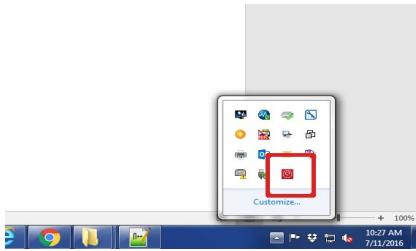# Troubleshooting/FAQs

**1. Unable to print after installation**

a. Check whether you are able to print other documents like word, PDF etc. outside of e-stamping.
b. Ensure that PCP is running in the system tray.

c. If PCP is not running, go to **Start Menu** > **All Programs** > **Phidelity** > **Print Control Proxy** and click the Print Control Proxy executable.

In compatible browser, go to https://127.0.0.1:50000. You should see the following screen:
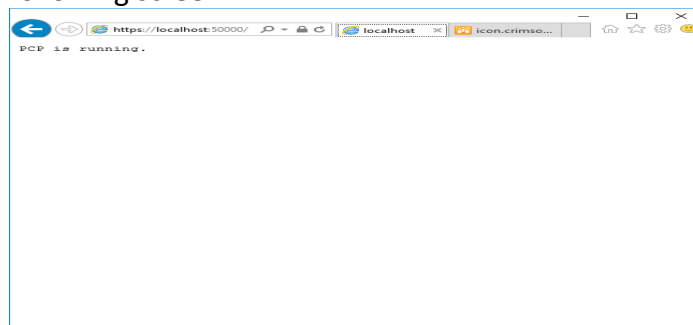
If the output is different from the one shown above, Please proceed to follow further troubleshooting steps.

2. My antivirus stops PCP from running

Like most Windows applications, PCP uses the registry to store configuration values such as version numbers within the registry. This may cause PCP to be flagged by the antivirus during installation.

If the installer was already run once and the Start Menu items are already created, try running PCP from Start Menu.
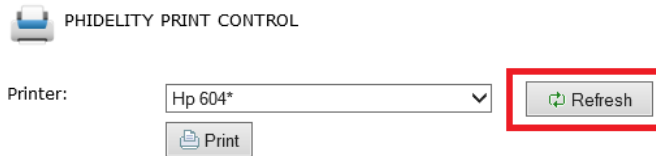
If PCP is still blocked, please contact your system administrator, or manually whitelist PrintControlProxy.exe located in:

For 32-bit systems: C:\Program Files\Phidelity\Print Control Proxy
For 64-bit systems: C:\Program Files (x86)\Phidelity\Print Control Proxy

3. The printer I want to use is not shown in the drop-down list

If your printer is newly installed, click the Refresh button to refresh the printer list.

Ensure that the printer supports the required 600dpi resolution and uses a PostScript driver (contact your printer vendor to be sure).
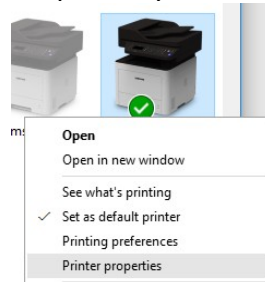
Ensure that the printer is running on a **USB, LPT, COM, DOT4** or a valid **Network** port.
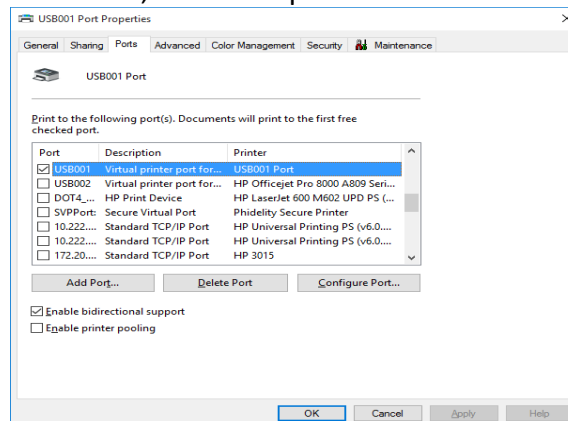
To check the port:

    a.   Go to **Control Panel** > **View devices and printers**
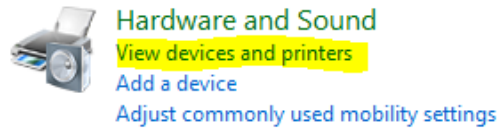
    b.   Right click the printer you are using, select **Printer properties**

    c.   Under **Ports** tab, check the port in use.

If you are running a different type of port (e.g. WSD port), please add your network printers through a **Standard TCP/IP port**, or contact your system administrator.

4. "Document was sent to printer" but no printout was received

a) Ensure that you can print a test page.
b) If you are unable to print a test page,Check the printer's toner and paper levels.
c) Check if there is a paper jam.
d) Contact the application support team to ensure that you have not exceeded the print quota of the document.
e) Contact your network administrator to check if PCP can send and receive HTTP requests.

5. PCP stuck while fetching printer list

Typically, the printer list is displayed in less than a minute. It can take longer if you have many printers installed. If it takes too long:

i.   Restart the workstation and try again.

ii.   If you are not running the latest version of PCP, there should be a download link available for you to download the latest PCP.
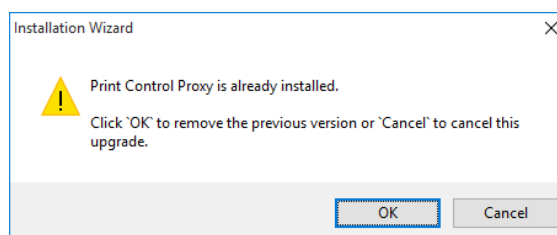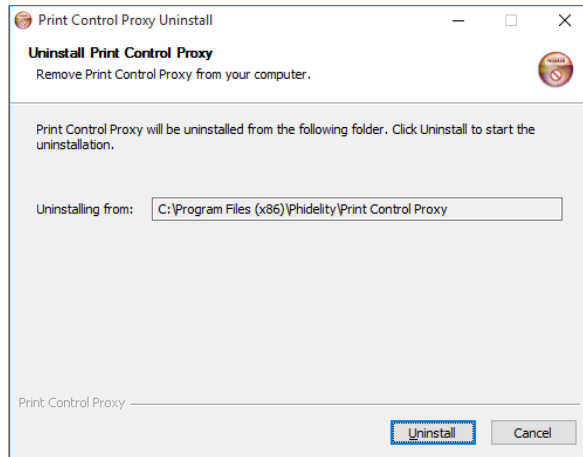

6. Upgrading Phidelity version

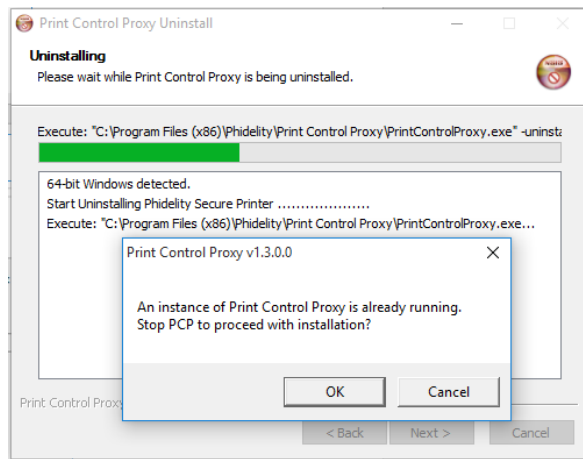1. Download the latest version of PCP.

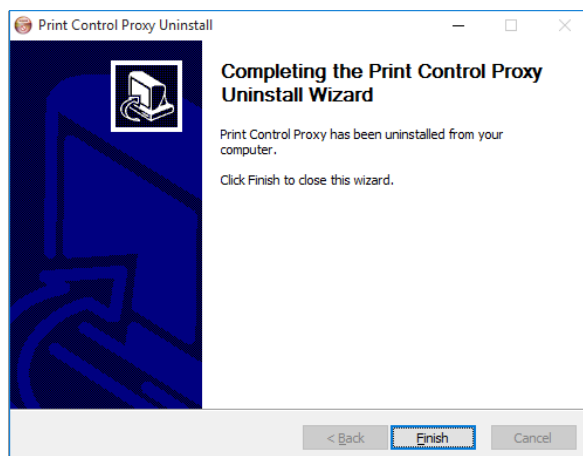2. The following screen will appear. Click **OK** to continue.

3. The uninstaller will launch. Click **Uninstall** to continue.

4. If PCP is detected to be running during the uninstall process, the following popup will appear. Click **Yes** to continue.

5. When uninstall completes, the following screen will appear. Click **Finish** to proceed with the installation of the upgrade.
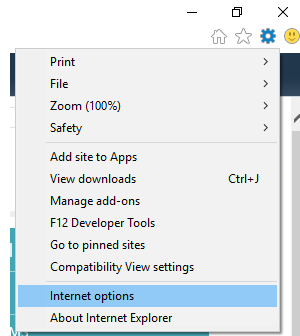

The installer will then run, and proceed to install the new version of PCP. Follow the installation steps listed above.
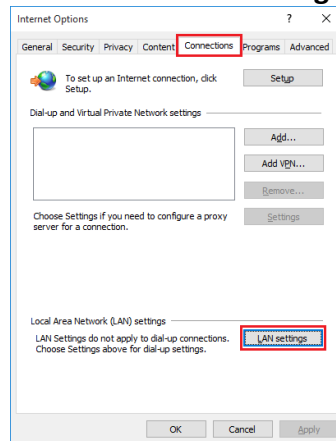
7. Unable to connect to 127.0.0.1

1. Ensure that https://127.0.0.1:50000 is not accessed via a proxy.

2. Steps for **Internet Explorer** and **Chrome** users:
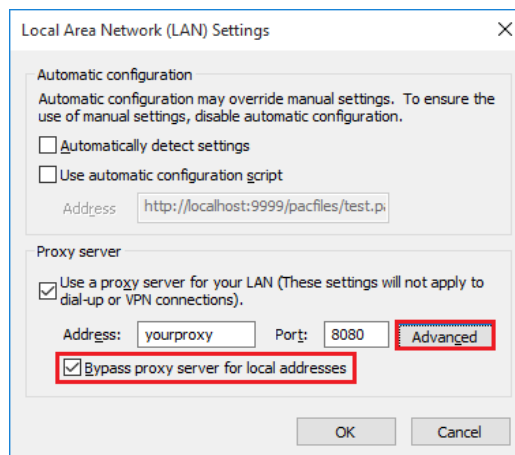
    a.   Launch Internet Explorer

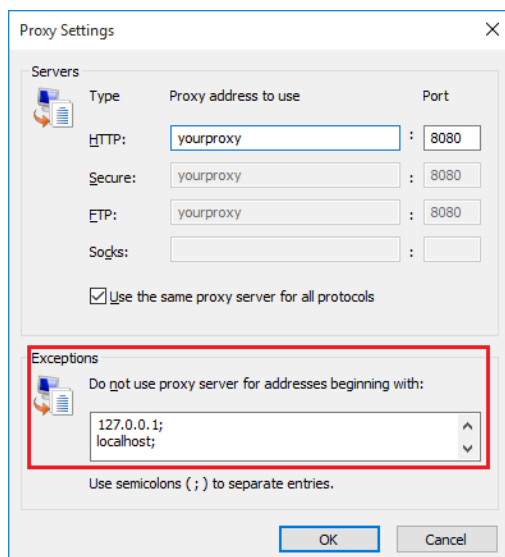   b.   Click the **Settings button** and **Internet Options**

    c.   Click the **Connections** and **LAN Settings.**

    d.   Ensure that **Bypass proxy server for local addresses** is checked. Click on **Advanced.**

e.   Ensure that under the **Exceptions** section, there are entries for 127.0.0.1 and localhost.

f.   Keep clicking **OK** until the Internet Options window is dismissed.

8. "An error occurred while retrieving the document from the server."

a) Steps for **Firefox** and **Chrome** users:
    1. Ensure that you are able to navigate to the web application in Internet Explorer.
    OR
    2. Change your proxy settings to read system proxy settings, ensure that the browser is still able to navigate to the web application and follow the steps below.
b) For all users:
    1. Consult your network administrator.
    2. Ensure that in Internet Explorer, your proxy settings (if any) are manually configured and not read from a script.
    3. If your settings are read from a script or must be detected automatically, contact your network administrator to whitelist the application's domain from the proxy server.
    4. If the browser is able to view the web application but the error still persists:
    Check with your network administrator and ensure that PCP is allowed to send and receive HTTP requests.

9. If the above steps did not resolve your issue

Please send an email to the application support team. Please include:
- A screenshot or explanation of the issue you are facing
- Output from URL : https://127.0.0.1:50000/
- PCP log files from the Print Control Proxy logs folder (C:\Users\<loginusername>\AppData\

Roaming\Print Control Proxy\logs). You can also right click on PCP ICON in system tray and clikc on Open Logs Folder. Refer below screen.
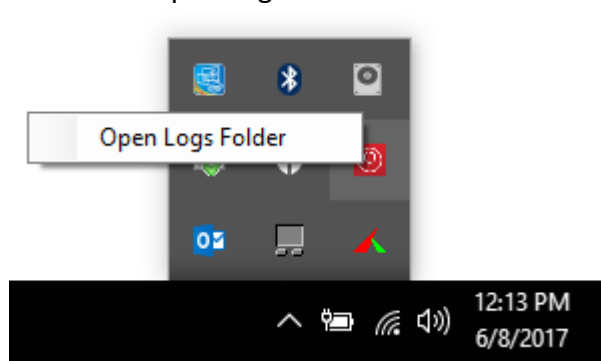
The log files look like this:

PrintService.log	23/2/2017 3:18 PM	Text Document
PrintService_20170216.log	16/2/2017 6:59 PM	Text Document
PrintService_20170220.log	20/2/2017 9:34 AM	Text Document
PrintService_20170222.log	23/2/2017 9:54 AM	Text Document

Please include the following details as well:

☐ Browser used (and version)
☐ Model of the printer
☐ Operating system