

Software Application Notes

General Notes

- The wrong HP DeskJet 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 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 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 DeskJet 850C 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 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 DeskJet 850C printer, the job will still print using the paper tray.
- If you have used previous HP 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 DeskJet 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 DeskJet 850C printer, turn your printer off and then on again before restarting your Macintosh.

QuickDraw GX 1.0.1 Notes

- The error "Floating Point Co processor 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 restart your computer if this message appears. Contact Apple for more information.

- Alias documents will not print if you "drag&drop" them to a desktop printer icon. Contact Apple for more information.
- 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.) Contact Apple for more information.
- Non-numeric characters are sometimes accepted in the "Enlargement/Reduction" box in the QuickDraw GX "Page Setup" dialog box. Contact Apple for more information.
- 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. Contact Apple for more information.
- 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. Contact Apple for more information.
- 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". Contact Apple for latest version of 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. You must restart your Macintosh.

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 \(Claris\)](#)

ClarisWorks 2.1 v.2 documents containing graphic images may print with a black outline around the image. Contact Apple for more information.

[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. Upgrade to Excel 5.0.

[FreeHand™ \(Macromedia\)](#)

- FreeHand 4.0 documents which include "Zoom Effect" objects may have an overlay problem when printed with QuickDraw GX installed.
- FreeHand 4.0 documents with rotated text will print the text in the wrong color. To correct this, print the document with QuickDraw or with FreeHand 3.11.

[Illustrator \(Adobe\)](#)

Illustrator 5.0 documents may crash during spooling or printing in System 7.5 with QuickDraw GX installed. Upgrade to Illustrator 5.5.

[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. Restarting your machine will resolve the problem. To correct this, select "Page Setup" through the "Print Preview" screen.

[PageMaker® \(Adobe\)](#)

- PageMaker 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. Contact Apple for more information.
- PageMaker 5.0 documents containing PICTs will print without the PICTs and an extra blank page may be printed at the end of some documents. To print correctly, hold down the Option key when you choose "Print" from the "File" menu.

[PowerPoint \(Microsoft\)](#)

- When choosing to print "X" copies of a PowerPoint 3.0 document, "X*X" copies are printed. Upgrade to PowerPoint 4.0.

- Some PowerPoint 3.0 documents may cause a system crash when printing in QuickDraw GX. Restarting your system will resolve the problem. Try printing using QuickDraw. See "Disabling QuickDraw GX" or upgrade to PowerPoint 4.0.

SuperPaint (Adobe)

SuperPaint 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. Contact Apple for more information.

Word (Microsoft)

- 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. Upgrade to Word 6.0.
- When choosing to print "X" copies of a Word 5.1a document, "X*X" copies are printed. Upgrade to Word 6.0.

Works (Microsoft)

When printing Works 3.0 documents, some graphics may shift down. Contact Apple for more information.

Trademark Acknowledgments

Apple, the Apple logo, AppleTalk, ImageWriter, LaserWriter, HyperCard, and Macintosh are trademarks of Apple Computer, Inc. registered in the United States and other countries.

Adobe® is a registered trademark of Adobe Systems, Inc. in the United States. PostScript® is a registered trademark of Adobe Systems, Inc. in the United States. Illustrator software is a product of Adobe Systems, Inc.

Finder, SimpleText, Balloon Help, QuickDraw, and QuickDraw GX are trademarks of Apple Computer, Inc.

Freehand™ is a trademark of Macromedia, Inc.

PageMaker® is a registered trademark of Adobe Corporation. Digital Darkroom, and SuperPaint, software are products of Adobe Corporation.

Canvas software is a product of Deneba Systems, Inc.

ClarisWorks software is a product of Claris Corporation.

Lotus® 1-2-3® are U.S. registered trademarks of Lotus Development Corporation.

Microsoft® is a U.S. registered trademark of Microsoft Corporation. Excel, PowerPoint, Microsoft Project, Microsoft Works, and Microsoft Word software are products of Microsoft Corporation.

WordPerfect® is a registered trademark of Novell Corporation.

PowerPC and the PowerPC logo are trademarks of International Business Machines Corporation.