



# TechNotes

## Questions to answer before contacting Technical Support

### General information

- ? PrintBoss Serial Number? (on the main screen of the program)
- ? PrintBoss Version? (Under "Help ... About")
- ? Host Accounting Software (HAS) Package?
- ? HAS product version?
- ? What Operating System is the workstation?
- ? Is Citrix, Terminal Services, or Remote Desktop used to access PrintBoss or the HAS?

### 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 & its contents? This is required for all PrintBoss users – not just for installation.

### 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? If not, then this is not a PrintBoss issue.
- ? 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? (PCL5e or PCL6 is required for PrintBoss)

### Wrong thing prints:

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

### Please note:

All PrintBoss users need "FULL CONTROL" of the PrintBoss folder & all of its contents.

PrintBoss users need rights to the local user registry.

PrintBoss users who NEED the "PrintBoss 50" printer driver (special cases only), need READ permissions to either the Windows' Spool Directory or the "Program Files" directory. Only NEW versions of PrintBoss have this choice. Older versions need the permissions to the Windows' Spool Directory.

For information on when the "PrintBoss 50" driver should be used, please see the support directory on our web site.