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|  |  | | **How to Repair the Adobe Print Function** |  |
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|  | Follow these instructions in the order they are written if you cannot print:   1. If the RTS application is open, close it by clicking Exit 🡪 Sign Off. 2. If the Internet Explorer browser is open, close it by clicking the “X” in the upper right corner of the browser. 3. From your main computer screen, double click on the Adobe Reader icon. 4. Click Help 🡪 Repair Adobe Reader Installation. 5. Click Yes when it asks you if you want to repair the current installation: 6. The active repair window will display: 7. Click Yes when it asks you to reboot your computer: 8. Once your computer has rebooted, log on, open RTS and try to print a receipt. You may have to process a new transaction if you do not have an existing receipt to print. You will also need to void each transaction, if a receipt did not print. 9. Please contact TxDMV at 512-465-3351, if you have an open ticket, and advise the Customer Service Representative if your ticket can be closed, or if you continue to experience problems.     Note: Each user experiencing issues must follow these instructions on all workstations they use to process transactions. | | |  |
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