Tech Info Library

LaserWriter Select 310: PCI-Based Power Macintosh Issues (12/96)

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TOPIC ---

This article contains solutions for customers using the LaserWriter Select 310
printer on PCI-Based Power Macintosh computers.

DISCUSSION --

There are several issues which customers using Power Macintosh 7200/75, 7200/90,
7500/100, 8500/110, 9500/120, and 9500/132 computers with a LaserWriter Select
310 printer may experience.

These issues can range from longer print times to complete inability to print.

Known Issues

- Long delays (15 seconds to 15-30 minutes) before printing begins, pauses
  in printing, longer than expected print times

- Intermittent connection failures, that go away with with "try again"
  button in Print Monitor or "LaserWriter is unable print or the printer
  may have been disconected, please check to make sure the printer is
  properly connected and turned on" if you background printing is off.

- No connection established, even after standard troubleshooting (includes
  clean install, v 7.0.1 of driver, and AppleTalk off).

- Problems printing when connected to serivce provider or online vendor
  (AOL or eWorld) using modem port.

Customers should check the version of LaserWriter Select 310 driver. If you do
not have version 7.0.1, you should upgrade. The driver is available in several
software releases, including:

- System 7.5

- LaserWriter Select 310 (1.0.1) These disks would have come with your
  printer, and has version 1.0.1 on the back of the label.

- Apple Software Updates.

Customers also need to load the SerialDMA 2.0.2 driver. This file addresses
problems with the serial architecture. Serial DMA is found in:

- SerialDMA 2.0.2
- Printing Fix 1.1
- System 7.5 Update 2.0
- System 7.5.3

These articles can help you locate the software update mentioned here:

• "Where To Find Apple Software Updates" - Lists online services for free Apple
software updates.

• "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online
services for software updates, Apple support information, and a subset of the
Apple Tech Info Library.

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03 Dec 1996 - Corrected spelling.

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