

Configuring Laser Printers in AI Reports

Revision 1: 11/10/04

Introduction

This white paper is to assist in configuring the laser printer used to print reports using the Animal Intelligence Report Generator. Labels and Wide Area Networks are slightly different, so refer to the white paper specifically addressing those issues.

Printer Driver Installation & Naming

Animal Intelligence (AI) saves the name of the designated printer with each report individually. As all workstations will be accessing the same reports and AI uses the actual name of the printer on each workstation, it is paramount that the printer name is identical on each workstation.

Example: Workstation 1 has a printer named HP LaserJet4050, and workstation 2 has a printer named HPLaserJet4050, these are NOT named the same. Workstation 1 has a space after the HP, whereas workstation 2 does not. They must be identical character for character.

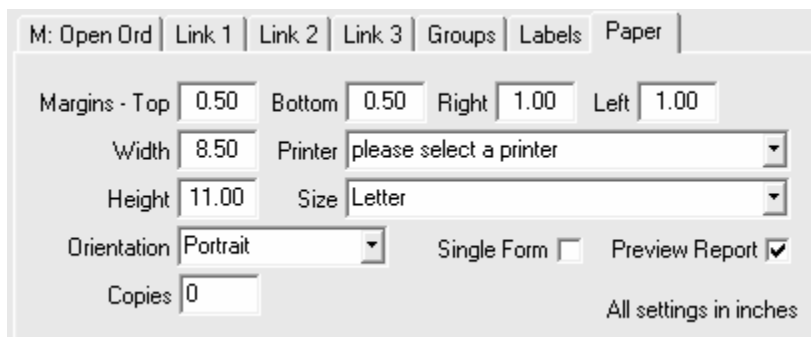
Setting the Designated Printer (Paper tab)

We will be using the Invoice report (INV) throughout this example but the process holds true for all reports using the laser printer.

In AI, from the main menu, click on 'Reports' then 'Custom Reports'. When the 'Report Generator' appears, using the 'Report Name' field, type INV (or the report name that you want to setup), you may also click on the little arrow and browse to the correct report.



Click on the 'Paper' tab at the right you will notice the following is displayed.



Click on the arrow to the right of the 'Printer' field and select the designated printer where you want this label to print.

M: Closed Ord | L1: Inventory | Link 2 | Link 3 | Groups | Labels | Paper

Margins - Top: 0.50 Bottom: 0.50 Right: 1.00 Left: 1.00

Width: 8.50 Printer: HP LaserJet 4050

Height: 11.00 Size: Letter

Orientation: Portrait Single Form Preview Report

Copies: 0 All settings in inches

NOTE: If you have some workstations that are Windows 98, and some that are Windows 2000 or XP Professional, you may have a printer name that appears like this in the 'Printer' field:

\\SERVERNAME\HP LaserJet 4050

If this is the case, you will need to edit the printer name in the 'Printer' field once it has been selected from the list and remove the preceding \\SERVERNAME\ from the 'Printer' field as Windows 98 workstations will not recognize this path information. The Windows 2000/XP will still recognize the correct printer without this information saved with the report.

Now click the 'Save' button to save these settings.

Common Problems Encountered

Message: Printer not found using default.

If when printing a report from a specific workstation you get the message "Printer not found, using default", then the cause is that that Report cannot find the printer name specified in the paper tab. If you find when going to the report as described above, and clicking the Printer drop down you do not find the printer name that was specified in the report as listed on that workstation you may have naming problem where all of your workstations do not have the printer named the same. You will need to rename the printer or, depending on the operating system, reinstall the printer and name it accordingly at that time.

If you have a workstation that has the printer physically attached to that computer and then shared out to network or other computers, you may find that there is a mismatch between the printer name on that workstation and the 'Share name' from that workstation. If all of your printers are network printers driven from the server, this should not be a problem as they are all seeing the same share name from the server.

Message: Paper size not found, select paper size

If when printing a report from a specific workstation you get the message "Paper size not found, select paper size", then the cause is that the paper size saved with the report does not match the paper sizes available for the printer driver installed on that workstation. As with the printer naming, AI matches the paper size name character for character. Letter is NOT the same as Letter (8.5 x 11), is not the same as Letter 8-1/2" x 11". This usually a problem when you have mixed operating systems on the computers.

Some workstations may be running Windows 98, while others are running Windows 2000 or XP. The printer drivers associated with these operating systems are usually different for each operating system. To resolve this naming problem you can use Picklist 119 as a paper cross reference. By entering the different ways that your drivers name the paper AI will substitute the correct name before displaying the message.

Example for Picklist 119:

<i>Description</i>	<i>Link</i>	<i>Display as</i>
Letter	0	Letter (8.5 x 11)
Letter	0	Letter 8-1/2" x 11"
Letter (8.5 x 11)	0	Letter 8-1/2" x 11"
Letter (8.5 x 11)	0	Letter
Letter 8-1/2" x 11"	0	Letter
Letter 8-1/2" x 11"	0	Letter (8.5 x 11)

Use the actual paper size names you have for your various printers and operating systems.

NOTE: Some InkJet and Multi-Function printer drivers have difficulty with the paper name. You may be able to resolve it by putting the same name in both the Description AND the Display as section like the example below:

<i>Description</i>	<i>Link</i>	<i>Display as</i>
Letter	0	Letter
Letter (8.5 x 11)	0	Letter (8.5 x 11)