# Problems printing labels or Crystal receipts when the label/receipt printer is not the Windows Default printer.

## Summary:

Problems printing labels or Crystal receipts are observed when the label/receipt printer is not the Windows Default printer.

## Cause:

This problem has been reported on numerous occasions on terminals where a laser printer was installed on the local workstation as the Window Default printer along with the receipt/label printer.

Stations with a Brother printer installed appear particularly susceptible to the Brother printer drivers causing conflicts with other Windows printers.

## Solution:

Set the receipt or label printer to the default printer on the station.  If problems continue printing receipts or labels with the receipt or label printer as Windows Default, try temporarily uninstalling any other print drivers on the station and uninstalling/reinstalling the label/receipt printer driver, or test on a workstation which has no other printers defined.

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