

Report layout is incorrect in System Administration when using Print Preview

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Symptom

When attempting to preview a report before it is printed from System Administration, the report shows up in a strange format. Typically, the page size is very small and only a portion of the data is visible on each page.

Resolution

This issue usually occurs because the default printer is a badge printer. When generating the preview of a report, the system uses the default printer in Windows. To resolve this issue, change the default printer in Windows to a printer that is configured to print on letter (8.5 x 11 inches) or A4 size paper.

Applies To

OnGuard (All versions)

Additional Information

None
