Tech Info Library

LaserWriter IINT: Troubleshooting Font Problem

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TOPIC ---

A customer reported problems printing PageMaker 4.0 files containing
Illustrator 4.0 graphics on one of his two LaserWriter IINT printers.
Sometimes fonts are substituted, and in other cases, some fonts aren't
printed at all. He doesn't have this problem with his other LaserWriter
IINT.

Before I look for a hardware problem, I'd like to check if there are any
known compatibility problems with PageMaker 4.0 or Illustrator 4.0 and the
LaserWriter IINT printers.

DISCUSSION --

We don't know of any compatibility problems between the software you
mention and the LaserWriter IINT.

Since the customer's other LaserWriter IINT prints these files OK, the
problem is most likely hardware. We suggest that you first try swapping
the I/O boards between the two printers. If the problem follows the I/O
board, chances are fairly high that you have a failed board that needs to
be replaced.

If the problem doesn't follow the I/O board, check the DC Controller next.
This may be causing the problem, although this is not likely.
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