

Synergistic Office Solutions, Inc.

Topic: Attempting to view or print report results in Windows errors or lockup
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Some users experience lockups or Windows errors when trying to preview or print reports. In many cases we have found that this problem will disappear if a compatible, but simpler, printer driver is installed in Windows and selected for use by OMWin reports.

For example, a user might have installed the standard printer software that comes with the HP 4000 printer. The problem above occurs when that printer is selected as the report destination in File > Printer Setup. After installing the software for HP Laserjet 4 from the Windows CD and resetting the report destination in Printer Setup to the HP 4 driver, the report previews and prints normally. Similar solutions have worked for a variety of HP Deskjet and Laserjet models. The procedure below explains how to install and configure the alternate driver. The examples reference Windows XP, but the procedure is very similar in other versions of Windows.

1. Select **Start > Printers and Faxes (Start > Settings > Printers for Windows 98)**.
2. Double-click **Add a Printer** to open the "Add Printer Wizard".
3. Click **Next**.
4. Select "Local Printer" even if the desired printer is actually a network printer attached to another computer.
5. Click **Next**.
6. If the printer is connected directly to a port on this computer, select the appropriate port. Otherwise select the appropriate network resource (the format is `\\servername\printername`) on the list.
7. Click **Next**.
8. Select HP in the Manufacturers list. (Hint: Press "H" to quickly move down the list.)
9. Now scroll through the list of HP models on the right side. If your printer is a Laserjet, highlight "HP Laserjet 4"; if your printer is a Deskjet, highlight "HP Deskjet" (the one with no model number specified).
10. Click **Next**.
11. If you like, you can change the name of the printer as it will be displayed in your Printers folder. This change is purely cosmetic and unnecessary. You also have the option to set the printer as your default printer in Windows. In most cases, there will already be an appropriate printer driver set as the default, so usually you would select "No" for this option.
12. Click **Next**.
13. If you would like, select "Yes" to print a test page. In general this is a good idea to confirm that you have configured everything correctly and that you have selected a driver that really is compatible.
14. Click **Finish**.
15. Close the Printers folder.

16. Start your SOS application, if it is not already running.
17. Select **File > Printer Setup**. Reset each type of report so that the selected printer is the new driver that you just installed. Make sure that you specifically OK each form after making the change.
18. Try your problem reports again. If you are still unable to print, contact SOS for further assistance.