Wellspring Software

Tech Notes

Troubleshooting QuickBooks©   15 January 2011

The Symptoms

1. When printing from QuickBooks© it appears that Print Boss has suddenly stopped working.

2. Or, if you are just starting to use PrintBoss to print checks they continue to go directly to your check printer without being formatted by PrintBoss.

What to Check

The first thing to check would be the settings on the QuickBooks© printer setup screen. You want to make sure you have these three settings correct.

1. PrintBoss NT40 or PrintBoss 50 printer driver is set as the printer
2. The Voucher style check is the style choice
3. The box for 'Print Company Name and Address' is checked.

If this does not solve the issue, and you are using the PrintBoss 40 printer driver, use your Task Manager to see if the process PB32STUB.EXE is running. If it is not, run the PrintBoss setup program as a Workstation/ Printer Driver install type. This will restart the process. Note: if you are using the PrintBoss 50 driver, this step is not necessary.

If you are still having issues, feel free to call for technical support so we can look at this issue together.