# OEM L2 POD: RCS T2 - Printer does not start to print the job without pressing F5 (Refresh) in IE

KB0040096



4 views

**Description:**

Printer does not start to print the job without pressing F5 (Refresh) in IE

**Symptoms:**

Print job,Does not start without refresh F5

**Cause:**

The Internet Eplorer's settings have been modified, invalid cookie or cached file.

**Resolution:**

If the printer doesn't start to print the submitted job immediately without the need to press F5 (Refresh) in Internet Explorer, perform the following steps to resolve the issue:

**1. Clear cookies and offline content:**

    - Open Internet Explorer

    - Open Internet Options (Tools -> Internet Options)

    - Select 'Delete Cookies' and click OK

    - Select 'Delete files', check 'Delete all offline content' and click OK

    - Select the Advanced tab

    - Select 'Restore Defaults' and click Apply

    - On the Advanced tab, scroll down and uncheck 'Warn about invalid site certificates' and 'Warn if changing between secure and not secure mode'

    - On the Security tab, select Custom Level for both Internet and Trusted sites zones and set 'Display mixed content' to **Enable**.

**2. Clear SSL State:**

    - Select Content tab

    - Click on 'Clear SSL State' button

    - Click OK

Once done, ask the site to submit print jobs to the printer and confirm the issue has been resolved.