PaperCut known issue: Macs on Mojave

Troubleshooting steps for known PaperCut printing issue for Mac machines running Mojave OS.

This process is for you if you’re running PaperCut on a Mac machine running PaperCut and are unable to print.

Issues reported include:

- Submitting a document for printing and receiving "Hold for Authentication" error message in print queue
- Submitting a document (PDF) for printing, receiving a message that your document has been held in the queue, but when releasing the print job at the printer, nothing prints

Step-by-step guide

1. Force-quit PaperCut:
   a. Activity Monitor>Search "User Client" (with green "P"/PaperCut icon)>Click to select it>Force quit (click octagon with x button, select Force Quit)

2. Clear stored PaperCut credentials in KeyChain access.
   a. In some cases, we’ve had to delete the KeyChain item entirely instead of updating.

3. Update PaperCut server connection:
   a. Finder>Go>Connect to Server
   b. Add new server: "smb://paperc-prd-ps3.yu.yale.edu"
   c. Login as "Registered User"
      i. Username: YourNetID (DO NOT USE YOUR COMPUTER ACCOUNT NAME!)
      ii. Password: YourNetIDPassword
   d. No drive mounting required - Cancel, Close

4. Launch PCClient
   a. If prompted, login as "Registered User"
      i. Username: YourNetID (DO NOT USE YOUR COMPUTER ACCOUNT NAME!)
      ii. Password: YourNetIDPassword
   b. Submit document for printing
      i. If prompted, login as "Registered User"
         1. Username: YourNetID (DO NOT USE YOUR COMPUTER ACCOUNT NAME!)
         2. Password: YourNetIDPassword

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