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LaserWriter Page Setup: Options Locks Up the Finder (7/93)

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TOPIC -----

My Macintosh freezes whenever I select "options" in the LaserWriter Page Set Up dialog box while in the Finder.

DISCUSSION -----

This happens on Macintosh computers running System 7.0.x or 7.1, when the Network Extension, a third-party extension such as SAM Intercept 3.0.8, is installed, AND 32-bit addressing is turned on. With the Finder in a low-memory configuration (such as when millions of colors are being displayed and/or Finder windows are open), the additional memory required to draw the "Option..." dialog box causes the computer to freeze.

Any ONE of these workarounds will help circumvent the problem:

- Only open Page Set Up options from within an application (not in Finder).
- Turn off 32-bit addressing.
- Turn off extensions.
- Eliminate the causes for the low-memory condition in the Finder (reduce the bit depth of the colors or select "black & white" and close open windows).
- Upgrade to LaserWriter driver 7.2 or later.

We duplicated the problem with LaserWriter driver 7.1.2 (which comes with system software 7.1). However, we also heard that customers were having the problem with system 7.0 drivers (which would be LaserWriter drivers 7.0, 7.1, and 7.1.1).

This problem has been fixed with LaserWriter driver version 7.2 and later. The driver now allocates memory for the options dialog from the system heap instead of the Finder heap IF the free memory in the Finder falls below a fixed limit (now set at 8K).

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