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Description SW - Network Printing Fails
Manager ADMIN

Hot Tip Text

Cannot Start Print Job Error

Problem

Some Universal ECG customers receive a "cannot start print job" error when attempting to print an ECG. You must reboot the PC to recover from this error.

- Office Medic v5.2 and lower uses a 16-bit interface for printing ECGs
- CardioView v4.4.2 and lower uses a 16-bit interface for printing.

This printing problem is caused by the 16-bit interface. The 16-bit interface cannot print to printers with long file names (over 11 or 12 characters) and/or contain spaces in the name.

Solution

- If you are an Office Medic user running on an operating system supported by Office Medic 5.2.1+ you can purchase an upgrade to resolve this problem and obtain many new features and enhancements.
- If you are an Office Medic user running on Win 2000/98 or you are a CardioView user follow the instructions below to address this problem:

Rename the printer:

The initial solution that may be considered is renaming the printers in the network to the 8.3 naming convention. Unfortunately, doing so would mean that every workstation using the renamed printers would have to have their OS printers reinstalled. This will work, but can be impractical.

Capturing a network printer:

Another solution to this issue has been found and is recommended until a more permanent solution can be incorporated into CardioView. This solution involves capturing the network printer to the workstation's printer port and treating it as a local printer. The advantage to this is that only the workstation that prints the ECGs needs to be reconfigured and nothing on the network needs to be changed.

For Windows 98 and Me workstations:

1. Click **Start**, point to **Settings**, and then click **Printers**.
2. Right-click the icon for the printer you are using, and then click **Properties**.
3. On the **Details** tab, click the **Print to the following port** down arrow. Look for an entry that displays LPTx:. This is the LPT port you have captured.
4. Select LPTx: (\\Server\Printqueue), and then click **Apply**.
5. Click **Capture Printer Port**, and then click **OK**.

For Windows 2000 and XP on Novell Networks:

1. Double click on "**My Network Places**."
2. Locate the printer you wish to capture on your network.
3. Right-click on that printer and choose "**Novell Capture Printer Port...**"
4. Choose the port to capture and enter the printer path. Then click **Capture**. Novell will inform you that the capture was successful.
5. Go to **Start | Setting | Printers | Add Printer** and use the Wizard to install the printer as a local printer.

For Windows 2000 and XP on Microsoft Networks:

1. Click **Start, Run**. Type **CMD**. Click **OK**.

2. At the DOS command prompt, type "**net use lpt2 \\server name\printer share name /persistent:yes**" without the quotes and replacing server name with the name of your server. Also, replace printer share name with the name of the printer on your network. Type **exit** to close the DOS window.
3. From the Windows Control Panel, double click **printers**, then click **add a printer**, click **Next**.
4. Select "**Local printer attached to this computer**" and uncheck "**Automatically detect...**" Click **Next**.
5. Select **LPT2** from the drop down menu. Click **Next**.
6. Select **have a disk** from the add printer wizard and enter the location of the printer drivers disk provided from the printer manufacturer. Click **OK** and **Next**.
7. Chose a name for the printer and if you would like it to be the default printer. Click **Next** and **Finish**.