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LaserWriter Select 310: PCI-Based Power Macintosh Issues (4/97)

Revised: 4/28/97
Security: Everyone

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TOPIC -----

This article contains solutions for customers using the LaserWriter Select 310 printer on PCI-Based Power Macintosh computers.

DISCUSSION -----

There are several issues which customers using Power Macintosh 7200/75, 7200/90, 7500/100, 8500/110, 9500/120, and 9500/132 computers with a LaserWriter Select 310 printer may experience.

These issues can range from longer print times to complete inability to print.

Known Issues

- Long delays (15 seconds to 15-30 minutes) before printing begins, pauses in printing, longer than expected print times
- Intermittent connection failures, that go away with with "try again" button in Print Monitor or "LaserWriter is unable print or the printer may have been disconnected, please check to make sure the printer is properly connected and turned on" if you background printing is off.
- No connection established, even after standard troubleshooting (includes clean install, v 7.0.1 of driver, and AppleTalk off).
- Problems printing when connected to service provider or online vendor (AOL) using modem port.

Customers should check the version of LaserWriter Select 310 driver. If you do not have version 7.0.1, you should upgrade. The driver is available in several software releases, including:

- System 7.5
- LaserWriter Select 310 (1.0.1) These disks would have come with your printer, and has version 1.0.1 on the back of the label.
- Apple Software Updates.

Customers also need to load the SerialDMA 2.0.2 driver. This file addresses problems with the serial architecture. Serial DMA is found in:

- SerialDMA 2.0.2
- Printing Fix 1.1
- System 7.5 Update 2.0
- System 7.5.3

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" - Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" - Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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Article Change History:

28 Apr 1997 - Removed reference to on line service.
03 Dec 1996 - Corrected spelling.

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