Printing

- How to add and configure fiscal and document printers?
- Printing from ERP isn't working - what to check?
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How to add and configure fiscal and document printers?

This article provides instructions on adding and configuring fiscal and document printers using the cairo.DESK application and the cairo.ERP system. You will also find solutions to common problems that may occur during printer setup and use.

Adding a fiscal or document printer

To add a printer, you need to configure it in both the cairo.DESK application and the cairo.ERP system.

cairo.DESK Configuration (latest version)

1. Download cairo.DESK from our website: **https://www.cairo.pl/en/instructions/**
2. Open **cairo.DESK**.
3. Go to **Ustawienia** > **Desk Webservice**.
4. Enter the data:
   - **Host**: Received from our service.
   - **Kod autentyfikacji**: Available in ERP (**ERP > ADMINISTRATION > PARAMETERS > POSITION> GENERAL PARAMETERS**). If not visible, contact our service.

Fiscal Printer Configuration

Configuration in ERP

1. Go to **ERP > ADMINISTRATION > PARAMETERS > POSITION> FISCAL PRINTER**.
2. Fill in the fields:
   - **WORKSTATION**: Identifier of the workstation being configured.
   - **STATUS**: Enable fiscal printer support on the workstation.
   - **PRINTER ID**: Unique identifier for the fiscal printer.
   - **PRINTER MODEL**: Select **cairo.DESK**.
   - **FISCAL PRINTER IP NUMBER**: Not required when **cairo.DESK** is selected.

- **NIP PRINT SUPPORT**: Specify whether to set the NIP flag on the receipt (only for printers supporting NIP printing).
- **WAREHOUSE LIST**: Select the warehouses where the printer should be available.
- **MAXIMUM ITEM NAME LENGTH**: For **cairo.DESK**, enter **39 characters**.

Configuration in cairo.DESK

1. Open **cairo.DESK**.
2. Go to **Ustawienia** > **Drukarka fiskalna**.
3. Check the **Status Aktywny** option.
4. Supported fiscal printer models are:
   - NOVITUS
   - POSNET (POSNET Thermal is not supported)
   - ELZAB
   - EMAR
5. Go to **Ustawienia** and configure **Typ połączenia**:
   - **COM (cable connection)**: Select the **COM Port** to which the printer is connected.
   - **LAN (network connection)**: Enter the printer's **IP** and **Port** (e.g., 6666).
6. Select **Zapisz**, then **OK** for the application to restart. If the connection is successful, a "ready" status will be checked.
7. Go to **Stanowiska** > **Dodaj**.
8. Enter **Id stanowiska** (e.g., fslinux001). Leave the **Drukarka** field blank.

Document Printer Configuration

Remember that the physical printer where the printout is to go must already be configured in Windows, and printouts from Windows should work correctly.

Configuration in ERP

1. Go to **ERP > ADMINISTRATION > PARAMETERS > SYSTEM > SYSTEM PRINTER LIST > [End]**.
2. Enter printer data:
   - **PRINTER NAME**: Custom printer name.
   - **PRINTER TYPE**: Select **cairo.DESK**.
   - **NETWORK ALIAS**: Printer network name (alias).
   - **DRIVER**: Not used with **cairo.DESK**.
   - **LINES PER PAGE**: Number of lines per page.
   - **LASER PRINTER**: Check if it's a laser printer.
   - **DUPLEX**: Check if the printer supports double-sided printing.
3. Add the printer to the workstation: Go to **ERP > ADMINISTRATION > PARAMETERS > WORKSTATION > WORKSTATION PRINTER LIST > [End]**.
4. Point to the newly added printer and select **LATIN-2**.

Configuration in cairo.DESK

1. Open **cairo.DESK**.
2. Go to **Stanowisko** > **Dodaj**.
3. Enter **Id stanowiska** (printer alias from ERP).
4. Select the **Drukarka** from the Windows system.

Ended support for older programs

Support for the following programs has ended. If you encounter problems, contact service or switch to cairo.DESK:

- **Fiscal printer**: flmenu, flfisk, fljfisk, serproxy (ELZAB FP-600, POSNET DF-300, EMAR EMAR-DUO)
- **Document printer**: D2W Print

Troubleshooting common errors

Document printers

Fiscal printers

Printing from ERP isn't working - what to check?

If you're encountering problems printing documents or labels from the ERP system, below are some steps you can check to resolve the most common causes.

Problems with cairo.DESK

- **"cairo.DESK - RPC server is unavailable"** This message usually means that the required .NET runtime environment is not installed.
  - **Solution:** Download and install the **.NET Runtime 8.0.6 (or newer)** file for Windows (Arm64 version, if applicable) from: **https://dotnet.microsoft.com/en-us/download/dotnet/8.0**. After installation, **restart your computer**.
- **cairo.DESK does not start or shuts down** This could be caused by a incorrectly named application file.
  - **Solution:** Check the path **C:\Users\Sklep\AppData\Local\Cairosoft**. If you find a cairo.DESK file with a long, incorrect name, **rename it to cairo.DESK.exe**.
- **"Cannot retrieve templates from c.DESK"** This error indicates a missing or incorrectly configured path to the templates.
  - **Solution:**
    - **Exchange folders:** Make sure you have exchange folders configured, e.g., **X:/wymiana/fslinuxXXX** (where XXX is the workstation number).
    - **Webservice connection:** In cairo.DESK, in the workstation settings, **add fslinuxXXX** (the appropriate workstation number) in the webservice connections section.
- **"Target client not connected"** This message indicates a missing specified print path for a given module and workstation.
  - **Solution:**
    - **Exchange folder:** Make sure the exchange folder path is correctly configured, e.g., **X:/csmag/[warehouse]/[module]/fslinuxXXX**.
    - **Webservice:** Check the webservice configuration, e.g., **/[warehouse]/[module]/fslinuxXXX**.
- **"Error sending label to cairo.DESK / Error during printing: No application is associated with the specified file for this operation"** This means that Windows does not have a default application assigned to open PDF files.

- **Solution:** Go to **Settings > Default apps > Choose default applications by file type** in Windows. **Assign a default application to PDF files** (e.g., Adobe Reader or Foxit Reader). We recommend Foxit Reader.

- **"DeskClient: Couldn’t find printer for station or is not available"** This error means that the printer has not been specified or is unavailable in cairo.DESK for the given workstation.
  - **Solution:** In cairo.DESK, at the workstation configuration level, **ensure that the printer is correctly specified and available**.

    > With older versions of cairo.DESK, a missing printer selection might cause the program to shut down when trying to print a label.

- **"Error sending label to cairo.DESK / Error during printing: No application associated with this operation for the specified file"** This means that Windows doesn't have a default application assigned to open PDF files.
  - **Solution:** Go to **Settings > Default apps > Choose default applications by file type** in Windows. Assign a default application for PDF files (such as Adobe Reader or Foxit Reader). We recommend Foxit Reader.

Receipt printing doesn’t work – what to check?

If you're having trouble printing receipts from your ERP system, there are a few common causes worth checking.

Fiscal printer problems

- **cairo.DESK does not see the fiscal printer:**
  - **Problem**: The "ready" status is not checked. This may mean:
    - The fiscal printer cable is unplugged.
    - The fiscal printer is not turned on.
    - Damaged printer.
    - Damaged printer cable.
    - Damaged port on the computer.
  - **Solution**: Check the above points.
- **cairo.DESK – receipt is not printing:**
  - Check the following:
    - If the item name on the receipt does not exceed 39 characters. If it exceeds, shorten the item name (from the general item data or from the receipt item level → **ITEM NAME CORRECTION**). It is also possible to fill in the fiscal item name if you do not want to change the main item name in the system.
    - If the item on the previous receipt was not printed with a different VAT rate.
    - If the item name does not contain special characters, such as "$", "&", etc.

How to add a graphic to a printout?

You can add a graphic to a specific print profile to appear on selected documents. Remember, the graphic won't print if you choose the "print to screen" option.

Graphics can be printed on the following document types:

- Invoice
- Receipt
- Consignment note
- Purchase Invoice

Printout types supporting graphics:

Graphics can be placed on printouts in the following scenarios:

- PDF printout for email
- e-Invoice printout
- Printout via cairo.DESK printer type

Graphics will not appear in the following cases:

- Issuing a DD to a route.
- Printing to screen.

Steps to add a graphic to a printout:

1. Start by saving the graphic in the "export" location.
2. Go to **ERP > ADMINISTRATION > PARAMETERS > COMMERCIAL DOCUMENTS**.
3. Select the document type, for example, **(FV) INVOICE**.
4. Go to **PRINT PROFILES**.
5. Place the cursor on the print profile you're interested in.
6. Press the **F6** key to add a picture.

7. Define the parameters:
    - **FILE NAME**: Specify the file.
    - **HEIGHT**: Set the graphic's height.
    - **NAME**: Enter the graphic's name.
    - **POSITION**: Specify the graphic's position on the printout (e.g., "header 1"). There are 8 places to choose from in the header and 3 places in the document footer.
    - **ALIGNMENT**: Choose the graphic's alignment (e.g., "left").
    - **IMAGE BELOW TEXT**: Select "no" if the graphic should be above the text.
8. Confirm the changes by selecting **SAVE**.

After completing these steps, the graphic will be added to the selected print profile and will be visible on printed documents.