Plans Online – PDF Printing Work-Around 07-01-2004

Overview End users are unable to print Informational Proposal documents from the Plans Online Web application.   The documents are in PDF file format and are opened in Adobe Acrobat Reader. When trying to print the document, the user gets an error message stating that Adobe "Could not start print job".

GSD has contacted Captaris, the Alchemy software manufacturer, regarding this issue. IMR's software engineering section is working on resolving the problem. In the mean time, there is a work-around that can be used to enable printing of PDF documents from Plans Online.

This is a temporary measure that will be discontinued when a permanent fix is implemented.

Work-Around Procedure The work-around printing process is as follows:

Seq.	Action
1.	Select and display a proposal document in the Item View pane.
2.	Click on the Download button on the Client toolbar.
3.	Click on the Open button in the File Download dialog box.
4.	Print.

1. Select and display a proposal document in the Item View pane.
2. Click on the **Download** button on the Client toolbar.
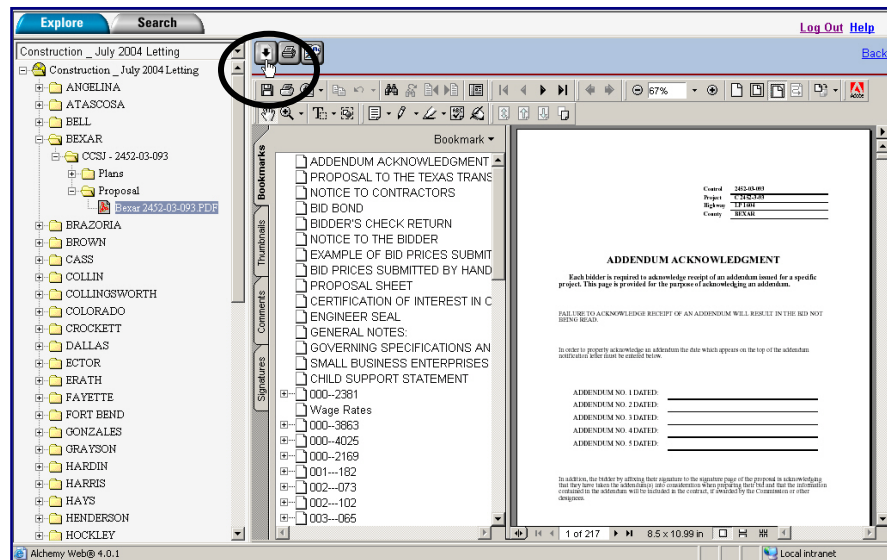
3. The File Download dialog box will open.
   Click on the **Open** Button.

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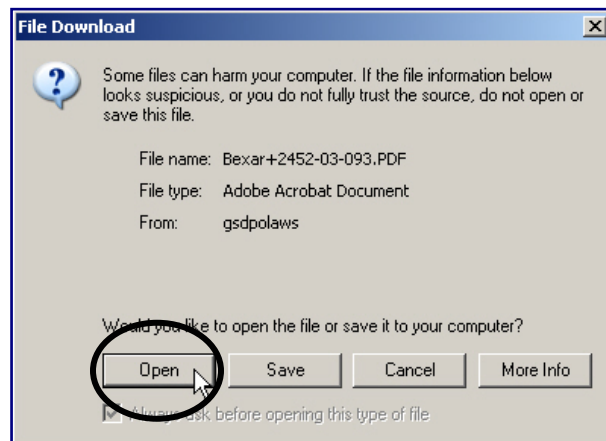
4. The proposal document will open in a separate window.
   Click on the **Print icon** on the Adobe Acrobat Reader toolbar.
   Select your print options and print.