Tech Info Library

AppleShare Print Server: Printing Too Many Copies Problem

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Security:       Everyone


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TOPIC -----------------------------------------------------------


Every time we send 15 or more pages to the AppleShare Print Spooler, the
server automatically doubles or triples the total number of pages printed.

This problem happens no matter what kind of Macintosh we're using or what
kind of document we are printing.


DISCUSSION ------------------------------------------------------


This problem is most likely occurring because the AppleShare Print Server
is losing AppleTalk signal packets. In the middle of a print job, the
server can sometimes "lose" its connection with the LaserWriter.  When this
happens, the server automatically resends the entire print job.

There are a couple of things you can do to alleviate this problem.  First,
be sure you're using at least LaserWriter driver 6.0.1.  This version has
optimized "answer-back" code for the LaserWriter that continually says "I'm
here" to the print server during printing (which is what tells the server
to maintain its connection). If your LaserWriter isn't doing that often
enough you'll lose the connection.

Next, check for any devices that may be causing an excessive amount of
network noise. The most time-consuming (but most reliable) way to do this
is to make your network as small as possible (two or three devices). Then
test for noise, adding devices until the problem is found.  Using a network
utility like Inter•Poll can help locate noisy devices. If you're using any
routers in your network, try disconnecting them--the extra time required to
route data packets may be contributing to the problem.

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