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AppleShare Print Server: Correcting False Usernames

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TOPIC -----

We are using AppleShare Print Server as a server for both IBM and Macintosh computers.

But, there are occasions when an IBM user prints, and the statistics for that print job don't appear. That is, the username comes up as "Untitled", and the number of pages isn't correct. What's going on? We are using Apple and DayStar Digital cards in the IBMs. Neither card seems to make a difference.

We tried turning the server off and printing a job from the PC and then one from the Macintosh. Here's what we got: We tried using both Microsoft Word and WordPerfect (on the PC) and WriteNow and MS Word (on the Macintosh). The dialog box we got alternated between "Waiting for LaserWriter", "preparing data", and "printing" until it actually started printing the Macintosh document. There was no mention of the user or document that we were waiting for. So, it appears that the drivers are not doing what they should be.

Another server problem is that there have been occasions when a person prints a paper (on a Macintosh) and the title and username are not correct, but seem to be substituted from a previous job. For example, user "James" prints document "Thesis", and the cover sheet is correct. Then user "Sue" prints document "Junk" and the cover sheet (and name on the server log) is "James". We have replaced the server software already, and this has fixed the problem for a few days, but then it re-appears.

DISCUSSION -----

Both of these problems could be related to a single cause. Following the steps below may solve both problems:

- 1) "Uncapture" any captured printers.
- 2) Restart the server with a diskette (if this server is also an AppleShare File Server, use the Admin diskette).

3) Inside the ServerFolder, locate the captured printers' folders and trash them. Their names will be in the format:

Q_<printername>_*

where * could be a zone name.

4) Restart the server again from diskette, rebuilding the Desktop on the hard drive.

5) If this is an AppleShare File Server, run the Admin program from the floppy to re-prepare the hard drive and quit immediately.

6) Restart as usual, and recapture the printers.

This should solve any type of directory problems the server may be having, and force the Print Server to create new spool folders.

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