

Scale Interface Port Open and Inaccessible

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Q. I receive error 'incorrect function' while trying to print a Scale Ticket.

A. A scale ticket printer that is set up to use a com port and is also set up as a Windows printer is holding the com port open and making it inaccessible. A com port printer should not be established as a Windows printer if it is to be used by the Agvance 5.0 Scale Interfaces.

If the printer is set up to use a port (other than *None*), Agvance ignores the printer driver and attempts to use the com port. To fix the error received, set the outside *Default Ticket Printer* to blank on the *Printer* tab of the *Scale Interface Configure* screen. Agvance will use the port to choose the correct printer.

The screenshot shows the 'Scale Interface Configure' window with the 'Printer' tab selected. The 'Scale to Configure' dropdown is set to 'Scale 1'. The 'Printer' tab has three sub-sections: 'Inside Printer', 'Outside Printer', and 'Terms ID Setup'. The 'Outside Printer' section is highlighted with a red box. In this section, the 'Ticket Type' is 'Full Page-1', 'Terms ID' is blank, and 'Print Port' is 'None'. The 'Printer for Weight Stamp' is set to '(Windows Default Printer)'. The 'Scale UOM Override' is 'lb'. At the bottom, there are buttons for 'Setup Weights Per Axle', 'List Grade Factors', 'Save', and 'Cancel'.

Also, if the printer is set up as a Windows printer, it needs to be removed (deleted) from the Windows printer setup.