Not prompted to preview reports when posting tickets

Summary:

User is not prompted to preview reports when posting tickets even though the reports are marked ’Prompt user to preview’ in the Setup / Point of Sale / Control record.

Cause:

Multiple drawers are being posted

Solution:

This is by design. Even if a report is set up to automatically preview, it will not do so in a multiple-drawer posting run. In this scenario, the report preview prompts are suppressed to avoid interrupting the posting process (and awaiting human input).

Special rules for posting multiple drawer sessions:

If you are posting multiple drawer sessions (multiple sessions for a single drawer, all drawers in a single store, or all stores), we make the following changes to avoid interrupting the posting process (and awaiting human input). The usual dialogs are suppressed, including:

- Reporting questions ("Do you want to view the xxx?")
- Report previews. (I.e., even if a report is set up to automatically preview, it will not do so in a multiple-

drawer run)

In addition, reports set up to "Print to default printer" or to "Prompt user to print" will print to the default printer. [Reports set up to "Skip", "Preview automatically", or "Prompt user to preview" will be skipped and will not print.]

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