



Ubuntu

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Jan Heitkötter (jan-heitkoetter) • Log Out

# Printing stalls with "rendering completed"

Ubuntu » "cups" package » Bugs » Bug #998156

Reported by Jan Heitkötter on 2012-05-11

This bug affects you and 5 other people

34

Affects	Status	Importance	Assigned to	Milestone
cups (Ubuntu)	Incomplete	Medium	Unassigned	
gimp (Ubuntu)	New	High	Unassigned	

Also affects project

Also affects distribution

## Bug Description

When trying to print a photo, the printer stops with status "rendering completed". I have to remove all printing jobs and restart CUPS to be able to print again. This error does not occur when printing other documents, i.e. simple text.

I use a HP PhotoSmart b109a connected to a Fritz!Box 7390 wireless router ("socket://fritz.box:9100").

This bug is also present in Debian: <http://bugs.debian.org/cgi-bin/bugreport.cgi?bug=664031>

Add tags

Jan Heitkötter (jan-heitkoetter) wrote on 2012-05-11:	#1
This bug first appeared in Ubuntu 12.04 LTS 32 bit. It didn't show up in earlier versions.	
Launchpad Janitor (janitor) wrote on 2012-05-19:	#2
Status changed to 'Confirmed' because the bug affects multiple users.	
Changed in cups (Ubuntu): status:New → Confirmed	
Marc Quinton (m-quinton) wrote on 2012-05-19:	#3
I have an Epson Stylus SX515W and this bug affects me too.	
Marc Quinton (mqinton) wrote on 2012-05-19:	#4

Report a bug

This report is public

Mark as duplicate  
Convert to a question  
Link a related branch  
Link to CVE

You are subscribed to all notifications for this bug.

Mute bug mail  
Edit bug mail

## Other bug subscribers

Subscribe someone else

## Notified of all changes

Marc Quinton  
Matthew Gregg  
Ubuntu Printing Team  
garybrow

## May be notified

Alejandro J. Alva...  
Andreas Moog  
Ashani Holland  
Bilal Shahid  
Bruno Garcia  
CRC  
Charlie\_Smotherma...  
Debian PTS  
Desktop Packages  
Doraann2  
Ed  
Edubuntu Bugsquad  
Franko Fang

- restarting CUPS did not allow to print,
- resizing print job from 12Mo to ~ 4Mo did not worked,
- printing text jobs is OK for my config.

Jan Heitkötter (jan-heitkoetter) wrote on 2012-05-23:

#5

Now printing a web page does not work: "rendering completed" and removing the job/restarting CUPS does not help. As this is an important document, I have to do an "emergency PDF print".

Printing must not be broken in an LTS release!

Jan Heitkötter (jan-heitkoetter) wrote on 2012-05-23:

#6

Printing a test page works. Printing a web page stalls.

Marc Quinton (m-quinton) wrote on 2012-05-26:

#7

good news, I changed printer settings, using "dnssd" connexion and now it works. Here is a screenshot : <http://minus.com/mpPPYTdMt/>

Till Kamppeter (till-kamppeter) wrote on 2012-05-27:

#8

Can you add my PPA to your system's software sources, following the instructions under "Adding this PPA to your system" on

<https://launchpad.net/~till-kamppeter/+archive/ppa>

and then update your system. You should get the CUPS packages of version 1.5.3-0ubuntu2~ppa1 then.

Now test again and tell us whether this solves your problem (so that you can use your printer with "socket://...").

Marc Quinton (m-quinton) wrote on 2012-05-27:

#9

thank you Till.

I have not been able to reproduce this bug before upgrading CUPS with your PPA. But, I have made some tests after upgrade. It seems to be OK for me, for both printer sockets.

many thanks.

Till Kamppeter (till-kamppeter) wrote on 2012-05-27:

#10

Marc, does this mean that everything is working now for you, with the original CUPS package of CUPS 12.04, without any update, and even with the printer set up with the "socket://..." URI?

Marc Quinton (mquinton) wrote on 2012-05-27: **Re: [Bug 998156] Re: Printing stalls with "rendering completed"**

#12

On Sun, May 27, 2012 at 7:41 PM, Till Kamppeter

<998156@bugs.launchpad.net> wrote:

> Marc, does this mean that everything is working now for you, with the

[HaySayCheese](#)

[Hidagawa](#)

[Jesse Jones](#)

[José Alfonso](#)

[Matt j](#)

[Mr. Minhaj](#)

[Name Changed](#)

[PCTeacher012](#)

[Paolo Topa](#)

[Paul Bakulich](#)

[Pedro Fragoso](#)

[Peter Bullert](#)

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[projevie@hotmail.com](#)

[qadir](#)

[sankaran](#)

[vanessa](#)

## Bug attachments

[error\\_log](#) (edit)

[printout](#) (edit)

[error\\_log](#) (edit)

[error\\_log](#) (edit)

[Add attachment](#)

> original CUPS package of CUPS 12.04, without any update, and even with  
> the printer set up with the "socket://..." URI?

yes I think. I have not been able to reproduce the bug. All is OK now,  
with original CUPS and also with your PPA. I have also tried with both  
connexion links.

Marc Quinton (mqinton) wrote on 2012-05-27:

#11

yes I think. I have not been able to reproduce the bug. All is OK now,  
with original CUPS and also with your PPA. I have also tried with both  
connexion links.

Till Kamppeter (till-kamppeter) on 2012-05-30

Changed in cups (Ubuntu):  
**status:**Confirmed → Incomplete

Jan Heitkötter (jan-heitkoetter) wrote on 2012-05-30:

#13

What additional information do you need?

Am 30.05.2012 23:03, schrieb Till Kamppeter:

> \*\* Changed in: cups (Ubuntu)  
> Status: Confirmed => Incomplete  
>

Till Kamppeter (till-kamppeter) wrote on 2012-05-30:

#14

Jan, sorry, must be "Confirmed".

Changed in cups (Ubuntu):  
**status:**Incomplete → Confirmed

garybrlow (garybrlow) wrote on 2012-06-07:

#15

I confirm this. I have an Epson T13 and all the pdf files generated from vectors  
done with inkscape are not printed at all. Instead I get the rendering complete  
message.

garybrlow (garybrlow) wrote on 2012-06-07:

#16

This bug might also be related to this <https://bugs.launchpad.net/ubuntu/+source/ghostscript/+bug/975972>.

Jan Heitkötter (jan-heitkoetter) wrote on 2012-06-08:

#17

My dad just got an HP OfficeJet 6500A which is connected via USB to his  
Ubuntu 12.04 amd64 box. He gets the same message there.

Am 07.06.2012 17:45, schrieb garybrlow:

> I confirm this. I have an Epson T13 and all the pdf files generated from  
> vectors done with inkscape are not printed at all. Instead I get the  
> rendering complete message.

&gt;

Matthew Gregg (mcg) wrote on 2012-06-11:

#18

I have a USB connected HP6450 doing this. Working fine until 12.04.

Qian (qianian) wrote 14 hours ago:

#19

Similarly I have a USB-connected HP 1050 that started doing this between jobs from gimp, high-res color. All I did was reconnect the printer power supply and restart the printer. No updates or computer restarts.

I got the CUPS packages and reinstalled the printer twice. The only progress was with deletion and reinstall, test pages printed.

In case there are helpful replies I've posted to <http://www.linuxquestions.org/questions/ubuntu-63/12-04-usb-printer-suddenly-stalls-rendering-completed-4175411133/>

Till Kamppeter (till-kamppeter) wrote 13 hours ago:

#20

Everyone with this problem, please follow the instructions of the sections "CUPS error\_log" and "Capturing print job data" on <https://wiki.ubuntu.com/DebuggingPrintingProblems>. Also check for lines containing "segfault" or "audit" in /var/log/syslog and post them if they are there. If there are "audit" lines, run the command

```
aa-complain cupsd
```

in a terminal window and check whether you can print now.

Changed in cups (Ubuntu):

**status:**Confirmed → Incomplete

Till Kamppeter (till-kamppeter) 13 hours ago

Changed in cups (Ubuntu):

**importance:**Undecided → Medium

Qian (qianian) wrote 3 hours ago:

#21

[error\\_log](#) (89.2 KiB, text/plain)

Qian (qianian) wrote 3 hours ago:

#22

[printout](#) (872.4 KiB, application/octet-stream)

PDF file with no errors (printout from gimp)

Till Kamppeter (till-kamppeter) wrote 2 hours ago:

#23

Qian, the problem is GIMP, it sends the attribute for a custom page size incorrectly. In this line in the error\_log one sees it:

```
D [13/Jun/2012:10:42:06 -0700] [Job 153] argv[5]="InputSlot=Auto number-up=1
```

```
PageSize=Custom.Custom.396.00x720.00 MediaType=Plain OutputMode=Best
ColorModel=RGB job-uuid=urn:uuid:ca56ecae-ec4e-3296-7723-0c4263d1f1ac
job-originating-host-name=localhost time-at-creation=1339609326 time-at-
processing=1339609326"
```

It sens "PageSize=Custom.Custom.396.00x720.00" and it must be "PageSize=Custom.396.00x720.00". This leads to Ghostscript being called with zero page size:

```
D [13/Jun/2012:10:42:08 -0700] [Job 153] Ghostscript command line: /usr/bin/gs
-dQUIET -dPARANOIDSFAFER -dNOPAUSE -dBATCH -dNOINTERPOLATE -sDEVICE=cups
-sstdout=%stderr -sOutputFile=%stdout -sMediaType=Plain -sOutputType=1 -r600x600
-dMediaPosition=7 -dDEVICEWIDTHPOINTS=0 -dDEVICEHEIGHTPOINTS=0 -dcupsBitsPerCo
lor=8 -dcupsColorOrder=0 -dcupsColorSpace=17 -scupsPageSizeName=Custom -I/usr/
share/cups/fonts -c -f -_
```

and therefore Ghostscript errors out.

Adding GIMP task ...

Changed in gimp (Ubuntu):

**importance:**Undecided → High

[Till Kamppeter \(till-kamppeter\)](#) wrote 2 hours ago:

#24

Jan, Matthew, can you follow my instructions in comment #20? Thanks.

[Till Kamppeter \(till-kamppeter\)](#) wrote 2 hours ago:

#25

garybrlow, the Inkscape problem is indeed [bug 975972](#), please follow the discussion there.

[Jan Heitkötter \(jan-heitkoetter\)](#) wrote 1 hour ago:

#26

[error\\_log](#) (2.4 KiB, text/plain)

Error occurs only after re-enabling the printer queue, i.e. starting the print job and getting the spool file is fine, but after re-enabling the queue it switches to "rendering completed". I tried to print from Shotwell, but in the past, printing also failed e.g. from Firefox.

error\_log attached. (There are two "Photosmart" printer queues in there, the one in question is the one starting with "HP".)

Till, is there any possibility to send you the spool file by mail? I'd rather not post it here publicly (it's a photo of my wife and our baby). I can provide you with an Ubuntu One link.

[Till Kamppeter \(till-kamppeter\)](#) wrote 1 hour ago:

#27

Jan, can you please send me the error\_log in debug mode? Please follow the instructions of the section "CUPS error\_log" on <https://wiki.ubuntu.com/DebuggingPrintingProblems>.

[Jan Heitkötter \(jan-heitkoetter\)](#) wrote 39 minutes ago:

#28

[error\\_log](#) (262.5 KiB, text/plain)

Here you go. My fault!

I'll send you the corresponding spool file via mail.

[Till Kamppeter \(till-kamppeter\)](#) wrote 17 minutes ago:

#29

Jan, did you try to print your photo with the GIMP, your print job was sent with the same broken "PageSize=Custom.Custom.283.46x425.20" attribute as Qian's job. See comment 23.


Do you have problems with other applications than with the GIMP? In this case please sent a spool file and an error\_log of that situation. Do you also have problems with other files than photos?

[See full activity log](#)

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