

# Unable to print due to encoding error

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## Symptom

When printing a badge you may receive the following error:

□ **Note:** For this example, the printer is a NISCA PR5350-USB. Your error will be similar to this one.

## Resolution

The encoder information is missing from the ACS.INI file. To correct this issue, do the following:

1) Create an entry under the **[Encoding]** section of the ACS.INI file on the (see "Enabling an SCPdebug through the ACS.INI" for directions on locating this file) on the workstation where the printer is installed.

2) In this example, the printer driver mentioned is: Nisca PR5300 USB Printer. This must be copied exactly as seen in the error message, and then set equal to the printer type. In this example, the ACS.INI entry would look like this:

### **[Encoding]**

```
;Nisca  
Nisca PR5300 USB Printer=Nisca
```

This subject is covered in the **[Encoding]** section of the ACS.INI in the SystemAdministration.pdf.

## Applies To

OnGuard (All versions)

## Additional Information

None

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