

Western State College of Law Library
February 23, 2016
Printing Issues on Lexis Advance

The Library has received the following information from Lexis about printing from Lexis Advance:

The print delivery problems from Lexis Advance to Lexis TCP/IP printers are related to pop up blockers being turned on. Users need to disable pop up blockers. If they do not want to disable pop up blockers then they need to add ".advance.lexis.com" or choose "exclude this domain" as an exception. The issue is being widely reported because prior to the Lexis Advance 5.3.5 release from last weekend the Print Delivery page was not forced. That meant that even if the user had their pop up blocker turned on they would still receive their print on the Lexis printer.*

Customer Service is aware of the issue. The issue is being investigated by the Lexis Advance Development team. It is not clear at this time if there will be a change in the Print Delivery page. In the meantime pop up blockers need to be turned off or have the appropriate exceptions added. Law school students can be referred to customer support as well.