

ACQ module closes after sending an order to the printer

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

Since we have upgraded to v18, ACQ staff are suffering the erratic "closing" of the ACQ module after sending an order to be printed. "Closing" means the ACQ GUI disappears along with its tab on the lower toolbar. But, if one clicks on the .exe icon, the window reopens as it was without requiring the user to log in again.

Resolution:

Are the problem PC's possibly running Vista?

Does the PC have "NewPrintType=Y"? If not, try it. If yes, try changing it back. See KB #10319.

In any case, please continue looking for patterns - a consistent sequence of actions which consistently causes this behavior would, of course, be the best.

[From site:] We have not had new occurrences since changing the setting NewPrintType to "N".

- **Article last edited:** 10/8/2013