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Print Server: Cannot Turn Off Banner Page on HP 4m (5/95)

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TOPIC -----

Customer reports a Banner page always prints on their Hewlett Packard (HP) LaserJet printer even if they turn off the banner page option in the Options Dialog box of the AppleShare Print Spooler.

Configuration: AppleShare 4.0.2 Print Spooler and HP LaserJet 4m+ printer.

DISCUSSION -----

NOTE: This discussion is based on communications with the customer. It was not reproducible in house at Apple. If you run into this problem on a customer call you may want to try this procedure to see if it helps.

It appears that the problem has something to do with a hardware/firmware error on the HP printer. The customer noticed when they tried to power the printer on, they got a MIO Error on the front panel of the printer. They did the following steps trying to clear the error:

- Power down printer.
- Remove network card.
- Power back up the printer.
- Power down printer. This apparently resets the firm ware.
- Put the card back in.
- Power back up the printer.

The front panel was still showing an MIO error, but when they re-ran their printing test with the banner page option on and then with the banner page option off, everything worked as expected.

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