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.

Revision #5
Created 8 July 2025 08:22:52 by Admin1
Updated 29 July 2025 13:12:16 by Admin