



Tech Info Library

LaserWriter Driver 7.1: Incompatible with NetWare Print Services

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TOPIC -----

Novell describes a compatibility problem with the LaserWriter 7.1 driver. This information will ship with future versions of NetWare, and is also the information that Novell is giving to customers.

The recommendation is that Novell users of NetWare for Macintosh Print Services (v3.x) remove the 7.1 driver and use the 7.0 driver. If other problems arise, customers should call Novell.

To locate a vendor's address and phone numbers, use the vendor name as a search string.

DISCUSSION -----

NetWare for Macintosh Print Services have serious compatibility problems with Apple's new LaserWriter v7.1 rDev. ATPS.NLM, the print services module of NetWare for Macintosh 3.x, IS compatible with LaserWriter v.5.x, 6.x, and 7.0. The 7.1 problems are evidenced as follows:

- 1) Jobs printed to the ATPS print spooler from Macintosh computers using the LaserWriter 7.1 rDev will fail to print due to a PostScript Error. The message returned by the printer via ATPS is:

```
%%[ Error: syntaxerror; Offending Command: --nostringval-- ]%%
```

The offending command may also be gibberish.

There is no known workaround for this problem, which affects ATPS.NLM v3.1, shipped with NetWare for Macintosh 3.01. Until it is addressed, Novell recommends NetWare for Macintosh customers user LaserWriter 7.0 in preference to 7.1.

- 2) A secondary problem is caused if a Macintosh using the LaserWriter 7.1 rDev prints to the server before anyone has ever printed using the 7.0 rDev. It's symptom is that all the print jobs produced by LaserWriter 7.0 or 7.1 printed by the ATPS print server will fail, and ATPS will return the message:

printer <printername> returned bad dictionary status: %%[
Error:timeout;
Offending Command: timeout]%%
PAP write: no such device or address

This occurs because ATPS makes an incomplete copy of the 7.x ProcSet Query from the Macintosh client printing with LaserWriter 7.1.

This problem affects ATPS.NLM v3.1, shipped with NetWare for Macintosh v3.01. To correct it permanently, go to the ATPS directory on the server (default:SYS:SYSTEM\ATPS) and erase the file containing the query (APP710.QRY). Now print to the ATPS print spooler with the LaserWriter 7.0 rDev to create a complete query file on the server.

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