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StyleWriter: Software Installation Troubleshooting (10/96)

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TOPIC -----

This article covers some of the more common issues when trying to install the Apple StyleWriter software.

DISCUSSION -----

Error Message During Installation
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Prior to ANY software installation, you should start with extensions off when running any installer and check to make sure there is adequate hard drive space for installation.

Remove the Fonts Folder

Sometimes when the Installer finds a font already installed, it generates an error. If you are doing the standard Easy Install and a generic error message appears instructing you that the printer software could not be installed onto the requested disk, remove the Fonts folder. To remove the Fonts folder, do the following:

Step 1

Restart your computer with extensions off.

Step 2

Open the System folder.

Step 3

Drag the fonts folder out of the system folder and place it on the desktop.

Step 4

Restart the computer again with extensions off

Step 5

Launch the StyleWriter software installer (use the Easy Install).

After the installation is successfully completed, drag the individual fonts one at a time from the desktop to the NEW fonts folder created in the System folder. When a duplicate font is found, you do not need to replace the font. Once the old fonts folder has been emptied, throw it away.

IMPORTANT:

DO NOT drag the old Fonts folder from the desktop into the System folder.

Custom Install the StyleWriter Driver

If the easy install did not complete, perform a custom Installation of the StyleWriter printer driver. To install just the StyleWriter printer driver, do the following:

Step 1

Restart your Macintosh with the extensions off (hold down the shift key at startup).

Step 2

Launch the StyleWriter software installer.

Step 3

Select Custom Install from pop-up menu in the main Installer window.

Step 4

Select QuickDraw Printer Software.

Step 5

Click the Install button.

Removing Extensions, Control Panels, and Preferences Folders

If you still cannot install the StyleWriter printer software, you need to remove the Extensions, Control Panels, and Preference Folders. To do this, follow these steps.

Step 1

Remove the Extensions, Control Panels, and Preferences folders from the System folder and place them on the desktop.

Step 2

Restart with Extensions off.

Step 3

Use the Custom Installation procedure again.

If this successfully installs, you can replace the Extensions, Control Panels, and Preferences by opening each folder up on the desktop and dragging the individual files from each folder into the newly created folders in the System folder. Once the old folders are emptied, you can move them to the trash.

IMPORTANT:

Do NOT drag the old folders themselves from the desktop into the System folder.

The reason you may have to remove these folders is that some installers lock the driver if it is already installed. Also, the printing preferences are sometimes locked, or the General Controls control panel is set to Protect System Folder. Virus software may also remain active even with Extensions off, preventing changes to the System folder. Any of these circumstances can result in the generic "installation cannot take place on this disk" message.

Custom Installation of Desktop Printing Software

With most current StyleWriter printer models, Apple has included the Desktop Printing extension as part of the software. Once you have successfully installed the StyleWriter printer driver, you can use the Custom Installation procedure to install the Desktop Printing extension. If the Desktop Printing extension does not install, you will need to remove the Control Panels, Extensions, and Preferences folders, then perform the custom installation procedure again.

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