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AppleShare Print Server: Printing Problems Can Be Bad Net

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TOPIC -----

Apple Tech Comm has received a number problem reports recently concerning to AppleShare Print Server 2.0. The problem is "double printing" a print job or not printing all pages of a long print job (more than 10 pages) and restarting the print job. Here are two examples:

Example #1

If the spooler is chosen, the job is accepted and starts to spool to the printer. If the job is less than 10 pages, the print process completes with no problems. If the print job is greater than 10 pages, the print spools to the printer and stops at about page 6, and the print job repeats (from page 1). Our guess is that the LaserWriter times out and the print spooler restarts the job.

Example #2

AppleShare Print Server seems to have a problem. When a single-page document is sent to print with multiple copies, it seems to double the print request. That is, request 25 copies, receive 50 copies.

There is no indication in the print queue that two jobs are being printed, nor is there any mention of it in the print log. The problem occurs when printing from several Macintoshes so I know it is not the software on one particular Macintosh that is at fault.

DISCUSSION -----

It sounds as if the networks involved in these cases are poorly terminated. Poor termination can result in LaserWriters timing out. When connected to the print server, timing out prevents the print job from being closed out. Because the print server thinks the job failed before completion, it resends the entire job, which results in double printing. Apple Tech Comm has experienced the same problem and eliminated it by cleaning the network connections.

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