Scale Interface Port Open and Inaccessible

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.

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