

I Can't Print From Barnestorm

If you can't print from Barnestorm, please try these steps to fix the problem:

1. Try to print from another program, such as Microsoft Word.

Does Not Work: This is not a Barnestorm issue. Contact your IT department.

Works: go to Step 2

2. Check your default printer. Go to Start (lower left corner) and then find your Control Panel.

In the Control Panel, open Printers.

There should be a check mark on one of the printers, indicating that it is the default printer.

If there is not a check mark, right-click the printer and select Set as Default Printer.

3. Check to see if you can print something else in Barnestorm. Perhaps it's only one document or kind of document that's having trouble.

4. "No Printer Installed"

- a. Do Step 2 above.
 - b. Try rebooting your computer.
 - c. If this does not work, inform your IT staff. They may need to install printer drive.
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5. ERROR: "A generic error occurred in GDI+"

NOTE: If you are not familiar with these steps, you may need to consult with your IT department.

- a. Start at Step 2 to access your default printer
 - b. Right click on the default printer and select Properties
 - c. Select the Advanced tab
 - d. At Drivers, try selecting a different driver. Preferably one that matches the printer name.
 - e. Try printing the report again. Also make sure you can still print outside of Barnestorm, such as Word Documents, etc.
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Knowledgebase

<http://kb.barnestorm.biz/KnowledgebaseArticle50657.aspx>