Tech Info Library

Macintosh 5400, 6400, & 6360: -23 Error When Printing (3/97)

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Revised:        3/21/97
Security:       Everyone
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TOPIC --

I have Power Macintosh 5400/120 computer that I am using in conjunction with a
Hewlett Packard Deskwriter 660c printer. When I attempt to print, either an
error -23 occurs or the computer hangs. How can I prevent this from happening?

DISCUSSION --

The cause appears to be the HP printer driver. Apple Computer and Hewlett
Packard have verified that a -23 error may occur when printing from a Power
Macintosh or Performa 5400, 6400, or 6360 computer to any HP Deskwriter 600
series printer using certain older versions of the HP Serial printer driver.

Revised printer drivers have been posted by Hewlett-Packard to their World Wide
Web site.

For DeskWriter 600 series printers, use version 9.2.1 of the driver.
For DeskWriter 800 series printers, use version 9.3 of the driver.

If you need to print but do not have the revised driver, a workaround would be
to either turn off virtual memory or use the AppleTalk (rather than Serial)
printer drivers.

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:
21 Mar 1997 - Updated with HP driver information.

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