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LaserWriter 8.2: Faxes Instead of Printing (3/95)

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TOPIC -----

I installed the LaserWriter 8.2 driver, and I'm still having a problem with "sticky destination" as I had with the 8.1.1 driver. I tested a Fax, then printed from SimpleText, and printed "print card" from HyperCard 2.2.

The SimpleText documents Faxed and then printed properly. The HyperCard document Faxed and did not print. If I force the print dialogue box to come up, then I can select print, and the card prints correctly. However anytime I bypasses the standard print dialogue box in HyperCard (such as when printing a card, a field, and so on) the document is sent to the recipient of the last Fax destination sent from the LaserWriter select 360. This is the identical situation I was experiencing with LaserWriter 8.1.1 drivers.

The LaserWriter 8.2 driver documentation states specifically that this "sticky destinations" problem was corrected, even when the application bypasses the standard print dialogue box. This does not appear to be the case with HyperCard 2.2 at least. It's defaulting to FAX when it should be automatically be resetting itself back to the printer.

DISCUSSION -----

These problems are related to a known issue with some applications that do not follow the Print Manager guidelines, more specifically, with the PrJobMerge call. Print jobs not being printed are being faxed to the last person you sent a fax.

The LaserWriter driver v8.2 resolves many instances with it's "non-sticky" destination field, however, there are still some cases where applications cause the problem, not the driver. It is the application's responsibility to set the correct printing destination for each of the documents. This is performed using the Print Manager call "PrJobMerge". PrJobMerge is a print routine that applies information specified by a user in the Print dialog, to all documents selected from the Finder. Our guess is that the application is not using, or incorrectly using, PrJobMerge.

A new version of the LaserWriter 8.2 printer driver will be posted shortly to online services. The new version is LaserWriter 8.2.2. However, this is an application-related issue which the driver is working around.

Article Change History:

- 03 Mar 1995 - Added information on 8.2.2 and changed title.
- 14 Dec 1994 - Added additional information on PrJobMerge.
- 01 Dec 1994 - Added information on "patch".

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