

# 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' dialog box with the 'Printer' tab selected. The 'Scale to Configure' dropdown is set to 'Scale 1'. The 'Inside Printer' section has 'Ticket Type' set to 'Full Page-1', 'Terms ID' set to a dropdown, and 'Print Port' set to 'None'. The 'Outside Printer' section is highlighted with a red box and has 'Ticket Type' set to 'Full Page-1', 'Terms ID' set to a dropdown, and 'Print Port' set to 'None'. The 'Terms ID Setup' section has 'Terms ID' set to a dropdown and an 'Edit Terms' button. The 'Printer for Weight Stamp' is set to '(Windows Default Printer)'. The 'Line Termination' is set to 'LF'. The 'Scale UOM Override' is set to 'lb'. The 'Additional Blank Lines' is set to '0'. The 'Print Weight On Entry', 'Suppress Loc. Info.', 'Print Freight Rate', 'Print Dock and Shrink Percent', 'Print Buyer's Reference on Shipment', 'Only Print Grade Factors With Results', and 'Outbound format is BOL' checkboxes are all unchecked. The 'Use Print Destination Dialog' and 'Allow Printing an Invalid Ticket' checkboxes are also unchecked. The 'Setup Weights Per Axle', 'List Grade Factors', 'Save', and 'Cancel' buttons are at the bottom.

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