



# Tech Info Library

## AppleShare Print Server: Error -120 Is directory not found

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### TOPIC -----

I am having problems with an AppleShare Print Server IINTX. When any of the workstations try to print to the network LaserWriter, the print server instantly aborts the print job. After this, the printer must be reset to be re-captured.

A message comes up on the screen stating that the computer is trying to clear the print buffer. I also get a message stating that error number -120 has occurred.

### DISCUSSION -----

The -120 error is a "directory not found" error that could relate to a hardware failure on the server. If you can print to the LaserWriter IINTX via the bypass feature of the AppleShare Print Server, then there is a problem at the server level. It is most important to determine that the workstations can print to the LaserWriter IINTX on bypass to verify the integrity of the hardware.

Here are two things to try on the server:

- 1) If you reinstalled the software over the old files, trash the old files first, then re-install.
- 2) Consider backing up the server in a file-by-file manner, re-initializing the drive, and restoring the files. The print server may be running into some bad sectors which inhibit its ability to spool the files.

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