Tech Info Library

LaserWriter: Jobs not Deleted From Windows NT Spooler (4/96)

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TOPIC ---

Several customers have complained that when they use AppleTalk on Windows NT to
print to the Color LaserWriter 12/600 PS and LaserWriter 16/600 PS that the jobs
will print, but then are not deleted from the Windows NT Spooler.

DISCUSSION --

Apple has been able to reproduce this issue using Windows 95 connect to either
printer connected to a Windows NT 3.51 server via AppleTalk, but there have been
reports that this also occurs when printing from Windows 3.11 and Windows for
WorkGroups. It does not matter which transport protocol (IPX, TCP/IP NetBEUI)
you are using on the Microsoft network.

The problem seems to be a combination of the way that the new Apple printers
close PAP connections and perhaps a control-d character being lost during
transmission.

Microsoft is aware of the problem and will be fixing it in the next maintenance
release of Windows NT, presumably that will be Service Pack four. Microsoft did
not commit to a date that this release will be available.

Until the fix is available from Microsoft, Apple recommends that customers
connect the printers to the Windows NT server using the LPT1 port. If it is
imperative that you have a fix immediately, you must contact Microsoft and
reference article Q140506.

Article Change History:
01 Apr 1996 - Corrected name of NetBEUI.

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