



TECHNICAL BULLETIN

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Resolving Printer Issues

Purpose:

It has come to our attention that in some printer configurations, ToolWatch has compatibility issues that could result in one or more of the following symptoms:

- Margins are incorrect on the page, data is only on half of the page, or is only in one inch on page.
- Report prints fine and then prints a blank page.
- No data prints from the printer.

This document outlines the solution that often resolves these issues. Your results may vary based on your specific hardware and software combination.

Sequence Overview

It may be necessary to install a PS (PostScript) driver or modify your printer settings to obtain satisfactory results.

Follow these steps to install a Post Script driver

1. Install a PostScript driver, you may find the PostScript driver for your HP printer at www.hp.com/drivers
2. Change printing DPI to 300
3. Change printer setting to Fit To Page
4. Set the unprintable area to .18 inches on each side

Troubleshooting

In some cases installing a PostScript driver may not resolve printer issues. An alternative solution is to install two instance of the same printer (one PostScript, and one PCL). Select the PostScript driver for all ToolWatch use.