Graphs do not print

CVLT II has options for four report types: Core, Expanded, Research and Response versions. The Core and Expanded reports include the Graph Option. The Research and Response reports do not include graphs.

If the Core and Expanded reports do not include the available graphs, try the following steps to enable complete printing with CVLT II. Please note that these are general guidelines for Hewlett Packard DeskJet and LaserJet printers and some of the suggestions may not appear on your printer setup screens.

1. Ensure the printer cable is plugged in securely. Loss of data can occur with a cable that is not securely plugged in to computer and printer.
2. CVLT II may have a conflict with the Automatic setting in the printout mode. Change the printout mode in Printer Setup from Automatic to Manual. With some printer models, you may also need to select Black Text or Color Graphics. To change the printout mode:
   a. Select Start, Settings, and Printers.
   b. Highlight your printer icon in the Printers window and verify that the appropriate HP DeskJet printer is selected as default by selecting File and Set as Default.
   c. Select File, Properties, and click the Color tab. If you do not see the Color tab, select the Setup tab. In the ColorSmart selection, select Manual. If you do not see a Manual setting, select Black Text or Color Graphics in the Setup screens. Select OK.
3. You may need to change the print quality from Normal or Presentation to Fast.
4. Turn off the Windows 98 Print Spooler:
   a. Select Start, Settings, and Printers.
   b. Highlight you printer icon in the Printers window, then select File, Properties.
   c. Click the Details tab and select the Spool Settings button.
   d. Select "Print directly to the printer" and click OK.
5. RAM overflow or RUNTIME errors when printing: If a RAM or memory overflow error is occurring while printing out a report, try lowering the memory setting of the printer:
   a. Click Start, Settings, and Printers.
   b. Right-mouse click on your printer icon and select Properties.
   c. Click on the Tab labeled Device Options.
   d. Reduce the number displayed in the box titled "Available printer memory;" if only certain values are displayed (such as 1 MB, 512K, 256K, etc.) select the next lowest value. Note: Certain printers allow you to modify the available printer memory incrementally. In this situation, reduce this value by 50%.
   e. Click Apply, OK.
6. Retry printing the report. If the printout still omits the last part of the report, follow the steps again to reduce the number displayed in the "Available printer memory" box to an even lower number.
7. Delete temporary {.TMP} files, by following the steps below.
   a. Select Start, Find, Files or Folders.
   b. Type *.TMP in the Named box and select the C:\ drive in the Look In box.
   c. Select Find Now.
   d. Click Edit and click Select All.
   e. Select File, Delete, and Yes to remove the temporary files.
   Note: You must not delete any file that does not end with the extension .TMP. If you remove other Windows files, you may affect the performance of your Windows system.
8. Change the current video display driver to VGA
   a. Contact the computer manufacturer or Windows technical support for assistance in changing the video display driver to VGA.
   b. After the video display driver has been changed to VGA, try printing again.
9. If the graphs still do not appear on the report, generate a new report and save it in *.PDF format. This format will display an image of the complete report.

Software Support -> — C — -> CVLT-II Scoring Assistant -> Graphs do not print
https://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=734