



# Tech Info Library

## Desktop Printing: Identified Issues (1/96)

Revised: 9/30/96  
Security: Everyone

Desktop Printing: Identified Issues (1/96)

Article Created: 7 July 1995  
Article Reviewed/Updated: 17 January 1996

TOPIC -----

This article describes several identified issues when using desktop printing.

DISCUSSION -----

- If you try to create a Desktop Printer when the Desktop Printer Spooler is not in the System Folder, multiple Desktop Printers are generated. The only way to stop this is to reboot with extensions off.

Status: Fixed with Desktop PrintMonitor v1.0.2 and later.

- A similar problem can occur if your system crashes while a spool file is being generated. The only resolution if this happens is to restart with extensions off and remove the spool file from the PrintMonitor Documents folder.

Status: Currently under investigation.

- The Finder crashes if you try to create a Desktop Printer in the "Restricted Finder" of At Ease 3.0.

Status: Fixed in Desktop Printer software v1.0.3.

- Scheduled, non-network backups crash Retrospect if version 1.0 of the Desktop Printing software is installed. This version shipped with a limited number of StyleWriter 1200 Printers.

Status: Fixed in Desktop Printer software version 1.0.1 and later.

- A generic Desktop Printer is created when PDF Writer v.2.0 creates a PDF in

the background. This printer is fully functional, but is not supported.

- The View menu is available when a Desktop Printer's Get Info window is in the foreground. If you try to use this menu, a bus error results.

Status: Fixed in Desktop Printer software v1.0.3.

#### Article Change History:

17 Jan 1996 - Changed distribution status.

28 Nov 1995 - Updated with fixes implemented in version 1.0.3.

Support Information Services

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