Tech Info Library

LaserWriter 8.4: Corrupt Prefs Can Cause Errors (9/96)

```
Revised:        9/9/96
Security:       Everyone
```

LaserWriter 8.4: Corrupt Prefs Can Cause Errors (9/96)

==

Article Created: 9 September 1996

TOPIC ---

I am using the LaserWriter 8.4 printer software, which worked properly when I
first installed it. But, now I am getting errors stating that the paper size is
wrong, or it times out, or sometimes I just get PostScript errors.

DISCUSSION --

Many times, those errors can be caused by a corrupted preference file. Deleting
the preference file can help resolve the problem. This preference files are
automatically rebuilt. The preferences for LaserWriter 8.4 software are
organized differently than previous versions.

There are two parts of the LaserWriter 8.4 software, the LaserWriter 8.4 Prefs
file, and a Parsed PPD folder. You must remove both of the LaserWriter 8.4 Prefs
file and the Parsed PPD folder.

```
LaserWriter 8.4 File Locations
==============================

System Folder
  - Preferences Folder
     - LaserWriter 8 Prefs   <-- This is from previous LW software
     - Printing Prefs folder
         - LaserWriter 8.4 prefs
         - Parsed PPDs folder
             -  Parsed PPDs for printers selected.
         - Watermark files for StyleWriter Printers


Removal Steps
=============
```

```
Step 1
------
Open the Preferences folder, inside the System folder.

Step 2
------
Open the Printing Prefs folder.

Step 3
------
Move the Parsed PPD folder to the Trash.

The Parsed PPD folder contains the PostScript Printer Description information as
well as printer configuration.

Step 4
------
Move the LaserWriter 8.4 Prefs to the Trash.

Just removing the LaserWriter 8.4 Prefs file will usually not correct any
printing trouble you are having. You must also remove the Parsed PPD folder.


LaserWriter 8.4 Notes
=====================

If you already have a Desktop printer created by a previous LaserWriter version,
a new Desktop printer is created when you install the LaserWriter 8.4 software.

Copyright 1996, Apple Computer, Inc.


Tech Info Library Article Number:20365
```