Updating Stored PaperCut Password (Windows 10)

Use this article when apps (such as Adobe, Word, etc.) on your Windows 10 machine freeze/hang or crash after selecting BluePrint_BW or BluePrint_Color printers. Updating PaperCut stored passwords after changing your NetID password should remedy this freeze/hang or crash issue and restore ability to print with PaperCut.

Information

PaperCut printers, also known as BluePrint queues, store your Yale NetID password in Credential Manager on your Windows 10 computer to prevent logging into the PaperCut server each time you print at Yale SOM. After changing your Yale NetID password, you will need to update the stored password for the PaperCut server to be able to print after the password change.

Indicators that this process should be completed are: applications freeze after attempting to print to an SOM PaperCut printer, PaperCut client is not displaying the correct amount of funds within your PaperCut account

Step-by-step guide

To update the PaperCut server password on your Windows 10 machine:

1. Close PaperCut client:
   - Right-click the PaperCut icon in the System Tray and click Exit to quit the application. This can also be accomplished by quitting the process in Task Manager.
2. Launch Credential Manager
   - Click into the Windows search text box on the Taskbar and type "Credential" and Credential Manager auto-completes, tap the enter key to open:

3. Click to select Windows Credentials from the top row of the table:

4. Click to expand the "paperc-..." credential and click Edit to update the stored password:

5. Update the stored password in the password field with your current password and click Save
6. Open PaperCut and attempt to print a document to confirm that this resolved your printing problem.

Further Troubleshooting
In some cases, deleting the credential is required to resolve the issue:

1. Click **Remove** in Step 3 instead to delete the credential. You should be prompted to enter your password upon relaunching PaperCut in Step 6.
   - To manually re-add the Print server credential:
     a. Open Credential Manager
     b. Click the **Windows Credentials** tab (if required)
     c. Click **Add a Windows credential** from the Windows Credentials table's header row
     d. The "Add a Windows Credential" window opens. Fill in the form as follows:
        i. Internet or network address: paperc-prd-ps3.yu.yale.edu
        ii. User name: yale\yournetid
        iii. Password: yournetidpassword

   e. Click **OK**
   f. The new credential displays in the "Windows Credentials" table:

   g. Relaunch the PaperCut client and attempt to print to confirm this resolved your issue.

In some cases, removing and re-adding the BluePrint print queues resolved the issue:

1. Open Printers & scanners
2. Click to select BluePrint_BW and click **Remove Device**
3. Follow the Student Windows BW & Color Printing Through Papercut article to add the BluePrint queues back to your computer.
• Student Laptop Support Policy
• EMS for Outlook Plug In for Faculty and Staff - Windows Only
• First Time Login Instructions
• How to set default home page in browsers