LaserWriter IINTX: 32 Pin ROMs/Socket Controller Boards (8/95)

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TOPIC

This article describes a support issue with LaserWriter IINTX controller boards (approximately 250) that were produced with 32 pin ROMs and sockets.

DISCUSSION

A limited number of pre-production LaserWriter IINTX controller boards (approximately 250) were produced with 32 pin ROMs and sockets. In final production, 28 pin ROMs and sockets were used. These boards (32 pin ROMs and sockets) were installed in LaserWriter IINTX printers and were provided as both seed and revenue units.

The seed board is not acceptable for module exchange. As a corporate policy, Apple does not provide service support for seed units as they may not meet all federal standards for EMI/RFI emissions or safety. Normally seed units are returned to Apple for destruction, although some stay in the possession of the user.

If a customer has a 32 pin ROM and socket NTX controller board that requires service, the service provider should:

Step 1

Ask the customer where they obtained the printer. Determine if the customer has a seed unit or a finished goods unit.

Step 2

If the customer has a seed unit, try the workaround of installing a 28 pin ROM at pin 3 of the 32 pin socket (rather than pin 1.) It is possible to achieve full functionality of the LaserWriter 3.0 ROMs this way, although it's not guaranteed or supported with this controller board. If it does not solve the problem for the customer, Apple cannot and will not provide them with a replacement board. The customer will need to purchase a new controller board if they wish to use the 3.0 ROMs. Remember, the SEED board is not acceptable for

module exchange.

Step 3

If the customer has a finished goods unit, install the 28 pin ROMs aligned to pin 3 and see if that works. If the board is still non-functional Apple will provide a Customer Satisfaction code to the service provider in order to replace the customer's NTX controller board.

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Support Information Services

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