

ABM Support Bulletin # 48 Printing – Paper Tray Selection

When you attempt to direct report printing in ABM to a particular tray, Crystal Reports picks up the properties from Windows and redirects the paper source to the printers Default tray.

Solution:

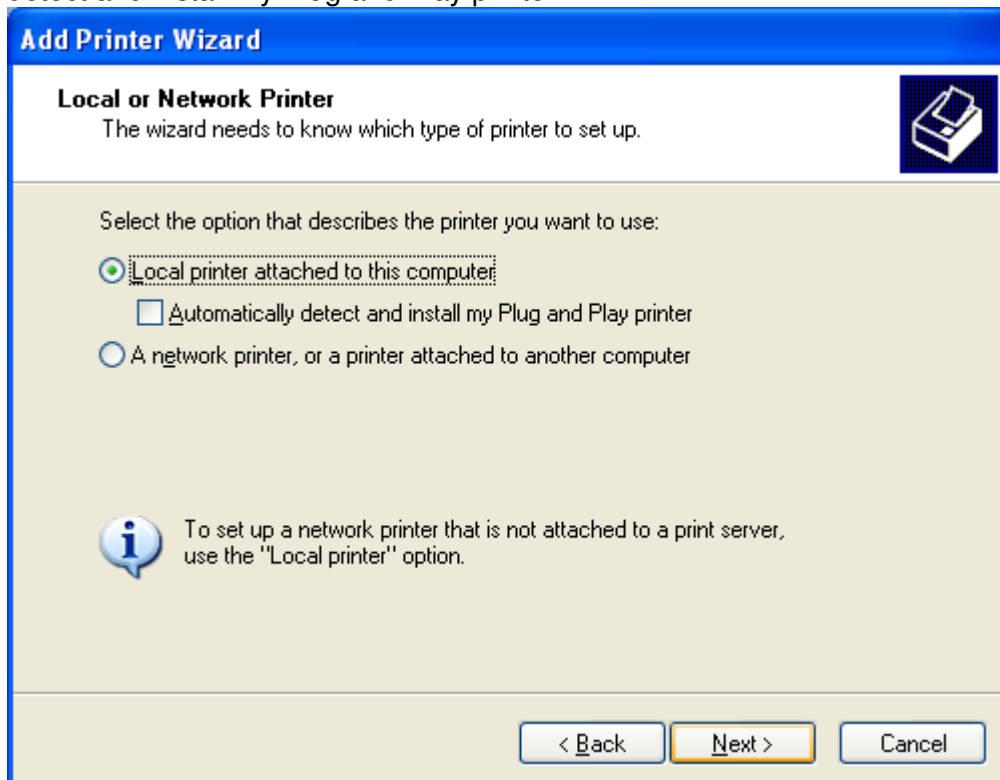
The recommended work around is to create a separate printer definition in Windows, one for each printer tray, (set printer tray in printer definition) and select the printer for the tray that is required for the print job.

Method

If you are printing to a network printer you will not be able to set up the second definition using the wizard's find network printers function because the printer has already been installed, therefore you can use the following workaround.

Example:

1. click on Start, select "Printer and Faxes"
2. Under Printer Tasks, select "Add a Printer"
3. Click the Next button
4. Select "Local printer attached to this computer", uncheck the box "Automatically detect and install my Plug and Play printer"



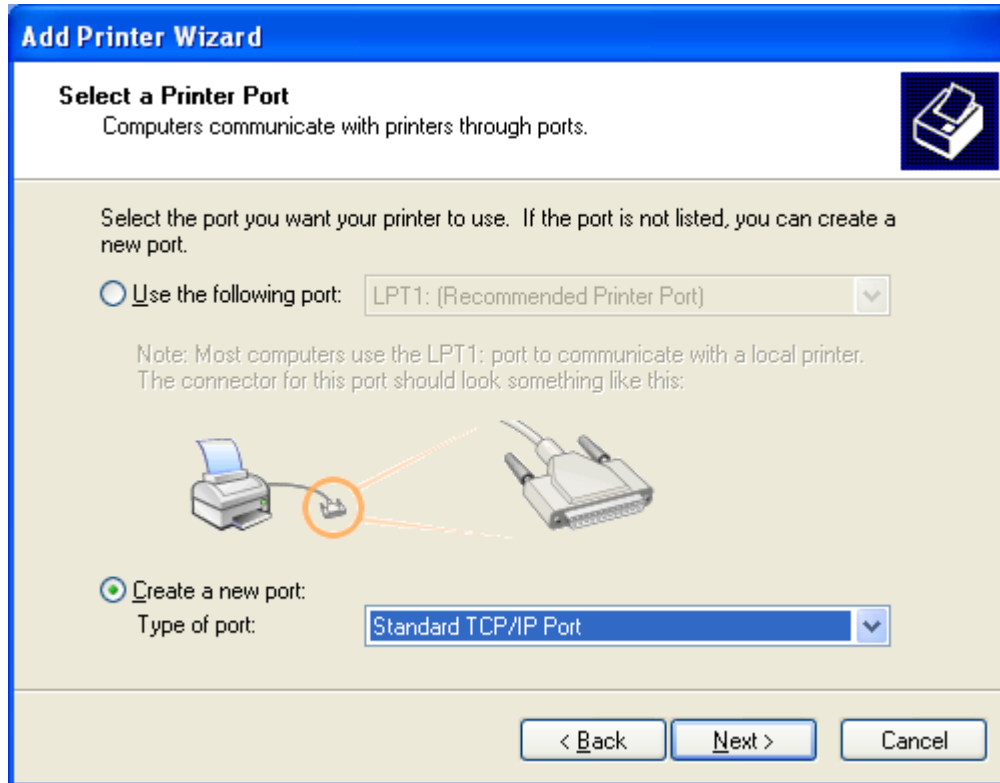
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5. and click Next
6. Select the "Create a new port:" option, click the drop down for type of port and select "Standard TCP/IP Port"



7. then click Next.
8. At the start of the add port Wizard, click Next
9. Populate the Printer Name with the IP Address of your network printer and then in Port Name override what is displayed & give it a name that is different to the currently set up network

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printer, e.g. "ABM Invoice"

A screenshot of a Windows dialog box titled "Add Standard TCP/IP Printer Port Wizard". The dialog has a blue title bar with a close button (X) in the top right corner. The main area is light beige. At the top left, it says "Add Port" followed by the question "For which device do you want to add a port?". Below this is a printer icon. The main instruction reads "Enter the Printer Name or IP address, and a port name for the desired device." There are two input fields: "Printer Name or IP Address:" with the value "192.168.0.56" and "Port Name:" with the value "ABM Invoice". At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

10. and then click Next
11. Click Finish
12. Add Printer Wizard/ Install Printer Software window opens, select the Manufacturer and Printer Model from the list and click Next
13. If you get the window "Use Existing Driver" select "Keep existing driver" and click Next

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14. At Name your Printer, override the displayed name with the name you gave to the port e.g. "ABM Invoice", select "No" to default printer question

A screenshot of a Windows-style dialog box titled "Add Printer Wizard". The current step is "Name Your Printer". The text inside says "You must assign a name to this printer." and "Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible." There is a text input field with "ABM Invoice" entered. Below it, the question "Do you want to use this printer as the default printer?" is asked, with radio buttons for "Yes" and "No", where "No" is selected. At the bottom, there are three buttons: "< Back", "Next >", and "Cancel".

Add Printer Wizard

Name Your Printer
You must assign a name to this printer.

Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible.

Printer name:
ABM Invoice

Do you want to use this printer as the default printer?

Yes
 No

< Back Next > Cancel

15. and click Next
16. Select "Do not share this printer" and click Next
17. Make your selection for a test page and click Next
18. At completed window click Finish
19. You should then change the default printing preferences in "ABM Invoice" to have the default source tray set to the one you have your letterhead or special invoice stationery in.

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