



Tech Info Library

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

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Security: Everyone

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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.

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