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AppleShare Print Server: Out-of-Paper Message

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Security:       Everyone


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TOPIC -----------------------------------------------

This is regarding the AppleShare Print Server.  On page 53 of the Print
Server's Admin Guide, it states that "If a printer is out of paper, or if
the paper is jammed, a message appears not only in the status line of the
print queue window but also on the screen of every workstation that's
spooling a document to the print server."

We could not get a message or a beep from any of our workstations.  The
server was the only device that indicated that the printer was out of
paper.  Is the manual wrong?  Could you clarify the situation for us?

DISCUSSION -----------------------------------------------

The "AppleShare Print Server User's Guide" states that error messages appear
on the screens of all workstations that are spooling documents.  Once the
spooling process is complete, no messages are sent to the user.  The print
server starts making the connection to the printer as soon as it starts
receiving data packets.

In many cases (especially those involving short documents, busy networks,
or large networks), it is possible for the entire document to be spooled
before the connection to the printer is established.  This eliminates the
reporting of any printer errors to the user.  Once the server is aware of a
problem with a spooled printer, all users who try to spool are notified of
the problem when they try to print.


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