

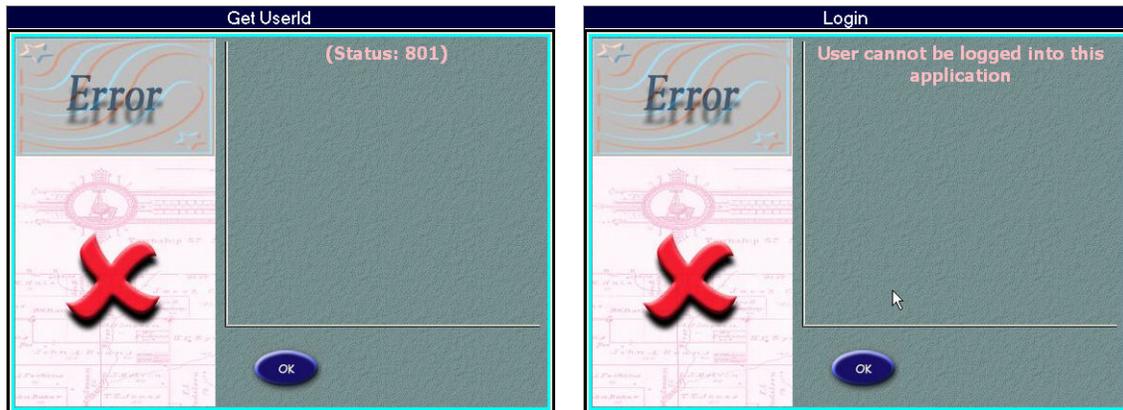
# Laredo Troubleshooting

If Laredo is not printing to the printer of your choice, go to our website, <http://www.fidlarotechnologies.com/laredo.aspx>. Click on the Laredo Printer Reset Tool located in the upper right hand corner of the screen. You will need to exit Laredo before running the reset tool. After you have run the reset, re-enter Laredo and choose the appropriate printer when prompted.

Occasionally, when a user double clicks on an area when only a single click is required, the error message shown below will display. Click on OK to continue past this message.



When a user attempts to login to Laredo, but the same username is currently logged into Laredo at a different location, the error messages shown below will display. Click on OK to close these messages. You will not be able to enter Laredo until the username has been logged off from the other location.



If the Document Details pop-up window is blank, you need to upgrade your Internet Explorer software to version 6.0 or later.

## Other problems you may encounter when trying to run Laredo:

If Laredo does not fit onto the screen size, the resolution of the computer may be set to the wrong settings. Exit Laredo. To get to the Display Properties control panel, right-click on an empty of the desktop and choose Properties. Now choose the Settings tab in the Display Properties control panel. In this area set the Screen Resolution to 1024 x 768. Click on Apply to set the changes.

Laredo must be installed under the Windows user that will be using the Laredo software. There are certain settings in the program that are user specific.

Laredo must have a default printer installed in Window. Laredo will not run if this has not been done.

Make sure the latest Windows updates have been run. This may help alleviate some problems with Laredo.

If there is a problem with the setup of your firewall, the error shown below will display. You may also see “Server Error #:10061; [10061]”. On your firewall, ports 4601, 4700, 6000 and 80 need to be open for TCP in order for Laredo to connect to your county’s server.

