# HP Designjet Printers - TIFF Files Not Printing or Printing Incorrectly

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## Introduction  `Top of Page`

TIFF files can be difficult to print on most printers. A Tiff file can be compressed, memory intensive, and may tend to have imbedded device-specific commands in them, which can make the output unpredictable. Issues associated with printing TIFF files can range from failure to print the file at all, to poor print quality, or the file prints as a solid black square. The following steps are workarounds that may help solve the issue.

## Converting TIFF files into other formats  `Top of Page`

Try converting the TIFF file into JPEG or BMP format. Doing so usually allows the file to print.

> **NOTE:** Sometimes converting the file back to TIFF format removes all imbedded device-specific commands, allowing the file to print in TIFF format.

## Process the document in the computer  `Top of Page`

> **NOTE:** This step is only available if using Hewlett-Packard HP/GL-2 Windows driver. Actual printing time may increase since the printer is printing information as it receives it from the computer.

To process file in the computer follow the steps listed below:

1. Click **Start**, scroll to **Settings**, then click **Printers**.
2.
3. Right-click the appropriate Designjet printer driver.
4. Scroll to **Properties** (in Windows 9X), **Document Defaults** (in Windows NT), or **Printing Preferences** (in Windows 2000 or ME).
5. Click the correct choice from Step 3.

6.  Click **Advanced**.
7.  Look for the title, **Process document**.
8.  Select **In Computer**.
9.  Click **OK**.
10. Files will now be processed in the computer rather than in the printer.

# Printing the TIFF file from another software program  Top of Page -

Try printing the TIFF file from another software application. A different application may have the necessary filters to remove imbedded device-specific commands, and may allow the file to print as a TIFF.

> **NOTE:** Imaging software that is included with Microsoft Windows generally does not have the necessary filters to remove imbedded device-specific commands.