Tech Info Library

System 7.5: Out of Memory Error and Shared Printer (4/95)

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Security:       Everyone
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TOPIC ---

A user has a Macintosh LC 575 with 5 MB of RAM and Color StyleWriter Pro shared
on a network. They are running System software 7.5 and Microsoft Word 5.1a. This
user is getting an "Out of Memory" error when a remote user tries to print. This
only happens if Microsoft Word is launched prior to the Print Monitor being
launched.

The company's technician says that there is 379K of available memory when
Microsoft Word is running. If the user quits Microsoft Word when this problem
occurs, then Print Monitor will then launch and print the document in its queue.
If Microsoft Word is launched again after this successful print job the problem
will not occur for the rest of the day. Any ideas?

DISCUSSION --

With just Microsoft Word running on the Macintosh LC 575 with 5 MB of RAM, the
System software uses 2861k and Microsoft Word uses 2048k. The largest unused
block is 102k. Since Print Monitor requires 160k, the Macintosh LC 575 will not
print in the background until that much memory is available.

If you quit Microsoft Word on the Macintosh LC 575, Print Monitor will launch,
occupying 160k of memory. If you restart Microsoft Word while Print Monitor is
running, Microsoft Word will use what is available, approximately 1943k. If you
quit Microsoft Word when Print Monitor is no longer running, Microsoft Word will
use 2048k and you will encounter the same problem as before.

Microsoft Word does not require the full 2048k for everyday word processing. If
you consult the About This Macintosh window while running Microsoft Word, you
will see that less than half of the 2048k allocated is actually being used. We
recommend that you set the preferred size lower in the Get Info window of
Microsoft Word. This will make enough memory available to allow Print Monitor to
launch if Microsoft Word is launched first. With 1024k allocated to Microsoft
Word, you can do general word processing (such as: spell checking, and so on).

However, Microsoft Word's grammar checking feature will require more than 1024k.

Other workarounds are:
- Upgrade the RAM in the computer to greater than 5 MB
- Turn on Virtual Memory in the Memory control panel
- Decrease the memory allocated to Print Monitor (not recommended)

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