

# Error 5707 Set device name failed. Invalid printer device name.

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When opening or printing a report you get a Gray Screen or:

Error 5707 - Set device name failed. Invalid printer device name

Cause:

The last printer used by Active Reports is remembered and could have changed.

Solution:

1. Login to All Orders as Admin
2. In All Orders do File - Maintain
3. Click the 'Advanced' Tab
4. Press the 'Run DB Command' button
5. Cut and paste the following into the box

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UPDATE [dbo].[refReports]

SET [ReportPrinter] = Null;

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6. Press the 'Run' button
7. You will get a message 'Command completed successfully'
8. X out of the window
9. Close file Maintenance window

10. Go to COMPANY-->PREFERENCES-->REPORTS---> uncheck the setting to apply the default printers.

Should you get a message other than 'Command completed successfully' please report it to us.

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