

Printing Groupon Offers (error 49.4C02)

9/12/2014: We ran into an issue again today when a patron attempted to print a page, which ended up locking the printer and giving it an error. This is similar to the Groupon issue we had a couple months ago.

Here are the **symptoms** that you will experience if another patron attempts to do so:

- A patron will mention they printed a document, but it didn't come out.
- When you go to the printer you will notice "error 49.4C02: Please turn off the printer and turn it back on" displayed on the LCD screen.

It happens rarely, but here are the steps to take to fix the printer and print their document:

1. Go to the patron's computer and double-click on the printer icon in the notification area of the taskbar to open the **printing queue**.
2. Right-click on the file that is attempting to print and click "**Cancel**". Make sure the print job disappears and is cleared from the queue.
3. Go to the printer, and turn it **off and back on** with the switch located on the lower right side. Make sure you do this **AFTER** you clear the patron's queue, otherwise it will attempt to print the faulty document and give the error again. All prints that any other patrons attempted to print during the error will automatically start printing again after the printer turns back on, so you don't have to worry about them.
4. Go back to the patron's computer with the faulty document.
 - a. If they are trying to print the webpage itself, click print like normal. But from the "Select Printer" list, choose "Microsoft XPS document writer" and click "Print". This will open a "Save As" dialog box. This print option will save it as a file, so save it to the Temporary Patron Drive (give it any name).
 - b. If it is a PDF they are trying to print, save it to the Temporary Patron Drive first. Open the file in Adobe Reader and select [File > Print]. From the "Printer" drop down list, select "Microsoft XPS Document Writer" and click "Print". This will open a "Save As" dialog box. This print option will save it as a file, so save it to the Temporary Patron Drive (give it any name).
5. Open the **XPS** file you just created. It should open in XPS viewer.
6. Click "Print" and select "full page". NOW select the normal Lab printer ("HP4014n") printer to print to. It should now print without issue.

The reason this happens: Apparently some sites, like Groupon, include their own brand of font in the document when they create the PDF. Because of this, the printer doesn't recognize the font, and it doesn't know how to print it, so it just locks up. Attempting to print this to another printer (like the color one in Circulation) will give the same error, so don't bother with this route. The only method is to convert it to and print it as another file format that does not embed the custom font.