
VOY:Barcodes do not print

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 7.0.1
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Description:

Issue 16384-2129

Module: VoyagerInstall.exe, VoyagerInstall.msi

Release(s) replicated in: 7.0.1

PC O/S (if this is PC specific): Windows XP

Loss of functionality from (previous version, if applicable): 6.5.4

Expected Results: Installing Voyager clients should install barcode fonts in windows so barcodes can be printed.

Actual Results: The barcode fonts are not correctly installed in <C:\WINDOWS\Voyager> and barcodes cannot be printed.

Workflow Implications: Staff is unable to print barcodes.

Replication steps:

1. Uninstall Voyager from PC (this uninstalls the barcode fonts) or find a PC with no Voyager clients.
2. Install Voyager clients on the PC using VoyagerInstall.exe or VoyagerInstall.msi
3. Print a Call Slip from the Call Slip Daemon, Hold Slip in Circ, or label in Cat, etc.
4. The barcode numbers will print, but not the barcode.

Other information: Installing Voyager clients creates a folder, <C:\VoyagerFonts>, but does not place the fonts in <C:\WINDOWS\Fonts> as it has previously. As a workaround, the fonts can be copied from <C:\VoyagerFonts> to <C:\WINDOWS\Fonts>. This happens if the clients are installed on a new machine or on a machine that Voyager has been uninstalled and reinstalled on. This does NOT happen when leaving clients from previous release and installing new clients.

Resolution:

- **Article last edited:** 3/16/2015