



Tech Info Library

ImageWriter & Excel 3.0: Fix for Problem Printing from Finder

Article Created: 24 January 1992

Article Last Reviewed:

Article Last Updated:

TOPIC -----

I'm having problems printing multiple documents from a Macintosh Classic to an ImageWriter II. I'm using Excel 3.0 . In the Macintosh Reference Guide, on page 123, it tells how to print multiple documents.

After selecting all documents and choosing Print from the File menu, I select the ImageWriter II settings, which are: Faster/ All/ 1 Copy and Automatic. From the Desktop, each document opens, prints, and then closes in the order selected.

After each page, the top margin drops and continues to drop on every page. Also, after the first document prints, a dialog box asks you to insert the next sheet of paper. After clicking OK, the next page prints. The dialog box doesn't come up after every document, and randomly comes up when printing a multiple page document.

I reloaded system software, ImageWriter driver, and Excel 3.0. This doesn't help. I then printed the multiple documents to a LaserWriter II rather than to an ImageWriter II. Each document opened, printed, and closed in the order selected without a problem.

DISCUSSION -----

We called Microsoft Tech Support and found that the same result is to be expected when printing from the Finder to an ImageWriter (or ImageWriter II) from any Macintosh under System 6 or 7.

The problem has been isolated and fixed in Excel version 3.0a. Registered users can call Microsoft Support for Excel on the Macintosh. Tell them that printing from the Finder to an ImageWriter causes problems, and they will send the updated software.

On AppleLink, you can find contact information for the various vendors by clicking the Library Index button to view the folder structure in the Tech Info Library. An alphabetic listing of vendors is in the Third Party Company Directory folder.

Copyright 1992, Apple Computer, Inc.

Keywords: <None>

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 9686