

Technical Bulletin

ScanMaster with Network Printers

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PROBLEM

We have had reports of certain networked printers connected to a ScanMaster Server or back office PC not being able to print EJ movement reports.

This issue actually applies to any report that uses Crystal Reports to be generated and printed – the EJ movement report is an example of one such report. The print job will show in the print queue and quickly disappear (the printer may even cycle) but no report will be printed and no error indication appears.

RECOMMENDATION

This is an issue between Crystal Reports and the printer.

One possible workaround is to print or export the report to an Adobe PDF and then print that file.

StoreNext does not recommend or certify back office printers. Instead, we strongly recommend that dealers check compatibility before installing printers, and particularly network printers.