

Troubleshooting PaperCut macOS Issues

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PaperCut Client for macOS Troubleshooting

If you are having issues printing, or you are not seeing the prompts after submitting a print job, you can check to see if PaperCut is properly installed.

1. Check to make sure you have both icons in the menu bar



2. If you are missing the "P" icon, check your Applications folder for PCClient.app



3. If you are missing the PCClient.app, please install PaperCut client from Self Service, save any open documents and restart when prompted. If you have the PCClient.app and the "P" icon is not in the menu bar, you can restart your computer and the "P" icon will be in the menu bar after restart.
4. If you are missing both icons, please install PaperCut from Self Service, save any open documents and restart when prompted.

5. If you are still experiencing issues, please submit a Help Desk ticket.