

Collectorpro Appraiser Edition

Title – Issue: Print is Cutoff Around Edges of Report Pages

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### **Overview**

This document is intended to provide a Collectorpro Appraiser Edition user information on how to resolve an issue where the printed report margins cut off the print on the page.

### **Confidentiality**

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### **Issue Description**

The user prints a report from Collectorpro Appraiser Edition and the print is cutoff, usually on the top and/or bottom margins.

### **Cause**

When Collectorpro creates the report preview it uses the Windows Default Printer to assemble the preview. If the default printer non-printable area is different (usually less) than the printer chosen to actually print the report to, this may happen.

### **Affected Versions**

All

### **How to Fix**

1. Close Collectorpro
2. Open the Windows Control Panel – Devices and Printers
3. Right click on the Printer you are going to print the report to
4. Left click on Set as Default
5. Close Devices and Printers and the Windows Control Panel
6. Restart Collectorpro and preview and print the report again

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