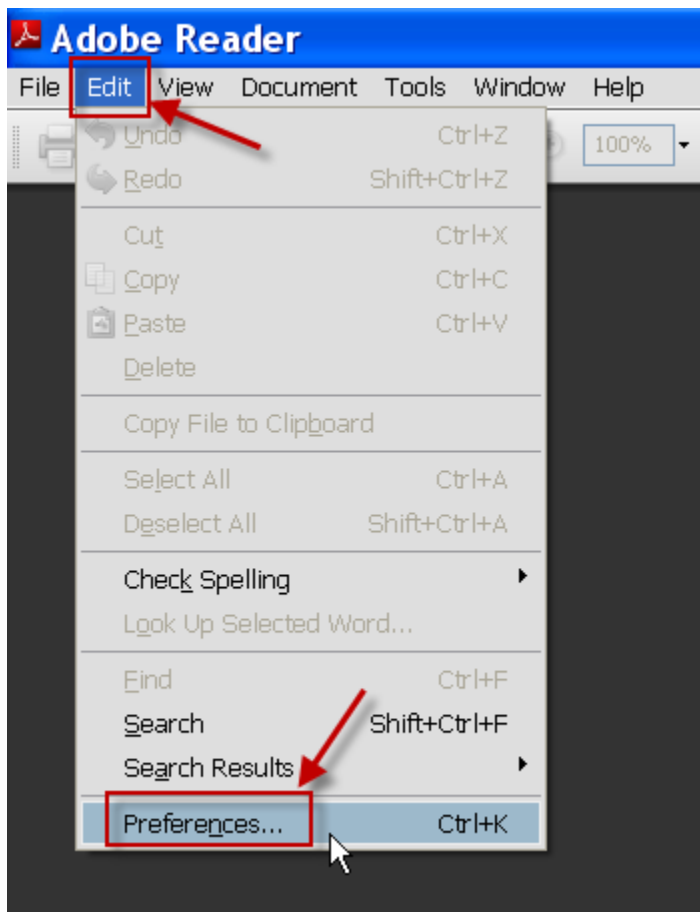# BITS FAQs

FAQ Topic: **Printing Issues**

Question: **I have trouble printing forms and reports from BITS. What can I do to correct this issue?**

Response: **The BITS reporting tool uses Adobe controls and my require Adobe JavaScript controls to be enabled.**
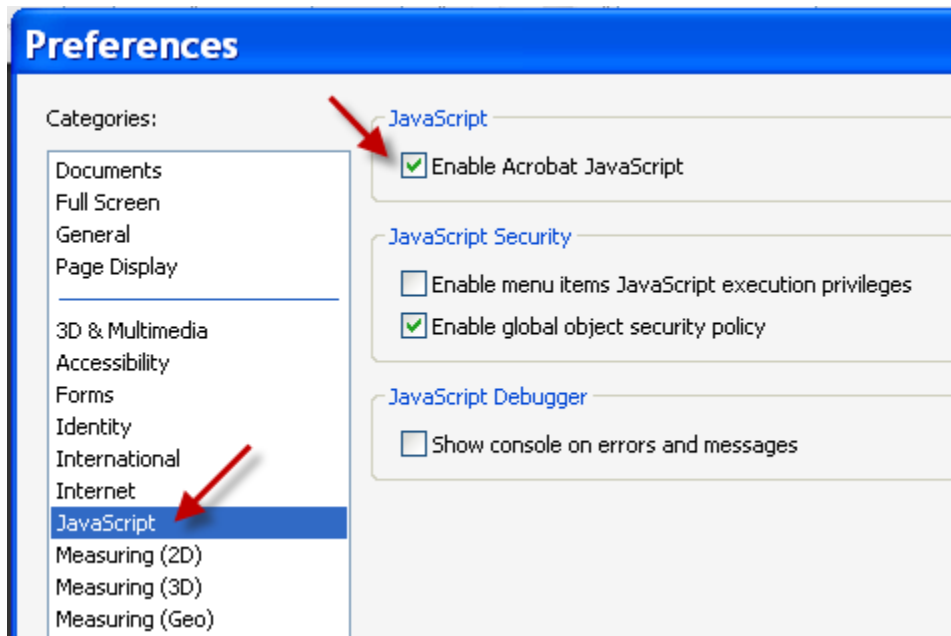
To enable Adobe JavaScript, follow this procedure:

1) Log out of BITS

2) Open Adobe Reader

3) Go to Tools / Preferences:

(instructions are continued on next sheet)

4) Pick the "Category" labeled "JavaScript" and then see if the "Enable Acrobat JavaScript" checkbox is checked. If not, check it.

5) Select the "OK" button, then exit Adobe Reader.

6) Reopen BITS and retry printing the CO form or report.

7) If this does not correct the issue, contact bits@dgs.virginia.gov