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AppleShare: Troubleshooting PrintShare Problems

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TOPIC -----

We have set up an AppleShare network with PrintShare running. We have had frequent system bombs on the server. Although we made some changes, and things seem to go well for a while, system bombs recur.

In addition, we get lots of error sheets from PrintShare. Many of them have to do with "stack underflow". This situation occurs frequently on another AppleShare network, but without the crashes.

Our server is a Macintosh SE/30 with 4MB of RAM and an external 80MB hard disk running System 6.0.5, AppleShare 2.0.1, and PrintShare 2.0. We partitioned the disks with SilverLining Software (for a password-protected partition).

Our network includes three volumes on the server. The network contains about 15 workstations, three older LaserWriters (captured by the PrintServer), and three ImageWriters.

All workstations are Macintosh Plus computers. They run System 6.0.5, Laser drivers v. 5.0, the Virex INIT for virus checks, and no unusual INITs, DAs, or cDEVs.

DISCUSSION -----

Three things come to mind. First, make sure that the LaserWriter driver used by everyone (including the server itself) is at least version 5.2. Versions 5.0 and 5.1 have some known bugs which could contribute to the problems.

Second, make sure that NO extra INITs or cDEVs are running on the server.

Given the way AppleShare works, these extra INITs can cause a performance decrease and occasional system bombs. AppleShare is too time-sensitive to tolerate much interruption.

Third, everything could come down to a defective SCSI driver written to the hard drive. Make sure that you use the very latest version of SilverLining and reformat the drive. Make sure that backups are file-by-file rather than partition-by-partition, as any slight mistake in partition size may cause lots of problems during the restore operation. After formatting, re-install the File and Print Servers from diskette, rather than from the backup.

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