



# Tech Info Library

## MultiFinder: Background Print Monitor Errors

Revised: 1/20/93  
Security: Everyone

MultiFinder: Background Print Monitor Errors

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### Article Change History

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- 1/20/93 - UPDATED
- Vendor information.
- 2/02/91 - REVIEWED
- For accuracy.

### TOPIC -----

I have two problems that involve MultiFinder Background Printing. The problems show up on multiple Macintosh computers running Macintosh System Software Version 6.0.5 and LaserWriter Driver Version 6.0.

- 1) After printing a document, the Print Monitor window shows that the print job is "Processing". However, nothing happens (for several hours, if left alone). Only by going into the System Folder and double-clicking Print Monitor will the job finally be released.
- 2) When trying to print a document, a dialogue box comes up and says "Print Monitor found an internal problem, where=6; why=-37." Replacing Print Monitor and reinstalling the system did not correct this situation.

### DISCUSSION -----

These problems are probably related.

- "where=6" is a Print Monitor error: open working directory failed.
- "why=-37" is a System error: dNmErr, a bad name error.

We recommend the workarounds below; do them in the listed order. We advise printing after each step or every couple of steps to see when the problem is

eliminated.

- 1) Throw away the Spool Folder (a new one will be created automatically next time you use Print Monitor).
- 2) Repair the volume with Disk First Aid.
- 3) Repair the volume with Norton Utilities from Peter Norton Computing, (acquired by Symantec Corp and/or SUM Tools from Symantec, or perhaps PC Tools/Macintosh from Central Point Software. (For address and phone information, search the Tech Info Library under the company names.)
- 4) Check for and eliminate any viruses.
- 5) If none of the above works, backup any information you wish to save and then reformat the drive.

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