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LaserWriter Driver 8.0 and VAXshare Print Service (6/93)

Article Created: 24 June 1993

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TOPIC -----

From my testing of Adobe Acrobat, I've learned that the printer driver now sold is Apple Laserwriter Driver version 8.0, which isn't compatible with AppleTalk for VMS driver for the LPS-20. If you try to print to the LPS-20, the job will appear to print properly but will never appear in the VAX queue or on the printer.

Adobe claims this is a DEC problem, and has supposedly referred it to them.

I suggest that we refer this to DEC ourselves (and also to Apple). In the meantime, a Macintosh desiring to print to the LPS-20 must use printer driver 7 or lower. I keep both 7 and 8 on my Macintosh, and switch to 7 when printing to the LPS-20.

DISCUSSION -----

DEC has taken over most components of PATHWORKS except for DAL, MacTCP and MacX. AppleTalk for VMS is the AppleTalk stack, so to be technically correct, we don't think the LaserWriter driver has a problem with AppleTalk for VMS. The problem might be in the VAXshare Print Service, which includes the VAX symbiont to handle printing from a Macintosh. The LaserWriter Driver 8.0 has just been released so we don't think it was tested with PATHWORKS 1.2 by DEC.

There is nothing Apple can do here because the source code is DEC's, but we will forward this problem report to our DEC PATHWORKS contact. The customer did the right thing by contacting DEC directly. (1-800-354-9000).

If we hear anything from DEC engineering, we'll pass the information to you. Otherwise, DEC PATHWORKS support in Atlanta is the correct escalation path for your customer.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 12448