

Printing Not Working: 'Page Setup' Dialog Never Shows Up

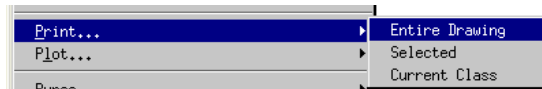
The information in this tip applies to:

- ToolDesigner and ExpertCAD (all versions)

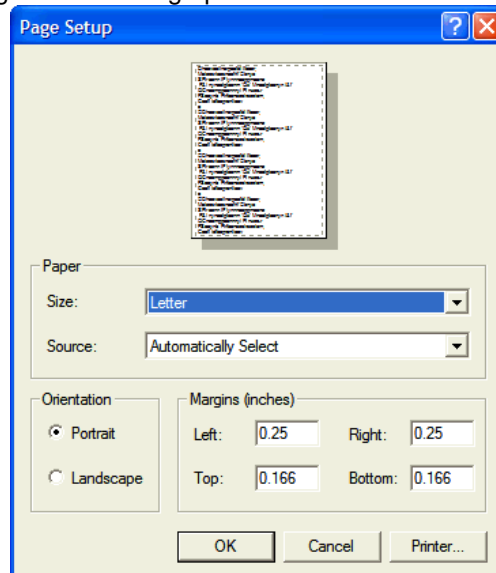
ISSUE

When you do a **File -> Print** through ToolDesigner or ExpertCAD, an hourglass appears and then goes away, and nothing else happens. Normally, a **Page Setup** dialog should come up.

When doing a **File -> Print**:



The **Page Setup** dialog is not showing up:



RESOLUTION

This problem could occur if you have renamed the printer that you use in ToolDesigner or ExpertCAD. You can fix this problem by making a change in the registry. Please be aware that incorrectly modifying the registry could lead to serious operating system problems, so please proceed with caution. If you need help, you may call our HelpDesk by getting the number from our help documentation (click on **Help -> Contents** in ExpertCAD).

To make the registry change, follow these steps:

1. Go to **Start -> Run** in Windows, and type in **regedit**. Then hit the **OK** button.
2. Navigate to the folder **HKEY_CURRENT_USER\Software\Softtech\ToolDesigner\Print**.
3. Highlight the **Print** folder in the left pane, then click on **Edit -> Delete**.
4. Exit the Registry editor.

Now you should be able to do a **File -> Print** and the **Page Setup** dialog should appear.