



Tech Info Library

LaserWriter 8.2: Cannot Find Some Zones (12/95)

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TOPIC -----

A Customer is reporting problems printing to their network printer (HP LaserJet) after upgrading from 7.5 to 7.5.1. After installing the 7.5 update the LaserWriter driver version was changed to 8.2. They were able to print without any problems using LaserWriter 8.1.1. In Chooser, they can select the 8.2 driver and can see all printers on the network, including their LaserJet. When they attempt to use the Setup button to configure their printer they do not get the little LaserWriter icon next to the printer's name in the Chooser list. When they send a job to the LaserJet, after a few minutes they get the message that there is a problem with PrintMonitor. PrintMonitor reports that the document could not be printed because the printer could not be found.

We discovered that if she used the Network control panel to change zones she got different results. If their Macintosh is located in the same zone as the printer it will print fine. If the Mac is changed to a different zone in the Network control panel, then it has problems printing.

DISCUSSION -----

This is a known problem with LaserWriter driver 8.2. The easiest way to resolve this problem is for the customer to use LaserWriter driver 8.2.2. LaserWriter 8.2.2 is available from online services Apple publishes software updates to.

The problem can be fairly well defined by the following (taken from the LaserWriter 8.2.2 ReadMe):

Multizone network bug fix.

LaserWriter 8.2 would be unable to perform "Auto Setup" on some printers if they were on the same network segment (network number) as the Macintosh, but in a different zone than the Macintosh. LaserWriter 8.2.2 fixes this bug.

Another possible workaround (depending upon your network topology) is to configure the router to provide a unique net range for the segment the printers are located on. This way, the printers and Macintosh computers are assured to have different net numbers; and so the problem goes away.

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20 Dec 1995 - Removed comment about fax driver not being available.

Support Information Services

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