

Audit Tool

PRNT - Problems with printing documents from the Audit Tool

for Audit Tool version: 1.0.7 (release version)

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document version 1.0.0

This document is intended as a guide for where to look for information to fix the problem whereby problems occur when attempting to print an audit report from a client installation:

Symptoms

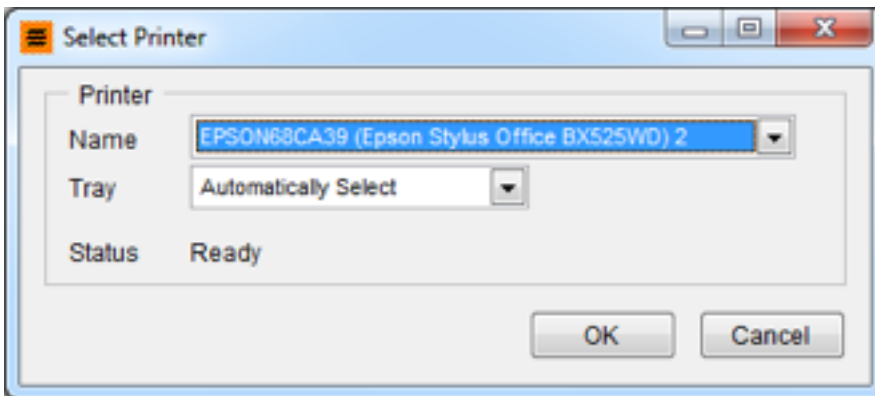
You receive an error of **invalid path or filename** after the printer selection dialogue:



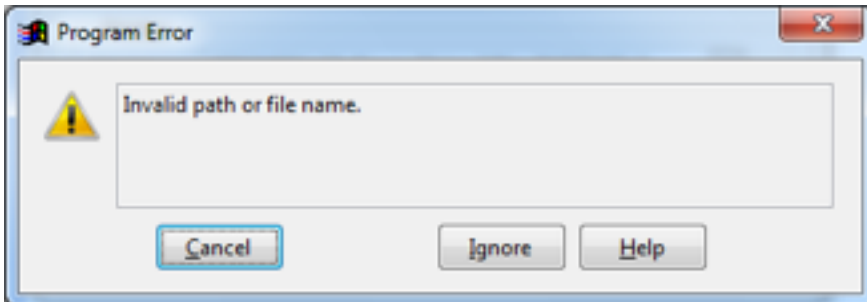
Windows Vista / Windows 7 or later

You chose a report from the on menu on the left of the Complyer, then you see the report preview dialogue, and you press Print:

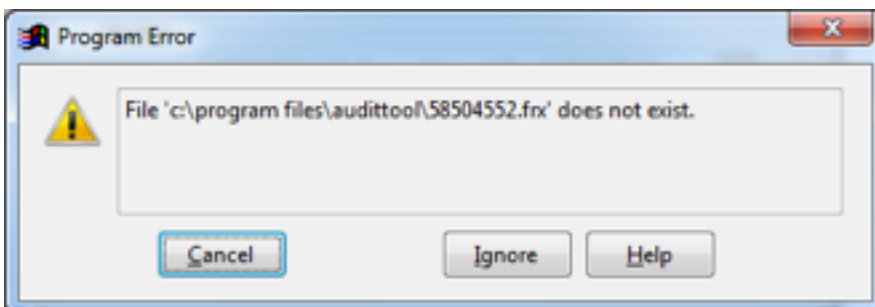
The **Select Printer** dialogue appears:



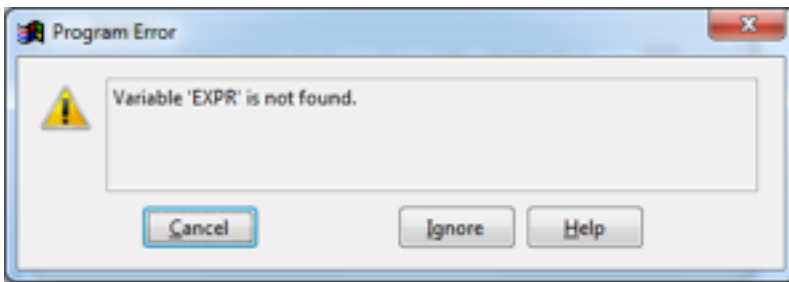
Then on clicking **OK**, the following dialogue appears:



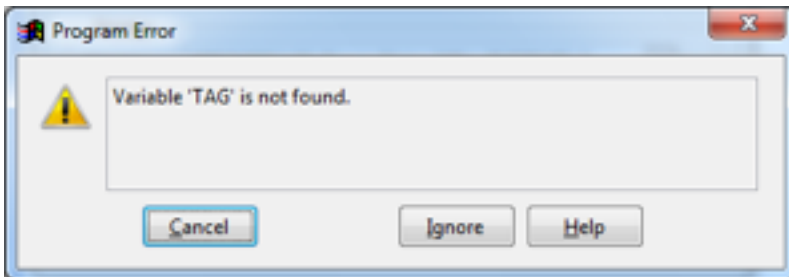
If you then click Ignore, the next dialogue appears:



It's probably worth clicking **Cancel** here (see *After Clicking Cancel* below), but if you click **Ignore** again, you'll get

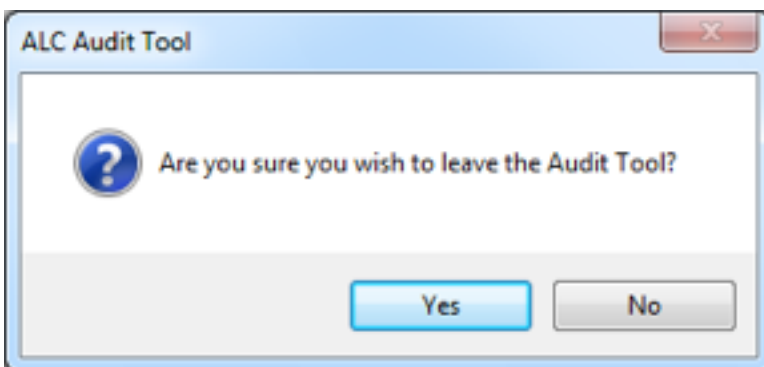


... and again clicking **Ignore** again, you'll get:



There's no point going any further. Click **Cancel**.

After Clicking Cancel..... you'll get:



If you click **Yes**, the Complyer Audit Tool will end, if you click **No**, you can continue using it, but printing will still be a problem.

For the solution see the next page.

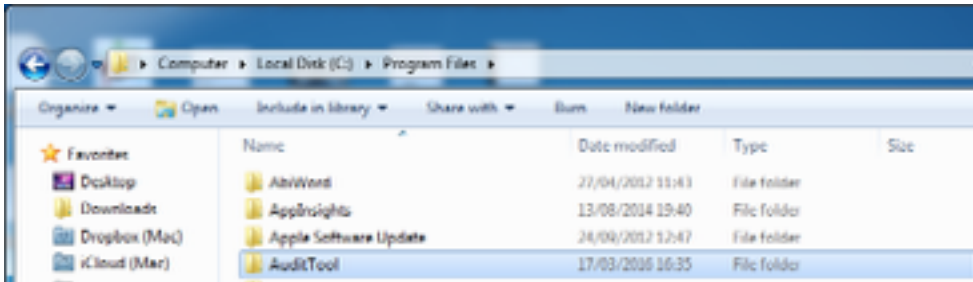
Resolution

The problem is caused by the Complyer Audit Tool user not having sufficient privileges to write temporary files in the folder:

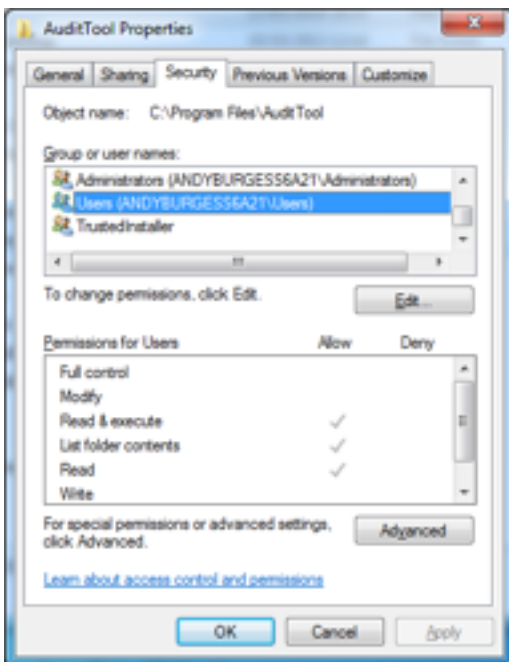
c:\program files\audittool or
c:\program files (x86)\audittool

The solution is quite simple, but may require administrator access to change:

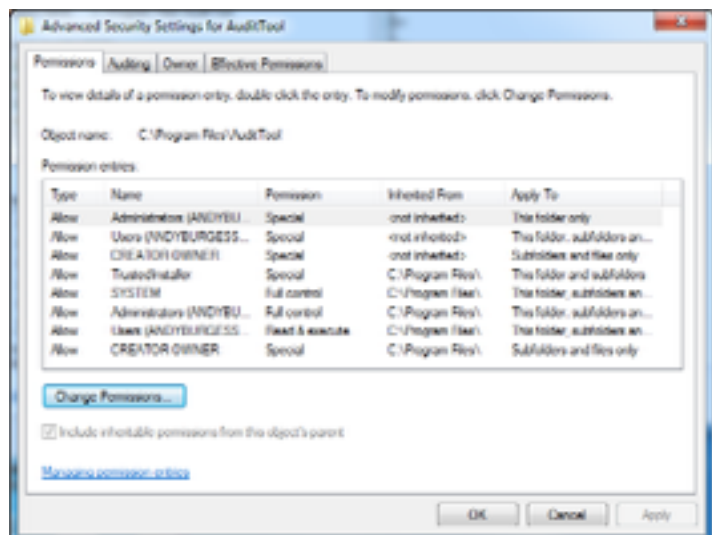
Open the relevant folder (in this case C:\Program Files\AuditTool) has been selected)



Right-click the **AuditTool** folder and select **Properties** from the menu. Then on the next dialogue chose the **Security** tab, and select the *Group or user names:* of **Users** - as shown below



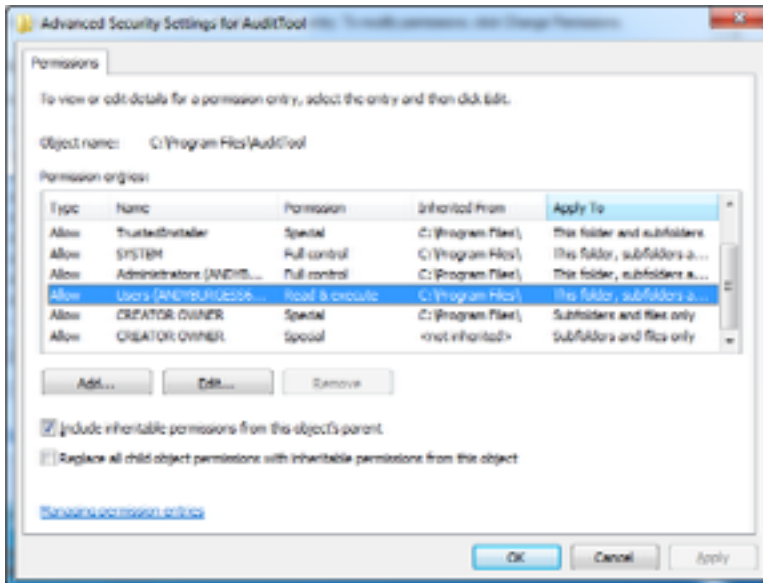
Click the **Advanced** button..... and you'll get the following window appear:



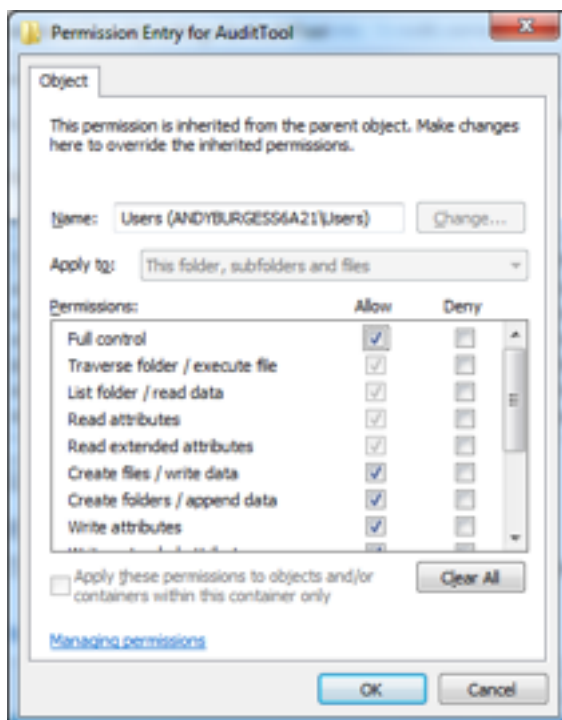
Click **Change Permissions....**

... and you'll get a similar window appear:

Select the "Users" under Name (as illustrated below).....



.... and click **Edit...** and you'll get the following dialogue:



tick the **Allow** box in the **Full control** line and all the boxes will become ticked.

Click **OK**.

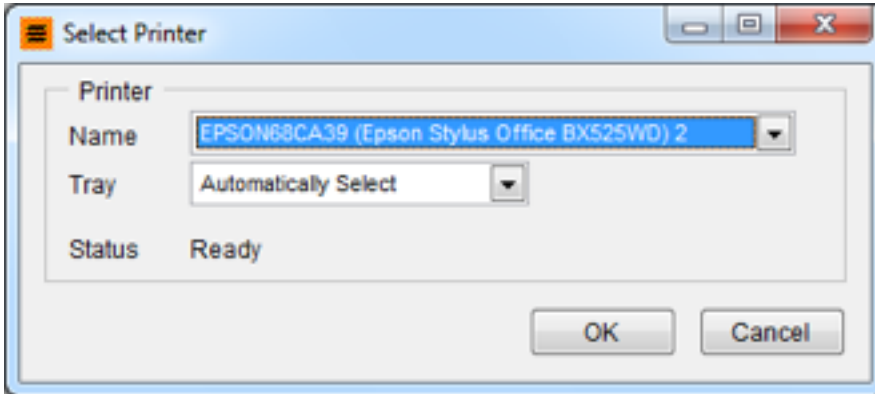
- Click **OK** on **Advanced Security Settings for AuditTool**
- Click **OK** on the previous **Advanced Security Settings for AuditTool**
- Click **OK** on **AuditTool Properties**

Now to print successfully!

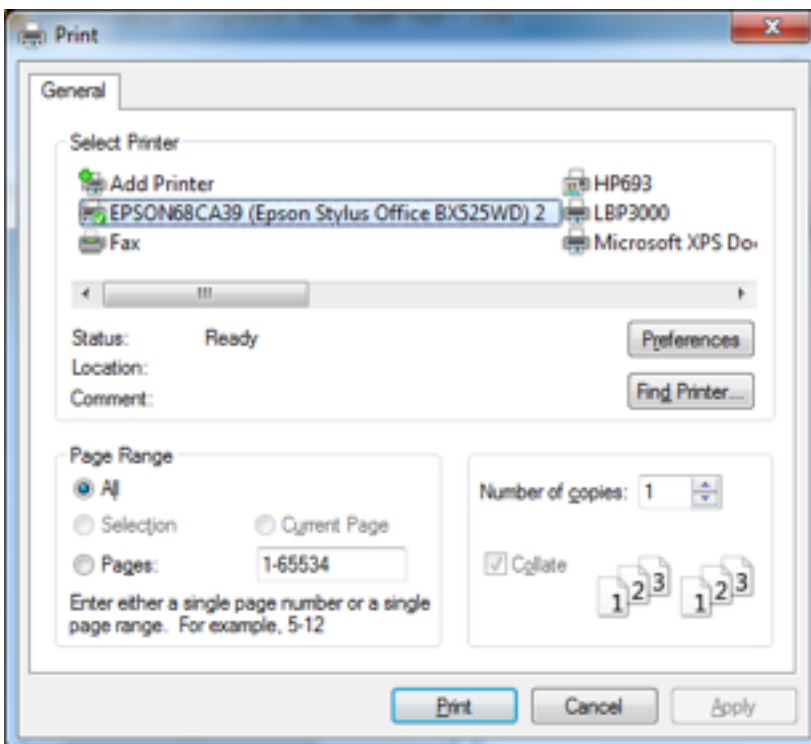
If all is successful, then go back into Complyer Audit Tool and try again:

You chose a report from the on menu on the left of the Complyer, then you see the report preview dialogue, and you press Print:

The **Select Printer** dialogue appears:



Now, when you click OK, you should get the correct printer dialogue:



Printing should now work for you!