

# DC Tips

... for the user

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## *The Xerox DC 340/332/230/220 and 440/432/425/420 Macintosh Driver Information*

### Purpose

This document includes information about the following topics related to Xerox's custom Macintosh drivers:

- The causes of the Macintosh custom driver Xjector plugin error and solutions. CentreWare 5.2 version 5.02.13 fixed the error, but it can occur in previous versions.
- Macintosh custom driver and PPD interoperability information to help you make the best driver choice for your Document Centre and environment.
- How to access the custom driver in applications with different Xerox PPDs so that you can use Document Centre printing features.

This document addresses ESS versions above SMP 1.06 and CentreWare 4.1 SP2 and CentreWare 5.1. For information regarding ESS version 1.06 and below and/or CentreWare 4.1SP1 or earlier, refer to the DC Tip *Mac Issues for the DC 220/230 ST/LP*. For information about the DC 265/255/240 refer to the DC Tip *Xerox DC 265/255/240 and 490/480/470/460 Macintosh Driver Information*.

**NOTE:** The information in this document applies to Mac OS 7.x through 9.x. It does not address or apply to Mac OS X.

### Section I - Xjector Plugin Errors

#### Issue

When you attempt to print, Xjector plugin errors can occur when using the DC 340/332/230/220 custom driver version 5.01.08, or Adobe 8.6/LaserWriter 8.6 drivers (which installs 8.6 PrintingLib) on Macintosh OS 8.5 or 8.6. This issue does not apply when using OS 9.x and is fixed in CentreWare 5.2. You can receive error messages like those in the following list. These messages do not indicate a catastrophic error.

- "The DXTN "DC 220/230-Xjector" reports: Error 101 occurred in xuiJobGetInitialValues."
- "The DXTN "Xerox Features" reports: An error -5751 has occurred 04840001."
- "The DXTN "Watermark" reports: An error -5751 has occurred 04840007."
- "The DXTN "Xerox Features" reports: An error 101 occurred in xuiJobGetInitialValues."

This document applies to these Xerox products:

	DC 555/545/535
	DC 490/480/470/460 ST
x	DC 440/432/425/420 ST
x	DC 340/332 ST
	DC 265/255/240 ST/LP
x	DC 230/220 ST/LP
	DCCS 50

## Cause

When a version of the Adobe driver prior to 8.6 is used with an OS that contains version 8.6 or higher of the Apple PrintingLib file, errors occur. The DC 340/332/230/220 custom Macintosh driver is based on the Adobe 8.5.1 printer driver. The driver is calling out to the Adobe PrintingLib version 8.5.1.

The Xjector is a Xerox plugin to the Adobe driver. The Xjector error indicates that an error has occurred with the Xjector plugin due to the PrintingLib mismatch.

**NOTE:** The DC 340/332/230/220 driver installer does not overwrite the PrintingLib if it is higher than version 8.6.

Xjector errors no longer occur in the Adobe 8.6 base driver. Because Xerox based its CentreWare 5.2 custom Macintosh driver on the Adobe 8.6 base driver, a PrintingLib mismatch no longer occurs.

## Solution

**Xjector errors do not impede the printing process.** When the following items are true, click through the errors until the CentreWare 5.2 Macintosh custom DC 340/332/230/220 driver becomes available:

- If you have already installed the CentreWare 5.01.08 Macintosh custom DC 340/332/230/220 driver on the Macintosh.
- The 8.6 or higher PrintingLib file resides on the Macintosh.

## Background Information

The Adobe base driver uses plugins to enhance and/or expand the driver capabilities. There are several types of plugins. Each plugin has a different function.

The Xjector name is what the Xerox plugin is called by the Adobe base driver. The external name consists of the printer model and the word Xjector, for example, DC340/332/230/220 Xjector is the DC 340/332/230/220 printer family plugin.

The PrintingLib is the library provided by Apple to access the printing process. An application that wants to print makes a series of calls to set up the printer, start the print job, etc. The PrintingLib file provides this support. Adobe provides a PrintingLib file that is compatible with the Apple version. The Adobe driver queries the PrintingLib file for entry points (startJob, setup, etc.) and then overrides the functions if replacements are provided by the plugin. Adobe has also added Adobe specific functions to the PrintingLib file which do not exist in the Apple version.

When Apple introduced the Macintosh OS 8.5, LaserWriter 8.6 was included, which uses an updated PrintingLib file. The older Adobe drivers could see that the version had changed and the methods for accessing the entry points had also changed. Adobe produced a new base kit (AdobePS 8.6) which uses the original Apple PrintingLib, so that incompatibilities with a new OS installation no longer occur. Adobe specific functions were moved to the file Adobe PrintingLib.

When you use the Chooser to select a printer and PPD, the driver compiles the PPD and stores the information in the Preferences file. When the driver is loaded via the File->Print or File->Page Setup menu selections, the driver examines all of the valid plugin files in the Printer Description folder. Assuming the plugin is valid, it can provide optional resources that indicate which PPD files are acceptable. This allows the plugin to load only as necessary.

The Xerox driver uses optional resources to keep the 340/332/230/220 plugin available only when using the DC 340/332/230/220. An example of a plugin that is always available is the Watermark plugin.

## Section II - PrintingLib Errors

### Issue

The following error might occur when the DC 340/332/230/220 custom driver version 5.01.08 is selected in the Chooser.

“Sorry, The DC 340/332/230/220 driver is not available.”

After this error occurs, you cannot use the Xerox driver and may need to re-install the OS in order to use it again. CentreWare 5.2 fixes this issue.

### Cause

If you installed the DC 340/332/230/220 custom driver on a Macintosh that previously had the Apple PrintingLib version 8.6 or higher, and you manually swapped out the 8.6 PrintingLib with the 8.5.1 version, the error occurs.

### Solutions

The recommended solutions are listed below. Try to resolve the error using the first solution. If the issue persists, use the second solution.

**NOTE:** If you have experienced an OEMCLib memory constraint, you must reinstall your OS as described in solution #2 (below).

1. Delete all pertinent Document Centre driver files and re-installing the driver. For further information and instructions about how to properly uninstall the Document Centre drivers, refer to the *CentreWare 5.1 Network Services Guide*, "Installing and Using Admin, Print and Fax Services."
2. Re-install the OS then re-install the DC 340/332/230/220 driver.

### PrintingLib Identification

Use one of the following two methods to determine the version of PrintingLib currently on your Macintosh system.

#### Method 1

1. Select [**Apple Menu: Control Panels: Extensions Manager**].
2. Highlight the PrintingLib file in System Folder/Extensions. In some cases, the version number is listed on the right.

#### Method 2

1. Open the Macintosh hard drive. Go to System Folder/Extensions.
2. Highlight the PrintingLib file. From the menu bar, select [**File: Get Info**].
3. An information box appears which identifies the software version and manufacturer.

## Section III - Printer Driver and PPD Interoperability

### OS Versions/Drivers/PPDs

The table below lists the Macintosh OS versions, drivers, and PPDs. Use the table as a guide to choose the combinations that work best together.

**NOTE:** The CentreWare Macintosh DC 340/332/230/220 custom driver version 5.01.08 will not install on Macintosh OS 7.5x or earlier. Use the CentreWare 4.1 SP2 (version 4.12.13) with Macintosh OS 7.5x or earlier.

Mac OS Version	English Drivers for DC 340/332/230/220	Macintosh Printer Utility for DC 220/230/240 /255/265/332/340	DC 220/230/332/ 340 PPD	English Drivers for DC 440/432/425/ 420	DC 420/432/ 440 PPD
7.1	4.12.13	4.11.02	2.0.5	NA	NA
7.5x	4.12.13	4.11.02	2.0.5	NA	NA
7.6	4.12.13	4.11.02	2.0.5	NA	NA
7.6.1	5.02.13 (CentreWare 5.2 Driver)	4.11.05	2.0.5	5.02.14	1.2.0
8.0	5.02.13 (CentreWare 5.2 Driver)	4.11.06	2.0.5	5.02.14	1.2.0
8.1	5.02.13 (CentreWare 5.2 Driver)	4.11.06	2.0.5	5.02.14	1.2.0
8.5x	5.02.13 (CentreWare 5.2 Driver)	4.11.06	2.0.5	5.02.14	1.2.0
8.6	5.02.13 (CentreWare 5.2 Driver)	4.11.06	2.0.5	5.03.20 (CentreWare 5.3 Driver)	1.3.1
9.0	5.02.13 (CentreWare 5.2 Driver)	4.11.06	2.0.5	5.03.20 (CentreWare 5.3 Driver)	1.3.1

### How to Obtain Drivers

#### Xerox DC 340/332/230/220 and 440/432/425/420 Custom Drivers

**NOTE:** The latest Xerox drivers are available at <http://www.xerox.com/>.

The Xerox DC 340/332/230/220 and the 440/432/425/420 custom drivers are available on a CD that includes the following components:

- Installers for the Xerox DC 340/332/230/220 , and the Xerox DC 440/432/425/420 custom Macintosh drivers, both of which install their custom and generic PPDs.
- Readme file.

#### LaserWriter Driver

The latest version of the LaserWriter driver is available at [www.apple.com](http://www.apple.com).

**NOTE:** The LaserWriter driver is automatically installed with Macintosh operating systems.

### Adobe Driver

The latest Adobe driver can be found at [www.adobe.com](http://www.adobe.com).

### Generic PPDs

When you print from the Macintosh to a DC 340/332/230/220, we recommend that you use the Xerox DC 340/332/230/220 driver in combination with the custom PPDs.

When you print from the Macintosh to a DC 440/432/425/420, we recommend that you use the Xerox DC 440/432/425/420 driver in combination with the custom PPDs.

If you use the LaserWriter or Adobe PostScript with the generic DC 440/432/425/420 PPD, or the DC 340/332/230/220 PPD, you cannot access some extended features such as sample set, secure print, cover pages, banner page, transparencies etc. The table below suggests which drivers and PPDs work best together.

#### For the DC 340/332/230/220 Printer

Print Driver	PPD
Adobe PostScript 8x	XR_DC230.PPD – the generic PPD
Apple LaserWriter 8x	XR_DC230.PPD – the generic PPD
DC 340/332/230/220 Custom Macintosh	DC 340/332/230/220 Xerox – the custom PPD

#### For the DC 440/432/425/420 Printer

Print Driver	PPD
Adobe PostScript 8x	XR_DC440.PPD – the generic PPD
Apple LaserWriter 8x	XR_DC440.PPD – the generic PPD
DC 440/432/425/420 Custom Macintosh	DC 440/432/425/420 Xerox – the custom PPD

## Printing Features

The following table lists the features available in generic and custom PPDs. The features listed under the Custom PPDs are only available when used with the custom driver. Select the PPD based on the desired printing features and your driver preferences.

<b>Printing Features</b>	<b>Generic PPD XR_DC 230 PPD</b>	<b>Custom PPD DC 340/332/ 230/220 ST LP</b>	<b>Generic PPD XR_DC 440 PPD</b>	<b>Custom PPD DC 440/432/ 425/420 ST LP</b>
Staple	Yes	Yes	Yes	Yes
Duplex	Yes	Yes	Yes	Yes
Resolution	Yes	Yes	Yes	Yes
Paper Type	Yes	Yes	Yes	Yes
Paper Color	Yes	Yes	Yes	Yes
Finisher/Top Tray	Yes	Yes	Yes	Yes
Paper Tray Selection	Yes	Yes	Yes	Yes
Collation	No	Yes	No	Yes
Draft Mode	No	Yes	No	Yes
Transparency Seperators	No	Yes	No	Yes
Banner Sheet	No	Yes	No	Yes
Covers (Front/Back)	No	Yes	No	Yes
Job Type (Sample/Secure/ Delay Print/Fax/Delay Fax)	No	Yes	No	Yes

## Configuring the High Cap Feeder and Finisher

If the High Cap Feeder and Finisher are installed on the Document Centre, configure the driver as follows:

1. Open the Chooser.
2. Select the [**Xerox DC**] driver.
3. Select the DC 340/332/230/220 or DC 440/432/425/420 network printer in use.
4. Select [**Setup**].
5. Press [**Select PPD**].
6. Select the custom PPD [**DC 340/332/230/220 or DC 440/432/425/420 for Xerox Driver**]. Press [**Select**].
7. Press [**Configure**].
8. Select [**Install**] for the High Cap Feeder and Finisher options.
9. Select the appropriate product for the System Configuration.
10. Select **<OK>** to confirm the selections and exit Chooser.

This procedure sets up the driver as the default. If you switch back and forth between printers, check the configuration every time you select a Xerox Document Centre driver as default to ensure that the settings for the High Cap Feeder and Finisher are still active.

## Section IV - Driver Accessibility Using PageMaker 6.5 and QuarkXPress

### Accessing the Custom Driver Using PageMaker

Use the following steps to access any Document Centre custom Macintosh driver interface from Macintosh PageMaker 6.5.

**NOTE:** Follow these steps if you use any of the Document Centre custom Macintosh drivers with the custom PPDs. Do not follow this procedure if you are using the Adobe PostScript driver or the LaserWriter driver with the generic PPDs.

1. In PageMaker, press the Option key and select [**File:Print**].
2. Select [**Setup**].
3. Select **<OK>**. This opens the Xerox driver interface.
4. In the pulldown menu, select [**Xerox Options**]. The Xerox custom interface appears.
5. Select [**Extended Options**] to enable Document Centre options such as secure print, sample set, banner sheet toggle on/off, and cover selections.

## Paper Trays Cannot be Selected from PageMaker with Generic Driver (LaserWriter or Adobe) and Xerox Generic PPDs

### Problem:

PageMaker does not pull the configuration information from the setup in the Chooser for any Document Centre printer driver. You must configure the device options from within the application as well as in the Chooser.

### Solution:

To configure the driver (LaserWriter, Adobe driver), do the following steps:

1. Go into the Chooser and select the LaserWriter or Adobe printer driver.
2. Select [**Setup**], [**Select PPD**] and select XR\_DC230.PPD or XR\_DC440.PPD Select [**Configure**].
3. Select [**Install**] for the appropriate features (High Cap and Finisher) for your Document Centre.
4. Open PageMaker and verify that the appropriate paper size is selected in Page Setup.
5. Select [**File: Print**].
6. Ensure that one of the generic PPDs or generic for DocuTech PPD's is selected.
7. Select [**Features**] to configure the appropriate features for your Document Centre.  
**NOTE:** The features are listed in a scrolling menu. The Finisher and High Cap options are at the bottom of the list.
8. Select [**Paper**].
9. Select the paper size and the corresponding tray. You are now ready to print.

## Driver Accessibility with QuarkXPress

### Accessing the Custom Macintosh Driver

Use the following steps to access any Document Centre custom Macintosh driver interface with custom PPDs. Follow the procedure that corresponds with your version of QuarkXPress.

### QuarkXPress 3.31

1. Ensure that the Document Centre custom Macintosh driver is selected as the default in the Chooser.
2. Select [**File: Page Setup**].
3. In the drop down menu select [**QuarkXPress**].
4. For the Printer Description select [**Xerox Document Centre 340/332/230/220 ST/LP or the Xerox Document Centre 440/432/425/420 ST/LP**] for the custom PPD.
5. Select <OK>.
6. Select [**File: Print**] to access the Adobe PS or LaserWriter printer driver interface.
7. Select [**Print Options: Print**].



### QuarkXPress 4.x

1. Ensure that the Document Centre custom Macintosh driver is selected as the default in the Chooser.
2. Select [**File: Page Setup**].
3. For Printer Description, select [**Xerox Document Centre 340/332/230/220 ST LP or Xerox Document Centre 420/442/440 ST/LP**] for the custom PPD. By default, the paper size sets to custom. Ensure that the paper size is set to the desired size. If not, the print job is held at the printer, requesting resources.
4. Select [**Printer**] to access the Adobe PS or LaserWriter printer driver interface.
5. Select [**Print Options: Print**].

### Accessing the LaserWriter or Adobe with the Generic PPD

To use the LaserWriter or the Adobe PostScript driver with the generic PPD, follow the procedure below that corresponds with your version of QuarkXPress.

### QuarkXPress 3.31

1. Ensure that the LaserWriter or Adobe DC 340/332/230/220 or DC 440/432/425/420 driver and generic PPD are selected as the default in the Chooser.
2. In Quark, select [**File: Page Setup**].
3. From the drop down menu, select [**QuarkXPress**].
4. For the Printer Description select [**Xerox Doc Centre 340/332/230/220 ST/LP or Xerox Doc Centre 440/432/425/420 ST/LP**]. Select <OK>.
5. Select [**File: Print**] to access the Adobe PS or LaserWriter printer driver interface.
6. Select [**Print Options: Print**].

### QuarkXPress 4.x

1. Select [**File: Page Setup**].
2. For Printer Description select [**Xerox Doc Centre 220/230/332/340 ST LP or Xerox Doc Centre 440/432/425/420 ST/LP**].
3. By default, the paper size is set to custom. Ensure that the paper size is set to the desired size. If not, the print job is held at the printer, requesting resources.
4. Select [**Printer**] to access the Adobe PS or LaserWriter printer driver interface.
5. Select [**Print Options: Print**].

## Other Issues and Solutions

Description	Possible Cause	Application	Solution
Multiple sets of a document are stapled together.	The collate option in the application is selected, as well as the collate and staple option in a Xerox Document Centre custom driver. When this option is selected within the application, multiple copies are sent as one large stream of data that results in one collated set.	Any	Deselect [ <b>Collate</b> ] in the application before printing. Make all of your print options (including collation) in the printer driver.
There are printing problems or problems accessing the PPD features.	The preference files may be corrupted.	Any	Delete the file "Xerox DC 340/332/230/220 Prefs" or "Xerox DC 440/432/425/420 Prefs" at these locations: <ul style="list-style-type: none"> <li>▪ systemfolder/preferences/printing prefs folder</li> <li>▪ system folder/preferences/printing prefs/parsed ppd folder.</li> </ul> These files are regenerated by the system automatically when you configure your driver in the Chooser again.
Operating system lock-ups occur.	Not known	Word 98	Manually re-boot the Macintosh.

## Additional Information

Xerox's Document Centre Technical Support Operations welcomes feedback on all DC Tips documentation - send feedback via e-mail to:

[USA.DSSC.Doc.Feedback@mc.usa.xerox.com](mailto:USA.DSSC.Doc.Feedback@mc.usa.xerox.com).

Other DC Tips are available at the following URL:

<http://www.xerox.com/DocumentCentreFamily/Tips>.

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