



Tech Info Library

Spooler Problem with PostScript Interpreter

Article Created: 19 March 1991

Article Reviewed Only: 9 June 1992

Article Last Updated: 9 June 1992

TOPIC -----

When I print a multi-page document - say, 3 pages - all pages spool to the spooler as shown in the print spooler window of AppleShare 2.x. The printer initializes and prints page 1 without problem. Either of two things can happen with page 2:

- It never prints or even gets started by the spooler. Thus, the pages to print are 3 and printed pages are 1.
- The job is flushed with an error sheet stating any of the following:

```
undefined;OffendingCommand: ^^^^^^^ (these are upside down on sheet),
undefined;OffendingCommand:CE6F43C216B8D
,dictfull;OffendingCommand:def,limitcheck;offending command:^^^^^^A3
(strange foreign characters), canceled by user.
```

If I send only one page at a time to the spooler, everything works well, but it's not very efficient.

DISCUSSION -----

The error messages you received are not related to memory, but to the PostScript Interpreter which resides in the printer.

In general, there appears to be an issue with how the AppleShare print server (version 2.01) is handling PostScript files. The amount of required memory on the print server when capturing one printer is 2MB. The additional memory is not used. The problem would more likely center on how the files are being handled on by the Print Server/LaserWriter. The problem is being reported from the printer.

The "OffendingCommand" is telling us that the interpreter does not understand what has been requested--that is, a Syntax Error is being reported. The "dictFull" error is a report from the PostScript dictionary resident in the printer.

The probability is that packets are getting damaged somewhere in the spooling process on the print server. When the PostScript interpreter receives these damaged packets, it returns the error message or flushes the print job. This could point to a variety of problems with the installation of the server's software.

One thing that may cause this problem involves whether your system has ever run an earlier version of the operating system (and Print Server) before System 6.0.5. If so, you may want to try trashing the ServerFolder and reinstalling the system software and print server. Important: If you do this, make sure you use the Network Products Installer disk to install the print server. The Installer that ships with print server may not work correctly with either 6.0.4 or 6.0.5, but the Network Products Installer will. You may find that you need to reformat and reload the entire hard drive to resolve this problem. Also consider moving up to System 7 and installing AppleShare 3.0.
Copyright 1991, 1992, Apple Computer, Inc.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 7516