

Question: Why is Dazzle “forgetting” printer settings?

Answer: Here is how the Dazzle printer configuration system works. Each workstation has a unique ID no. This is not the station no., it is a unique no. derived from the serial no. of the hard disk. There are many different documents that can be printed in Dazzle and theoretically, every one of them can have its own printer settings. When you open the Dazzle “Documents and Printers” screen, you configure the printer settings for all the separate documents. You probably use the “Wizard” to do this so you may not be aware there are over 100 different documents to be configured. When you click “OK” on this screen, all these different settings are sent to the server and saved there. But all the other stations also do the same thing, so there are potentially thousands of different printer configuration settings stored on the server. How does the server know which settings belong to which station? By the unique ID no. This no. is stored with each setting, or each row, or if you prefer, each record, on the server. When a Dazzle station fires up, it downloads from the server only those records that contain its own unique no.

This is all fine in theory but in practice there are two things that can go wrong. ..

First, the unique ID no. is not always unique. It should be, but for reasons not known, it is quite common for several PC’s to get the same disk ID no. from the manufacturer. As a result, the printer configuration settings get all mixed up between stations and cannot be relied upon.

Second, if a shop has Dazzle for a long time, they will likely go through several generations of Windows, several changes of hardware, and a lot of moving PC’s around from one position to another. The result is the same kind of mixup and unreliability. The longer you use Dazzle the greater the chance of the printer configurations getting interchanged, duplicated, and contaminated.

So if you are experiencing printer configuration errors, or if configurations seem to be getting lost, you need to deal with this kind of contamination. The rest of this article describes the recommended method for doing this.

The best approach is a complete printer RESET procedure. In a nutshell this consists of three steps:

1. Ensure every station has a truly unique ID no.
2. Erase ALL printer configuration data for ALL stations from the server
3. Set up a fresh printer configuration for EACH station.

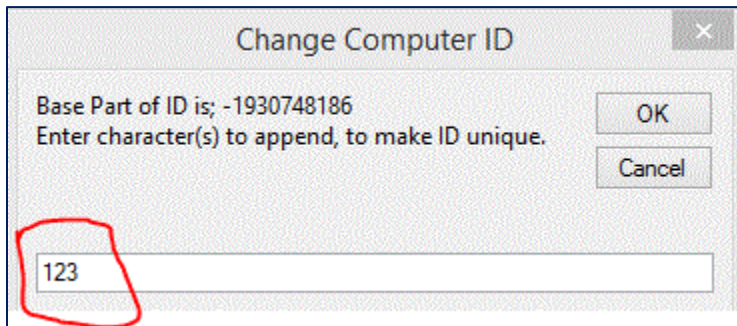
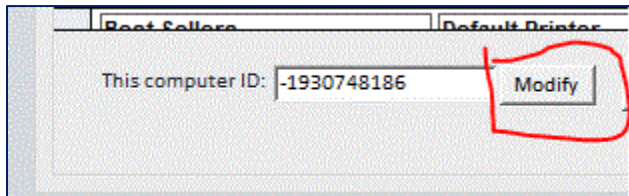
1. Getting a truly unique ID No. for each station.

Open the Dazzle “Printers and Documents” screen. At the bottom left you should see a textbox labeled “This Computer ID” . Regardless of what no. is in there, click the “Modify” button next to the textbox. A little popup window will appear asking if you want to change it. Click YES. Another window will appear asking you to enter characters to make the ID unique. Enter any short number you like here, such as 123, but here’s the important thing: you are going to repeat this on every workstation, so the short

number you enter must be DIFFERENT and UNIQUE for each station. If we use i23 here, we cannot use it again on any other station.

Click OK and you will see your short number added on to the end of the computer ID, making it truly unique. (Please see pictures below.) Click OK which will close the printers and documents window and save the new ID No.

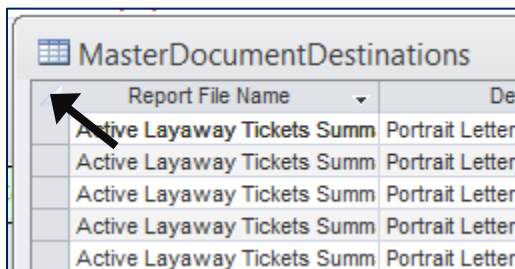
REPEAT THIS FOR EVERY WORKSTATION, AND ON THE SERVER TOO, IF YOU USE YOUR SERVER TO PRINT.



2. Erasing ALL printer configuration data for ALL stations from the server

Click OFFICE→CONFIGURATION→SYSTEM AND TECHNICAL MAINTENANCE→DATA EDITING. From the small menu at the top of the screen select MASTER DOCUMENT DESTINATIONS and click OK. You will see a spreadsheet containing a lot of printer setup information, possibly hundreds of rows. You are going to DELETE IT ALL.

Click where shown at the extreme top left of the spreadsheet, just to the left of the first column heading. The entire spreadsheet will turn dark, indicating that all rows are selected. Press the **DELETE** key on your keyboard, and every row will be deleted.



3. Set up a fresh printer configuration for EACH station.

You probably know how to do this but here is the procedure... repeat this on each station:

Open the Dazzle "Printers and Documents" screen.

Click the **Build/Refresh List** button.

Click the "**Setup Wizard**" button.

Complete the five boxes along the bottom of the screen. Do NOT select "Default Printer" for any box. Always choose a specific printer by name. If the printer you want does not appear as an option, this is a network setup issue not a Dazzle issue. Ask your IT person to make that printer available to the station(s) where you need it.

Click **GO**. The printers will be configured for you automatically.

Click **OK** to save this setup to the server.

After you repeat this on every station (and on the server if you use it for printing) you should have a whole new printer configuration system for your store, and any errors or mixups should disappear.

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