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ImageWriter II: Problem Using Norton Utilities (3/95)

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TOPIC -----

I have a customer using System 7.5 with their Macintosh. When they print to their ImageWriter II printer, the system hangs. If extensions are turned off, they don't problems printing. They have narrowed the problem down to Norton's File Saver. Is there a problem using this application?

DISCUSSION -----

There is a known problem using File Saver versions 3.0 and 3.1 with System 7.5 when printing to an ImageWriter II printer. Symantec has a patch for the problem, so the customer can contact them for the patch.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

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