

<b>Date</b>	02 Nov 2017	<b>Service Note #</b>	4300-3040	<b>Updated</b>	NA
<b>Product</b>	DS/EVO 4300		<b>Created By</b>	J. Yangco	
<b>Description</b>	Method Printout Displays the Incorrect Username				

<b>Release</b>	<input checked="" type="checkbox"/>	<b>Internal</b>	<input checked="" type="checkbox"/>	<b>Distributors</b>	<input checked="" type="checkbox"/>	<b>Customers</b>
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<b>Parts Required</b>	<b>Serial Numbers Affected</b>
None	All

**Reason:** In certain instances, when the user prints a method, the previous user's name may be incorrectly listed on the report.

### Solution / Action

In the event that a printed method has the incorrect user name, the following work around will resolve the issue:

- The current user must select the ESC/HOME button on the keypad prior to printing the method.

Once this action is completed, the correct user name will be displayed on the method printout.