

## Pcounter Embedded for Sharp - FAQ

Question	Answer
User balances are not decreased	There are two positions to setup the accounting mode: 1. in Pcontrol - Printer - Pcounter - Configuration the Accounting mode must be: None (OSA-IM will count jobs) 2. in OSA-IM Management select Printer Configuration profile (double click on MFP name) and select - Settings - Accounting mode: User account balances and Log File
The "pull print" feature doesn't seem to be holding the print job at the server such that you can release it after logging in the MFP. Instead of this the job prints it out straight away.	The pull print queue must be associated with Pcounter, i.e there is an arrow next to the print queue. The pull queue must not be a "real" printer. It is just used to receive and spool the jobs. A Pcounter queue must be assigned and it's recommended to assign a correct printer driver.
Dragon MFP does not print - the Data LED is blinking - MFP hangs up displaying "printing 1 job..." and has to be rebooted..	In former MFP firmware releases the printjobs had to contain an account number (random: e.g. 12345). This had to be setup in the printer driver "Job-Handling" section. The problem is solved since MFP firmware p5.51.60703a (ARM550/620)
After having installed Pcounter and OSA-IM properly, login at the MFP fails with an "Error 500 - not found", "NullPointerException" or an "Unknown user" message.	Modify the balance of at least one user. This will cause Pcounter to create it's balance-DB that is required for the user authentication.
Print jobs are not displayed when user is logged in.	<ol style="list-style-type: none"><li>1. Only the jobs owned by the user are displayed!</li><li>2. Printer queue has to be linked with MFP in DAccS Management</li><li>3. the pull queue is not assigned to that printer</li></ol>
After pressing the print/print all button the screen "Printing X Jobs...." appears in the MFP display and freezes but the print job won't be printed.	It's not allowed to create two printers with the same IP address on the page.
On Jupiter MFP the paper size always is A4	The job result on Jupiter does not contain any format information. So all results are seen as A4.
Can users be prevented to print below their balance?	No: even OSA does provide a "set limit" feature, it can not be used usefully. e.g. - jobs stopped due to limit are blocking MFP and all subsequent jobs - jobs stopped due to a given limit can be continued by user without increasing his balance
Management shows: Error LIZ04. No or invalid licence file.	During TRIAL period this is no error message, but a hint, that there is no licence file available.

<p>Page count in duplex printing is not correct</p>	<p>the result of duplex copies/prints is dependent to sequence of the originals (how are they supplied to the mfp)  e.g. the results are different if you feed  a) b&amp;w - color - color: this will lead to the result you reported (4 pages color)  b) color - color - b&amp;w: this will lead to the result 2 pages color + 2 pages b&amp;w  Why?  - MFP always reports 2 pages per sheet of paper when duplex is selected (even if one side stays blank)  - if at least one side of the sheet is color, the MFP reports 2 pages color for that sheet.  in case a) b&amp;w/color -&gt; one sheet with color (2 * c) + color/blank -&gt; one sheet with color (2 * c) = 4 * c  The same behaviour for copy and printing</p>
<p>Print jobs where documents are sent via MFP-webpage, email or ftp are not counted in Pcounter</p>	<p>1.) usually nobody will be logged in at the MFP when print jobs directly are sent through one of the above ways. So nobody can be charged by the application for that kind of print jobs.  2.) some customers may allow this "direct print options" some not. If not, these functions should/can be switched off at the MFP by the administrator. (recommended)</p>
<p>sender e-mail address is not automatically taken from OSA-IM logon</p>	<p>OSA-IM user login is a login to the Server - and not to the MFP. so there is no way to automatically set the sender e-mail address to the user-address.  Scan applications can be added to OSA-IM if AMX-2 is enabled. BUT only Scan-to-ftp is supported by OSA.</p>
<p>Error Codes:</p>	<p>LIZ01: Session ID not available -&gt; press Sync-Button to recreate ID  LIZ02: Maintenance invalid or manipulated (LICENCE UPDATE REQUIRED!)  LIZ03: current time &lt; osa-time - 12h  LIZ04: no licence file available or data can not be read (USUAL DURING TRIAL !)  LIZ05: Maintenance data (day-month-year) can not be read  LIZ06: Maintenance data can not be converted to Java-format  LIZ07: current date &gt; Maintenance_End date --&gt; Maintenance expired  DUP01: licence file could not be read  DUP02: licence update file could not be read  DUP03: licence ID and licence update ID do not match  DUP04: licence update counter is missing  DUP05: licence update counter too small</p>
<p>Modifying the client code list / user association in Pcounter has no effect on the client code selection screen at the MFP</p>	<p>To achieve a better performance OSA-IM is caching the client code list / user associations in its memory. The global client code list is valid for 10 minutes. User associated client code lists are valid for 12 hours. To force a refresh of the client code cache you either restart apache-tomcat service or press the [ Clear Client Code Cache ] button in the [ INFO ] screen.</p>



