

Technical Bulletin

ISS45 V8 EJ Printing with Windows 7 or Server 2008

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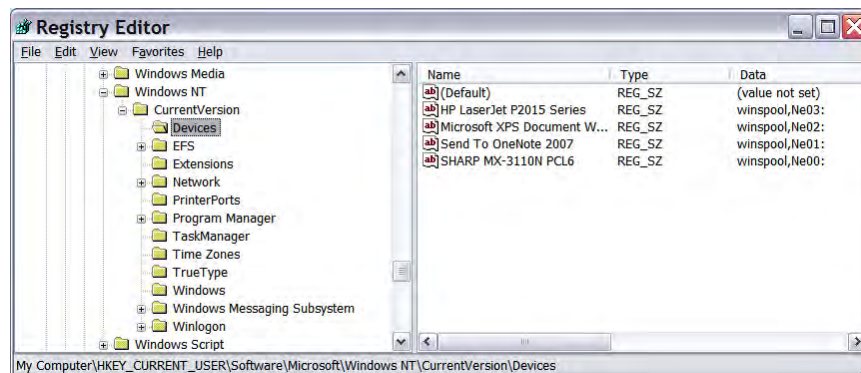
When ISS45 V8 is installed over Windows 7 Professional or Windows Server 2008, an electronic journal error may occur when attempting to print.

SOLUTION

A system solution will be provided in a future V8 release.

The simplest current work-around is to delete the other printer devices, FAXes etc. listed in the Windows setup and leave only the Default Printer. The electronic journal printing should now work properly, and you should now also be able to add back the other devices if needed.

If the problem persists after this process, check the following registry. See the screen below for path from Windows 7 O/S, export the "Devices" key to a file and then delete all but the installed default printer and then check to ensure the issue is resolved.



The screen below represents the registry location for the default printer setting. Check this location as well.

