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LaserWriter Utility 7.6.1 and 7.7: Grayed out options (3/94)

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TOPIC-----

A customer is trying to use the Power Saving option in the Laserwriter Utility. When the customer goes into Laserwriter utility 7.7, several of the utility's features are grayed out, including Power Saving. The customer is using a LaserWriter Pro 810 and has a fax card in the printer. If the customer takes out the fax card, then some of the options in the LaserWriter Utility's menu come back.

As a test, I used Laserwriter Utility 7.7 with our printer (a LaserWriter 16/600 PS) and had the same options grayed out.

DISCUSSION -----

There was a similar previous issue with LaserWriter Utility 7.6.1, but ONLY when using it with the LaserWriter Pro 810f printer. Unfortunately, LaserWriter Utility 7.7 was based on LaserWriter Utility 7.6.1 so the same type of problem occurs. Please note that you will not be able to select "Power Saving", however, since the 810 DOES NOT have this capability.

With regard to the same problem happening on a LaserWriter 16/600 PS, the LaserWriter Utility 7.7 probably does not know about this new printer. Thus, the same problem (as in LW Utility 7.6.1) occurs where the Utility does not have the LaserWriter 16/600 PS with or without fax in its product list, and has disabled menu items since it knows nothing about the printer.

The bottom line is that customers should use one of the following:

- The new Apple Printer Utility for the LaserWriter 16/600 PS
- LaserWriter Utility 7.6.2 if they have a LaserWriter Pro 810
- LaserWriter Utility 7.7 if they are running GX

These articles can help you locate the software update mentioned here:

- Where To Find Apple Software Updates
Lists online services for "free" Apple software updates.

- Obtaining Apple Product Support in the USA
Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech. Info. Library.

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