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.

Revision #2
Created 8 July 2025 08:54:04 by Admin1
Updated 29 July 2025 13:12:16 by Admin