

## *Note*

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*Adobe printing tips  
taken from [www.adobe.com](http://www.adobe.com)*

### **Troubleshoot- ing Printing Problems in Acrobat for Windows**

FaxYI number 7452

#### **What's Covered**

- Determining the Cause of the Problem
- Resolving Problems Printing a Specific PDF File from an Acrobat Viewer
- Resolving Problems Printing Any PDF Files from an Acrobat Viewer
- Resolving Problems Printing Any File from Any Application

This document provides troubleshooting suggestions from Adobe Technical Support that may help you resolve non-specific printing problems in Adobe Acrobat 3.0x for Windows. You may find a solution to your printing problem in a more specific document by searching the Technical Solutions database on Adobe's Web site (<http://www.adobe.com>).

Before you begin troubleshooting, be sure to check the Acrobat ReadMe file, which may include information or troubleshooting suggestions for your printer.

## Determining the Cause of the Problem

Before you can troubleshoot the problem, you need to determine its cause. To determine the cause of the printing problem:

### 1. Print another PDF file.

- If that file prints correctly, the PDF file that doesn't print correctly may be damaged, and you should continue troubleshooting using the solutions in the Resolving Problems Printing a Specific PDF File from an Acrobat Viewer section, below.
- If the file doesn't print correctly, continue with step 2.

### 2. Print another type of file (e.g., .txt file) from another application (e.g., Microsoft Word, WordPad).

- If that file prints correctly, you know the problem isn't system wide -- it's only with the Acrobat viewer. Move to the Resolving Problems Printing Any PDF Files from an Acrobat Viewer section, below.
- If the file doesn't print correctly, the problem is system wide, and is not specific to Acrobat or your PDF files. The problem could be low system resources, insufficient memory on your printer, or a poor connection between your computer and the printer. Continue with step 3 to eliminate some likely causes of the problem. If steps 3-6 don't solve the problem, move to the Resolving Problems Printing Any File from Any Application section below.

### 3. Restart your computer, then print a PDF file.

- If the file prints correctly, your system may have been out of memory or resources.
- If the file doesn't print correctly, continue with step 4.

### 4. Turn off your printer for at least 15 seconds to flush its memory, and then turn it back on and print a PDF file.

- If the file prints correctly, your printer's memory was too full.
- If the file doesn't print correctly, continue with step 5.

### 5. Print from another computer.

- If the file prints correctly, the computer you first tried to print from may be unable to connect to the printer or the network correctly. Contact your network administrator or consult your network documentation.
- If the file doesn't print correctly, continue with step 6.

### 6. Print a PDF file to another printer.

- If the file prints correctly, the computer you first tried to print from may be unable to connect to the original printer because of a communication, hardware, or memory problem. Make sure the printer is turned on and connected properly. Run a self-test on the printer to make sure it's working correctly. For instructions, see the printer's documentation. You may want to also contact your network administrator for assistance.
- If the file doesn't print correctly, move to the Resolving Problems Printing Any File from Any Application section, below.

## Resolving Problems

### Printing a Specific PDF File from an Acrobat Viewer

If you're having problems printing an individual PDF file, do one or more of the following:

**A. If you're printing to a PostScript printer from Windows 95, send the PostScript error handler to the printer (if your printer driver includes this option):**

1. Choose Start>Settings>Printers.
2. Right-click your printer and choose Properties from the pop-up menu.
3. Click the PostScript tab.
4. Select the Print Postscript Error Information option, then click OK.

The PostScript error handler will print a page that lists any PostScript errors occurring when you print. For help interpreting and resolving PostScript errors, see document 200103.

**B. Make sure you have at least 50% of your system resources free when printing from an Acrobat viewer. If your system resources are below 50%, exit all applications but the Acrobat viewer. You may need to restart Windows before it reflects freed system resources.**

To check the amount of available resources:

- In Windows 95, right-click My Computer, choose Properties from the pop-up menu, then click the Performance tab.
- In Windows NT4.0, press Ctrl+Alt+Del, then click Task Manager.
- In Windows 3.1x, choose Help>About Program Manager.

**C. Recreate the PDF file using Distiller or the updated PDF Writer included with Acrobat 3.01.**

## Resolving Problems Printing Any PDF Files from an Acrobat Viewer

If you're having problems printing any PDF files from your Acrobat viewer, do one or more of the following:

**A. Make sure you're using the latest version of the Acrobat viewer. You can check Adobe's Web site (<http://www.adobe.com>) for current version information and updates.**

**B. Make sure you're using the most current printer driver for your printer:**

When you're printing to a PostScript printer in Windows 95, you should be using either the Microsoft PostScript printer driver 4.0 or later or the AdobePS PostScript printer driver 4.1 or later. AdobePS 4.x is located in the Drivers folder on the Acrobat 3.0x CD-ROM. To check the version of most printer drivers:

1. Choose Start>Settings>Printers.
2. Right-click your printer, then choose Properties from the pop-up menu.
3. Click the Paper tab, then click About.

When you're printing to a PostScript printer in Windows 3.1x, you should be using either the Microsoft PostScript printer driver 3.58 or later or the AdobePS PostScript printer driver 3.0.1. AdobePS 3.0.1 is located in the Drivers folder on the Acrobat 3.0x CD. To check the version of most printer drivers:

1. Open the Printers Control Panel.
2. Select your printer, then click Setup.
3. Click About.

When you're printing to a PostScript printer in Windows NT, you should be using the Microsoft PostScript printer driver included with Window NT.

If you're printing to a non-PostScript printer, contact your printer manufacturer for information about which printer driver you should use or for driver updates.

**C. Change the printer driver settings:**

In Windows 95:

1. Choose Start>Settings>Printers.
2. Right-click your printer, then choose Properties from the pop-up menu.
3. Click the Postscript tab.
4. Select Postscript (Optimize for Portability), then click OK.

In Windows 3.1x:

1. Open the Printers Control Panel.
2. Select your printer, then click Connect.
3. Deselect Fast Printing Direct to Port, then click OK. If changing this option does not correct your printing problem, reselect it.

**D. If you're using Print Manager in Windows 3.1x, turn it off:**

1. Open the Printers Control Panel.
  2. Deselect Use Print Manager, then click OK.

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NOTE: When Print Manager is active, all print jobs are spooled to its print queue in the background. When Print Manager is disabled, print jobs are sent directly to the printer.

**E. Make sure you have plenty of free drive space available. All Windows applications create temporary files when printing, which are stored on the computer's free hard drive space. Adobe recommends that you keep free hard drive space equivalent to at least three to five times the size of the file you're printing. In addition, both Windows 95 and Windows NT require additional drive space to manage virtual memory. Adobe recommends you keep at least 25 MB of drive space free for virtual memory management.**

**F. Verify the Set Temp= line is present in the Autoexec.bat file and that it points to a valid drive and directory. The drive containing the temp directory must have at least 10 MB of free disk space:**

1. At a DOS prompt, type  
set  
and press Enter.
2. Note the directory specified in the Temp= line.
3. Change to the directory listed after the equal sign. For example, if the directory listed in the Set Temp= line is C:\Windows\Temp, type  
cd c:\windows\temp

If you can change to the directory without error, the directory is valid. If a message appears stating that the directory is invalid, edit the Set Temp= line in the Autoexec.bat file to point to a valid directory. To modify the Autoexec.bat file to point to a valid temp directory:

1. Open the Autoexec.bat file in a text editor that can save in text-only format (e.g., Windows Write, Notepad).
2. Locate the Set temp= line.
3. Type the path to a valid drive and directory after the equal sign.
4. Save the Autoexec.bat file in text-only format, then restart Windows.

**G. Use the Standard VGA video driver. When you're printing to a non-PostScript printer in Windows 95 or Windows 3.1x, your video driver can affect print jobs. You can see if your video driver is causing the problem by using the standard VGA video driver. See document 300303 for instructions on specifying the standard VGA driver in Windows 95. See document 300604 for instructions on specifying the standard VGA driver in Windows 3.1x.**

If the error does not occur when you use the standard VGA video driver, contact your video card manufacturer for an updated video driver. If you're already using the current version, try using a different video resolution (e.g., 800 x 600 rather than 1024 x 768).

**H. If you're printing to an early-model printer, make sure you're using the current version of the PostScript cartridge. Contact your printer manufacturer for assistance in identifying the version of the PostScript cartridge.**

**I. If you're printing to a network printer, connect your computer directly to the printer and try printing again. If your files print correctly, your computer can't**

**connect to the printer across the network. Contact your network administrator for assistance.**

If you can't connect directly to the printer, save the PDF file as a PostScript file, copy the PostScript file onto a computer that's connected directly to the printer, then copy the PostScript file to the printer from a DOS prompt.

## Problems Printing from All Applica- tions

If you're having problems printing any file from your computer, the problem isn't just with Acrobat, so you'll need to contact Microsoft Technical Support or your printer manufacturer. Always make sure the printer is turned on, and check the physical connections between the printer and the computer -- the solution may be as simple as reconnecting a loose cable.

Also, make a note of what has changed on your system recently that may affect the printing process. Any of the following can cause problems:

- Updating hardware or software
- Adding new hardware or software
- Deleting software
- Installing or removing fonts
- Connecting to a network
- Rearranging or cleaning up files on the hard drive

Often, a change on your system directly corresponds to the appearance of a printing problem. Keeping a record of changes made to your system can help you troubleshoot printing and other problems.

### Related Records:

- [PostScript Error Troubleshooting Guide](#)
- [Specifying the Standard VGA Video Driver in Windows 3.1x](#)
- [Specifying the Windows Standard VGA Driver in Windows 95](#)

Product: Acrobat Reader

Platform: Windows

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