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ISIS HR PRINTING TROUBLESHOOTING GUIDE

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Introduction

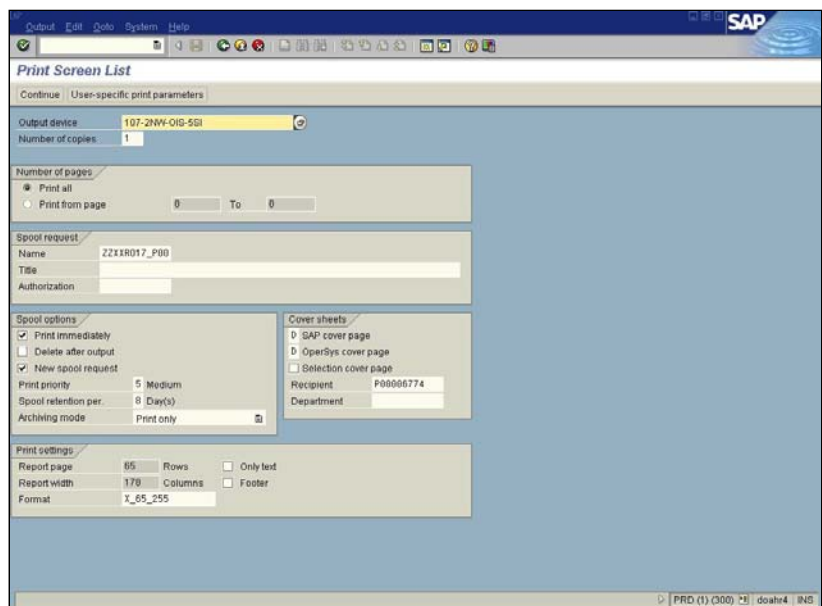
This document outlines steps for generating the output error text and resolving the most common ISIS HR printing problems reported to the ISIS Help Desk. Before calling the help desk to report problems you may be able to resolve them yourself. Locate the problem reported in the list below and follow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


I. Generating Output Request Error

Verify Error Occurrence

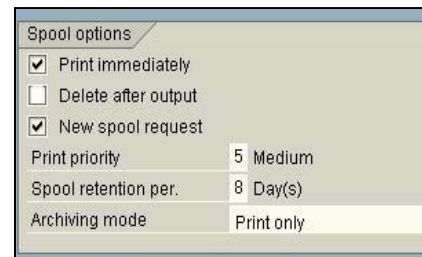
1. Ask the user to logon to SAP, generate a report and click the  to submit a print job.
2. On the **Print Screen List** window verify the printer is displayed in the **Output Device** field.

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




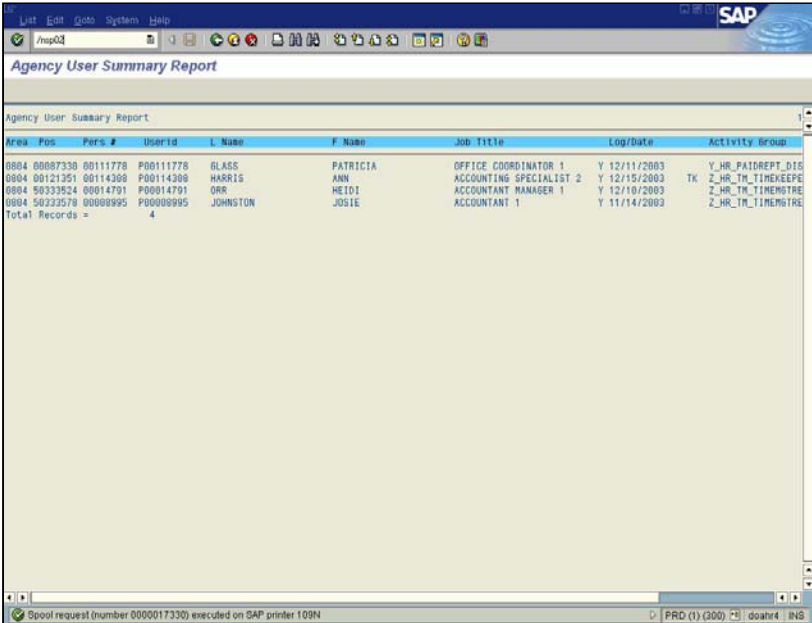
3. The following options should be set in the **Spool Options** area and click :

- Select **Print Immediately**
- Deselect **Delete after output**



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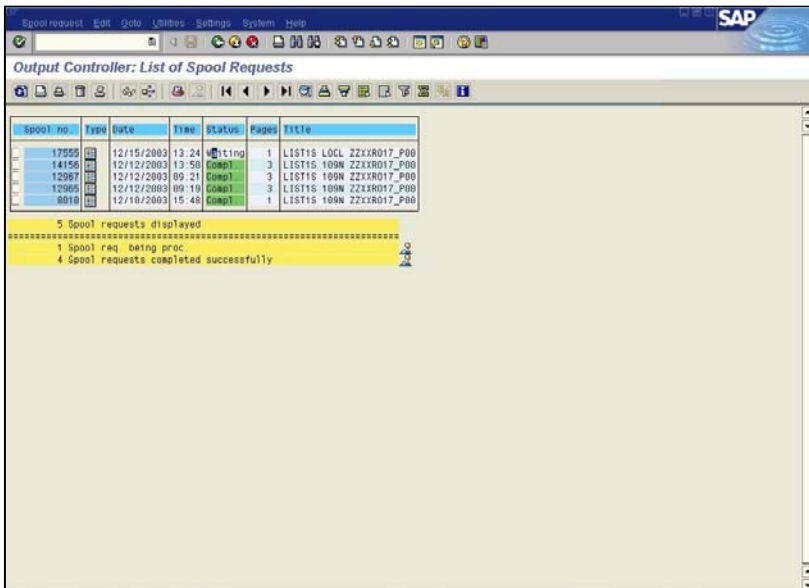
- If the print is not received within 10 minutes click in the transaction box at the top, type **/nsp02** and click .



The screenshot shows the SAP 'Agency User Summary Report' window. The title bar includes 'SAP' and the menu 'List Edit Goto System Help'. The address bar shows '/nsp02'. The report title is 'Agency User Summary Report'. Below the title is a table with columns: Area, Pos, Pers. #, Userid, L. Name, F. Name, Job Title, Log/Date, and Activity Group. The table contains four rows of user data and a 'Total Records = 4' row. The status bar at the bottom indicates 'Spool request (number 0000017330) executed on SAP printer 109N' and 'PRD (1) (300) doahr4 INB'.

Area	Pos	Pers. #	Userid	L. Name	F. Name	Job Title	Log/Date	Activity Group
0804	00087330	00111778	P0011778	GLASS	PATRICIA	OFFICE COORDINATOR 1	Y 12/11/2003	Y_HR_PAIDREPT_DIS
0804	00121251	00114306	P00114306	HARRIS	ANN	ACCOUNTING SPECIALIST 2	Y 12/15/2003	TK_Z_HR_TM_TIMEKEEPE
0804	50333524	00014701	P00014701	ORR	HEIDI	ACCOUNTANT MANAGER 1	Y 12/10/2003	Z_HR_TM_TIMEMSTRE
0804	50223578	00008995	P00008995	JOHNSTON	JOSIE	ACCOUNTANT 1	Y 11/14/2003	Z_HR_TM_TIMEMSTRE
Total Records =								4

- 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](#).



The screenshot shows the SAP 'Output Controller: List of Spool Requests' window. The title bar includes 'SAP' and the menu 'Spool request Edit Utilities Settings System Help'. The address bar shows 'Output Controller: List of Spool Requests'. Below the title is a table with columns: Spool no., Type, Date, Time, Status, Pages, and Title. The table contains five rows of spool request data. Below the table, a status message indicates '5 Spool requests displayed', '1 Spool req being proc.', and '4 Spool requests completed successfully'.

Spool no.	Type	Date	Time	Status	Pages	Title
17555		12/15/2003	13:24	Waiting	1	LISTIS LOCL ZZXRO17_P00
14156		12/12/2003	13:58	Comp1	3	LISTIS 109N ZZXRO17_P00
12987		12/12/2003	09:21	Comp1	3	LISTIS 109N ZZXRO17_P00
12065		12/12/2003	09:10	Comp1	3	LISTIS 109N ZZXRO17_P00
8018		12/10/2003	15:48	Comp1	1	LISTIS 109N ZZXRO17_P00

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.

- Wait 10 minutes to give the server a chance to resolve any delays due to heavy traffic.
- Try to print from another application such as Word to the same network printer.

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- 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 ISIS HR
 - b. Reinstall SAPGUI on the pc and try again to print from ISIS HR
 - c. Submit an ISIS HR Help Desk [web ticket](#).
3. Try to print in ISIS HR from another PC.
- If you cannot print from ISIS HR from another pc check the printer and have your agency's technical staff check the print server and network.
 - If you can print from ISIS HR from another pc perform the following in this order:
 - a. Reboot your pc and try again to print from ISIS HR
 - b. Reinstall SAPGUI on the pc and try again to print from ISIS HR
 - c. Submit an ISIS HR Help Desk [web ticket](#).

Scenario 2 - Print Received But Not Readable

If the printout that you requested is not readable, submit an ISIS HR Help Desk [web ticket](#). The output request character set was incorrectly converted by the printer.

III. Resolving Print Problems – Status Text in SP02

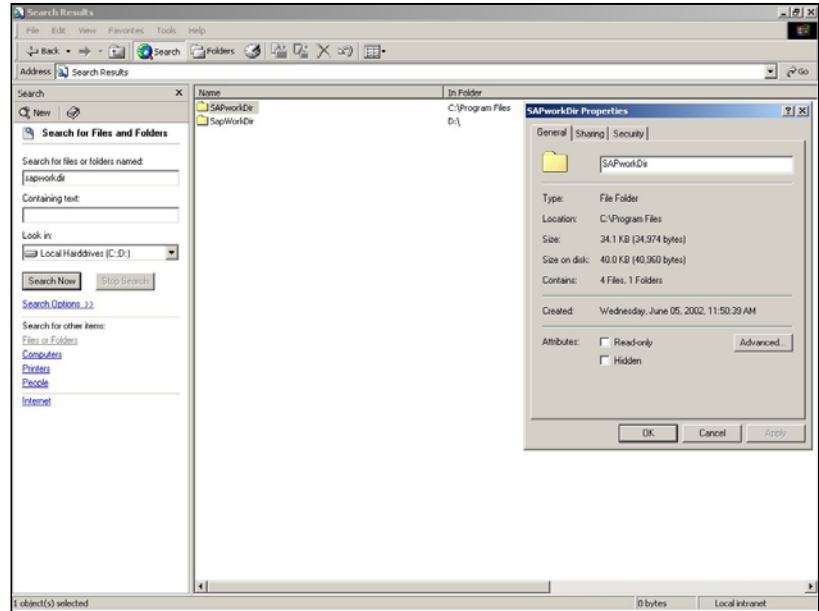
Below are some of the Status Text displayed in **SP02**. Find the corresponding **Status Text** below and take the appropriate action as described. If you are still not able to resolve the problem after following the steps outline for the **Status Text**, submit an ISIS HR Help Desk [web ticket](#).

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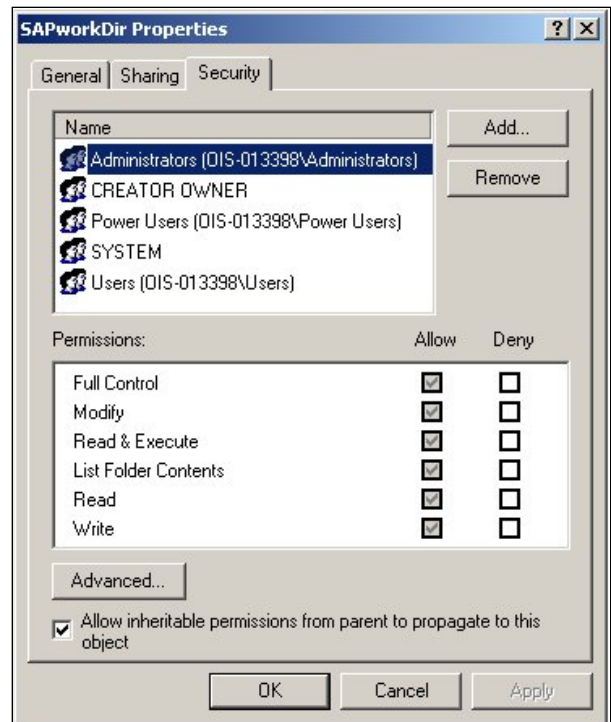
Incorrect (Local printing error)

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**.



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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  and click **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 ISIS HR.
 - b. Reinstall SAPGUI on the pc and try again to print from ISIS HR
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.

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3. If neither of the above resolves the problem, submit an ISIS HR 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 ISIS HR 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 ISIS HR Help Desk through a [web ticket](#).