

Jobs Sent to a Windows Printer Have Pending Status

Problem

The LPS Status Client indicates jobs sent to Windows-configured Hewlett Packard (HP) printers are backing up with a Pending status and the printer is displayed as unavailable (red). Restarting the Loftware Service and removing pending jobs from the Loftware working directory (C:\Program Files (x86)\Loftware Labeling\WDDrop\OLEBPx) will often temporarily restore normal printing.

Explanation

There is a commonly enabled setting for HP drivers called **Enable bidirectional support** that, when combined with multiple configured printers using the same driver, can conflict with high-volume label printing from Loftware.

Article Number

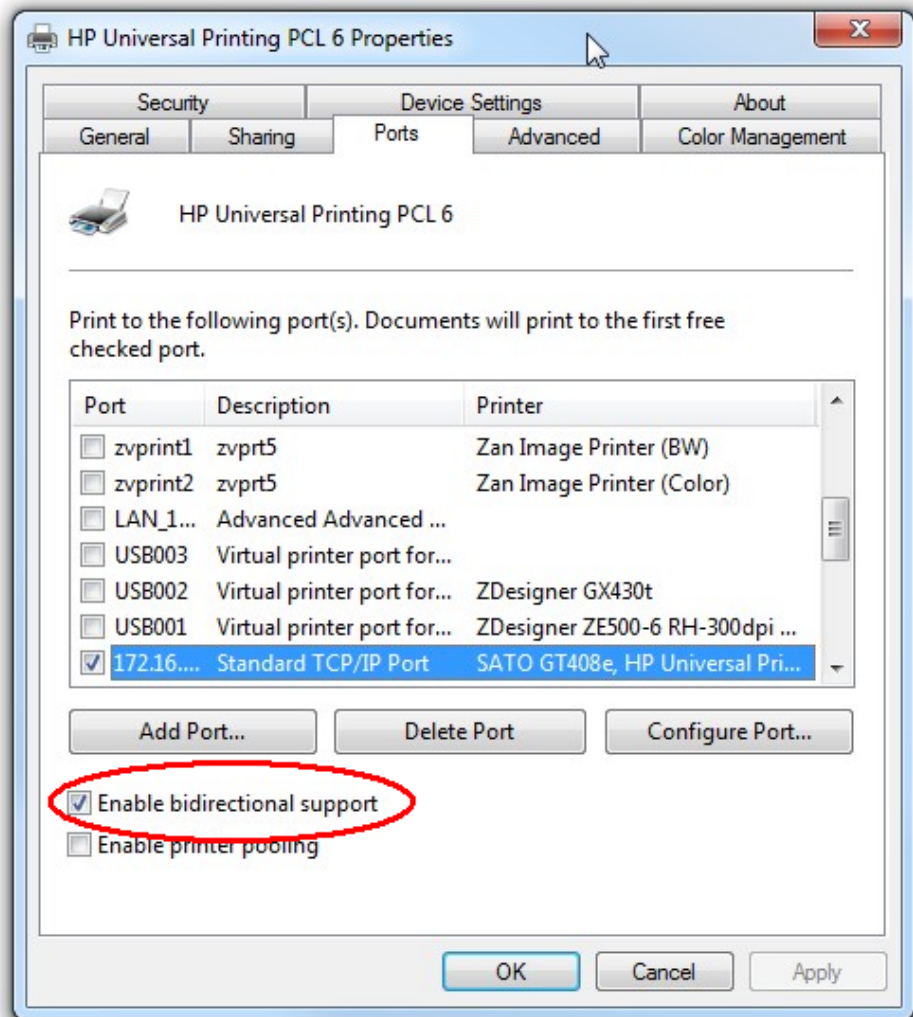
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Versions

All supported LPS family product versions

Environment

Any supported Windows environment



Solution

To resolve this issue, clear the **Enable bidirectional support** check box on all configured Windows drivers being used by Loftware to disable this setting.

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