Createfile error

Last Modified on 06/06/2025 10:44 am EDT

Symptom

Upon logging into client workstation after an upgrade, you may receive the following error:

createfile error "Createfile error on Com3 for printer communication. perhaps com 3 is busy. Print commands will not be sent."

Resolution

1. Go to System Administration > Workstations.
2. Check the Activity printer. It is possible that the workstation was configured to have an activity printer on one of the COM ports, but does not have one anymore.
3. If necessary, delete the activity printer from System Administration.
4. Log out of and then back into Alarm Monitoring.

Applies To

OnGuard 2008 (6.0.148)

Additional Information