

Help with USASWeb Printing

When I try to print, I get a dialog box that asks me to download a “requisitionPrint.do” file.

This will happen when the browser doesn't know what to do with a PDF file. To fix this, we need to tell the browser how to handle PDF files. The following instructions should work with all browsers.

1. Open your browser, and select File→ Open File
2. Browse to a PDF file stored on your computer. If you do not have one, you can get one at <http://ssdt.oecn.k12.oh.us/pdf.htm#USAS>. Click Open.
3. If the PDF file opens, your browser can open PDF files, and you do not need to follow steps 4-6. However, if you get a dialog box that looks like the following, continue to step 4.



4. Select Open With, and in the drop-down menu, choose Adobe Acrobat Reader. Mac's can open PDF files with the Preview utility or Adobe, so you can select either.
5. Check the box that says "Do this automatically for files like this from now on".
6. Click OK. If you see your PDF file open, then that's all you need to do! If you don't see it, you will need to repair your Adobe Reader software. You can find the instructions on how to do this, listed at the bottom of this document.

When I try to print, I get blank page, or a red X icon.

This problem could be related to a number of issues. Any of the following steps may resolve your printing issue.

1. Make sure you have the latest versions of Adobe Acrobat Reader. You can check Adobe's website (<http://www.adobe.com/support/downloads>) to see if you have the latest version.
2. If you are on a Windows machine, do the following:
 - a. Quit Internet Explorer or Firefox, and Adobe Reader
 - b. Choose Start → Settings → Control Panel and then double-click on Internet Options.
 - c. Click on the Security Tab
 - d. Select the Internet icon.
 - e. Click Custom Level.
 - f. Find the option that says "Run ActiveX Controls and Plug-in" and make sure it's enabled. Click OK.
 - g. Click OK
 - h. Start up your browser and try to print again.
3. Try to open a PDF file in Adobe Reader. If it opens correctly, move on to the next step. If not, you will need to re-install your Adobe Reader software.
4. Make Sure that the Adobe Plug-in is install and enabled:

Internet Explorer:

- a. Go to Tools → Internet Options → Programs tab
- b. Click the Manage Add-ons button.
- c. Find the Adobe PDF Reader plug-in, and make sure it's status is Enabled. If it isn't, enable it.
- d. Click OK
- e. Click OK.

Mozilla Firefox:

- a. In the address bar, type **about:plugins**
- b. Scroll to the Adobe Acrobat section.
- c. The application/pdf MIME type should be enabled.

Apple Safari:

- a. On your Macintosh Hard Drive, look in the Library → Internet Plug-ins folder.
- b. Make sure Adobe PDFViewer.plugin is listed.

If after checking this, the plug-in isn't enabled, follow step 5.

5. Deselect and reselect the Display PDF in Browser preference.
 - a. Open Adobe Acrobat Reader and go to Edit → Preferences, or Application → Preferences if you are on a Mac.
 - b. Select Internet
 - c. Deselect “Display PDF in Browser”, and then click OK.
 - d. Close and Re-open Adobe Acrobat Reader.
 - e. Repeat steps a-c, and enable the “Display PDF in Browser” option.
 - f. Close Adobe Reader

6. Delete your Temporary Internet files (**IE Only**):
 - a. In IE, go to Tools → Internet Options
 - b. Click Delete Files on the General tab and then click OK when prompted.
 - c. Click OK to close the Internet Options window.

I’m still having printing problems!

1. **Make sure you have the current versions of Adobe Reader and your browser.**

2. **Repair Adobe Reader. (Adobe Reader Versions 6.0 and Higher):**
 - a. Open Adobe Reader and go to Help → Detect and Repair.
 - b. Click OK
 - c. Close Adobe Reader.

If that does not fix your printing problems, you will need to remove all versions of the Adobe Reader software and re-install it.