

Cannot print report (Intel-based Macs only)

SYMPTOMS:

When trying to print the entire report, only one page comes out.

CAUSE:

This issue is specific to Intel-based Macintosh computers only.

MORE INFORMATION:

This is caused by an incompatibility with the Java version used and the Intel processors in Macs. The solution is to print the report one page at a time, naming the page to be printed in succession. Print page 1, then when that is completed page 2, etc...

Article ID: 3551

Last updated: 14 Apr, 2010

Software Support -> — A — -> ASSIST -> Java 1.3 ASSIST Products -> Cannot print report (Intel-based Macs only)

<https://pearsonassessmentssupport.com/support/index.php?View=entry&EntryID=3551>