

Windows Vista SP1 Driver Failure Workaround

Introduction

This workaround should fix the current problem with the following drivers failing to print when installed on Windows Vista Service Pack 1;

Rio/Tango + L V1.2.0.0

AOTA V1.2.0.0

Enduro 1.1.3.0

Solution

Once the driver has been successfully installed attempt a Windows test page, this should show the test page failed error (see above), similar errors will be shown when attempting to print from any application. The reason behind this is due to the fact that print queue has been set to use WinPrint as its default Print Processor; this needs to be changed to the Ultra Print Processor (UM_RTS). To do this;

1. Go to the **Printers** folder, and right click on the printer and select **Properties**.
*Note: If the user is not an Administrator or an Owner then they may have to go the print queue screen and select **Run Properties as Administrator**.*
2. Select the **Advanced** tab, and then click the **Print Processor** button.
3. Change the Print Processor selection to **UM_RTS** and the Default Data type to **PMJOURNAL**
4. Click **OK** and then **Apply**, attempt a Windows test print which should be successful.

