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Color LaserWriter 12/600: Error 0x3e7750 with AppleShare (1/97)

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Security: Everyone

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TOPIC -----

When trying to capture a Color LaserWriter 12/600 PS printer with our AppleShare Print Server (v3.x or 4.x), the printer restarts and prints a page with the error, "Printer restarted due to error at address 0x3e7550." The printer was working properly with a LocalTalk connection.

I removed the logic board from the printer and let it sit for 10 minutes. Then I replaced the logic board into the printer and restored the printer defaults using the printer utility. This corrected the address problem, but is there any other way of correcting this?

DISCUSSION -----

When TCP/IP is turned off on the Color LaserWriter 12/600 PS or Color LaserWriter 12/660 PS with the Apple Printer Utility, this error occurs when any type of print server (AppleShare, NetWare, Windows NT) attempts to capture the printer by changing the AppleTalk type. You may also see one of the following errors: 0x3EA5B0 or 0x3E9428. You should turn TCP/IP on. The TCP/IP setting can be found under:

- Apple Printer Utility
 - Communication Configuration
 - Port Configuration
 - Ethernet Port

This explains why your workaround, of removing the logic board and letting it sit for 10 minutes resolves this issue. Basically, the board is reset to its default settings, where TCP/IP is on.

This issue has been reported, and Apple Engineering is investigating it. We have no information as to when a fix will be available.

Article Change History:

22 Jan 1997 - Added NetWare to the Article.

24 Oct 1996 - Added Color LaserWriter 12/660 and Windows NT information.

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