

## CybraryN™ KB Article

### Patrons are not being charged for multiple print copies

#### Issue

When Patrons print multiple copies of a document, they are only charged for one copy.

#### Cause

This is a bug in certain Print Drivers. The printer reports the correct number of PAGES to Windows but does not report the number of COPIES. This is not caused by any of the CybraryN™ software.

#### Example

A patron has a 3-page document and they print one copy of that document. The Windows print manager will show that print job as being a 3-page job, which is correct.

However, if the patron takes the same 3-page document but this time prints 5 copies (for a total of 15 pages), Windows print manager will still show the print job as only being 3 pages. This can be tested in the following way:

1. End the Cybrary™ Print program.
2. Print a multiple page document from any program (Microsoft Word, Notepad, etc.)
3. Choose to print more than one copy of that document.
4. Print the document to a paused printer.
5. Open the Windows Print Manager via the icon that appears in the task tray. You will see that the number of pages is equivalent to only one copy.

#### Solution

This is a bug in certain print drivers. Different drivers that are compatible with your printer may not have this issue. You can download additional drivers at your printer company's website.