



Tech Info Library

ImageWriter II (Networked): Troubleshooting Spontaneous Printing

Article Created: 18 February 1992

* RESTRICTED: Apple Internal and Support Providers Only *
Not For General Public Release

TOPIC -----

I have a small LocalTalk-based network with 8 Apple IIGS computers and a Macintosh II AppleShare file and print server with an external drive -- there is no internal hard drive. The server is running system software 6.0.7 and AppleShare 2.0.

There is one ImageWriter II printer on the network that occasionally starts and continues to print the letter "p" throughout the night with only the server turned on. The print server doesn't show any activity when this is happening.

This also happened when I temporarily set up a Macintosh LC as the server. I have since replaced the external hard drive I was originally using and re-set up the Macintosh II as the server with newly installed software. Now, when the printer prints during the night, it prints the letter "m".

Can you help me troubleshoot the problem?

DISCUSSION -----

You need to determine if the print server is sending information to the printer or if the printer is justprinting on its own.

- 1) Shut down the print server at night, but leave the printer turned on. If the problem persists, the problem is with the printer.
 - Check for a faulty CPU printed circuit board.
 - Check the LocalTalk Option Card.
- 2) If the problem stops when the print server is shut down, the print server is most likely the cause.
 - Check the cabling. If there is a short within the LocalTalk or PhoneNET cabling, a signal could be sent to the printer to begin printing random characters.

- Check for a faulty logic board.
Copyright 1992 Apple Computer, Inc.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 9896