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# Xerox<sup>®</sup> Workplace Suite

## Troubleshooting Guide

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# Introduction

If you are having a problem with Workplace Suite, please download the latest software and Troubleshooting Guide.

Also, go to the Workplace Suite searchable support website for more information:

<http://www.support.xerox.com/support/xerox-workplace-suite/>



## General Issues

Problem/Issue	Remedy/Solution
Xerox® Workplace Suite Is Not Responding	<ul style="list-style-type: none"><li>• Check for errors in the Windows® Event Viewer.<ul style="list-style-type: none"><li>- Xerox Mobile Printing</li></ul></li><li>• Navigate to <b>Administrative Tools &gt; Services</b> and verify that the following services are running:<ul style="list-style-type: none"><li>- Xerox Mobile Print Host Service</li><li>- Xerox Mobile Print API</li><li>- Xerox Mobile Print Discovery Service</li><li>- Xerox Mobile Print DCE Service</li><li>- Xerox Job Agent Service</li></ul></li><li>• Start any services that are not running.</li></ul>
Problem Using CSV File on a Non-English Operating System	When downloading the CSV template on a non-English OS, Microsoft Excel® may not honor the commas as field delimiters and may populate all fields into one column. Populate the fields between the commas in the file and save the file, as the commas are required.





# Installation Issues

Problem/Issue	Remedy/Solution
Interrupted installation message displayed.	<ul style="list-style-type: none"> <li>If the installation is unsuccessful, Workplace Suite software may not have installed, but Microsoft Office® has installed. A message will display that indicates to the user that they have to manually remove Microsoft Office®. Instructions are given in the <i>Xerox® Workplace Suite Installation Guide</i> to remove Microsoft Office®.</li> <li>The message to remove Microsoft Office® may appear behind the main installation window making the installation look like it has halted. Move the front window out of the way to clear the warning.</li> </ul>
Error when trying to reinstall the software message displayed.	<ul style="list-style-type: none"> <li>Before attempting to reinstall the software, manually remove Microsoft Office®. Instructions are given in the <i>Installation Guide</i> to remove Microsoft Office®.</li> <li>If the Global Print Driver (GPD) is already installed, the solution software installation will fail. Remove any printers from the system that begin with Xerox_GPD.</li> </ul>
All Workplace Suite jobs fail with The document XXXXX was not able to print because the document could not be converted.	<ul style="list-style-type: none"> <li>Make sure that the Microsoft Print Spooler service is running, and is set to Startup type: Automatic.</li> <li>Reinstall the Workplace Suite Prerequisites. This will not affect any printers added to Workplace Suite server.               <ol style="list-style-type: none"> <li>Uninstall the current Workplace Suite Prerequisites.</li> <li>Reinstall Workplace Suite Prerequisites.</li> <li>Reapply any Printer Enablement Process Updates.</li> </ol> </li> </ul>
Installation Fails	<ul style="list-style-type: none"> <li>Ensure that you have at least 100 GB of free hard drive space available. 250 GB is recommended for large installations.</li> <li>If the Global Print Driver (GPD) is already installed, the Workplace Suite installation will fail. Remove any printers from the system that begin with Xerox_GPD.</li> </ul>

Problem/Issue	Remedy/Solution
Installation Software Is Not Responding	There are periods of time when there is no progress bar, hourglass, or indication that the installer is active. Do not disturb the installation unless the elapsed time is greater than 10 minutes prior to the Xerox® Setup Wizard appearing.
When upgrading Workplace Suite software the screen steps Show You Can change the Database Settings.	This option is there for re-installs of the software to navigate to a previous database only. For a normal upgrade Do Not change the database settings.
During the Workplace Suite installation, there was an issue with the Microsoft SQL Database installation—After Install Printer Registration Information Is Not Saved.	Install on clean system that does not have an existing SQL Database. Do not install Xerox® Workplace Suite on a server running Xerox® CentreWare™ Web.
After installing Workplace Suite on a new server, Workplace Suite does not work.	If you install the Workplace Suite on a new server or virtual device which has a different hardware address than used to originally obtain licenses, the software will not work. Contact Xerox support via your local call center.
Cannot load the Workplace Suite Admin Tool	<p>Cause: IIS/ASP.NET Registration</p> <p>When installing Windows features/roles, IIS and ASP.NET are separate, independent components. ASP.NET is the technology that enables Xerox® Workplace Suite websites to run in IIS. ASP.NET must be registered with IIS in order to work correctly. However, when installing components in Windows, if IIS is installed after ASP.NET, it is possible ASP.NET may not register correctly with IIS.</p> <p>To fix the ASP.NET registration, run the command: <b>Aspnet_regiis /ir</b></p> <p><b>Note</b></p> <p>You must run the command from the .NET 4.0 framework directory. This directory is typically: %windir%\Microsoft.NET\Framework64\v4.0.30319.</p>
Workplace Suite does not perform as expected on a virtual system	Ensure that the resources allocated to the virtual device meet the system requirements and are available at all times (not being allocated to another VM).

# Email Issues

Problem/Issue	Remedy/Solution
Incoming or Outgoing Email Server not valid (Does not pass Test Connection).	<ul style="list-style-type: none"> <li>• Ensure that the usernames and passwords for the email accounts are correct.</li> <li>• Ensure that the mail ports are correct and not being blocked by the firewall or anti-virus software.</li> <li>• Check other settings such as SSL method.</li> </ul>
No confirmation email received.	Mail port (Port 25 or the assigned port), may be blocked by the firewall or anti-virus software.
Sender does not receive email confirmation.	<ul style="list-style-type: none"> <li>• Recheck the passwords for incoming and outgoing mail to ensure they are correct.</li> <li>• Check to see if the Receiving Email Address Inbox is full.</li> <li>• Ensure the <b>From Email Address</b> is a valid email address.</li> <li>• Ensure the ports for the mail server are not blocked.</li> <li>• Contact your mail provider to check the following: <ul style="list-style-type: none"> <li>- Ensure Outgoing Mail Server (SMTP) has not gone off-line.</li> <li>- Check to see if the email server is still working and that the hard drive space is not full (at capacity).</li> </ul> </li> </ul>
The printer does not recognize the confirmation number.	<ul style="list-style-type: none"> <li>• Email submissions only remain in the system for a certain period of time (default 24 hours). If the email was sent longer ago than this period, the job has already been automatically deleted.</li> <li>• Ensure you are sending to the correct email address.</li> </ul>
Mobile Printing Workflow user did not receive a confirmation email.	<ul style="list-style-type: none"> <li>• Make sure that the user had the correct email address for Workplace Suite.</li> <li>• Make sure that the user waited an appropriate amount of time. With heavy traffic, either on the Workplace Suite server or the mail server hosting the Workplace Suite email messages, there might be some</li> </ul>

Problem/Issue	Remedy/Solution
	<p>congestion resulting in a longer than anticipated wait time for an email confirmation.</p> <ul style="list-style-type: none"> <li>• Check the junk mail folder in the user's email program. If the confirmation message is there, make sure the user adds the Workplace Suite server email address to the safe email list.</li> </ul>
The Workplace Suite icon does not scale properly on the Xerox® Color 550/560 user interface when there are several icons available in the display.	This is expected behavior.
A large number of emails are coming into the Workplace Suite server from one email address and not sure where they're coming from.	You may be using the Workplace Suite Receiving Email account to send jobs (to the same account). Your confirmation code will become a Workplace Suite job and can cause an endless loop of Workplace Suite jobs.
My company uses Gmail. I'm having trouble configuring Workplace Suite with my email.	<p>If you are using Workplace Suite to access Gmail or Hotmail in a corporate environment, then the POP/IMAP and SMTP port numbers those email providers use must be opened on your firewall.</p> <p><b>Note</b></p> <p>It is recommended that you use an email client such as Thunderbird for troubleshooting email issues.</p>
A Workplace Suite user is not getting a confirmation number.	Check if that user is on the blocked user list. Blocked users will not receive a message from Mobile Printing Workflow when they send a job.

# Printer Registration and Workflow Feature Enablement

Problem/Issue	Remedy/Solution
General troubleshooting for printer registration and Workflow Feature enablement.	<ul style="list-style-type: none"> <li>• Verify that the printer you are trying to register is supported by Workplace Suite.</li> <li>• Check that the firmware for the printer is the latest version. Verify that your firmware is up to date.</li> <li>• A printer may be enabled (green Checkmark) but some of the Features and Options may have errors. Utilize the Filter By to list the problem printers.</li> <li>• If a Printer Features or Options has a Red Circle with a X in the middle then some Feature/Option did not correctly configure on the Printer. Below are some tips. Hover over the Feature or Options box for the Printer with a problem. See the text in the box for an explanation of the error.</li> <li>• If you see a Feature is not enabled because there aren't enough Workflow connectors to enable the feature, check the Licensing page for the Workflow Connector status.</li> <li>• Some options need to communicate with the printer and programmatically enable a feature on the printer. See below for troubleshooting tips for options that error when adding.</li> </ul>
Printer Client did not enable correctly.	<ul style="list-style-type: none"> <li>• Check the printer administration password and community name strings you have specified in the printer's Administration tab match the printers setting. Registration Service: Enable SSL, pre Connect Key printers under the HTTP Settings.</li> <li>• Make sure these settings are enabled on your Xerox Printer for your Extensible Service Setup:               <ol style="list-style-type: none"> <li>1. HTTPS must be on.</li> <li>2. Extensible Service:                   <ul style="list-style-type: none"> <li>- Printer Configure</li> </ul> </li> </ol> </li> </ul>

Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>- Extensible Service Registration</li> <li>- Digital Certificate Management</li> <li>- Session Data</li> <li>- Authentication &amp; Authorization Configuration</li> </ul> <ol style="list-style-type: none"> <li>3. Enable the Extensible Service Browser</li> <li>4. Verify Server Certificate is OFF (if you don't have a third-party trusted certificate)</li> <li>5. Extensible Service&gt;Proxy Server: If a Proxy is enabled on your printer, make sure you add the Workplace Suite Server Name or IP Address to the printer's <b>Bypass Proxy Rules</b> list. The Workplace Suite Server Name or IP Address can be found by selecting <b>Company &gt; Settings &gt; Printer</b>.</li> </ol>
Multiple Printer Client Apps are showing on my printer.	Reboot the printer.
Authentication did not enable correctly.	<p>Workplace Suite will normally configure the printer settings automatically for Authentication. However, in some cases that may fail, manually check the following settings through Centware Web internet Services, CWIS (printer Web site):</p> <p><b>ConnectKey Products:</b></p> <ul style="list-style-type: none"> <li>• In <b>Properties &gt; Security &gt; Certificates &gt; Security Certificates</b>, verify that a Xerox® Printer Certificate exists on the printer.</li> <li>• In <b>Properties &gt; Login/Permissions/Accounting &gt; Login Methods</b>, set the Login method to Convenience Authentication.</li> <li>• In <b>Properties &gt; Login/Permissions/Accounting &gt; User Permissions &gt; User Permission Roles</b>, configure the appropriate services to be locked. (Typically, Services Pathway = Locked)</li> <li>• In <b>Properties &gt; General Setup &gt; Extensible Service Setup</b>, select the <b>Enable the Extensible Services Browser</b> check box. In Extensible Service Registration, enable: <ul style="list-style-type: none"> <li>- Extensible Service Registration</li> <li>- User Interface Configuration</li> <li>- Printer Configuration</li> <li>- Xerox Secure Access</li> <li>- Authentication and Accounting Configuration</li> <li>- Session Data</li> <li>- Digital Certificate Management and Security Configuration</li> </ul> </li> </ul> <p><b>VersaLink Products:</b></p>

Problem/Issue	Remedy/Solution
	<p><b>Note</b></p> <p>Any changes below will require a re-boot of the printer to take effect</p> <ul style="list-style-type: none"> <li>• In <b>System &gt; Security &gt; Certificates ( Section ) &gt; Security Certificates</b>, verify that a Device Certificate exists on the printer.</li> <li>• In <b>Permissions &gt; Login/Logout Setting &gt; Login Methods</b>, set the Login method to Convenience Authentication.</li> </ul> <p><b>Note</b></p> <p>Check the Server settings are correct for your server, IP = Server IP and path should be /WcfCAService</p> <ul style="list-style-type: none"> <li>• In <b>Permissions &gt; Guest Access Edit &gt; Select - Device User Role</b> , configure the appropriate services to be locked. (Typically set to No Access).</li> <li>• In <b>APPS &gt; EIP Settings</b>, select the <b>EIP Browser</b> check box.</li> <li>• In <b>APPS &gt; EIP Settings</b>, select the <b>EIP Web Services</b>, enable all features and select <b>OK</b>.</li> </ul>
Usage Tracking did not enable correctly.	<p>Usage Tracking turns on Network Accounting at the Printer. If it fails to enable you may have to turn on Network Accounting manually. Workplace Suite will normally automatically configure the following printer settings. However, you can try to manually check the following settings through Centreware Web internet Services, CWIS:</p> <ul style="list-style-type: none"> <li>• Versalink Products: Select <b>Permissions &gt; Accounting Method &gt; Network &gt; Edit &gt; OK</b>.</li> </ul> <p>ConnectKey Products: Select <b>Properties &gt; Login/Permissions/Accounting &gt; Accounting Method</b>, set the Accounting to Network Accounting.</p> <p><b>Note</b></p> <p>Prompts are not required.</p>
Printer added or repaired in the Admin Tool but the Printer Client Icon does not display at the printer UI.	<ul style="list-style-type: none"> <li>• Check the printer in the Printers list of the Admin Tool. Verify that the printer is enabled and the Printer Client Install status has a green check mark indicating the Client was successfully installed on the printer. <ul style="list-style-type: none"> <li>- If a red X icon displays, resolve the errors indicated.</li> <li>- If a black circle displays, the printer is not configured to have the Printer Client installed. Edit the printer, at the Admin Tool select <b>Printers &gt; Features &gt; Install Printer Client</b>.</li> </ul> </li> <li>• Browse to CentreWare Internet Services (CWIS) on the problem printer and go to <b>Properties &gt; Services &gt; Display &gt; Show/Hide</b>. If Workplace Suite is <b>not</b> in the list of services: <ul style="list-style-type: none"> <li>- On the <b>Printers</b> tab of the Workplace Suite Admin Tool user interface, locate the printer without the icon and verify that the App Install status has a green check mark. If there is no green check mark, resolve the problem by following the steps in the previous bullet.</li> </ul> </li> </ul>

Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>- On the Printers tab of the Workplace Suite Admin Tool user interface, locate the printer without the icon and click <b>Repair</b>. Workplace Suite will reapply settings, enable the printer, and reload the icon. If that still does not resolve the situation, remove the printer and add it back in.</li> </ul> <p>If Workplace Suite is in the list of services:</p> <ul style="list-style-type: none"> <li>- Verify that Workplace Suite is configured to be shown on the printer UI.</li> <li>- There may be more than one page of service icons on the printer UI. Scroll through the icon list to locate the Workplace Suite icon.</li> <li>- On the printer UI, see if there is a service that shows ???? as the service name. If one is located, do the following: <ul style="list-style-type: none"> <li>- Go to CWIS on the problem printer, select <b>Properties &gt; General Setup &gt; Extensible Service Setup</b>, and verify that the Proxy Server settings are correct. If a proxy is enabled, verify that the Workplace Suite server is included in the proxy exceptions.</li> <li>- Go to CWIS on the problem printer and select <b>Properties &gt; General Setup &gt; Extensible Service Setup</b>. If Verify Server certificates is enabled, disable this setting and see if your problem is resolved.</li> <li>- If this printer is on a different subnet from the server, locate a PC on that same subnet as the printer and verify that you can open the Admin Tool from that PC. If the Workplace Suite Admin Tool is not reachable from the different subnet, this is an indication that the router may be preventing the printer from reaching the server.</li> </ul> </li> </ul>
Multiple Workplace Suite Icons are showing on my printer.	Reboot the printer.
After removing Print Management Workflow Authentication, other printer applications don't appear properly on the printer LUI screen.	On the CWIS for the printer, select <b>Properties &gt; Login/Permissions/Accounting &gt; User Permissions &gt; User Permission Roles &gt; Edit &gt; Non-logged in User &gt; Edit &gt; Services and Tools</b> . Make sure that all needed applications in the Services Pathway are marked as Allowed and select <b>Save</b> .
After the printer was deleted from the Printers List in the Admin Tool, the Printer Client Icon still shows in the printer UI.	The printer password or community strings may have changed since the printer was first registered in the Admin Tool. To remove the icon from the printer UI, register the device in the Admin Tool and then remove it.
The Printer Client App is not working, when I select the Printer Client on my printer I receive an error.	<p>Here are some areas to check:</p> <ul style="list-style-type: none"> <li>• Proxy Setting on the Printer – make sure the Proxy setting is correct on the printers. If a proxy is enabled, verify that the Workplace Suite server is included in the proxy exceptions.</li> </ul>



Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>• Make sure the HTTP and HTTPS ports are open from the Printer to the Server, see Ports listing in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i>.</li> <li>• The address that printers will use when communicating with Xerox® Workplace Suite should be the IP address of the Server and not the server Hostname. Select <b>Company &gt; Settings &gt; Printer</b> and update the <b>Server IP Address</b> field with the Server IP Address. After applying this setting, all printers must be repaired on the Printer Tab.</li> <li>• If your Server IP address changed, make sure you update it with the new address here: Select <b>Company &gt; Policies &gt; Printer</b> and update the <b>Server IP Address</b> under <b>Details</b>. After applying this setting, all printers must be repaired on the Printer Tab.</li> </ul>
If the Server Name or IP Address of the Workplace Suite Server Is Modified After the Software Is Installed, the Printer Client Will Fail to Start	<p>If you change the Server Name or IP Address, you must:</p> <ol style="list-style-type: none"> <li>1. Select <b>Company &gt; Policies &gt; Printer</b> and update the <b>Server IP Address</b> under <b>Details</b>.</li> <li>2. Click <b>Save</b>.</li> <li>3. After applying this setting, on the Printer Tab, <b>Repair</b> the printer.</li> </ol>



# Printer Issues

Problem/Issue	Remedy/Solution
<b>Printing Checklist</b> If you encounter printing issues, check the following:	<b>Network</b> Check the network.
	<b>Job</b> <ol style="list-style-type: none"> <li>1. Make sure the job did not already print. By default, jobs are deleted after printing.</li> <li>2. The filename may contain unsupported characters.</li> <li>3. If you received an Aborted status email for your job, this usually means that there is a problem in the print path. Check the print path.</li> <li>4. The document may contain unsupported fonts or unsupported language. Refer to the Supported Languages section.</li> <li>5. Changing the Printer language (PCL 5/PCL 6 or PostScript®) may resolve the issue.</li> </ol>
	<b>File Type</b> <ol style="list-style-type: none"> <li>1. Make sure the document you printed is a supported file type: doc, docm, docx, xls, xlsx, xlsxm, png, ppt, pptx, pptm, pdf, txt, rtf, tif, tiff, jpg, gif, jpeg, odt, ods, odp, odg, odf, zip, or eml. Adobe Portfolio files are not supported.</li> </ol> <p><b>Note</b></p> <p>Zip files are a supported file type, but they may contain file types that are not supported. Supported file types in a zip file will print even if the zip file also contains unsupported file types.</p>
	<b>Printer</b> <ol style="list-style-type: none"> <li>1. The printer's IP address may have changed. Check with the owner of the printer.</li> </ol> <p><b>Note</b></p> <p>Administrators can use the Workplace Suite server to rediscover printers and find the target printer, or update discovery settings on the Workplace Suite Discovery Profile to include a target printer IP address.</p>

Problem/Issue	Remedy/Solution
	<ol style="list-style-type: none"> <li>2. The printer may be out of Workflow Connectors. Check with the Server Administrator.</li> <li>3. You can enable print submission notifications and print completion notifications to receive emails about job processing (the default is no notifications). Notification emails detail if the job was successful or if it failed along with failure details.</li> <li>4. If the printer is not on the enabled list: <ol style="list-style-type: none"> <li>a. Select the printer on the <b>Printers</b> tab.</li> <li>b. Select <b>Actions &gt; Enable Printer</b>.</li> <li>c. Try to print again.</li> </ol> </li> <li>5. If the last communication date on the printer is older than configured schedule, verify that the IP address of the printer has not changed by getting the IP from the printer and comparing it to what is on the <b>Printers</b> tab on the webpage. If the IPs do not match, update the Discovery Profile with the new IP address and search for printers by selecting <b>Run Discovery Now</b> from the Discovery Profiles tab. Attempt to print again.</li> <li>6. Check that the printer supports PostScript, PCL 5 or PCL 6 and is configured correctly on the webpage under <b>Printers</b> and the last communication date is within the configured schedule time.</li> <li>7. Make sure the printer is being discovered.</li> </ol> <p><b>Paper Size</b></p> <ol style="list-style-type: none"> <li>1. Check the printer to determine if the output is being held for re-resources. There is a paper substitution feature that will resize most page sizes (e.g., Letter for A4, A3 for Ledger). The page size determined for the entire document is based on the size of page 1. The administrator can enable or disable this feature. If it is enabled, and the paper size needed to print the job is not loaded in the selected printer, the job will be scaled to fit the available paper. <p><b>Note</b></p> <p>When all paper trays are empty, the paper size settings for paper trays may not be detected and auto-scaling may not be applied.</p> <p><b>Note</b></p> <p>Selecting <b>Original File Size</b> or selecting a specific paper size overrides scaling and paper substitution. If the printer does not have paper of the proper size loaded, the job will be held for resources.</p> </li> <li>2. Printers may have configuration settings for paper substitution. Even if the solution is not set to scale on paper mismatch, check the printer settings to ensure that the printer is either configured for that paper size or is set to perform paper size substitution. <p><b>Note</b></p> <p>Paper substitution is not available when printing through print queues because the paper tray information cannot be determined.</p> </li> </ol>

Problem/Issue	Remedy/Solution
Job did not print as expected	<ul style="list-style-type: none"> <li>The printer may not support all features of the print job. Workplace Suite output will work with most non-Xerox printers that implement industry-standard PCL 5, PCL 6 or PostScript® commands. If non-Xerox printers implement features in a proprietary manner or don't adhere to industry standards, the output may not print as expected.</li> <li>The administrator should check which Page Description Language (PDL) Workplace Suite is using and make sure the printer supports that PDL.</li> <li>It is recommended that you keep the selected defaults. If you experience image integrity or finishing issues, try different options to determine which give the best results.</li> </ul>
Images printing incorrectly	An image with a transparency (of less than 100 %) may print as a solid object. In addition, drop shadows with a transparency may not print.
Embedded images are printing as separate documents	Some email clients may convert email components (e.g., signatures) to attachments and may appear as a blank job.
Printer is requesting for paper to be loaded when it should substitute	<ul style="list-style-type: none"> <li>The paper substitution feature depends on information received from the printer. Some printers do not supply the required tray information for Workplace Suite to substitute a loaded paper size.</li> <li>Paper substitution is not available when printing through print queues because the paper tray information cannot be determined.</li> <li>The user may have selected Original File Size or a specific paper size for the print job.</li> </ul>
Missing images in printed output	Linked images will not print if the linked content is password- or login-protected.
Job did not print with correct font	Documents containing custom or non-standard fonts may not print as expected, due to the font not being available to the Workplace Suite Server. For example, in order for Microsoft Office® documents to print as expected, the font used in the document needs to be a default Microsoft Office® font and be supported by the target printer or additional fonts need to be loaded on the Workplace Suite server. To ensure your documents print as expected, replace the non-standard font with one that is supported by the application used for creating the document, and that is supported by the printer model you have selected.
Direct email print job fails	If the printer has Network Accounting or Xerox® Standard Accounting enabled, the administrator must allow accounting data to be stored in the system to enable the direct email printing feature. If users previously printed to that printer or print queue, and have entered their accounting information, Mobile Printing Workflow applies the saved information on subsequent email submissions.

Problem/Issue	Remedy/Solution
Unable to find the printer when scanning the QR Code with the Xerox® Workplace Mobile App	<p>Do the following on the Admin Tool:</p> <ol style="list-style-type: none"> <li>1. Select the <b>Printers</b> tab, and make sure the <b>Last Discovered</b> communication date with the printer is within the expected time schedule, set up by the administrator.</li> <li>2. Select the <b>Discovery Profile</b> tab, then: <ol style="list-style-type: none"> <li>a. Select the Discovery Profile.</li> <li>b. Select the <b>Discovery Settings</b> tab.</li> <li>c. Verify that printer's IP Address is on the <b>Settings</b> list.</li> </ol> </li> <li>3. Check to see if this printer is served by a print queue rather than directly discovered by Workplace Suite. In the follow me print workflow, multiple printers are served by a print queue, and the individual QR codes do not apply.</li> </ol>
Unable to see the printer or print queue	Check that the user is logged into the correct company. When users access their Workplace Suite account and enter a company code, they see the printers and print queues that are associated with that company and those that other companies have made available.
Unable to print using print queues	<p>It is recommended that you print a test document to the print queue to make sure the information you entered is correct and it is working properly. If you are unable to print using print queues, do the following:</p> <ol style="list-style-type: none"> <li>1. From the webpage, select a print queue on the <b>Print Queues</b> tab to place it in edit mode.</li> <li>2. Make sure that the <b>LPD Server</b>, <b>LPR/LPD Port</b>, and <b>LPR Queue Name</b> names are correct on the <b>Details</b> tab.</li> <li>3. If the print queue is being used with an accounting package, make sure you have an accounting option selected on the <b>Accounting</b> tab.</li> </ol>
Unable to print after creating Rules, or error messages: Job Rejected or Unable to process document.	<p>When an administrator implements rules for printing, users are assigned to a user group. The user group is associated to a rule. Any user not assigned to a rule cannot use the print feature.</p> <ul style="list-style-type: none"> <li>• Ensure that your rules include all intended users.</li> <li>• Ensure that your rules do not inadvertently exclude other users.</li> </ul> <p>For details and rule examples, refer to <i>Policies:Rules</i> in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i>.</p>
Job did not print (When Accounting is enabled)	<ul style="list-style-type: none"> <li>• Workplace Suite cannot determine if the user entered valid accounting information or has sufficient credits to print. It will send the job to the printer or print queue with the user-entered accounting information.</li> <li>• If user-entered accounting information is invalid or they have insufficient credits, the printer will delete the job. The job will be charged to the Workplace Suite company account.</li> </ul>
Did not receive job submission or job completion notification	<ol style="list-style-type: none"> <li>1. Verify that the notification is not in your junk folder.</li> <li>2. Make sure your mailbox is not full.</li> </ol>

Problem/Issue	Remedy/Solution
	<ol style="list-style-type: none"> <li>3. Make sure your email notification preferences are set correctly:               <ol style="list-style-type: none"> <li>a. Go to the Admin Tool and click <b>Company &gt; Policies &gt; Notifications</b>.</li> <li>b. Verify <b>Email Notification</b>.</li> <li>c. Verify that your <b>Push Notifications</b> preferences are selected.</li> </ol> </li> <li>4. Select the <b>Jobs</b> tab then the <b>History</b> tab and view the job status.</li> </ol>
Printer model name contains special characters	Printer model names are read directly from the printer. If the printer manufacturer has included special characters in the name, they will be displayed within Workplace Suite.
Mobile user is unable to print	<p>Check:</p> <ul style="list-style-type: none"> <li>• That the user entered the correct confirmation number. That the user has not already printed their documents. After printing, the document is deleted as a security measure.</li> <li>• That the user has printed their email and any attachments in the email within the system auto-delete time.</li> </ul> <p><b>Note</b></p> <p>The System Administrator can set the length of time that emails remain in the system. If the job is unexpectedly removed, contact the System Administrator or re-send the email.</p> <ul style="list-style-type: none"> <li>• If the job is being “held for resources” because of the paper size.</li> </ul>
Can I print PNG files?	PNG is now supported by Workplace Suite. Verify that “.png” is added to the list of supported types so that the walk-up user will be aware.
PowerPoint file prints with a larger white border when using the native print driver than when using Mobile Printing Workflow	To accommodate the varying sizes of PowerPoint® files, Mobile Printing Workflow uses scale-to-fit.
Why isn't the stapler option available on the Print Settings Screen when I print?	If a stapler is added to a printer after Workplace Suite has been registered, the stapler option will not be available in the Print Settings screen on the user interface. The printer will need to be repaired or deleted, and re-registered in order for the stapling option to become available.
The message on the banner page does not print correctly	Custom messages and document filenames with multi-byte characters will not print correctly on the banner page of EIP-enabled machines.





# Workplace Mobile App

Problem/Issue	Remedy/Solution
Company Printers Do Not Display on the Account	<p>If you entered the wrong company code, you may now be connected to a different company.</p> <p>If you see printers with your app that you do not recognize:</p> <ol style="list-style-type: none"> <li>1. Log out of the Workplace Mobile App and log in again using the correct company code.</li> <li>2. Contact your administrator to make sure the printer is enabled in Workplace Suite.</li> </ol>
Documents Do Not Display on the Account	<p>The document may already have been printed or have been in the system longer than the configured retention time. The default is that jobs are deleted after printing. To check the company Retention Policy setting, go to the <b>Company &gt; Policies &gt; Data Retention</b>.</p>
When Using Open in Function in Apple iOS, Workplace Mobile App Does Not Display as an Option	<p>There may be a limit to the number of items shown in the item chooser, so all of the options may not be shown. On the iPad, make sure you use the hidden scroll bar to see all available items. Refer to Apple documentation for more information.</p>
The GPS Coordinates of the Printer Changed	<p>When you change a site to which a printer is assigned, the printer inherits the GPS coordinates of the new site.</p>
A Workplace Mobile App Logged in User is not Immediately Disabled When an Account Administrator Removes them from the Users List	<p>User functionality is not updated while users remain logged in. Users will continue to have connectivity until they log out or the token expiration (set by the administrator) has timed out.</p> <p><b>Note</b></p> <p>A login attempt after logging out will fail if the user has been removed from the Company Account.</p>
Why Would a Company Code Need to be Reset?	<p>When you create a company account, you distribute the Company Code to the users that you designate as authorized to use the account. When you remove users, change the company code to ensure that removed users cannot continue to access the account.</p>

Problem/Issue	Remedy/Solution
User Access Rights Not Updated	When an administrator removes a user from a company account or changes permissions for that user, the changes will not take effect until the user logs out and logs back in again.
Printer Log in Issues Using the Mobile App	<p>For Mobile Phone Unlock to work, both Mobile Printing Workflow and Print Management Workflow must be installed. Mobile Phone Lock must be enabled.</p> <ul style="list-style-type: none"> <li>• Ensure that you have a Mobile Printing Workflow license, and that the software is installed.</li> <li>• Ensure that Mobile Phone Lock is enabled.</li> </ul> <p>For details, refer to <i>Unlock a Printer Using the Xerox® Workplace Mobile App</i> in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i>.</p>

# Printer Discovery Issues

Problem/Issue	Remedy/Solution
Printer is Not Discovered	<ul style="list-style-type: none"> <li>It could be a connectivity problem. The printer's IP address may have changed or it may no longer have network connectivity. Make sure you can ping the printer.</li> <li>Make sure your discovery criteria is correct. The printer's IP address or Domain Name System (DNS) name must be in the Discovery Settings range, and not in the Exclusions range. If you have changed the printer Simple Network Management Protocol (SNMP) Community Name, it must be listed in the agent SNMP Settings.</li> </ul>
Printers Are Not Discovered After Run Discovery Now Was Initiated on the Admin Tool	<p>If a printer search was initiated on the Admin Tool and the printers do not appear on the <b>Printers</b> tab:</p> <ol style="list-style-type: none"> <li>Verify that the IP address of the printer is in the scan settings list of the Discovery Profile that services the printer's print jobs. If the IP address is not in the scan settings list:               <ol style="list-style-type: none"> <li>Add the IP address to the list.</li> <li>Select the <b>Discovery</b> tab and go to <b>Actions &gt; Run Discovery Now</b>.</li> <li>Verify that the last communication date is updated on the printer.</li> </ol> </li> <li>Attempt to print again.</li> </ol>
What Last Discovered Means	<p>This is the last time that Workplace Suite was able to communicate with that printer. This time is based the Discovery Profile setting that the printer belongs to. The administrator can configure the Schedule section of the Discovery Profile. If it has been longer than 7 hours, make sure the agent is powered on and connected and the printer is connected to the network. You can also go to <b>Discovery &gt; Actions &gt; Run Discovery Now</b> to manually discover a printer.</p>
Unable to Delete a Site	<p>You cannot delete the site that you originally set up when you created the account. You can rename a site and change its coordinates.</p>



# Job Issues

Problem/Issue	Remedy/Solution
Jobs submitted by Workplace Suite users are not showing up on the Jobs tab.	<p><b>Note</b></p> <p>This feature is only available with a Mobile Printing Workflow license.</p> <ul style="list-style-type: none"> <li>• Check that the email account specified in Receiving E-mail Address on the Properties page is the correct email address.</li> <li>• Verify that the email account specified in Receiving E-mail Address matches the email account whose credentials are specified for the Incoming E-Mail Server.</li> <li>• Verify that the email server is functioning and that the Inbox of the Receiving E-mail Address is not full.</li> <li>• Refresh the Jobs page by pressing <b>F5</b> on the keyboard.</li> </ul>
Jobs are not printed using the same fonts as the source file.	<p><b>Note</b></p> <p>This feature is only available with a Mobile Printing Workflow license.</p> <ul style="list-style-type: none"> <li>• Files containing custom fonts or characters will not print in the same format as viewed on the user's screen unless the font is installed on the solution server. Custom fonts installed after solution software installation will be recognized after a solution server reboot.</li> </ul> <p><b>Note</b></p> <p>Customers requiring non-standard fonts (custom-created, Asian, Middle Eastern) must purchase and install the necessary fonts on the Workplace Suite server. The list of standard fonts installed by default as part of the operating system and Microsoft Office 2007 can be found at: <a href="http://support.microsoft.com/kb/924623">http://support.microsoft.com/kb/924623</a>.</p>
Jobs Selected to Print at the Printer do not Print.	<ul style="list-style-type: none"> <li>• For PDF files, check the Active Jobs listing to see if the job is being held. If the file uses a non-standard paper size, it will be held at the printer for the special size paper.</li> </ul>

Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>The print output may be delayed. When a job takes more than 2 minutes to process, a “Your document(s) are being processed...” message appears at the printer. Timeouts may be set at too short a time for the message to appear. <ul style="list-style-type: none"> <li>Check the Auto Exit Timer of Workplace Suite to make sure it is set at a minimum of 3 minutes.</li> <li>Check the printer timeout setting (at the local UI) to make sure it is configured to greater than 3 minutes.</li> </ul> </li> </ul>
My Print Job Is Not Listed in the Job List on the Printer Client / Workplace Mobile App.	<ul style="list-style-type: none"> <li>Verify that the incoming print queue you are printing to is in the same Printer Group as the printer you are logging into. If the printer is not in the same printer group, either add the printer to that Printer Group or log in at a device that is a member of the Printer Group where the print queue is associated.</li> <li>At the Web Admin Tool select <b>Reports &gt; User Audit</b>. Verify that the user name for the login matches the user name for the job. If they do not match, locate the user record in the Users tab and either modify the user name to match the job, or delete the user record and have the user re-register:</li> <li>Make sure that your job appears on the server in the Current Jobs list.</li> <li>The document may already have been printed or have been in the system longer than the configured retention time. The default is that jobs are deleted after printing. To check the company Retention Policy setting, go to the <b>Company &gt; Policies &gt; Data Retention</b>.</li> </ul>
My Print Job Is Not Listed in the current Job List on the server.	<p><b>Note</b> This feature is only available with a Print Management Workflow license.</p> <ul style="list-style-type: none"> <li>Verify that if you are printing to a Queue that the workflow is setup correctly <ul style="list-style-type: none"> <li>Verify queue is set to use the “XeroxMon (Xerox XMP v3 Port Monitor)”</li> <li>Queue should appear in the <b>Print Queues</b> tab list under <b>Incoming Queues</b>.</li> <li>Verify Queue is enabled and the <b>Queue Type</b> setting is correct.</li> </ul> </li> <li>Check the Jobs list in the Admin Tool. Select <b>Jobs &gt; Unregistered</b>, if your job appears in this list it means that your user is not known to the system. <ul style="list-style-type: none"> <li>Navigate to the Users tab and review the list for the selected user.</li> <li>User should be in the list and enabled.</li> <li>The user name shown for the job should match the User name that sent the job</li> <li>Verify user is not Locked Out</li> </ul> </li> </ul>

Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>Confirm that your Workplace Suite server and the client are on the same domain.</li> </ul>
<p>I Can't Submit My Job with Finishing Options or Other Print Features I Want to Use.</p>	<p><b>Note</b></p> <p>This feature is only available with a Print Management Workflow license.</p> <p>On the client PC, go to <b>Devices and Printers</b> and locate the printer/print queue that you are printing to. Right-click the printer and select <b>Printer Properties</b>. Select the Administration tab and verify the configuration displayed. If the configuration is Basic Printing Mode, change the setting to match the printer that you typically print to, or one that has the finishing options you want to use. On the Configuration tab, under Installable Options, set options appropriate for your printer. For example, if your printer has a Finisher, set Finisher to the appropriate finisher option. Also, set Connection under Bi-Directional Communication to <b>Off</b>. You should now be able to submit your job with the settings you want.</p>
<p>I Released My Job Using the Print Management Client but the Job Didn't Print.</p>	<ul style="list-style-type: none"> <li>The client PC that was used to submit the print job must be online and not hibernating in order to print the job. Verify that the PC is online and available.</li> <li>Check the Job Status Active Jobs list on the MFP to see if the job is on hold for resources. If the job is being held for resources, look at the job details to determine what media needs to be loaded in order to print the job. If the job is stuck in the processing state, or a different job in front of yours is stuck in the processing state, delete that job and resubmit the job if needed.</li> <li>Check the Job Status Completed Jobs list on the MFP to verify that the job wasn't deleted due to some error.</li> </ul>
<p>Excel and PowerPoint files fail to convert when Mobile Printing Workflow is installed on a Russian OS.</p>	<p>Mobile Printing Workflow is currently only supported on the following language Operating Systems: English, French, Italian, German, Spanish, Dutch, and Brazilian Portuguese.</p>





# User Account Issues

Problem/Issue	Remedy/Solution
Mobile user cannot print or email to company printers.	<p>Go to <b>Company &gt; Policies &gt; Mobile User Access</b>, then view the selection listed under <b>Details</b>. Review the settings, and change as needed.</p> <ul style="list-style-type: none"> <li>• <b>Allow All Users Except Blocked List:</b> When selected, anyone, except users specified in the Blocked Users list, who know or have access to your company code for Mobile Printing Workflow, can register as a user for your company. Select this option if you do not want to manage access for Mobile Printing Workflow.</li> <li>• <b>Allow Only Specified :</b> When selected, only those email addresses that you have specified in the Allowed Users list can register to your company for mobile printing. Select this option if you want to manage access for Mobile Printing Workflow.</li> </ul> <p>If a user email address or domain is on both the Allowed Users list and the Blocked Users list, the Blocked Users listing overrides the Allowed Users listing. For example, if a user email address is in the Allowed Users list, but the domain is in the Blocked Users list, the user cannot print to your company printers.</p>
Settings are not saved.	<p>After you change a setting, and before you navigate from the page, select <b>Save &gt; Accept &gt; OK</b>.</p>
An assigned Xerox® Workplace Suite Administrator is unable to log in	<p>If an assigned Administrator user is unable to log in, verify the Role assignment, or run the Administration Recovery Procedure.</p> <ul style="list-style-type: none"> <li>• Ensure that the user is assigned the Administrator Role. For details, refer to <i>Assigning a User as a Xerox® Workplace Suite Administrator</i> in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i>.</li> <li>• To repair settings that prevent you or another Administrator from logging in, run the Administration Recovery Procedure. For details, refer to <i>The Administration Recovery Procedure</i> in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i>.</li> </ul>



# Job Reporting

Problem/Issue	Remedy/Solution
Time Data in the Job Report entries are blank	<p>If the Job Report entries are blank for the following rows Server Received Time UTC, Transferred To Printer Time UTC, Completion Time UTC, Job Status Color Printed, 2-sided Printed, and Color Pages Printed. The Job Report is combined job data from the Server and printers Network Accounting logs. The blank fields occur when the Date and Time setting of the Printer is more than 5 minutes different from the server Date and Time Setting.</p> <p><b>Note</b></p> <p>Some of these fields are dependent upon the interface used to retrieve the job data. For example, the Completion Time UTC is only available through Network Accounting. Other values such as Server Received Time UTC are only available for jobs processed by The Mobility Suite server.</p> <p>To resolve this issue, ensure that the Date and Times match between the Server and Printers.</p>
Data in the Job Report entries are blank	<p>For details, refer to <i>Xerox® Workplace Suite Administration and Configuration Guide</i> in the section Company: Settings: Job Reporting.</p> <p>If data in the Job Report entries are blank for the column names that begin with upper case letters (Job Data from Workplace Server):</p> <ul style="list-style-type: none"> <li>• There are entries for Jobs that are local printer Fax, Scan and Copy jobs. These jobs do not pass through the Workplace Suite Server, and therefore do not contain Job data from the Workplace Server (Upper case columns). In some cases, if the user Authenticated through Print Management Workflow, or we can match the username, the user information is added to the job report entry.</li> </ul> <p>If data in the Job Report entries are blank for the column names that begin with lower case letters (Job Data from Printer Network Accounting Data). This is the expected result when Usage Tracking is not enabled on the printer. If you are expecting data, then check the following:</p> <ul style="list-style-type: none"> <li>• If the printer is not enabled for Usage Tracking:             <ul style="list-style-type: none"> <li>- Select <b>Printers &gt; Features &gt; Usage Tracking (Network Accounting)</b> to enable the feature</li> </ul> </li> </ul>

Problem/Issue	Remedy/Solution
	<ul style="list-style-type: none"> <li>• If the printer is enabled for Usage Tracking with Errors: <ol style="list-style-type: none"> <li>1. Navigate to Printers tab.</li> <li>2. Select the <b>Filter By &gt; Usage Tracking: Enabled with errors.</b></li> <li>3. This selection lists all printers that have been enabled for Usage Tracking, but are experiencing an error. An error can be either trying to enable accounting or in retrieving accounting data. If you hover the mouse over the Usage Tracking icon, it displays additional information to help debug the problem.</li> </ol> </li> <li>• If job reporting Schedule is not set: <ul style="list-style-type: none"> <li>- Select <b>Company &gt; Settings &gt; Job Reporting</b> and set a schedule.</li> <li>- If you want the data immediately, select <b>Run Now</b> on the screen.</li> <li>- If there are warnings after selecting Run Now, select the <b>Warning</b> link to review the results. The message indicates if the server had trouble retrieving accounting data, and indicates the number of printers experiencing this issue. To find out which printers experienced this problem, use the following procedure.</li> </ul> <p>If the printer is enabled for Usage Tracking with Errors and cannot retrieve Accounting data:</p> <ol style="list-style-type: none"> <li>1. Navigate to Printers tab.</li> <li>2. Select the <b>Filter By &gt; Usage Tracking: Enabled with errors.</b></li> <li>3. This selection lists all printers that have been enabled for Usage Tracking, but are experiencing an error. An error can be either trying to enable accounting or in retrieving accounting data. If you hover the mouse over the Usage Tracking icon, it displays additional information to help debug the problem.</li> </ol> <ul style="list-style-type: none"> <li>- Possible Causes or Corrective Actions: <ul style="list-style-type: none"> <li>- Printer is powered down</li> <li>- Printer is not connected to the network</li> <li>- IP address of the printer has changed</li> <li>- Accounting has been disabled on the printer. Try to perform a Repair Action</li> <li>- Manually enable Network Accounting on the Printer</li> </ul> </li> </ul> </li> </ul>
When you turn off Usage Tracking on a Printer, the Mobile Printing Workflow and Print Management Workflow Jobs are still tracked and are displayed in the report	When usage tracking is enabled globally, history data is pulled directly from the Workplace Suite server.

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## Print Client Copy and Scan Issues

Problem/Issue	Remedy/Solution
I cannot enable the Printer Client copy and scan workflows.	Copy and Scan functionality is available on Xerox® AltaLink® printers and Xerox® VersaLink® printers only. Before you enable the Copy and Scan features on a Xerox® AltaLink® or Xerox® VersaLink® printer, enable printer-specific settings. For details, refer <i>Enabling Copy and Scan</i> in the <i>Xerox® Workplace Suite Administration and Configuration Guide</i> .
I am unable to make copies.	<ul style="list-style-type: none"> <li>• Verify that the Copy client is installed.</li> <li>• Review and manually add the printer copy settings. When finished, click <b>Repair</b>.</li> <li>• To enable the Remote Copy Service, use the Embedded Web Server for your printer.</li> </ul>
<p>My copy jobs are not printing, the printer displays an error, or prints an error page with one of these errors:</p> <ul style="list-style-type: none"> <li>• There was a problem with external print server</li> <li>• Error Notice: Error is printed as 'There was a problem detected using HTTPS'</li> </ul>	<p>The Workplace Suite Printer Client Copy requires that the printer can connect to the server, using HTTPS and the Fully Qualified Domain Name (FQDN) of the XWS server.</p> <p>To validate connectivity:</p> <ol style="list-style-type: none"> <li>1. Verify that the printer can connect to the Xerox® Workplace Server using HTTPS and the Fully Qualified Domain Name (FQDN).</li> <li>2. Using a computer connected to the same network as the printer, test the printer-to-server connection. <ol style="list-style-type: none"> <li>a. Enter this URL into a Web browser: https:\\&lt;FQDN Server Name&gt;\login If successful, a login page appears.</li> <li>b. From that page, log in to Xerox® Workplace Suite as Administrator.</li> </ol> </li> <li>3. Validate that the Xerox® Workplace Suite server HTTPS Certificate matches the FQDN, and that the issuer matches the FQDN server name.</li> </ol> <p><b>Note</b> You can use the Nslookup utility to check specific DNS servers.</p>

Problem/Issue	Remedy/Solution
I am not receiving my scan-to-email attachments	<p>Email servers commonly reject attachments that exceed a specific size. To prevent the email from being sent, and warn users that an attachment is too large, change the Attachment Size setting.</p> <ol style="list-style-type: none"> <li>1. In Xerox® Workplace Suite, navigate to <b>Company &gt; Outgoing Mail &gt; Scan to Email &gt; Maximum File Attachment Size</b>.</li> <li>2. Enter the maximum file attachment size allowed by the outgoing email server.</li> <li>3. Click <b>Save</b>.</li> </ol>



