

YOUTH General FAQs

Printer FAQs

Dot-matrix special size forms do not print or line up correctly.

Reason: Cannot read different size formats, usually problems with tags, labels or checks, etc.

Solution: Set the printer page size to "Custom". (This option might not be available on WINNT - look below.)

-Click Start | Settings | Printers

-Right-click on the dot-matrix printer

-Click on properties

-Click on the *Paper* tab, or look for a tab that allows the page settings to be changed from "*letter*" to "*Custom*".

-Also make sure your dot-matrix printer is set as the default printer.

-**OR** IF Win2000 or NT4

-Go to Start | Settings | Printers

-Click on File | Server Properties

-Click on Create new form under Forms tab

-Note: must create a new form for each form - different than 8 ½ x 11 - i.e. checks, labels, etc.

IF your print driver doesn't have a "custom" setting you either need to install an older driver, check for an NT solution, or use a different printer.

Dot-matrix printing slowly.

Reason: The Windows print drivers print in graphics mode which gives the printer more capabilities, but prints slower than in text mode.

Solution: Go to the Printer Control Panel; select the Properties for the Dot-matrix Printer by right-clicking on the printer icon. On the Graphics tab in printer properties, set the resolution to no higher than 180x120 or 180x180 dpi.

EDBEngine error when trying to print...

Reason: Downloaded new printer or downloaded new Corel product. Has old version of bde and isn't compatible with program.

Solution: Go to www.borland.com website and download version 5.01 bde administrator.

OR - it is on your CD in your Documentation | extras folder.

ES237 Report - pages 1 and 2 don't print in Print Preview

Reason: Quick report format has not changed their format to accommodate new PCs.

Solution: Close out of preview and click Print Key to get all 7 pages.

My report crashes at 25 to 50 pages

Reason: When the report crashes at 25 to 50 pages and the operating system is NT, then the problem is usually permission based. The Youth System's report engine renders the report to a temporary file on your hard drive if it can't render the report in the computer's memory. If the user doesn't have sufficient access to create a temp file, then an error will occur.

-OR- not enough space on your hard drive

-OR- not enough room in your print driver (in the actual printer itself)

Solution: Make sure you have a temp folder in the Youth Enrollment Folder.

-OR- clear off unnecessary files and empty your recycle bin to create space on your hard drive. Just because your data is on your server, if your hard drive isn't big enough to hold temporary files it could crash also.

-Note: If your PCs are networked - your temporary path needs to be set differently on each PC - they can each be pointed to the hard drive (C:\Program Files\Youth Enrollment\Temp) on each machine - as they would be unique to each PC.

Printing reports produces an all black page

-OR Printing only on right side of sheet, but preview shows all information

Reason: Print driver isn't compatible with various products.

Solution: Change to a standard print driver - Use HP LaserJet III print driver.

Or for HP Deskjet (inkjet) use 550C (as standard driver).

-Click Start | Settings | Printers

-Double-click on Add | Printers

-When it asks for the vendor and model, choose HP LaserJet III or Deskjet 550C

-Set this as the default printer

(Exit the Winfair program if it is running BEFORE attempting to print using the new driver - so it can reset.)

Printouts cut off the bottom of some lines.

Reason: fonts are set to large and printing outside the printable area, cutting off parts of the letters.

Solution: Change the Display Properties on your computer from Large to Small fonts.

-Right-click on the desktop and click Properties. -Or- go to Start | Settings | Control Panel | Display (and right-click on the icon, then click on Properties)

-Click on the Settings tab and change the font size to Small font.

This font setting might be in the Advanced button on the Settings screen. XP machines might identify it as Small fonts or Normal 96 DPI.

Project/Activity/Award Report - some projects not showing; however, they show on other reports

Reason: Adding projects and just using the arrow down key doesn't always save the record properly.

Solution: Use Save Project button to save projects so it links correctly to all files.

Publicity Report is gibberish when trying to save from Print Preview

Reason: Can only save this report as QRP file in Print Preview.

Solution: Save as ASCII file instead of saving from Print Preview to use in other programs.

Screen captions are too big and are getting cut off.

Reason: fonts are set to large and printing outside the printable area, cutting off parts of the letters.

Solution: Change the Display Properties on your computer from Large to Small fonts.

-Right-click on the desktop and click Properties. Or go to Start | Settings | Control Panel | Display (and right-click on icon to then click on Properties)

-Click on the Settings tab and change the font size to Small font. If you don't see the

font size click on the Advanced button. XP machines might identify it as Small fonts or Normal 96 DPI.

Also make sure the desktop or screen size is 800 x 600 pixels or higher. And resolution should be 16 bit or higher.

XP machines: *Another setting might need adjusting; go to Start \ Control Panel \ Appearance or Themes or Display, click on the Themes tab. Make sure the themes are set to Windows Classic - if not change it and apply.*