

Irregular Printing on NeXTstation Color

NeXT is committed to delivering high-quality products. We use the highest quality components and a careful manufacturing process to minimize any functionality problems.

However, we do occasionally encounter malfunctions. Specifically, there have been a limited number of printing problems with NeXTstation Color computers. If your customers with NeXTstation Color computers have not yet experienced this problem, it is likely that the problem will not occur. Note that the probability of malfunction does increase under higher temperatures.

The malfunction results in skipped pages, blank pages, and partially printed pages. When you consult the Console of Workspace Manager, you will see the following message:

```
could not open printer device
Device busy
np0; spurious packet received, cmd = 87
np0: DMA Underrun; Reprinting Page
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```

If you identify this problem, please contact NeXT Service Operations to request a replacement CPU board. We will replace two resistors to the current version of the color CPU board to solve the problem. An updated revision of the CPU board will be distributed with new products.