

# 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.

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## 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.

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