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LaserWriter: Problem Printing Multiple Copies

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Security: Everyone

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TOPIC -----

I'm having a problem printing multiple copies of a document with a LaserWriter IINT through the AppleShare Printer Server. If the number of copies to print is greater than 6, the LaserWriter IINT doesn't stop when it reaches that number.

I increased the timeout delay on the printer (using SENDPS application) to send PostScript code to the printer, and installed LaserWriter Driver 6.0.1 and Laser Prep. Neither of these measures corrected the problem.

Can you help?

DISCUSSION -----

This is a known problem with the LaserWriter family of printers that is particularly noticeable when printing to a LaserWriter via a LaserShare or an AppleShare Print Server. Macintosh Technical Note #123 describes the problem.

If a user prints more than 15 copies of a document, a timeout condition may occur, causing the print job to abort. With LaserShare or AppleShare Print Server, this problem can happen with as few as nine copies. This problem is a result of the LaserWriter not sending packets at the proper times to maintain the connection to the device sending the print job. Because of this, the connection times out after about 2 minutes. The AppleShare Print Server then sends the job to the LaserWriter again causing a duplicate set of printouts. This happens only when the LaserWriter is extremely busy.

The LaserWriter IINTX seems least affected by this problem.

As of April, 1990, we know of no solution.

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