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MultiFinder: Background Print Monitor Errors

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Article Change History

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- 1/20/93 - UPDATED
 - Vendor information.
 - 2/02/91 - REVIEWED
 - For accuracy.

TOPIC -----

I have two problems that involve MultiFinder Background Printing. The problems show up on multiple Macintosh computers running Macintosh System Software Version 6.0.5 and LaserWriter Driver Version 6.0.

- 1) After printing a document, the Print Monitor window shows that the print job is "Processing". However, nothing happens (for several hours, if left alone). Only by going into the System Folder and double-clicking Print Monitor will the job finally be released.
- 2) When trying to print a document, a dialogue box comes up and says "Print Monitor found an internal problem, where=6; why=-37." Replacing Print Monitor and reinstalling the system did not correct this situation.

DISCUSSION -----

These problems are probably related.

- "where=6" is a Print Monitor error: open working directory failed.
- "why=-37" is a System error: dNmErr, a bad name error.

We recommend the workarounds below; do them in the listed order. We advise printing after each step or every couple of steps to see when the problem is eliminated.

- 1) Throw away the Spool Folder (a new one will be created automatically next time you use Print Monitor).
- 2) Repair the volume with Disk First Aid.

- 3) Repair the volume with Norton Utilities from Peter Norton Computing,
(acquired by Symantec Corp and/or SUM Tools from Symantec, or perhaps PC
Tools/Macintosh from Central
Point Software. (For address and phone information, search the Tech Info
Library under the company names.)
 - 4) Check for and eliminate any viruses.
 - 5) If none of the above works, backup any information you wish to save and
then reformat the drive.
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