QuickDraw GX Patch For Print Spoolers (10/95)

Article Created: 3 October 1995

TOPIC ---

I have a question about QuickDraw GX and AppleShare Print Server, and if what I
describe below affects other print spoolers like Novell Netware.

I installed QuickDraw GX 1.1.1 on my Workgroup Server 6150, with System 7.5.1,
and set up a queue for two captured printers. The behavior described below
occurred on both captured printers which were a LaserWriter Pro 630 and
LaserWriter 16/600 PS.

The desktop print queue can be created, but when attempting to print, the
desktop printer will hang when it tries to check characteristics of the printer
(I used an MS Word file). The queue then gives an error message that the job
can't print because the connection to the printer was "closed unexpectedly". The
print job never got to the spooler.

If I try printing a text file, it appears to reach the spooler, but then times
out. The queue reports, "Apple Query for PatchP..." in the first entry in the
queue, then "Timed Out" in the second.

DISCUSSION --

There is a known problem when printing with QuickDraw GX to a printer captured
by an AppleShare Print Server, as well as a Novell Netware server. This problem
has been resolved with a "patcher" program available on several online
services.

There are actually three patcher utilities, one for each version of QuickDraw GX
currently in use (QuickDraw GX 1.1.1, 1.1.2, and 1.1.3). All you need to do is
run the patcher program, and follow the instructions in the dialog that is
displayed.

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" -- Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
Apple Tech Info Library.