

Printing is condensed to one side when printing reports (Windows only)

SYMPTOMS: Printing is condensed to one side when printing reports.

CAUSE:

This problem is caused by the printer mishandling the TrueType font Foxprint. When the report is printed the data in the report is offset, generally to the left side of the page. It may be necessary to explain to the user that this is a problem in their printer settings and not an error in the software. This problem has three possible resolutions.

Resolution:

1. Open the Printers and Faxes control panel or start menu option. Right-click the default printer and choose properties. Click on the Fonts tab. Check the property to Print TrueType as Graphics. If no Fonts tab is available in properties progress to option 2.
2. Open the Printers and Faxes control panel or start menu option. Right-click the default printer and choose properties. Click on the Finishing tab. Under the print-quality area, select Details. Under the Font Settings section take the check out of, or add the check if it is not present, Send TrueType as Bitmaps. If no Fonts or Finishing tab is available progress to option 3.

The user is using an outdated print driver and will need to have it updated. In many cases, our users do not have access to their system to be able to install this driver on their own. Direct them to their organization's technical support for the upgrade.

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<https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=3541>