I used to see a pop-up window when printing asking me if I want to print or cancel, but I cannot see it anymore?

Last updated: Mon, 22 Jul 2019 20:47:13 GMT

Symptom

• You were previously seeing a pop-up window when printing a document, but now it is going directly to the printer, and you want to know how to fix this

Applies to

• ILLiad

Resolution

If you have lost the setting to get the pop-up window to ask if you want to print or not, here are the steps you need to take to see the window again:

1. You can go to the Printer Setup by clicking on the three hash marks on the top left in 9.0 or in 8.7, you will see the ILLiad Icon, then click on Printer Setup.
2. From there, you will see Edit and Prompt on the right side. Make sure they are checked if you want to receive the Prompt and then see the Form before printing, so if you need to edit the form you can do that also.

Additional information

This is the setup for all printing.

Page ID

19296