

## CybraryN™ KB Article

### Error: Unable to access printer information, please go to setup

#### Issue

When starting the CybraryPRiNT™ Client Module, the following error is displayed: “Unable to access printer information, please go to setup.”

#### Cause

This error may occur after removing a printer or changing a printer name in the Windows Printers settings. Refreshing the printer list and remapping the local hold printers in the CybraryPRiNT™ client module setup will resolve the issue.

#### Solution

1. Start the CybraryPRiNT™ Client module.
2. Go to the **Setup** of the CybraryPRiNT™ Client module, and then select the **Printers** tab.
3. Click the **Refresh Printer List** button and select **Yes** when prompted to confirm refreshing the printer list.
4. Enter a **cost per page** for each local hold printer in the **Available Printers** list.
5. Click the **Configure Printer** button.
6. Select a network printer for each local hold printer. Enter **R:** before the network path to send jobs to the release station.
7. Accept the setup changes and exit the CybraryPRiNT™ Client module.
8. Restart the CybraryPRiNT™ Client module. The error message should no longer appear.