

ITSM 7.x - Incident printing errors



[Bjorn](#) 531 posts since

Nov 23, 2007

Hi List,

I'm having problems when printing a Incident from within Incident form.

Seems to be a Operating System problem.... Vista (no Service Pack installed or maybe only SP1)

The problem appears when trying to print an Incident:

- Select an Incident
- Push on Print button
- Crystal report appears showing selected Incident
- Pushing Print button, printer's list appears
- After selecting a Printer, Remedy User crashes...

Reviewing OS logs, I found an error: "... faulting module usp10.dll..."

I'd like to attach you some images but, seems stupid, I don't know how to do it!

Any help would be appreciated!

Thanks,

Björn.



[Pintu Mallick](#) 86 posts since

Sep 16, 2008 1. **Re: ITSM 7.x - Incident printing errors** Dec 1, 2008 9:47 AM

Hi

I believe you can check your ARUSER tool patch version.

I found one Problem solution 101225 on BMC support portal.

Problem

User tool crashes when printing a crystal report from the Remedy Crystal Console in the user tool.

Product

Environment

Client OS- Windows XP

Solution

The workaround for this problem is to use the print button provided by Remedy (marked in red) rather than using the print button on the crystal report (marked in blue).

The customers have found out the solution as replacing the older USP10.dll with the newest version. Following is a post on the ARSList:

After (brilliantly) checking the 'Search hidden files and folders' option in my search window, I found 3 usp10.dlls.

C:\winnt\system32 - v.1.420.2600.2180

C:\program files\common files\Microsoft Shared\Office10 - v.1.405.2416.1

C:\program files\common files\Microsoft Shared\Office11 - v.1.471.4063.0

The one in green is in my registry under 'HKLM\Software\MS..\Win...\Curr...\SharedDlls, and is probably the one either Crystal or the spooler is loading.

BTW- I copied the newest version into my 'c:\program files\common files\Business Objects\3.0\bin' directory, and my printing is now working flawlessly. I'm suspecting our MSOFC23K install isn't

ITSM 7.x - Incident printing errors

registering the new usp10.dll in the \SharedDlls key? This might still
cooraborate with Carina's solution of reinstalling office manually.

Please check the defect for this problem: SW00278665

PFA: image of the Remedy Crystal Console highlighting the Remedy button in red and
Crystal buttone in blue.

Let me inform if this information is helpfull.

Thanks

Pintu 😊



[Bjorn](#) 531 posts since

Nov 23, 2007 2. **Re: ITSM 7.x - Incident printing errors** Dec 2, 2008 5:33 AM

👤 in response to: [Pintu Mallick](#)

Hi Pintu,

Sorry I forgot to attach my info:

Windows Server 2003 Enterprise Edition con SP1

SQL Server 2005 Enterprise Edition

ARS 7.00.01 (patch 004)

Assignment Engine

CMDB 2.0.1 (patch 003)

CI Viewer 7.0.1 (patch 005)

Incident Management 7.0.02 (patch 005)

IM+TMS AddOn 9002

Problem Management 7.0.02 (patch 005)

ITSM 7.x - Incident printing errors

Mid-Tier (IIS6+New Atlanta+SDK1.4.2) (patch 004)

Clients (Admin & User) (patch 004)

Email Engine (patch 004)

Unfortunately, I'm not able to test right now your solution.

What I did - workaround - to solve the problem was uninstall and install Remedy User again.

Everything runs smoothly now!

Thanks anyway.

Björn.



[Björn](#) 531 posts since

Nov 23, 2007 3. **Re: ITSM 7.x - Incident printing errors** Dec 16, 2008 3:09 PM

 in response to: [Björn](#)

Problem solved.

Thanks,

Björn.