

# Knowledge Base Article

**Product Group:** Software

**Product:** CMSW7400 - SKF @ptitude Analyst

**Version:** N/A

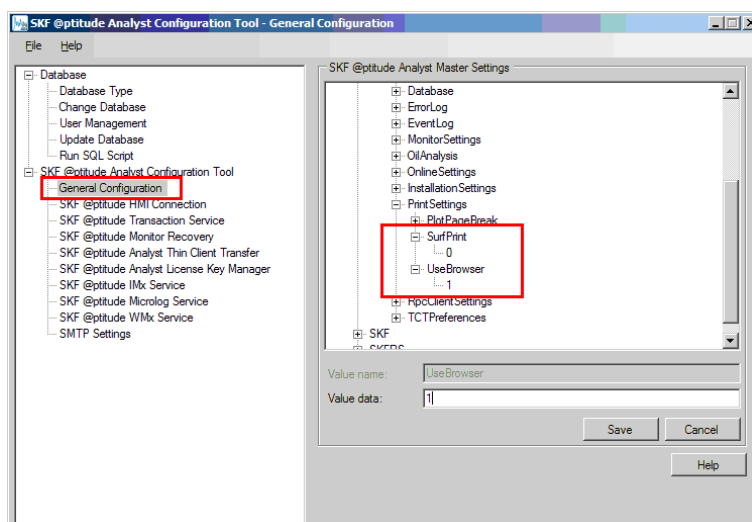
## Abstract

Printing from SKF @ptitude Analyst gives an error that SurfPrint cannot find the default printer. This article provides instructions on how to fix this error.

## Overview

It turns out that SurfPrint cannot print to a printer that is not connected using a port. If the Windows default printer is a network printer connected using a UNC or IP address, SurfPrint will not be able to print to it.

As a work-around, use the SKF @ptitude Analyst Configuration Tool to disable SurfPrint and use the browser to perform all print formatting. [Figure 1]



**Figure 1.** Print Settings in SKF @ptitude Analyst Configuration Tool

**NOTE:** It may be necessary to temporarily change the Windows default printer to a local printer and complete a print job from SKF @ptitude Analyst to clear out any print settings or errors pending from SurfPrint before using the browser to print to the network printer.

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For further assistance, please contact the Technical Support Group by phone at 1-800-523-7514 option 8, or by email at [TSG-Americas@skf.com](mailto:TSG-Americas@skf.com).