



# Tech Info Library

## PrintMonitor: found an internal problem Error

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TOPIC -----

When I try to print from any of several applications the PrintMonitor becomes active and returns the following error message

```
PrintMonitor found an internal problem Where=-6; Why=-37
```

Without the PrintMonitor running, the system prints fine. LaserWriter and Laser Prep are installed from 6.0.5 with AppleShare V2.01.

DISCUSSION -----

That type of error suggests that PrintMonitor has found an incorrect filename (or variable name) during execution. There are several things that could cause it. Here are some things to try:

- Start the system. Throw away the Spool Folder that's in the System Folder. Restart the system, and rebuild the Desktop (hold down the Option and Command keys all the way through the startup process, and OK the dialog box that appears).
- Recopy ONLY the PrintMonitor application from the Printing Tools diskette.
- After backing up your installed fonts and desk accessories, trash the System file from the hard drive, and run the Installer to put a new operating system on the machine. It's important that the System be trashed. The Installer will not necessarily remove a corrupted resource, so you may have the same problems after installing.

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