

Printer can not print with specified papersize

Problem

When printing labels either as part of a workflow or manually from the device information window when running the Blancco Mobile Diagnostic & Erasure application on an Apple system the error "Printer can not print with specified papersize" can be encountered.

Solution

Install the appropriate drivers/software utility for the label printer being used, using the generic drivers included in the Apple OS results in the above-detailed error. Once the appropriate drivers are being used the label will print normally if all other settings and configurations have been completed correctly.

Below you can find links to the driver's section of the three most commonly used printer manufactures websites.

[Dymo label printers](#)

[Zebra label printers](#)

[Brother label printers](#)

Related articles

- [How to setup "Sync server" and "Client station" configuration](#)
- [eBay Refurbished Program grading criteria onboarding](#)
- [Blancco Eraser for Apple Devices Issue Report](#)
- [How to update Blancco Mobile Diagnostics and Erasure version](#)
- [Managing users in Mobile Diagnostics and Erasure station](#)