

## I Can't Print From Barnestorm

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

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### 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

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### 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.

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### 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.

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#### 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>