

# 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.

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## 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.

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