

Software Application Notes

General Notes

- The wrong HP DeskWriter printer model can be selected in the Chooser (printer/driver mismatch) without notification until the first document is printed. Be sure to select the correct HP QuickDraw GX driver for the HP DeskWriter printer model to which you are printing.
- Frequent "Out of Memory" alerts may occur when trying to print documents with complex graphics (scanned images or graphics with blended or graduated fills) on Macintosh computers with 8 MB of RAM. Upgrading to 12 MB of RAM or more is recommended.
- Envelopes will not print correctly for any HP DeskWriter printer if the document has been formatted in the Page Setup window of a QuickDraw GX application for 'any printer', or for a non-HP printer. Be sure to select your HP DeskWriter printer in the "Format for:" field in the Page Setup dialog box in QuickDraw GX applications.
- All QuickDraw GX applications have a "Manual Paper Feed" option in the Print dialog box, but HP DeskWriter printers do not have a manual feed option. If you choose the "Manual Paper Feed" option in a QuickDraw GX Print dialog box for an HP DeskWriter printer, the job will still print using the paper tray.
- If you have used previous HP DeskWriter printer drivers, you may have folders on your system you will no longer need. To delete these folders:
 1. Open the System Folder.
 2. Locate the HP Folder, the HP Fonts folder, and/or the DeskWriter Fonts folder (under System 7, the HP Folder will be in the Preferences folder in the System Folder).
 3. Drag the folders to the Trash and choose Empty Trash from the Special menu.
- If a system crash occurs while a document is printing on your HP DeskWriter printer, turn your printer off and then on again before restarting your Macintosh.

QuickDraw GX Notes

Apple Computer, Inc. 1-800-SOS-APPL

- The error "Floating Point Coprocessor not Installed" may randomly occur in System 7.5 with QuickDraw GX installed.
- The error "The application unknown unexpectedly quit because an error of type 1 occurred" may occur when spooling or printing documents in System 7.5 with QuickDraw GX installed. You may need to reboot your computer if this message appears.
- Alias documents will not print if you "drag&drop" them to a desktop printer icon. Apple is investigating.
- Before printing SimpleText documents from QuickDraw GX: If you enter a page number in the "From" box and leave the "To" box blank, a zero-page print job shows up in the queue for a moment, and then disappears without printing. (The print job should include the page entered in the "From" box through the end of the document.) Apple is investigating.
- Non-numeric characters are sometimes accepted in the "Enlargement/Reduction" box in the QuickDraw GX Page Setup dialog box. Apple is investigating.
- When printing a SimpleText document, sometimes the Print dialog status says, "Printing [document] to..." without listing a printer. This is due to a dialog clipping problem. Apple is investigating.
- The SimpleText Print window does not default to printing "All" pages when printing Word 5.1a documents. You must manually change the range by clicking the radio button for Print "All". Contact Microsoft for more information.
- The number of copies listed in the QuickDraw GX print queue is not always displayed properly. When a multiple copy print job is listed in the lower portion of the QuickDraw GX print queue and there isn't enough room to display the entire number, the number will be truncated. When the print job moves up to the top of the print queue, all or part of the first digit of the number of copies will be clipped. Apple is investigating.
- Some documents containing bitmapped images may cause a system crash when trying to print using QuickDraw GX. If this occurs, try printing the document using QuickDraw. See "Disabling QuickDraw GX".
- Directory damage may occur after a system crash. If this occurs, use Apple's Disk First Aid to repair the directory.
- Attempting to print a Finder window that contains labeled (highlighted)

icons may cause a system crash. Rebooting is required.

Application Notes

Canvas (Deneba)

Canvas 3.5.2 documents containing charts with labels on the axis may print with labels overlaying the chart. Also, "File", "Edit", "Object", and "Layout" menu items get double-imaged when highlighted in System 7.5 with QuickDraw GX installed.

ClarisWorks (Claris)

Claris Works 2.1 v.2 documents containing graphic images may print with a black outline around the image. Apple is investigating.

Digital Darkroom (Aldus)

The HP DeskWriter printer family cannot print Digital Darkroom 2.0 documents at this time.

Excel (Microsoft)

When Excel 4.0 is open in the background, "drag&drop" printing an Excel document to a non-default printer from the Finder does not work. The QuickDraw GX version of Excel will fix this.

FreeHand (Aldus)

- Free Hand 4.0 documents which include "Zoom Effect" objects may have an overlay problem when printed with QuickDraw GX installed.
- Free Hand 4.0 documents with rotated text will print the text in the wrong color. To correct this, print the document with QuickDraw or with Free Hand 3.11.
- Free Hand 4.0 documents containing graphics may cause system crashes when printing in best mode on the HP DeskWriter 560C printer. Rebooting your machine will resolve the problem. To correct the problem, select normal print quality mode or print using QuickDraw. See "Disabling QuickDraw GX".

Illustrator (Adobe)

Illustrator 5.0 documents may crash during spooling or printing in System 7.5 with QuickDraw GX installed.

Lotus 1-2-3 (Lotus)

If "File", "Print Options", "Layout", "Header/Footer Font..." is selected in Lotus 1-2-3 v1.1, there may be large gaps between some of the fonts in the list. This happens with non-QuickDraw GX files and files created on systems with QuickDraw GX installed.

Microsoft Project (Microsoft)

Selecting Page Setup from the File menu in Microsoft Project 3.0 causes a system crash. Rebooting your machine will resolve the problem. To correct this, select Page Setup through the Print Preview screen.

PageMaker (Aldus)

- Page Maker 5.0 documents containing rotated text (created on systems with QuickDraw GX installed) may get illegal instructions, bus errors, or access errors while spooling to the printer. Apple is investigating.
- Page Maker 5.0 documents containing 24 bit images may print with the images missing if printed on HP Special paper in best mode on the HP DeskWriter 560C printer. To correct this, print documents in normal mode or print using QuickDraw. See "Disabling QuickDraw GX".

PowerPoint (Microsoft)

- When choosing to print "X" copies of a Power Point 3.0 document, "X*X" copies are printed. Apple is investigating.
- Some Power Point 3.0 documents may cause a system crash when printing in QuickDraw GX. Rebooting your system will resolve the problem. Try printing using QuickDraw. See "Disabling QuickDraw GX".

SuperPaint (Aldus - formerly from Silicon Beach Software)

Super Paint 3.5 objects that have the "Transparent (50%)" command applied to them, and are placed on top of objects with pattern fills, will be masked by the color from the bottom object where the objects overlap. Apple is investigating.

Word (Microsoft)

- HP DeskWriter printers clip the return address on envelopes created using the Word 5.1a "Create Envelope" tool (in the "Tools" menu). The "Create Envelope" tool sets margins that are not editable, and the left margin is outside all HP DeskWriter printer's printable area. HP recommends that when users create envelopes in Word they select "File", "Page Setup", then select the appropriate envelope size in "Media Size". Next, select "Document" and set the left margin within the specified printable area as specified under "Printable Area" in the printer's user's guide.
- With Word 5.1a open in the background, "drag&drop" printing a Word document to a non-default printer from the Finder does not work. This will be fixed with the QuickDraw GX version of Word.
- When choosing to print "X" copies of a Word 5.1a document, "X*X" copies are printed. Apple is investigating.

[Works \(Microsoft\)](#)

When printing Works 3.0 documents, some graphics may shift down. Apple is investigating.