



Service Product Journal

TITLE:

Unable to print in VIDA

REF NO: 33152.1.0	ISSUING DEPARTMENT:			REFERENCE BULLETINS:	
CATEGORY: Information Products	SUBCATEGORY: Wiring Diagrams			CAR MARKET: United States and Canada	
Service Personnel: Read and initial	SERVICE MANAGER	SERVICE WRITER	WARRANTY ADMINISTRATOR	ISSUE DATE: 2017-10-25	STATUS DATE: 2017-10-30
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“Right first time in Time”

Attachment

File Name	File Size
Clear_Temp.zip	0.2412 KB

Background:

Print function not working properly in VIDA, print button doesn't work or gives you an error. The error message in VIDA will say "Cannot open file".

Error might occur in two places.

1. When the Print button is pressed in VIDA
2. When the Print button is pressed in the Print preview window.

Temporary Solution:

The problem seems to occur when the Windows Temp folder is filled with large amount of data.

In order to solve the issue the Temp folder needs to be cleaned, use options below:

First close down VIDA.

1. Use the [attached bat file](#) to clean the folder.
2. Manually open the folder with this shortcut `%temp%` and delete the files inside.



* Note: Some files might not get deleted, but this is not a problem.

Both the bat file and the manual fix has been tested on a machine that was experiencing the problem, and it works okay.

Final Solution:

Create TIE report if this information doesn't help.