

Application Logs

Note: You must purchase and license LPS to use the Loftware Print Server

The following tables list various messages that the LPS posts to the Application Event Log. Note that many of these messages are only visible if Event Logging is enabled in the 'Logging' section of the LPS Configuration Utility. The log can be accessed from the Start menu: Start | Programs | Administrative Tools | Event Viewer. LPS entries are listed in the 'Application' log. Most of the messages are self-explanatory.

Refer also to the different log files generated by the application. Much of the information in these files is informational and lists a history of application tasks on the machine, for example: [02 Mar 2007, 07:03:47] This user has the required permissions to launch and access the Batch Print OLE Server.

In addition, Loftware applications, like the web-based i-ODP, use the open source log4j logging tool and configure logging information using a property file called log4j.properties.

ID#	Loftware Message	Explanation
100	The <name> service was installed.	
101	The <name> service was removed.	
102	The <name> service could not be removed.	
103	The control handler could not be installed.	Occurs during service startup, possible cause: low resources
104	The initialization process failed.	Failure during service startup

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ID#	Loftware Message	Explanation
105	The service was started.	Date and time of service start
106	The service received an unsupported request.	
108	The service was stopped.	Date and time of service stop
109	Found and processed Command File: <name>	Command file passed.
110	Passed Batch File: <name> to Batch Print	Named file passed. This is logged if Log Jobs is enabled in LPS Configuration Utility
111	Passed Pas File:<name> to Batch Print	Named file passed. This is logged if Log Jobs is enabled in LPS Configuration Utility
112	Batch Print has issued Job Number: <number>	Batch Print assigns a job number to each job passed to it if Job Numbers is enabled in LPS Configuration Utility
113	User <name> has modified the configuration settings for the Loftware Print Server.	Named user has modified settings in LPS Configuration Utility
114	Failed to create scan thread due to low memory resources.	System could not allocate the requested resources to create a thread. Check resources, correct, reboot, and retry.
115	Failed to create scan thread.	Failure on startup; reboot (power off) and retry.

ID#	Loftware Message	Explanation
116	Failed to initialize the OLE libraries.	Error initializing OLE libraries (dlls); usually caused by a [separate] install that incorrectly overwrites one of the OLE DLLs.
117	Failed to connect to Batch Print.	Most common reason is either incorrect Key (there is a Loftware key on the PC, but it is NOT a Loftware Print Server key) or invalid default DCOM permissions.
119	Failed to remove file <name>.	
120	File <name> already exists! Renamed to <name> before call to BatchPrint.	
121	Cannot rename/move file <name>, file does not exist.	Most likely caused by passing an invalid batch filename in a command file or by a user/process deleting a pass file after dropping but before processing.
122	Invalid directory/Cannot create for <name>, Dir name: <name>.	If the 'OLEBP' directory does not exist off the scan folder, an attempt is made to create it. Invalid access rights to the path or an incorrect scan path can cause it to fail.
123	Cannot determine path to ConfigPrinters.	Usually occurs when there are no printers configured. From LLM, configure a printer and then restart the LPS.
124	File <name> does not exist.	Caused by dropping a command file before dropping the batch file (.bch).

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ID#	Loftware Message	Explanation
		In this case, the command file is renamed to *.cme
125	Warning, Loftware Print Server is configured to run in Demo Mode.	There is no hardware key on system.
126	Call to Remote Batch Print generated an exception!	Contact Loftware.
127	Passed Csv File: <name> to Batch Print	Named file passed. This is logged if Log Jobs is enabled in LPS Configuration Utility
128	The polling directory '<name>' is inaccessible.	Polling requires read, write and delete permissions to the folder.
129	Loftware Print Server detected another running instance of LPS.	An attempt to start LPS interactively when LPS service is already running
130	Failed to create poll thread..	Failure on startup; reboot and retry.
131	Failed to create poll thread due to low memory resources.	System could not allocate the requested resources to create a thread. Check resources, correct, reboot, and retry.
132	Cannot access <name>.	Possible causes include invalid access rights to the resource or that the named resource does not exist.
133	<name> thread	Thread failure

ID#	Loftware Message	Explanation
	reset due to thread failure.	
134	Loftware Print Server reset due to severe failure.	LPS reset
135	Failed to create Sock Server thread.	Thread failure
136	Failed to create Sock Server thread due to low memory resources.	System could not allocate the requested resources to create a thread.
137	Failed to create DGram Server thread.	Thread failure
138	Failed to create DGram Server thread due to low memory resources.	System could not allocate the requested resources to create a thread.
139	Failed to set Worker Thread Affinity Mask of <name>	Bit mask indicating thread
140	Unable to obtain UNC equivalent for <name>. Must be shared as LOFTWARE\$	Possible causes: UNCPATH is not properly configured, the path to the Labels, Layout and WDDrop directories is not set up to share to the network. Refer to KB article# 42709 on the Loftware website.

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ID#	Loftware Message	Explanation
141	Failed to connect to Batch Print. (Attempt # <number>)	Possible causes can include out of client seats.
142	Batch Print reset for Memory Threshold.	LPS reset
143	Batch Print reset for Memory not using Threshold.	LPS reset
144	Batch Print reset for remote print fail.	LPS reset
145	Batch Print reset for remote print exception.	LPS reset
146	Batch Print reset due to configuration change.	LPS reset
147	Batch Print reset initiating	LPS reset
148	Batch Print reset on reset event.	LPS reset
149	Invalid key detected.	Loftware Print Server requires an LPS key.
150	Passed Xml File: <name> to Batch Print	Named file passed. This is logged if Log Jobs is enabled in LPS Configuration Utility
151	The Loftware Print Server is shutting down due to a key	Hardware key problem

ID#	Loftware Message	Explanation
	failure detected by Batch Print!	
152	The Loftware Print Server has shut down due to a key change detected by Batch Print!	If any changes were made to the hardware key configuration, LPS must be restarted in order for the changes to be recognized.
153	A General Error has occurred:	Contact Loftware.
154	The Loftware Print Server failed to initialize due to a key failure detected by Batch Print!	Hardware key problem
155	The Loftware Print Server failed to initialize due to a key change detected by Batch Print!	If any changes were made to the hardware key configuration, LPS must be stopped and then restarted in order for the changes to be recognized.
158	This version of LPS has not been successfully installed!	Reinstall LPS.
159	The use of clustering is not authorized for this install.	Contact Loftware Sales for upgrade information.
160	A Fatal Socket	Verify connection parameters.

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ID#	Loftware Message	Explanation
	error has occurred (Error <name>).	
161	Failed to create Direct Sock thread due to low memory resources.	System could not allocate the requested resources to create a thread.
162	Failed to create the Direct Sock thread.	Thread failure
171	Batch Print key failure. Recovery successful. Attempts: <number>, NodeType: <name>	LPS has recovered after initial key failure.
172	Batch Print key failure. Retrying. Attempt: <number>, NodeType: <name>	LPS is trying to recover from key failure.
173	Batch Print key failure. Recovery failed. Attempts: <number>, NodeType: <name>	LPS key failure.
174	LPS is currently running in Emergency Mode. There	Displays Emergency Mode after a key or password failure. Contact Loftware.

ID#	Loftware Message	Explanation
	are <number> Day(s) remaining.	
175	The LPS was told to shutdown by <name> for the following reason:<text>.	Troubleshoot reason for shutdown
176	LPS is currently running in Backup Mode. There are <number> Day(s) remaining.	Displays number of days left that LPS will run in Backup Mode. Contact Loftware.
177	There are <number> day(s) remaining on this LPS license.	Displays number of days left on a temporary LPS license. Contact Loftware.
178	LPS is currently running in Backup Mode.	
179	Loftware Print Server Purge Start.	Start of purge operation
180	Loftware Print Server Purge Complete. Purge Duration: <time length>, Jobs Purged: <number>.	Info on completed purge

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ID#	Web Listener Message
600	The Software Web Listener Main Thread Failed To Create!
601	The Software Web Listener Started!
602	The Software Web Listener Stopped!
603	The Software Web Listener Failed to Send a Keep Alive!
604	The Software Web Listener Logged In!
605	The Software Web Listener Logged Out!
607	The Software Web Listener Failed to Start!
608	The Software Web Listener Failed to Stop!
609	The Software Web Listener Failed due to an Unknown Error!
610	The Software Web Listener Failed to Login!
611	The Software Web Listener Failed to Logout!
612	The Software Web Listener Lost Connection!
613	The Software Web Listener Re-Logged In!
614	The Software Web Listener has Detected a Configuration Change! Restarting Threads...
615	The Software Web Listener was Denied Login by the Servlet!
616	The Software Web Listener Disconnected due to a response from the Web Server!
617	Printer Thread Failed To Connect!
618	The Software Web Listener is Not Properly Configured!
619	The Software Web Listener Failed To Start As A Service!
620	The Software Web Listener Failed to Create the Printer Threads. Please Verify that at Least One Printer is Currently Configured.
621	The Software Web Listener Failed to Start because WinInet is Enabled! You may NOT use WinInet while trying to run the Software Web Listener as a Service.

ID#	Web Listener Message
622	The Loftware Web Listener Failed to retrieve the Print Stream due to the Main Thread being disconnected!

ID#	Loftware Notification Agent Message
400	The <name> service was installed.
401	The <name> service was removed.
402	The <name> service could not be removed.
403	The control handler could not be installed.
404	The initialization process failed.
405	The service was started.
406	The service received an unsupported request.
408	The service was stopped.
409	User <name> has modified the configuration settings for Loftware Agent Service.
410	There was an error connecting/logging in to the Loftware Print Server '<name>'.
411	Loftware Notification Agent Logon to Server '<name>' is not authorized.
412	Agent Logon to Server '<name>' is authorized, but remote logon is not.
413	Memory Allocation error.
414	There are no configured recipients, please configure Loftware Notification Agent before starting!
415	This version of the Loftware Notification Agent has not been successfully installed! Please rerun setup.
416	Initialization of the MAPI system failed! Execution will continue due to existence of Net Send Targets.
417	Initialization of the MAPI system failed AND there were no Net Send Targets!

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ID#	Loftware Notification Agent Message
418	Failed to initialize socket libraries!
420	Mapi Send Mail Failure. <reason>
421	MapiResolveMail Failure. <reason>
422	MAPI Initialization Failed.
423	<p>Loftware has detected that Microsoft Outlook is the default mail client. Loftware has detected the use of Personal Folders (*.pst) with the current Profile ('<name>'). Email Notifications have been disabled for this session.</p> <p>Settings cannot be modified if the client is using a local pst file. Refer to KB article # 42757 on the Loftware website.</p>
424	<p>Loftware has detected that Hotmail is the default mail client. User interaction is required with Hotmail which will cause the Notification Agent to lock up. Email Notifications have been disabled for this session.</p> <p>Avoid using Hotmail as a mail client with the LNA. Refer to KB article # 42717 on the Loftware website.</p>
425	<p>Loftware has detected that Eudora is the default mail client. Eudora cannot be reliably run from the Loftware Notification Agent Service. Email Notifications have been disabled for this session.</p> <p>Avoid using Eudora as a mail client with the LNA. Refer to KB article # 42717 on the Loftware website.</p>

Other messages shown in the LPS Status Client or written to log files include:

- Label not designed for selected device <devicenumber> - Labels designed for one printer may not work for a printer from a different family or is a different model number within the same printer family. See KB article # 42497 on the Loftware website.

- Error opening port - There are many possible causes for this error, but the most common cause is that a driver is already using the same port that Loftware is trying to use.
- Failed to open specified Label Format <format> - Reasons could be that the label format does not exist in the specified path, that one of the files needed for the LPS to print a label is missing, that the LPS user does not have access to the directory specified under Options / File Locations. See KB articles # 180615 and 199086 on the Loftware website.
- Selected Device Not Configured – This may occur when LPS tries to send a job to a printer that has not been set up in the LLM Device Configuration. It may also recur if the LPS does not have permission to use. See KB article # 42554 on the Loftware website.
- Device Down <device>
- No servers were found on the network - usually occurs when attempting to run the On-Demand Print Client without having first starting the Loftware Print Server. See KB article # 42658 on the Loftware website.
- Printer is busy - If you are receiving this error when your printer is clearly not busy, it is most likely due to a connection problem.
- Invalid Device Name <name> used. – No printer is configured using the alias specified in the job.
- Could not determine/locate the device number (*PRINTERNUMBER or *PRINTERNAME)! – Printer name or printer number is not specified in the pas file.
- Could not determine/locate the label format (*FORMAT)! – Label name is not specified in the pas file.