LW Select 360 & Pro 810: Documents Are Faxed Not Printed (10/94)

Article Created: 7 March 1994
Article Reviewed/Updated: 12 October 1994

TOPIC ---

We have a LaserWriter Select 360, with the Fax option, and sometimes our
documents are Faxed instead of printed. Can I correct this? Does this problem
also apply to the LaserWriter Pro 810, with the Fax option? Are there any
updates that fix this?

DISCUSSION --

This is actually a two-part problem and occurs on both the LaserWriter Select
360 as well as the LaserWriter Pro 810, when both have the Fax option cards. The
first part of this problem is that there are some applications that bypass the
Print dialog box, and so the destination of the print job (printer, file, or
fax) is indeterminate.

Without the Print dialog, you are unable to select the appropriate destination
(fax, printer, or file), so you cannot determine where the job is being sent.
There are no rules as to which destination takes priority, but typically the job
is sent to the previous destination stored in the driver.

NOTE: This varies with versions of the LaserWriter Driver.

We strongly recommend using the Apple Print dialog (rather than the
application's Print dialog) whenever possible, otherwise the destination of the
job is questionable. Check the application's user's guide for instructions on
using Apple's Print dialog. We are currently aware of a few applications that
allow a bypass of the Print dialog, these include:

• AppleLink
• Microsoft Excel
• HyperCard
• PageMaker

The second part of the problem is that LaserWriter 8.0 and 8.1.1 have a "sticky"
destination feature. Basically, the driver maintains the last selected
destination and uses that destination for any future jobs, until a different
destination is chosen. Engineering has acknowledged that this can cause
potential problems, so they are modifying the next revision of the driver to be
"non-sticky" and have it always default to "printer".

In addition to the two possible "causes" of this problem (i.e. no print dialog, and the driver's "sticky" destination), some applications don't make the required calls to certain Print Manager routines when they bypass the Print dialog.

We have determined that in these cases, the application does not make the Print Manager call to PrintDefault, which provides the default values for the printing record. PrintDefault MUST be called if the Page Setup or Print dialogs are not displayed.

Article Change History:
12 Oct 1994 - Added keyword and made minor technical updates.
24 Jun 1994 - Added information regarding applications not making required
              calls to certain Print Manager routines.
31 May 1994 - Added PageMaker to list of applications and added information
              on next revision of the software.
15 Apr 1994 - Changed title to include LW Pro 810.

Support Information Services
Copyright 1994, Apple Computer, Inc.

Keywords: kalley

===

This information is from the Apple Technical Information Library.

19960215 11:05:19.00
Tech Info Library Article Number: 14769