

## Print Troubleshooting Tips

Required Operating Systems – Windows 8 or higher, Google Chrome

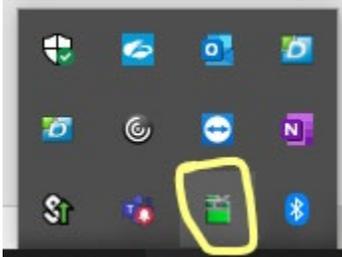
**This will not work with Apple Devices or ChromeBook**

1. Print Control downloaded correctly? Go to the bottom of your screen, click on the upside-down V or tent – hidden icons



Click on the upside-down V or tent – hidden icons

2. Do you see the Publishing Platform Print Control?



3. If you have the icon above, log into Google Chrome Lexmark, select a batch to print

 Print

1 of 5 batches selected

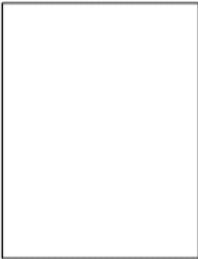
<input type="checkbox"/>	Batch Name	Type	Copies
<input type="checkbox"/>	Regular Price Changes - 01-05-22 - 01-12-22	Reg Price Change	1
<input checked="" type="checkbox"/>	LTO - 01-03-22 - 01-30-22	LTO	87
<input type="checkbox"/>	Regular Price Changes - 01-03-22 - 01-10-22	Reg Price Change	182
<input type="checkbox"/>	Regular Price Changes - 12-31-21 - 01-07-22	Reg Price Change	1
<input type="checkbox"/>	Store Inventory	Store Inventory	1320

1 of 5 batches selected

4. Click on Change Printer – Do you see a list of printers?

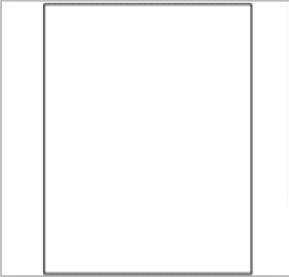
 **Print Jobs** ✕

Load Paper: 6.5"X 1.75" BIN TAG



Total: **18 pages** (approximate)

 Preview  **Print**



LTO 6.5x1.75  
**BinTag**  
6.5x1.75  
87  18 

6.5"X 1.75" BIN TAG  
1 template  
18 pages (approximate)

Printer: **Microsoft Print to PDF**



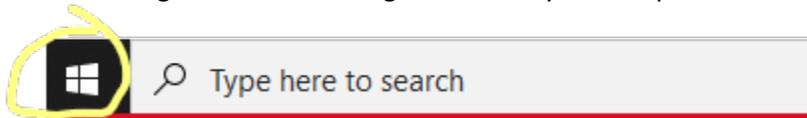
 **Select a Printer** ✕

Search printers

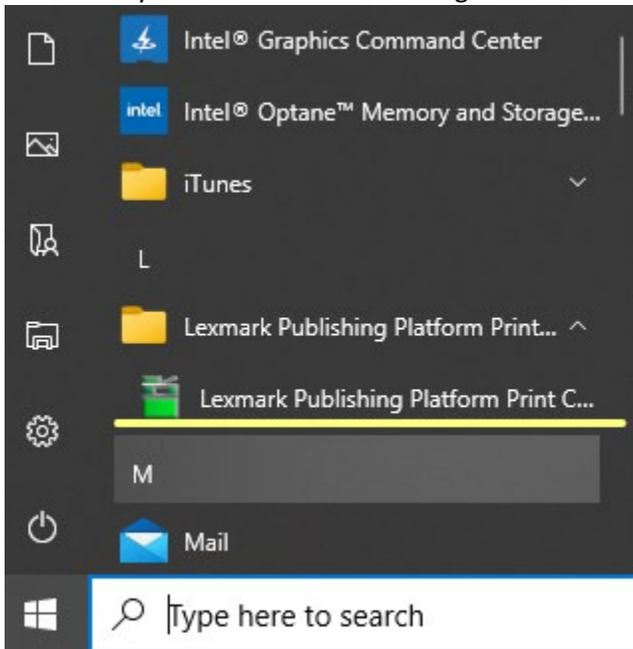
▼ **Local Printers**

-  \\PWHOPRTAPP01\Secure-Print
-  OneNote (Desktop)
-  Microsoft XPS Document Writer
-  Microsoft Print to PDF ✓
-  HP670270 (HP Officejet Pro 6830)
-  Fax
-  DYMO LabelWriter 450

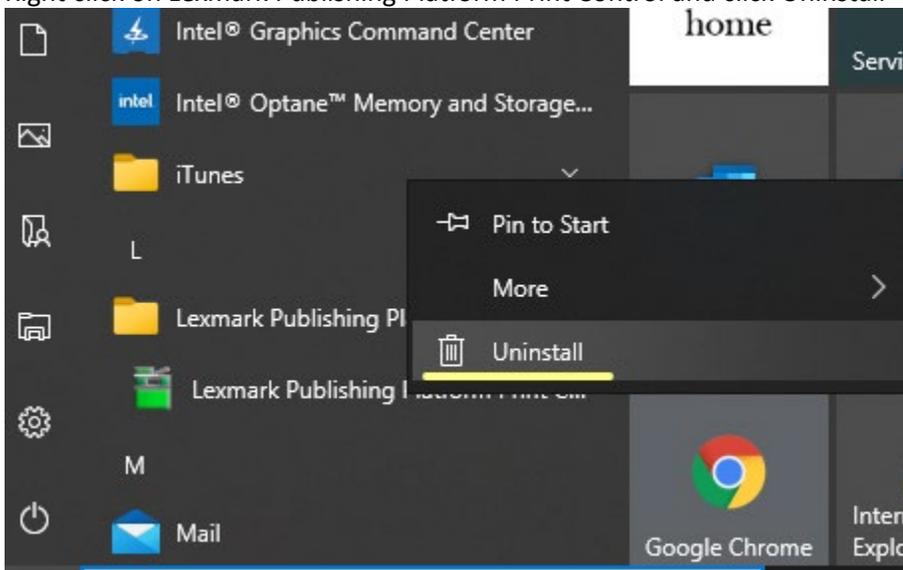
5. If you do not see a list of printers or cannot print to pdf. Please log out of Lexmark, close Google Chrome and go to the bottom right corner of your computer



6. Scroll until you find Lexmark Publishing Platform Print Control



7. Right click on Lexmark Publishing Platform Print Control and click Uninstall



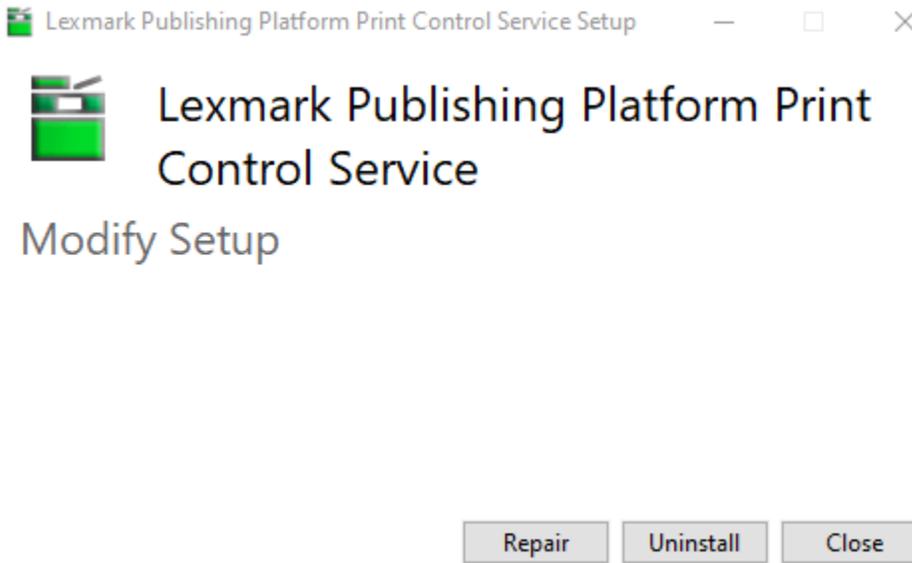
8. Right click on Lexmark Publishing Platform Print Control and click **Change**

Uninstall or change a program

To uninstall a program, select it from the list and then click Uninstall, Change, or Repair.

Name	Publisher	Installed On	Size	Version
Microsoft Project - en-us	Microsoft Corporation	12/26/2021		16.0.13801.21092
Microsoft 365 Apps for enterprise - en-us	Microsoft Corporation	12/26/2021		16.0.13801.21092
Microsoft Edge WebView2 Runtime	Microsoft Corporation	12/19/2021		96.0.1054.62
Microsoft Intune Management Extension	Microsoft Corporation	12/18/2021	11.5 MB	1.50.203.0
Google Chrome	Google LLC	12/14/2021	77.2 MB	96.0.4664.110
Microsoft Edge	Microsoft Corporation	12/11/2021	113 MB	96.0.1054.62
Microsoft Teams	Microsoft Corporation	12/11/2021	119 MB	1.4.00.32771
Microsoft OneDrive	Microsoft Corporation	12/9/2021	195 MB	21.230.1107.0004
Pulse Secure Setup Client Activex Control	Pulse Secure, LLC	12/6/2021		2.1.1.1
Pulse Secure Setup Client	Pulse Secure, LLC	12/6/2021	800 KB	8.1.102.61663
Pulse Secure Setup Client 64-bit Activex Control	Pulse Secure, LLC	12/6/2021		2.1.1.1
Dell SupportAssist OS Recovery Plugin for Dell Up...	Dell Inc.	12/2/2021	63.5 MB	5.4.1.14954
CrowdStrike Windows Sensor	CrowdStrike, Inc.	12/2/2021	58.4 MB	6.30.14406.0
Realtek USB Ethernet Controller All-In-One Windo...	Realtek	12/2/2021	9.31 MB	10.48.914.2021
Teams Machine-Wide Installer	Microsoft Corporation	12/1/2021	318 MB	1.4.0.29469
Zscaler	Zscaler Inc.	11/30/2021	54.1 MB	3.6.1.23
Camtasia 9	TechSmith Corporation	11/24/2021	839 MB	9.0.3.1627
Dell SupportAssist for Business PCs	Dell Inc.	11/23/2021	538 MB	3.1.1.18
Qualys Cloud Security Agent	Qualys, Inc.	11/22/2021	17.6 MB	4.6.1.6
Zoom	Zoom Video Communications, I...	11/20/2021	9.76 MB	5.8.3 (1581)
WinSCP 5.19.4	Martin Prikryl	11/17/2021	98.4 MB	5.19.4
Lexmark Publishing Platform Print Control Service	Lexmark International, Inc.	11/12/2021	28.9 MB	11.0.1.34
Dell Command Universal	Dell Inc.	11/5/2021	12.1 MB	4.4.0
iTunes	Apple Inc.	11/4/2021	417 MB	12.12.2.2

9. Click Repair



10. A popup with initializing will appear. When this is done, restart your computer, go to Google Chrome, login to the Lexmark Publishing Platform and try to print again