

# Cannot print

## Frequently Asked Question:

Cannot print

### Answer:

Version 1.0 of SAWS-A does not always print with some inkjet and older dot matrix printers, but the version 1.1 upgrade should correct most printer problems. Contact the Technical Support Center at e-mail address [esupport@pearson.com](mailto:esupport@pearson.com) or fax at 800-232-1223 to request the upgrade.

For Laserjets they must be using a PCL5E driver not the PCL6 driver. If you are not sure, please contact HP support.

NOTE: One way of verifying what driver is installed is by the printer tabs. Go to printers and Faxes, right-click the driver. Laserjet drivers written by Microsoft will usually have just the "Layout", "Paper/Quality" and "About" tabs. HP written laserjet and Deskjet drivers will usually have more than 4 tabs and will usually include an HP logo in the bottom right or left hand corner of each tab.

The following workaround will allow printing from a word processing program.

1. Highlight the text on the report screen.
2. Press [Ctrl] + [C] to copy the first page of the report to the Windows clipboard.
3. Open your word processor: Windows 3.1: Switch to the word processor by pressing [Alt] + [Tab]. Windows 95: Select the word processor from the task bar at the bottom of the screen.
4. Open a new document.
5. Press [Ctrl] + [P] to paste the contents of the Windows clipboard to the word processor.
6. Press [Alt] + [Tab] to switch back to SAWS-A.
7. Repeat [Ctrl] + [C] to copy, [Alt] + [Tab] to switch screens, and [Ctrl] + [P] to paste (Step 2 and Step 5) for each page of the report. Please note that this is a graphics image only and cannot be edited.

The SAWS A is no longer available for purchase. Support for this software will continue for computers that fall within the parameters of the system requirements. For a list of system requirements please see the article in this section titled "System Requirements"

