

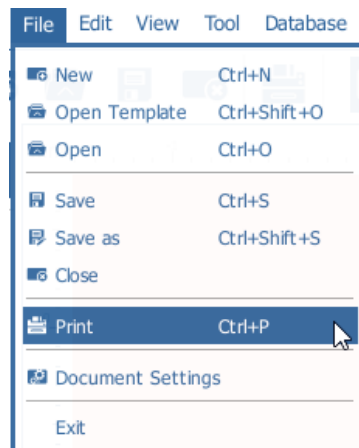
TECHNOTE

How to troubleshoot printing issues

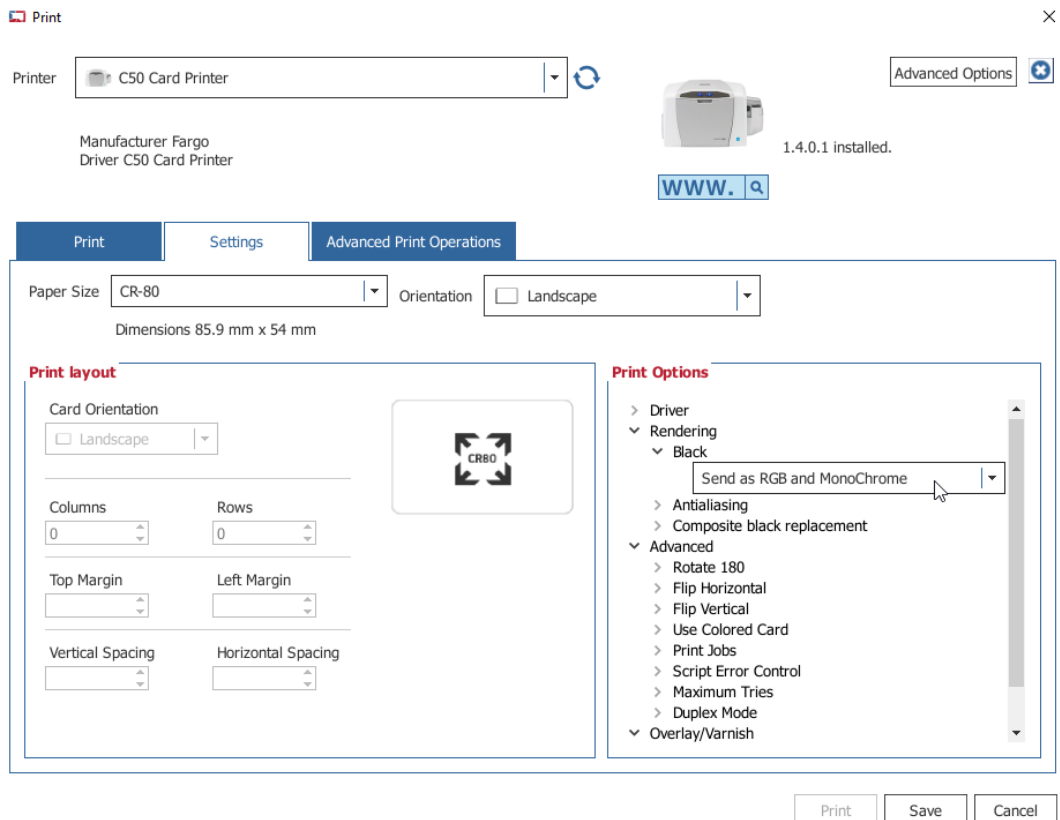
DATE: March, 2019

AUTHOR: Support

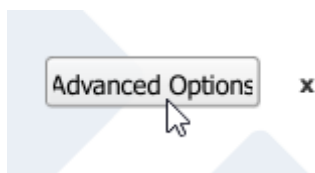
Please ensure that you have the correct printer model selected under **File > Print** menu and that the selected entry is online in the system **Devices and Printers**, or in the **Printers and Scanners** list, as sometimes the system creates several copies from the same printer model, that become offline but are still selectable on the program.



Next, still on **File > Print**, select the **Settings** tab go to **Print Options** set **Rendering > Black** to **Send as RGB and MonoChrome**.

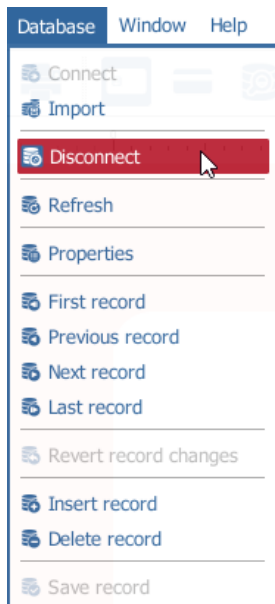


Under the same menu, go to **Advanced Options** to access to the printer driver settings and confirm that the selected ribbon has the correct panels.

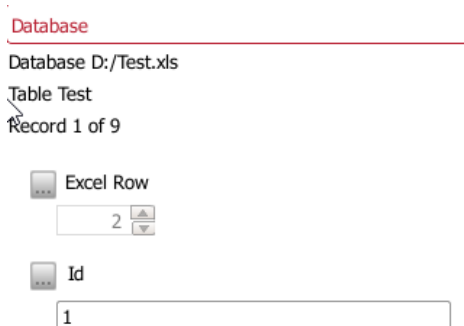


If all the information is being inserted manually, please ensure that you don't have a database connected.

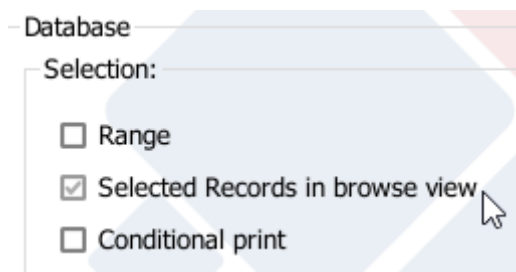
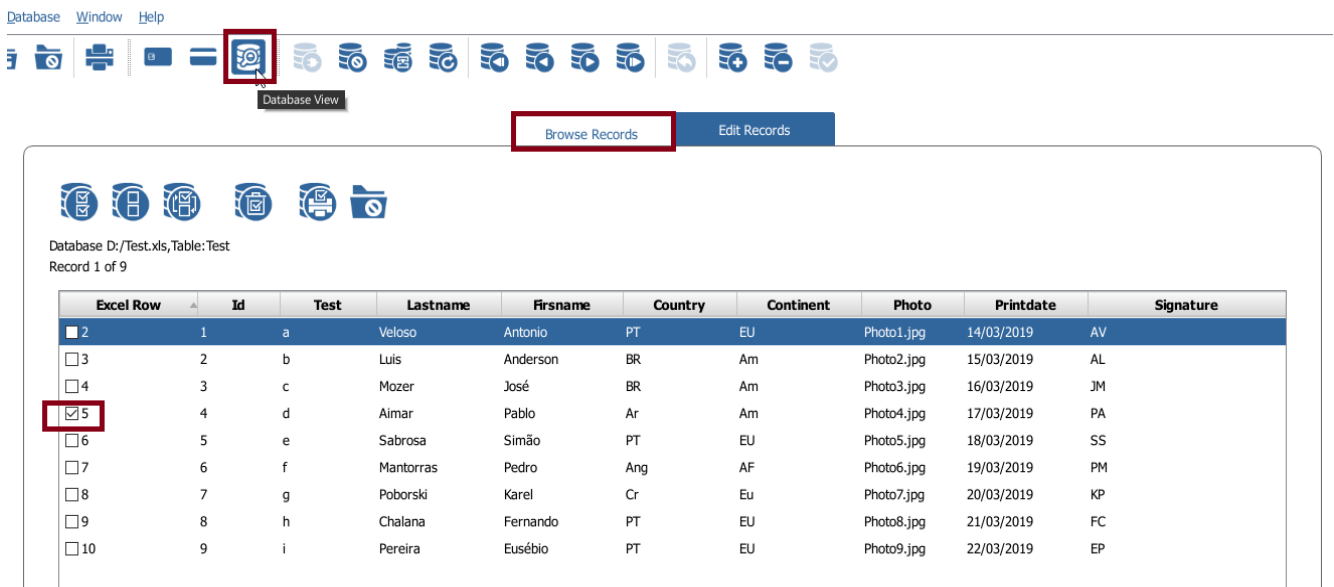
To disconnect any unwanted database, please go to **Database > Disconnect**.



In case you're using one, please confirm that there's at least one existing record in the **Database** tab.



Also, if you're printing the **Selected Records in browse view**, please ensure that you have at least one record selected in the **Browse Records** tab or else no information will be sent to the printer.

Database View

Browse Records Edit Records

Database D:/Test.xls, Table: Test
Record 1 of 9

Excel Row	Id	Test	Lastname	Firname	Country	Continent	Photo	Printdate	Signature
<input checked="" type="checkbox"/> 2	1	a	Veloso	Antonio	PT	EU	Photo1.jpg	14/03/2019	AV
<input type="checkbox"/> 3	2	b	Luis	Anderson	BR	Am	Photo2.jpg	15/03/2019	AL
<input type="checkbox"/> 4	3	c	Mozer	José	BR	Am	Photo3.jpg	16/03/2019	JM
<input checked="" type="checkbox"/> 5	4	d	Aimar	Pablo	Ar	Am	Photo4.jpg	17/03/2019	PA
<input type="checkbox"/> 6	5	e	Sabrosa	Simão	PT	EU	Photo5.jpg	18/03/2019	SS
<input type="checkbox"/> 7	6	f	Mantorras	Pedro	Ang	AF	Photo6.jpg	19/03/2019	PM
<input type="checkbox"/> 8	7	g	Poborski	Karel	Cr	Eu	Photo7.jpg	20/03/2019	KP
<input type="checkbox"/> 9	8	h	Chalana	Fernando	PT	EU	Photo8.jpg	21/03/2019	FC
<input type="checkbox"/> 10	9	i	Pereira	Eusébio	PT	EU	Photo9.jpg	22/03/2019	EP

In case the issue persists under the stated conditions above, please try printing from another external application besides Bodno, like an image viewer tool for example.

Kindly inform us of all your test results if the issue persists.