

## HRC Printing Unsuccessful

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| <b>Problem Summary</b>    | While printing an HR report from the HRC client "Access Denied" error is thrown on the print spooler window. This issue can be seen on Win 7 and Win XP clients.          |
| <b>Error Message</b>      | Access Denied.  |
| <b>Possible Cause</b>     | None.   |
| <b>Recommended Action</b> | 1. Restart the print spooler service [on the machine where HRC is being executed] from the services panel.<br><br>2. Restart the print job from the print spooler window. |
| <b>Release</b>            | Release 8.0, Release 8.5  |
| <b>Associated CDETS #</b> | CSCtn20575  |