Tech Info Library

HP DeskWriter C: Cause of Garbage Characters (10/93)

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Security: Everyone

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TOPIC ---

When I send a print job from a Performa 400 to an HP DeskWriter C, the
printer seems to dump garbage characters that have accumulated in the print
buffer. This problem occurs only when the printer is plugged in to the
printer port, and ceases when the printer is switched to the modem port.

What could be sending this garbage out of the printer port? Is this a
problem in 7.0.1P that could be fixed by upgrading to 7.1P2?

DISCUSSION --

The problem is most likely the print driver or the AppleTalk driver.
Upgrading to 7.1P2 is worth a try if the suggestions below don't help.

HP provided some helpful information on where the "garbage characters"
might be coming from:

• HP ships two drivers with the DeskWriter C printer: one for an
  AppleTalk connection, the other for a direct serial connection. If the
  HP DeskWriter serial driver is being used and AppleTalk is (or was
  previously) ON, there is a good possibility that some "AppleTalk data"
  was sent to the printer buffer and printed as "garbage". One way to
  clean the print buffer completely is to power cycle the printer.

• In rare instances, spurious data is sent to the printer if the
  printer is already powered on when the Macintosh is turned on. Try
  starting up the Macintosh on first, then powering on the DeskWriter.

• Be sure the serial cable you're using is an HP cable #92215S or Apple
  cable #M0197 for a direct serial connection.

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