

## Correcting the “Banner not printing when printing messages” problem in GroupWise 5.5

For some reason on some PCs a recently installed **GroupWise 5.5** client may not print the Username, Message Title, and Page Number banner at the top of each printed page. This is a one-off problem, ie. once you correct it it does not return.

If a user complains of the problem, do the following :

- Start **REGEDIT**.
- Find the key **HKEY\_CURRENT\_USER\Software\SCC\Viewer Technology\OEM58\Options\Printing**
- Set the **"Print Header"** option to Hex 1.
- Reboot the PC.
- You're done.**

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