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At Ease 3.0.x: Trouble Printing from DOS Environment (1/96)

Revised: 1/5/96
Security: Everyone

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TOPIC -----

I am having problems when printing from my Power Macintosh 6100 DOS Compatible using At Ease 3.0.x. If I try to print a document from the DOS environment while At Ease is in the Restricted Finder, I get an error stating "DOS Compatibility error has occurred. Cannot create PC Print Spool file. Verify there is enough disk space." If At Ease is turned off, the computer prints with no problem.

DISCUSSION -----

In order to print from the DOS environment on a Macintosh computer with a DOS compatibility card, the At Ease user must have access to the PC Print Spooler Application.

Without access to this application, two different error messages may occur when trying to print from the DOS environment with At Ease turned on. The first one mentioned above occurs if the user launched the DOS card from At Ease's Restricted Finder. The second message "There is not enough memory to run PC Print Spooler" appears if the user launched the DOS card from the At Ease panels. In both cases, adding the PC Print Spooler to the DOS Environment user's setup allows the user to print.

The same is true for using the cross platform clipboard. The At Ease user must have access to the PC Clipboard application in order to copy and paste between the Macintosh environment and the DOS environment.

If you want to allow printing, and cross-platform copy and paste functionality for your DOS environment At Ease users, use At Ease Setup to add the applications PC Print Spooler and PC Clipboard to your setup.

Article Change History:
05 Jan 1996 - Corrected minor typo.

Support Information Services

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