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LaserWriter: Problem Printing from WordPerfect (PC) Over TOPS

This article last reviewed: 13 April 1989

Some users have had a problem using WordPerfect on a TOPS network. When they try to print from WordPerfect to a LaserWriter from an IBM PC, the LaserWriter prints a bitmap, instead of PostScript.

The problem is not with TOPS, LocalTalk, or the printer. Rather, this situation calls for a software reconfiguration. Here's why:

- 1) The printer is printing the document.
- 2) The TOPS card is making the connection.
- 3) The LaserWriter in PostScript mode only prints PostScript commands.
- 4) Because the document is printing, the PostScript driver from WordPerfect is working.
- 5) Because the printer is printing, the TOPS card is connecting to the network.
- 6) What does "bitmap" mean? A PostScript printer only prints the PostScript commands sent to the printer. If a bit-mapped image is sent using PostScript commands, then this is due to the PostScript driver. It may be that the customer's document is using a font that is not available or is creating a new font for itself that is a bit-mapped font.

The Macintosh prints correctly when printing to the LaserWriter because of our font support, both in the driver and the LaserWriter. A different set of fonts is usually used in the PC world. Another possibility is that the LaserWriter prints a bitmap of graphics when set in the Hewlett-Packard LaserJet Plus mode. To print, a Hewlett-Packard driver must be selected from the application.

As you can see, the problem is more than likely a configuration of the application and, possibly, the WordPerfect driver itself. Connect to the LaserWriter with a serial connection, and see if the problem remains. If it does, contact WordPerfect's technical support.

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Keywords: <None>

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19960215 11:05:19.00

Tech Info Library Article Number: 3825