



# PaperCut Hive Cheat Sheet

This cheat sheet is designed to help our ASC's get all the information required before submitting a ticket to PaperCut Support.

Below you will find useful links, ticket templates and a chart to help you learn what you need to provide to us when submitting your tickets regarding Hive.

## Links

How to collect logs in Hive (includes CRN, Org ID, Printer ID, Job ID)

<https://www.papercut.com/kb/PaperCutPocketHive/HowToCollectPocketHiveLogs>

How to collect Windows Event Viewer logs

<https://www.howtogeek.com/school/using-windows-admin-tools-like-a-pro/lesson3/>

Hive Status Page

<https://papercutsoftware.statuspage.io/>

Hive KB Homepage

<https://www.papercut.com/kb/Category/PaperCutPocketHive>

Hive Manual

<https://www.papercut.com/help/manuals/pocket-hive/>



## Ticket Template

### Clear, succinct problem **summary**

One of our resellers configured Hive.  
When they go to the printer and release the job from their mobile there is a message stating "Some jobs failed to print. Please try a different printer."  
We checked in the Hive admin portal and we see the job listed in the Job Log as Held -Pending release.  
The printer is online, so we would like to understand what is preventing the job from printing.

### System details **summary**

Customer Org ID:  
Job ID:  
Operating System & Version:  
  
Printer Information: IP/Hostname/Make/Model:  
Driver information:  
Version/Region/Type (PS/PCL):  
Special notes about the architecture:  
Link or file attached:  
Application (if required):  
Test document (if required):

- Org ID: XXXXXXXX  
- Job ID: 8gsVU3o7lyrL4lsZ-20210301234323-c-job  
- Super Node OS : Windows 10

- Problematic Printer: RICOH IPSiO SP C830  
- Driver: RPCS Driver Ver.1.6.0.0  
- English Version: RPCS Basic Driver (Color Version) Ver.3.1.3.0  
[http://support.ricoh.com/w/bb/pub\\_j/dr\\_ut\\_d/4101012/4101012451/V3130/5175662/175662.exe](http://support.ricoh.com/w/bb/pub_j/dr_ut_d/4101012/4101012451/V3130/5175662/175662.exe)

#### Notes:

- The customer has mainly Windows and a few Mac
- At this location people are in and out of the office frequently.
- When this issue occurs, all job types are affected.
- The print job is submitted from a Window laptop

### When including logs files please provide a **description** to match with the log files

Date:  
Printer:  
Job ID:  
Printed document:  
IP address of printer:  
Printer ID:

- Date: 2021-02-28 23:33:48  
- Printer: COLOR  
- Job ID 8gsVU3o7lyrL4lsZ-20210301234323-c-job  
- Document Name: test.pdf  
- 10.0.0.1  
- printer-7ku4e0Cu1F



## Logs Information Guide



X - Essential

	Screenshots & Videos	Org ID	Print Job ID	Printer ID	Driver name for the print queue	Port name for the print queue	Edge Node computer name	Edge Node logs	Super Node logs	OS Spool Files	CUPS Debug	Windows PrintService Event log	Windows Event log
Administrative Interface	X	X											
Printer Discovery	X	X			X	X	X	X					
Edge Node Service	X	X					X	X					
Client Service	X	X	X										
PaperCut Printer	X	X				X							X
Job Submission / Release Failure	X	X	X	X			X						
Print Failure at the OS Level	X	X						X			X	X	X
iOS Print Failure	X	X							X				
Failure at the Device	X	X	X										