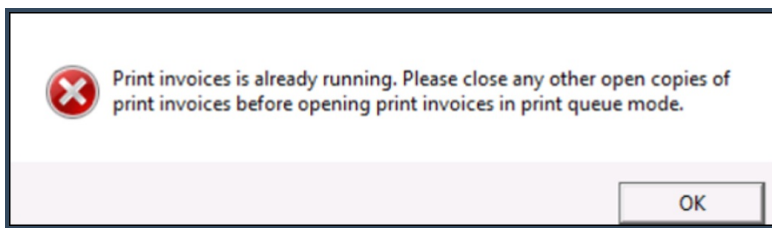


SedonaOffice - Cannot Open "Print Invoices" Tab

12/28/2023 2:46 pm EST

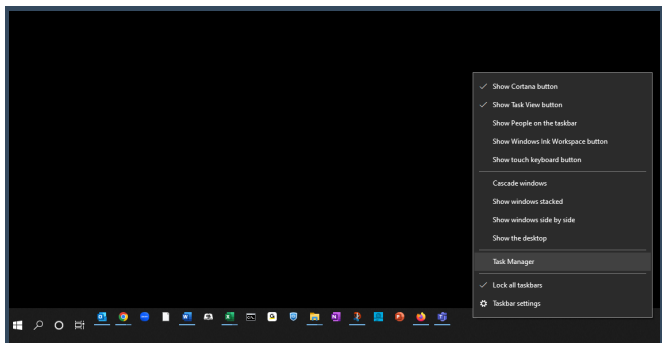
Description of Issue:

On occasion, the following error will be received when attempting to print invoices using the "Print Invoices" tab. This error will prevent the Print Invoices tab from opening to print invoices. This error indicates that a prior attempt at printing invoices is still running in the background and will need to be terminated prior to attempting to print another invoice.

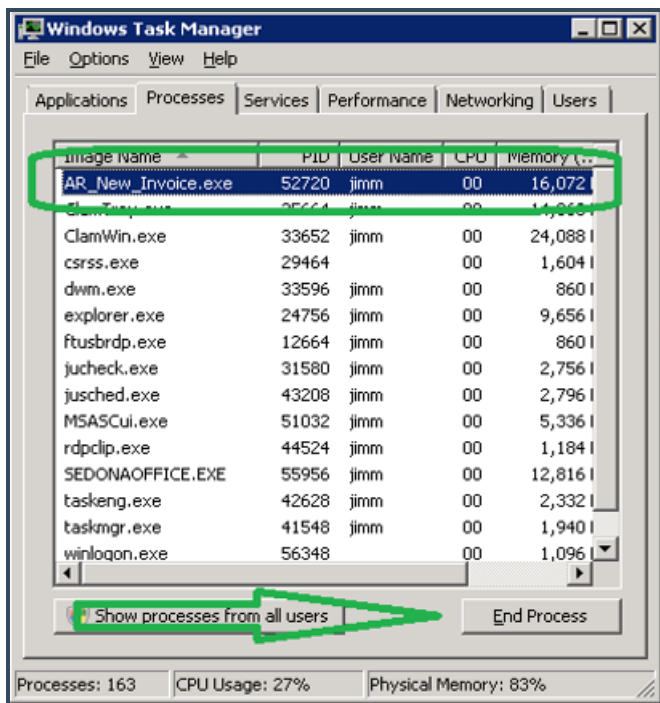


Fixes:

1. The Task Manager will need to be started by right-clicking on the taskbar at the bottom of the screen (pictured below) and selecting the option "Start Task Manager".



2. Find the Image Name "AR_New_Invoice.exe" in the list of running tasks and highlight it. Then click the button "End Process" at the bottom of the display.



3. There will be a delay, then the "AR_New_Invoice.exe" entry will disappear. **If there is more than one entry with this name, all instances will need to be ended!**
4. Once all of these tasks are gone, the Print Window should now be able to be opened.