>	Debug
MimeType	text/xml	<input checked="" type="checkbox"/>	Debug

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

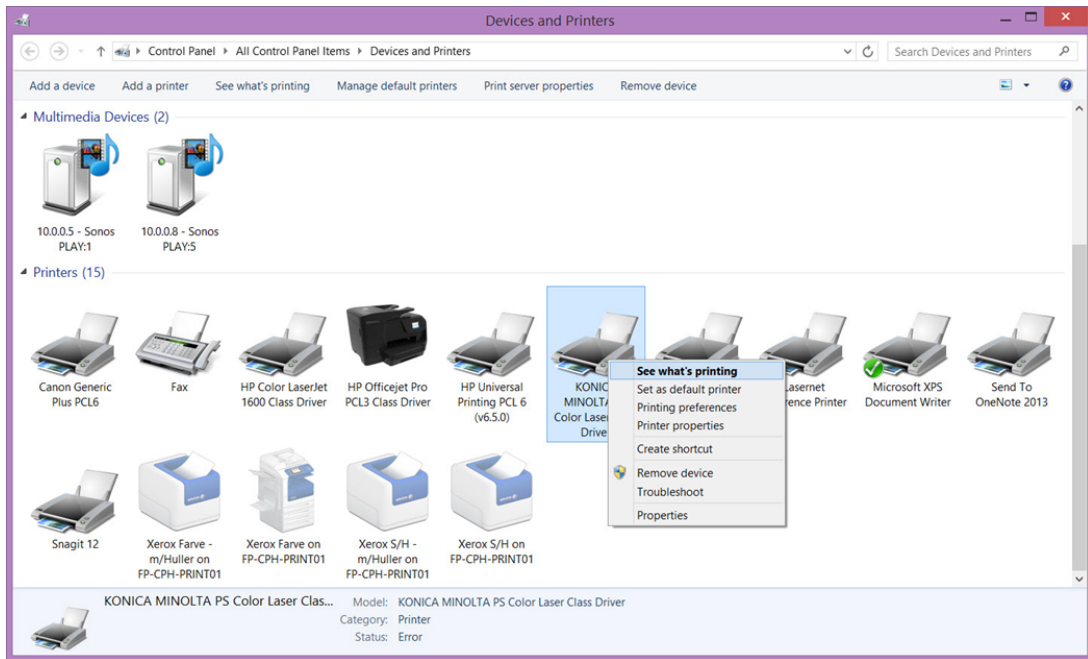


If you have other printers working with RAW, then it's a good idea to take a copy of the Azure Storage module named **Azure Storage Printer** and then on the **Printer Destination** module, add it as a destination with a criteria.

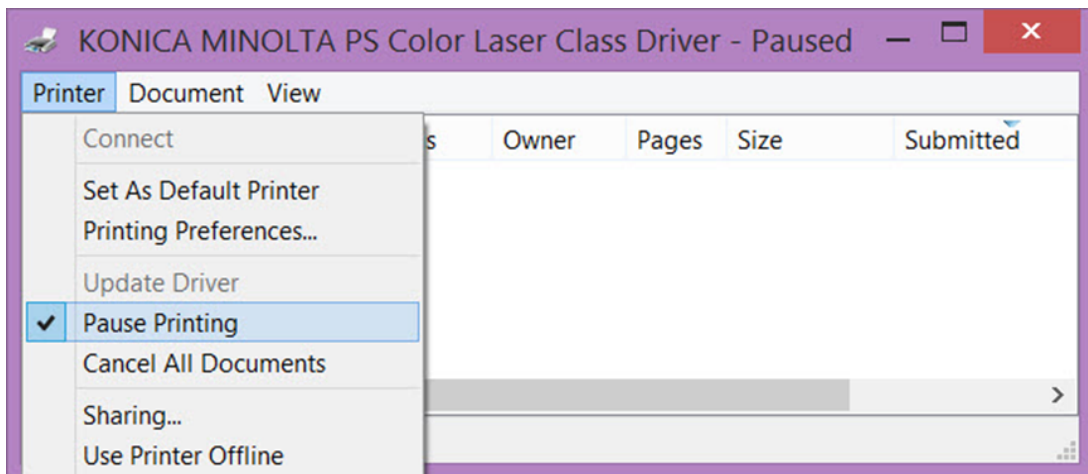
Additional Information

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

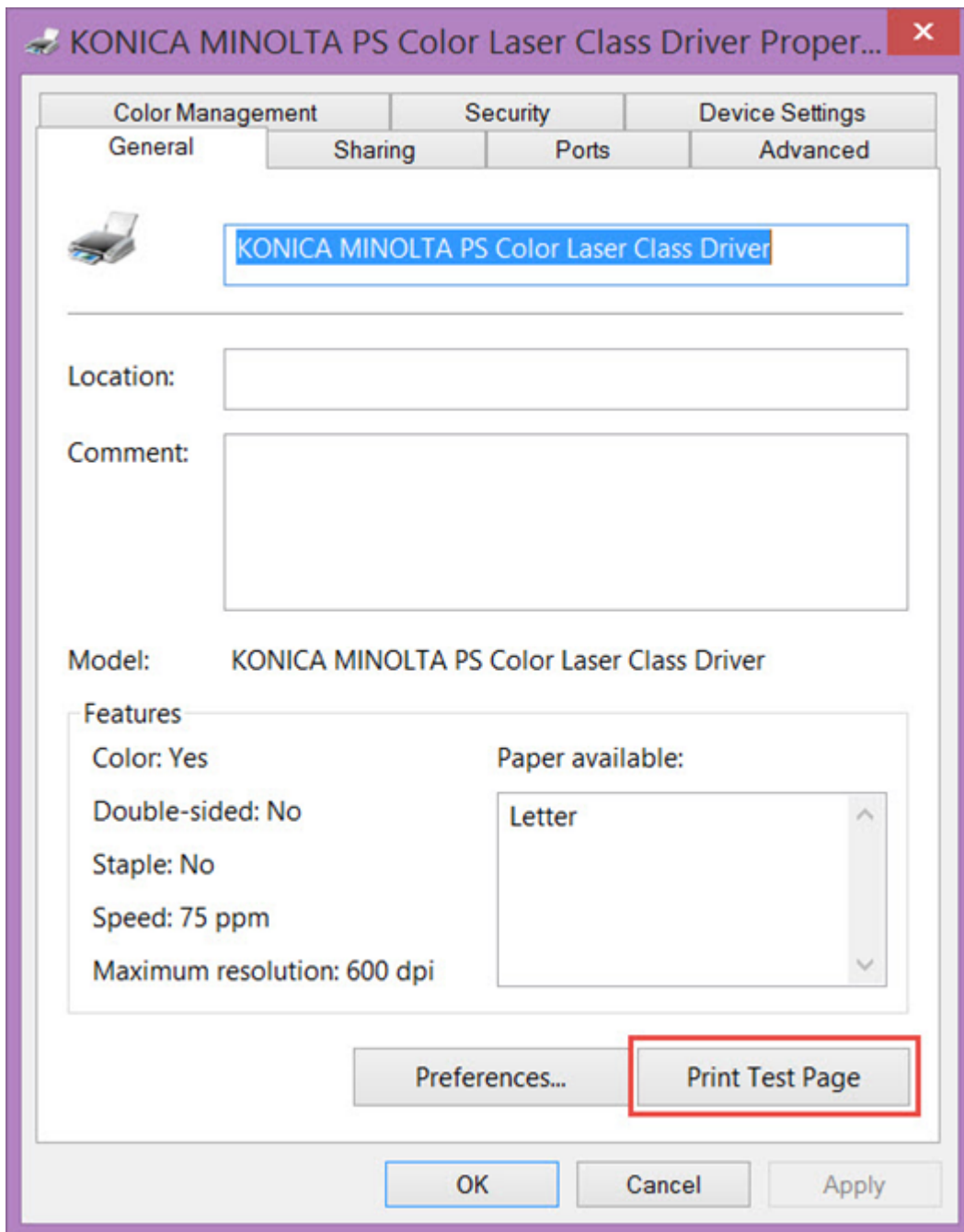
1. Navigate to **Devices and Printers** (depending on your Windows version) on your print server.
2. Right-click on the print icon and select **See what's printing**.



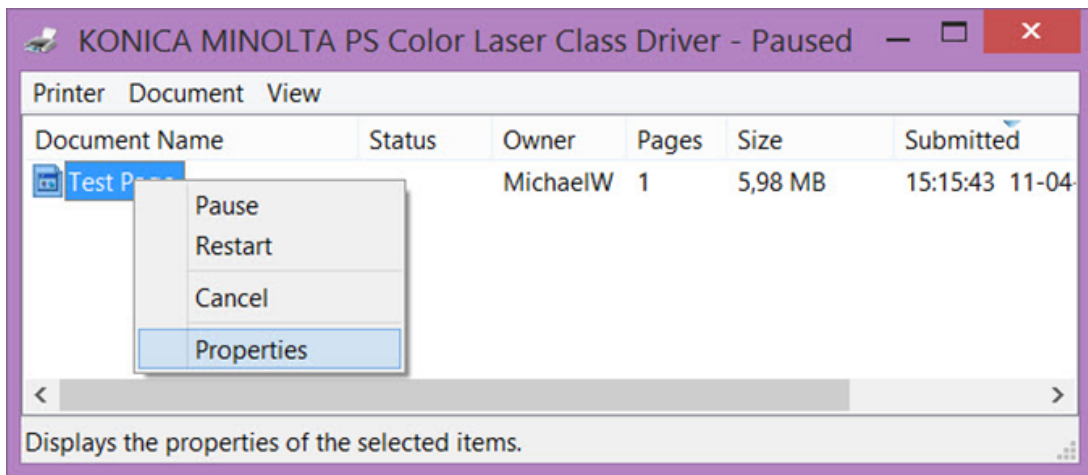
3. Select **Printer**, then click **Pause printing**.



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



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



6. Now you can see the DocumentType in Datatype.

