

Using a HID Fargo DTC4250e Printer to Print a Badge Fails With splwow64.exe Error

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Symptom

Using a HID Fargo DTC4250e Printer to print a badge, the following errors are generated:

```
Splwow64.exe - Application Error. The application was unable to start correctly (0xc0000142). Click OK to close the application.
```

This error pops up again at least two more times after acknowledging.

```
CCURE ID Design: Print aborted. The printer configured is not valid.
```

Cause

The problem is related to doing Impersonation using Windows Authentication, and attempting to use the printing sub system in the operating system. In the case of using the Basic Authentication it will work because we are using the user context of the person logged into the box. In the case of a Windows/Domain account it breaks because of the impersonation of the Windows/Domain gets muddled. Microsoft's answer is to change our client to 64-Bit, but there are no plans to do this within C*CURE.

Solution

The print function will work properly with the HID Fargo DTC4250e Printer only if Basic Authentication is used on the C*CURE Client.

If you have any questions regarding this **Knowledge** article, please contact Technical Support.

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