

Print Disappears or is Rejected by the Printer

- 2023-11-30 - Comments (0) - Lasename FO Connector FAQs

Lasernet for Dynamics 365

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

Resolution

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



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



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.

