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LaserWriter: Troubleshooting Print Jobs That Don't Print (4/94)

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Security: Everyone

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TOPIC -----

I am printing from a Macintosh on a network to a LaserWriter with Background Printing turned on. Intermittently, when I send a print job to the printer, it doesn't print. If I reselect the LaserWriter in the Chooser, the job prints.

DISCUSSION -----

Here are some troubleshooting tips to help you locate the problem:

- Check the network for proper termination.
- Check the equipment and network for frayed or damaged wires and cables.
- If other Macintosh computers on the network are not having these printing problems, move your Macintosh to one of these known-good locations and try printing from there. If you still have the same problem, it's likely to be associated with your Macintosh.
- If other Macintosh computers on the network are having the same problem, try to eliminate the network as the source first. Connect the LaserWriter directly to a Macintosh (other than yours) and try printing from there.
 - If the problem persists, troubleshoot your LaserWriter.
 - If the problem is corrected, troubleshoot your network.
- If you are using a non-LocalTalk LaserWriter, such as the LaserWriter Select 310, make sure AppleTalk is turned off in the chooser. Also make sure that you are using a peripheral-8 cable (M0197LL/B) and not a LocalTalk or PhoneNet connector.

- When using a serial LaserWriter check the chooser and verify that the proper port is selected.

Article Change History:

11 April 1994 - Added information on using serial LaserWriter printers.

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