

# PCLReader

## Troubleshooting Steps

### Troubleshooting PCLReader Problems

Print the PCL: First, use "COPY /B FILENAME.PCL PRN" from a DOS shell command line or RUN command line. Or, use PCLReader to "View PCL" your PCL file, ignore the image of the first page rendered to the screen and FastPrint the PCL file to the same PCL printer that the file is supposed to print to. If PCLReader does not render the same page image that the printer produces on the printed output, then:

1. Does the PCL print properly on its intended printer? If not review the following:
  - a. Make sure that the PCL file is not corrupted due to file transferring it as ASCII text rather than as a binary file.
  - b. If the file relies on the printer's front panel to be set to something other than the factory defaults. If you have orientation, page size, font, symbol set or other problems, use the Convert Preferences – Front Panel Settings dialog to force PCLReader to the same defaults as what the file expects the intended printer to be set for.
  - c. If your file is not picking-up the correct fonts, then the PCL may be referencing non-standard resident printer fonts and/or symbol sets, or fonts on a DIMM chip. Or, it may be expecting fonts to be downloaded to the printer before the print stream.

The best PCLReader can be expected to do with your PCL is to render the same page image as the printer does with the same PCL, font/macro resources and same Front Panel settings.

2. PCLReader - Convert to Raster: Convert the PCL to TIFF format, look at the .LOG file generated and "View Image" the .TIF file(s) created. Make sure all the correct preferences are set in PCLReader for the nature of the PCL file. Investigate the probable causes of any errors that are generated. Don't be too concerned with some of the "warnings" generated – they may not mean much more than we found something that only "may" be a problem.
3. PCLReader - View PCL (raster): This converts PCL into an in-memory device independent bitmap (DIB), then renders it to the screen using PageTech drivers. This more direct, alternate method of rendering the PCL page images to the screen may reveal other clues to help solve conversion anomalies.

If you haven't found the problem after trying the above suggestions, try the following:

- Provide a full, detailed description of the problem on the <http://groups.yahoo.com/group/pclprinters/> list group. If you don't get the problem solved there within 24 hrs., go to the next step.
- Run the techsupport.exe program from the PCLReader icon group to gather the files that PageTech needs to solve a problem. It will create a .TSZ file, which should include the PCL file that is not converting, viewing or printing properly. Then, go to [www.pclreader.com/support/](http://www.pclreader.com/support/), fill out the support form in detail and upload the .TSZ file.

As much as we would like you to purchase one of our products. Please DO NOT purchase PCLWorks or PCLTool SDK in anticipation that either of those products will automatically solve any problem you may be Experiencing with PCLReader. We would rather analyze your PCL and diagnose the problem to find the cause, and provide you with the various solutions and/or alternatives.