

MSU e~PRINT Tips and Techniques

Technical Troubleshooting

- **What software do I need to use e~Print?**

Current Web Browser: Version 4.0 or higher of Netscape Communicator or Microsoft Internet Explorer. *(NOTE: Netscape ® Communicator version 6.0 is not recommended at this time)*

Acrobat® Reader.: Version 4.0 or higher . *Note: if you use Microsoft Internet Explorer as your browser, configure Acrobat®Reader to run outside the Browser. (See directions below for configuring Acrobat®Reader to run outside the Browser.)*

Contact Acrobat® Reader at <http://www.adobe.com/products/acrobat/readstep2.html> for the latest version of the software. Contact your microcomputer support technician or Information Systems help desk if you need assistance downloading this software.

- **When I print a report, the printed copy does not look like the report displayed on my screen.**

Contact your microcomputer support technician or Information Systems help desk. The most common solution to this problem is to install the latest printer drivers on your machine.

- **My report display area is extremely small.**

Configuring Acrobat®Reader to run outside of the browser can increase the viewing area for the reports. (See directions below for configuring Acrobat®Reader to run outside the Browser.)

A popular windows desktop area setting related to displaying e~Print reports is 800X600 pixels. This setting can be set by clicking start/settings/control panel/display/settings/desktop area (move the bar until 800X600 is displayed.) Contact your microcomputer support technician or Information Systems help desk if you need assistance.

- **I am using Microsoft Internet Explorer and I am having problems displaying reports.**

To avoid display problems when using Microsoft Internet Explorer, configure Acrobat Reader to run outside the browser. (See directions below for configuring Acrobat®Reader to run outside the Browser.)

- **I am using Microsoft®Explorer and when I try to retrieve a PDF file (report) sometimes the window appears blank.**

If this happens, try clicking the Refresh button, which should cause Acrobat®Reader and the PDF file to both appear on the screen.

- **Configuring the Acrobat® Reader to run outside of the browser.**

Many users will want to integrate Adobe®Acrobat Reader with their web browser, so that the PDF file will be displayed within the viewing area of the browser window.

This is the default mode of operation. However; some users may prefer to run Acrobat®Reader in a stand-alone capacity. Below are some guidelines in configuring the Acrobat®Reader on this feature.

1. Open the “General Preferences” dialog of Acrobat®Reader.

- **If Acrobat®Reader is already running as a helper application within your browser:** Click the right-facing arrow at the top of the right-hand side of the application’s viewing area; then select Preferences from the menu.
- **If Acrobat Reader is open in a stand-alone capacity on your desktop:** From the File menu, select Preferences and then General Preferences.

2. Turn off the web browser integration feature

- Deselect (clear) the “Web Browser Integration” checkbox at the bottom of the dialog and click the OK button.

The next time you download an e~Print report as PDF, a “File Download” dialog will appear. To open the report in Acrobat®Reader, select the option button that reads “Open this file from its current location.” (If you don’t want the dialog box to appear each time you download PDF, de-select the “Always ask...”checkbox.) Then click the OK button. Acrobat Reader will open in a stand-alone capacity with the selected report in context.

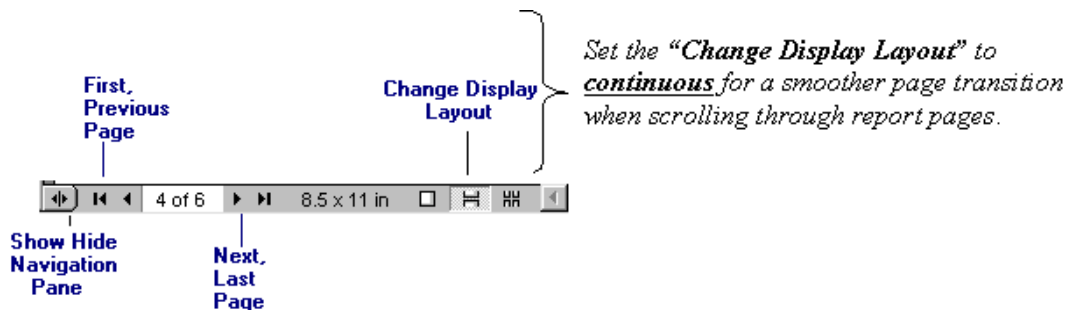
General tips/questions

- **I do not have access to the proper 6-digit account numbers.**

Contact the e~Print system administrator, Karen Taylor at 4489 or karen.taylor@murraystate.edu.

- **When I view reports on-line through the Acrobat® Reader the screen jumps as I move to additional pages.**

Smoother page transition is accomplished by setting the change display layout to continuous. This option is located at the bottom of the screen when you are in the Acrobat® Reader.




Meaning of e~Print System Error Messages

- **I get the following error message when I try to bring my reports up in the Acrobat® Reader.**

Warning!

This PDF is very large. If you are using Acrobat Reader as a plug-in (i.e., Your PDF's are displayed in the browser), your browser will likely become unstable if you continue to load this report. It is highly recommended that you first download this report to your computer and open it there or select only certain pages of this report to view.


 NOTE: If you are using Internet Explorer, right-click the link below and select "Save Target As...".

[Click here to continue downloading this report](#)

Individuals having access to hundreds of 6-digit accounts may encounter this error message. If you receive this error you need to use the drill-down icon (explained in the Basic+ Guide) to limit the number of accounts you load into your Acrobat® Reader.

- **After five invalid logins into the system, a user will be locked out of the system.**

Contact the e~Print system administrator at 4489 to unlock your user account.