I noticed that the printer I used no longer shows in Printer Setup

Symptom

- You noticed that the printer you used no longer shows in printer setup

Applies to

- ILLiad

Resolution

Go to your Customization Manager and look for the up the PrintDocumentsPath key. It is located under System | General. This is where the QueryAdditions.xml file is located. If your key is going to your local drive, then please follow these instructions.

If you are using Windows 10, 64-bit, it is at c:\program files (x86)\illiad\ by default. For you to access your directory correctly, you need to make sure your permissions are correct. Please follow these written instructions on how to set your permissions correctly:

With Windows 10 x 64, you need to add Permissions for the Users Group to the security settings for the ILLiad folder.

1. First, you right-click on the ILLiad folder and choose properties.

2. Go to the Security tab and in the top section, choose Edit so you can edit the Users group.

3. Select the Users group and below mark the full permissions.

4. Once you click OK, then you will be back to the Main ILLiad Permissions Window.

The issue might be that you can use the settings while you are in the ILLiad Client, but because you are unable to write to that directory, you lose the settings. So the next day, you open up ILLiad and have to do the same procedure. When you do what is suggested above, this process should fix that issue.