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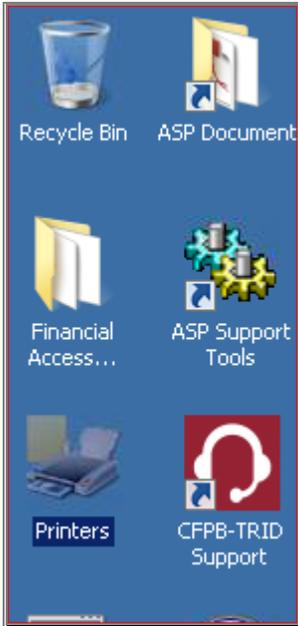
Quick Reference Guide

Troubleshooting Printer/Printing Issues in AIM+

When you have issues printing from AIM+, first verify that the correct printers are showing up inside Citrix session.
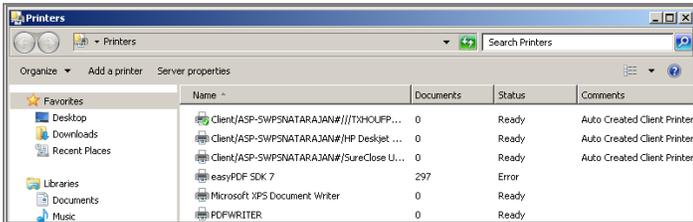
Scenario 1:

You do not see the Printer that you are expecting while printing a document/check:

1. Double click and open the printers from your **Citrix** desktop.
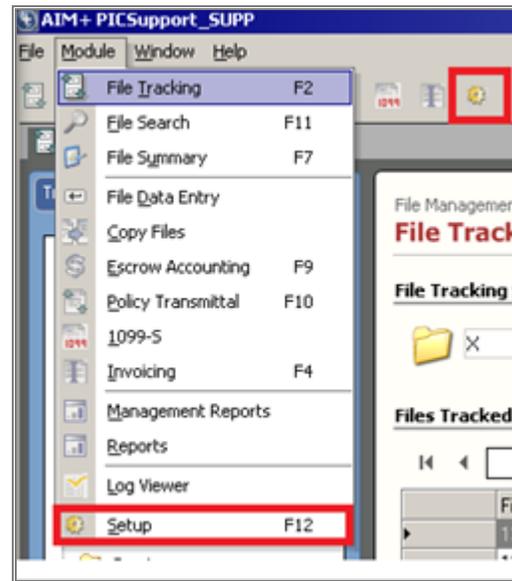
2. Make sure you see the printer.

3. If you don't see the printer, try logging off from your **Citrix** session and log back in. On logging off and logging back in, the local printers are mapped automatically to your new session.

4. If it's still an issue, contact Stewart Customer Care.

Scenario 2:

Your document/check is **printing to wrong printer**:

1. In **AIM+**, open **Setup** (Module | Setup or click the Setup icon on toolbar).

2. Then click, **Printer Setup**, from the left sidebar:

3. Verify the correct printer is selected. If you are unsure which printer to select, it is best to highlight the selected printer, **Delete** it, click the **Save** icon at the top of the **Printer Setup** window, click the button ⁻⎯ᴵ to select the correct printer, then click **Save** again.

4. If it's still an issue, please contact Stewart Customer Care.
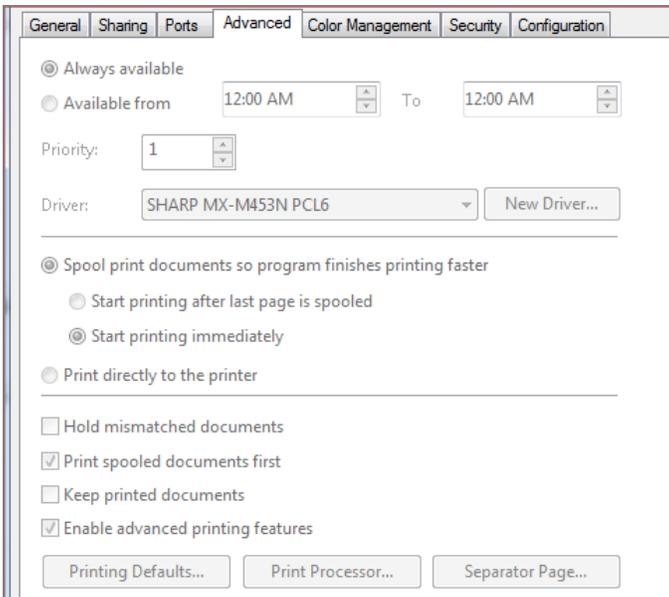

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Scenario 3:

The document is printing blank/extra pages or is printing special characters but the local printer prints fine:

Try changing a setting on your local computer. If you are unsure if you should make these changes, consult your local IT. **Stewart Affiliates** can make the change. **Non-affiliates**, the local user should make the change on the PC.

1. **Log out** of current AIM+ session. **Do not** just click the **X** button in the top right corner. Click **Start > Log off** in your Citrix window.

2. On your local computer:

   a. If using **Windows XP** or **Windows 7**, click **Start > Open Devices and Printer**. If using **Windows 8** or **Windows 10**, click **Start > Search for Devices and Printer**, then open the Devices and Printer.

   b. **Right-click** your document printer and select **Printer Properties**.

   c. Ensure the **Enable Advanced Printing Features** option is unchecked. If it is greyed out and you don't have access, check with your local IT team.

   d. If not uncheck it and save and close.

3. Log back **into AIM+ Citrix** session and try printing again. If it's still an issue please contact Stewart Customer Care.

> **Note:** There is an issue where Closing Disclosure documents will print unusual characters if this option is not checked. You can test to see if it is a check printer issue but for document printer, you might need to uncheck this option but convert the CD to PDF and then print it.
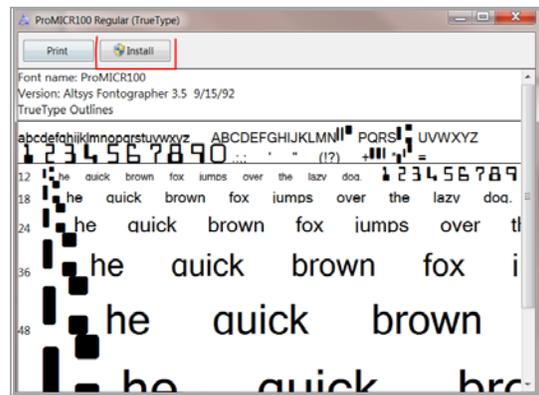
Scenario 4:

If a Check is printing unusual characters or symbols where the **MICR** line prints, it is possible the **MICR** font needs to be reinstalled. **MICR** fonts are windows true type fonts used for check printing.
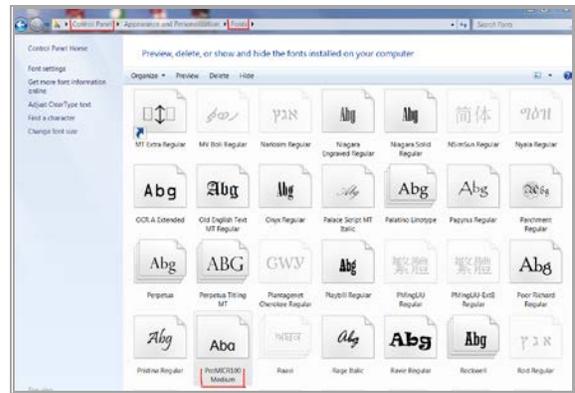
This is adding a font to local PC. If you have concerns about doing this, consult with your local IT staff. **Stewart Affiliates**, can make the change. **Non-affiliates**, the local user to should make the change on the PC.

The following steps can be followed to reinstall **MICR Font**.

1. Click and download the file, then click **Open**.

2. Install the file by clicking **Install** as highlighted below.

3. Open the **Fonts** folder in **Control Panel** and verify the **ProMicr100** font is there.

4. Logout **from AIM+ Desktop** and re-login.

5. Try to print the check again and it should print fine now.

6. If it's still an issue, contact Stewart Customer Care.

Scenario 5:

Documents are not printing at all in **AIM+**:

1. Open Printers folder, which is inside AIM+. Select the printer, right click and go to Properties.

2. Click **Test** print Page.

3. If that prints but not the documents inside AIM+, please refer **Scenario 1**.

4. If it does not work locally as well, please contact Stewart Customer Care.

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