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Dispatcher Software: Type 11 Error with HP DeskWriter (3/97)

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Security: Everyone

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TOPIC -----

When trying to print a scanned image from the Color OneScanner Dispatcher software v1.0, 1.2, or 2.0, to a Hewlett-Packard DeskWriter, the Dispatcher software crashes. The error is usually a Type 11 error.

DISCUSSION -----

Service & Support Engineering has been able to reproduce the issue consistently. Hewlett-Packard is aware of the situation.

Updated software that remedies this behavior has been posted by Hewlett-Packard to their World Wide Web site. The updated software for the DeskJet 800 family of printers is version 9.3. For the DeskWriter 600 family, the updated software is version 9.2.1.

As a workaround, you can print from an application other than Dispatcher.

This article provides information about a non-Apple product. Apple Computer, Inc. is not responsible for its content. Please contact the vendor for additional information.

The Tech Info Library article titled "Locating Vendor Information" can help you search for a particular vendor's address and phone number.

Article Change History:
10 Mar 1997 - Updated with vendor info.
28 Feb 1997 - Updated with the current status.

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