

HELP DESK



Resolving Problems Printing PDF Files

Sometimes PDF files (usually viewed with Adobe Acrobat Reader) fail to print properly, resulting in output consisting of only a header sheet or part of the file. Often an error message is produced. Many times, these files will print fine on HP printers but fail on Lexmarks. Unfortunately, almost all the RCS public printers are Lexmarks -- the exception being vcsoutlw, which is an HP and usually prints PDFs without problems.

However, there is a method that works a lot of the time on the Lexmarks (as well as HPs). If your PDF file fails to print, try the following method.

1. After opening the .pdf file, go to the **File** menu and select **Print**.
2. In the Print window, select the printer you want, then click the **Advanced** button in the lower left corner.
3. A second dialog box should appear. In this window:
 - o Be sure the "Print as Image" box is **NOT** checked.
 - o Under **PostScript Options**, in the drop-down box for "Font and Resource Policy", select **Send for each Page**.
4. Click **OK** to close the dialog box.
5. Click **OK** to print the document.

If this method also fails, you can check the box labelled **Print as image**. However, while this usually works, it should be used only as a last resort because it creates a huge file and can take a very long time to print.

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Questions concerning this page may be directed to the [Help Desk Consultants](#), [Academic and Research Computing](#), [Division of the Chief Information Officer](#) [Rensselaer Polytechnic Institute](#), 110 Eighth St., Troy, NY, 518-276-7777

