Resolve Muhasib Printing Setup Problems

How to Resolve Muhasib Printing Setup Problems in Muhasib ERP

Overview

This guide will help you isolate whether a printing failure comes from Windows, Muhasib printer registration, assignment, permissions, or document settings.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

Correcting the relevant mapping allows Muhasib to send output to the intended queue. Renaming/removing a Windows printer can leave the stored logical mapping invalid.

Who can do this

You need access to The task's print permission; printer maintenance requires Printer access/update.

Before you start

Record the document type, company, location, terminal, logical printer, Windows queue, and whether other Windows applications can print.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Essentials Setup → Manage Printers, Locations, and Terminals as needed.

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Step 1: Print a Windows test page under the Muhasib user account

Step 2: Confirm the Windows queue still has the same installed name

Step 3: Open Manage Printers and verify the logical record is enabled

Open Manage Printers and check the logical record is enabled and points to that queue.

Step 4: Confirm receipt-versus-standard printer type

Step 5: Verify the active location and terminal assignments

Step 6: Check the user's Print Reports permission where applicable

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Step 7: Review receipt or label dimensions/settings for the document type

Step 8: Retry with sanitized test output

Check your work

The correct content, paper size, orientation, margins, barcode, and destination are produced once without duplicate jobs.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- Do not repeatedly send jobs to an unknown queue.
- Use an approved PDF/test sink before testing physical stock or labels.
- Printer setup does not grant report access.

Related guides

- Register a Printer
- Configure Location Printing and SMS
- Configure Receipt and Invoice Content
- Configure Item Label Printing

What to do next

> **Register a Printer**.

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