
Print button on patron cash screens doesn't work

- **Article Type:** General
 - **Product:** Aleph
 - **Product Version:** 18.01
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Description:

We are on v18 and the print buttons on our patron cash screens do not do anything if you click on 'Print'. How do I print the patron cash transactions to a remote printer?

Resolution:

Be sure that you:

1. Double-clicked on the <C:\AL500\Alephcom\bin\htmlprint.exe> file - this should produce a pop-up window ["Bersoft HTMLPrint 4.19b Registered to: Ex Libris Ltd"] that you can close.

1a. Check your <C:\AL500\Alephcom\bin\htmlprint.ini> file and it should list all of your local printers (e.g.):

[Printers]

0=<\\elschis40007\High-Capacity> Canon (Mailroom)

1=<\\elschis40007\HP8150> (Documentation) [this is the default printer my PC is configured to use]

2=<\\elschis40007\HP8150> PCL (Support)

3=<\\EXLUS-Print1\Xerox> WorkCentre Pro 275 (Mailroom)

4=<\\exlus-print1\Xerox> WorkCentre Pro 275 PS (Mailroom)

5=PDFCreator

6=Microsoft XPS Document Writer

7=Microsoft Office Document Image Writer

8=ImageMaker Color Driver

9=Fiery X3 65BW-M Pro

10=Fax

11=Adobe PDF

2. Be sure that the "TransLetter" and "SingleCashTrans" lines in <C:\AL500\circ\tab\print.ini> don't have "NO-PRINT" defined in columns 6.1 and/or 6.2:

CORRECT:

```
TransLetter 00 N P trnsltr.prn
```

```
SingleCashTrans 00 N P sincasht.prn
```

INCORRECT:

```
TransLetter 00 N P trnsltr.prn NO-PRINT
```

```
SingleCashTrans 00 N P sincasht.prn NO-PRINT
```

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