Pages option is grayed out and you only get a partial page of the record to print

Symptom

• The issue is with Connexion browser and printing a record, you must click a variable field somewhere in the record to give it focus before trying to print it. If you don't, the entire record won't print because the Pages option is grayed out and you only get a partial page.

If you click to give a variable field focus, the Pages option in the Print dialog (shift+ctrl-p) in Chrome is available and will correctly show the number of pages to print.

Applies to

• Connexion browser

Resolution

If you click in a record to give a variable field focus, the Pages option in the Print dialog (shift+ctrl-p) in Chrome is available and will correctly show the number of pages to print.

Additional information

Member had the issue in Firefox but this solution worked in Chrome.

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