

Why is a print job stuck in the queue saying "popup - caught exception"?

Q: Why is a print job stuck in the queue saying "popup - caught exception"?

Context

- Mac OS
- Pharos ("Popup") client installed
- Error displayed in printer status: **Error: popup - caught exception: [NSPortCoder sendBeforeTime:sendReplyPort:] timed out**

Answer



Mac OS 10.8 (Mountain Lion)

We are aware of problems involving the Popup client on 10.8. At this time, we are awaiting a new version of the software from the vendor (Pharos) which supports 10.8. The problem involves some slow loading and occasional crashing of the Popup client, but also prevents the Popup client from restarting after a reboot. If you experience these problems, try starting the Popup client manually (in `/Library/Application Support/Pharos/`), and then resuming your stopped job.

See [Setting up the Pharos Popup Client on Mac OS X 10.8 Mountain Lion](#) for a temporary work-around to the "Popup not starting on reboot" problem that sticks.

When printing to a Pharos printer on Mac OS, you normally are presented with a "Popup" window asking for your Kerberos username, and a name for the print job. This window is presented by an application called "Popup", which normally starts at boot time. In rare cases, this application can crash.

The easiest option is to reboot the Mac. If that doesn't work, you can launch the "Popup" application manually – it can be found in `/Library/Application Support/Pharos/`.

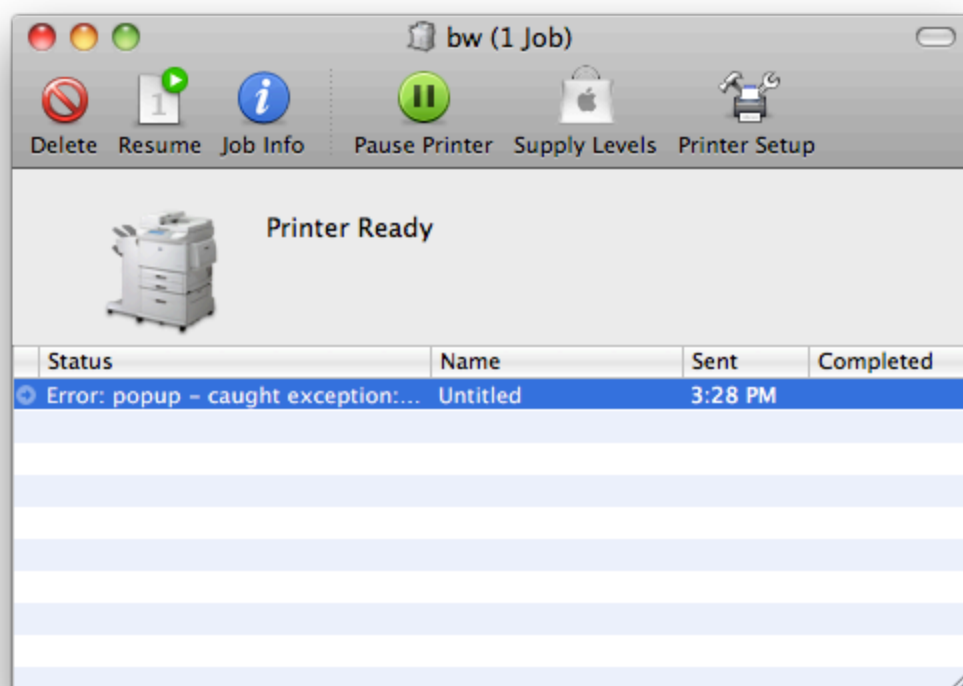
You may need to delete the failed job from the print queue.

You can verify whether or not the application is running using a command in the Terminal:

```
Joe-Users-MacBook-Pro:~ joeuser$ ps ax | grep -i popup
10681  ??  S      0:00.06 /Library/Application Support/Pharos/Popup.app/Contents/MacOS/Popup
-psn_0_4084709
```

If you see a line containing the text `/Library/Application Support/Pharos/Popup.app/Contents/MacOS/Popup` (as shown above), then the Popup client is running. If you don't see that line, you'll need to reboot the computer and delete the failed job from the print queue on your Mac.

Screenshot of Error



See Also

- [Pharos Printing Landing Page](#)