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## ImageWriter II: Problem Printing to Spooler (11/94)

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TOPIC -----

I have a customer who is using the AppleShare Print Spooler on a Macintosh II with 5MB of memory. The spooler is capturing two ImageWriter IIs with LocalTalk options and two LaserWriters. The problem is that the Chooser shows both the spooler NBP and the ImageWriters' NBP (Name Binding Protocol). When you try to print to the spooler, nothing ever prints. However, printing directly to the printer works fine.

The problem is solved at times by restarting the server and turning the printers on and off--obviously a temporary solution. The problem seems to occur most often when the ImageWriters are turned off and the spooler tries to recapture them, but this is not always the case.

DISCUSSION -----

The ImageWriter may be dropping off the network because the LocalTalk Option card has standoffs that are too long and do not let the card fully and properly seat on the connector.

To verify this, remove the Option card from the ImageWriter, remove the standoffs from the card, and reinstall the card. This may eliminate the problem.

This, of course, does not explain why printing to the spooler doesn't work, unless the spooler is trying to reestablish communication with the printer after it has reappeared on the network when the print job arrives.

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