

Appendix B • Troubleshooting

B.1 Error Codes

MacTCP not loaded: This error occurs when MacTCP is not loading properly or has been misconfigured. Refer to the book *About Networking: A Guide to TCP/IP and MacTCP* to make sure MacTCP is properly configured.

MacTCP error (unknown): An error occurred in MacTCP. Make sure MacTCP is installed and configured properly. Try removing InterPrint and reinstalling it with Apple's [Easy Install](#) option included with the InterPrint Installer.

Couldn't make Stream: This error indicates that a TCP data stream connection could not be created. Try restarting your Macintosh, and examine your LPR server's configuration to be certain your settings are correct.

LPR Open fails (spooler may be disabled): The print spooler on your server may be turned off. Make sure that LPD is running on your server.

Couldn't allocate necessary buffers: This error is usually caused by too little RAM for PrintMonitor or the application to print the job. Try increasing the memory allocation for PrintMonitor or the application you are printing from.

Bad server and/or queue name (receive command failed): Open the [Chooser](#) and select the [InterPrint](#) icon. Using the [InterPrint](#) pop-up menu, check to make sure your host name is entered properly in the [InterPrint Preferences](#) dialog. Also check that the proper server and print queue are entered in the [Edit Queue](#) dialog for the printer you want to print to.

No printer selected. Please select InterPrint and then a queue: Open the [Chooser](#). Then select the [InterPrint](#) icon and a printer from the [LPR Queue](#) list.

No user information. Please select InterPrint and enter your User Info: Open the [Chooser](#), select the [InterPrint](#) icon, and then select [Preferences...](#) from the [InterPrint](#) pop-up menu. In the [Preferences](#) dialog that appears, enter your user name and host name.

Internal queueing error. Queue has disappeared: Open the [Chooser](#) and reselect the [InterPrint](#) icon and a printer from the [LPR Queue](#) list.

Internal queueing error. Queue can't be deleted: This is an error that should not occur. If it does, try rebooting. If you need further assistance, see Appendix C, *Getting Help*, and prepare the information there before calling Technical Support.

Out of disk space queuing file: Uncheck [Background Printing](#) in the [InterPrint](#) pop-up menu to allocate more memory.

Error while sending spool file: Uncheck [Background Printing](#) in the [InterPrint](#) pop-up menu and try printing again.

Error creating spool file: Uncheck [Background Printing](#) in the [InterPrint](#) pop-up menu and try printing again.

Unknown internal error: This is an error that should not occur. If it does, try rebooting. If you need further assistance, see Appendix C, Getting Help, and prepare the information there before calling Technical Support.

The following error messages are usually caused by authentication problems or by printing to non-existent queues. Check the print queue, the host name, and the server to make sure they are entered properly:

- Control request failed
- Control file receive failed
- Data request failed

B.2 Valid Character Editor

The [Valid Character Editor](#), accessible through the [InterPrint](#) pop-up menu in the [InterPrint Chooser](#) dialog, is not needed by most users. It allows you to choose which characters are sent to the printer as ASCII characters and which are sent as escaped octal codes.

◇ Typically, you will not need to use this dialog. InterPrint has a default setting in this field that ensures proper printing in almost all printing environments. Use [Valid Character Editor](#) if you are experiencing problems with misprinted characters, or if you are aware of circumstances in your printing environment that would cause you to require this feature.

The [Valid Character Editor](#) is included as a part of your InterPrint package because some systems only allow 7 bits of data to be sent to printers and stored in text files. This can be problematic, since the Macintosh character set uses 8 bits. When characters using this eighth bit are sent, printing is unsuccessful. For example, if you try to print a bullet (•) which is an 8 bit character, a percent sign (%) would print instead, because the eighth bit, which distinguishes the ASCII value of a percent sign from a bullet, has been stripped.

The [Valid Character Editor](#) allows you to specify that certain characters are to be sent as escape sequences (a slash (/) followed by the octal value of the character), enabling your printer to recognize the value and print the correct character it represents. InterPrint's default setting for the [Valid Character Editor](#) converts all characters with the 8 bit set.

If you are experiencing incorrect character printing, or you are in an unusual situation where you need to send octal values for other characters, or if your printing environment allows the eighth bit without complications, you can edit the [Valid Character](#) list.

To edit the [Valid Character](#) list:

1. Access [InterPrint](#) through the [Chooser](#).

◇ You do not need to make a selection from InterPrint's [LPR Queue](#) list because when you change the [Valid Character Editor](#) settings for one print queue, you are changing the settings for all print queues configured for InterPrint. Every new print queue you add to InterPrint will also contain these settings.

2. Select [Valid Character...](#) from the [InterPrint](#) pop-up menu.



The [Valid Character Editor](#), shown below, appears, displaying a check box, the character, its ASCII value, and its octal value.

A checked item identifies a valid character and will be sent to your printer in its ASCII value.

4.
An unchecked item identifies a character that is not a valid character and will be converted and sent to your printer in its octal value.

5.
Click [Reset](#) if you need to return to InterPrint's default settings.

6.
Click [OK](#) to save your changes. (Or click [Cancel](#) to close the dialog without saving your changes.)

B.3 Using InterPrint with Aldus Custom Print Drivers

InterPrint prints from your system print driver, and since some Aldus applications, including PageMaker®, use their own custom print drivers, they conflict with InterPrint's print process.

To avoid printing conflicts with custom Aldus print drivers, press the Option key while selecting [Print](#) from the application's [File](#) menu. This causes the application to use your system print driver instead of its own.