Tech Info Library

Color LaserWriter 12/600: Postscript Errors (9/95)

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Revised:        9/19/95
Security:       Everyone
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Article Created: 19 September 1995

TOPIC ---

When I print to my Color LaserWriter 12/600, I get an error message stating
something to the effect: a "set limitcheck", "VM Storage", "Offending
command...", or "Range Check" error has occurred. Sometimes the printer just
blinks and does not print. These errors are intermittent and occur in different
documents and applications

DISCUSSION --

The problem may appear to be with the printer since you can see the files on the
screen, but they do not print. Many programs use QuickDraw to edit the images
visually, then use Postscript to print. These errors are typically not due to
hardware and a "Clean Install" usually will not repair the problem.

These problems are usually due to corruption in one or more elements in the
output Postscript file. This article relates to errors in the saved Postscript
information. Follow these procedures to try to isolate and correct the problem:

Restart the printer to clear the buffer in the printer. Then try the following
procedures:

Corruption in an imported graphic
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Step 1

Go into the original application that created the graphic.

Step 2

Select the elements of the graphic and copy them to the clipboard.

Note: it is important not to "select all" in the original file, sometimes

elements in a file may not have been deleted properly and the printer can not
interpret them.

Step 3

Paste the elements into a new file and save.

Step 4

Try printing again. If it still fails go to Step 5.

Step 5

Import the working graphic into the selected program (PageMaker, Word) and try
to print again.

Large graphic elements
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Check for large elements that have been reduced. These images still comprise a
large number of elements, and to Postscript, their actual size does not matter.
Eliminate or redraw them, save the file, and try to print again.

Output resolution too high
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Check for output resolution. It should not be above 150 DPI (PageMaker,
Illustrator, Freehand). The 12/600 is a 600 DPI printer, the maximum resolution
Contone Compression keeps is 150 DPI. It will image the file at 600, but reduce
it to 150 to fit the file through the ROMs.

Postscript interpretation memory conflict
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Check "split long paths option" in Illustrator or Freehand. These are Bezier
curve drafting programs, long paths or connected segments can crash a Postscript
interpreter when it runs out of storage area.

Note: If you print the desktop for troubleshooting purposes be aware that the
low resolution of the desktop file may cause the icons to print with a halo
effect. This is normal. The best test of the printer is to make a new simple
color document, type out a few words and try printing.

Support Information Services

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Tech Info Library Article Number:18604