

TechNotes

Questions to answer before contacting Technical Support

General information

- PrintBoss Serial Number? This can be found on the main screen of the program.
- PrintBoss Version? This can be found under PrintBoss / Help / About.
- Host Accounting Software (HAS) Package are you using?
- HAS product version?
- What Operating System is on the workstation?
- Is Citrix, Terminal Services, or Remote Desktop used to access PrintBoss or the Accounting Software?

Installation issues:

- Is this the first time installing the product?
- Getting errors with activation or installation?
- Reinstalling product on same machine or adding a secondary machine?
- If reinstalling, why? Typically PrintBoss does not need to be RE-installed.
- Do users have FULL CONTROL of the PrintBoss folder and its contents? This is required for all PrintBoss users – not just for installation.

Status of the documents to be printed:

- After printing to the PrintBoss printer driver, is there data in the Capturing Status on the Master Application screen and if so, was a Work file created?
- There is a rotating dash on the Master Application Screen of PrintBoss which indicates scanning activity
 - A black rotating dash indicates that PrintBoss is scanning to see if there is new data and that the transfer file is available.
 - A yellow rotating dash indicates a transfer file being created.
 - A red rotating dash indicates the transfer file is locked.
 - An aqua dash indicates unable to rename transfer file.
 - An X indicated that PrintBoss is disabled.

Error message:

- What exactly is the user doing at the point of the error message?
- What exactly does the error message say?

Nothing prints:

- Can the user print a test page to the Laser Jet? You must be able to do this before PrintBoss will work.
- Does the document print if the PrintBoss program is started first?
- Can the document print directly to the LaserJet printer (it won't be formatted, but is the accounting data visible)?
- What model printer is being used?
- What driver is being used for the printer? A PCL5e or PCL6 is recommended for PrintBoss. Also, please note that Universal Printer Drivers may not work with PrintBoss.

Wrong thing prints:

- Be specific about what is wrong.
- Is the check missing the boxes, MICR, company information?

ALSO PLEASE NOTE:

1. All PrintBoss users need FULL CONTROL of the PrintBoss folder & all of its contents.
2. All PrintBoss users need rights READ to the local user registry after PrintBoss is installed and setup.
3. All PrintBoss users need FULL CONTROL to the Transfer and Spool folders.