

DC Tips

... for the user

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DC 220/230/332/340 Macintosh Driver Crashes During LAN Fax

Purpose

An issue occurs when you send a LAN fax after an upgrade of the Macintosh custom DC 220/230/332/340 drivers for OS 7.x – 9.x at or prior to CentreWare (CW) 4.1SP2 to the CentreWare 5.1 releases. This document clarifies the issue and how to resolve it.

NOTE: This document does not apply to Macintosh OS X.

The Problem

Two fields in the CentreWare 5.x driver's fax phonebook are enlarged to accommodate more characters than allowed in the CentreWare 4.1 baseline version or below. If you upgrade the Macintosh driver from any driver before the CentreWare 5.1 release to a driver 5.01.08 or higher and attempt a LAN fax, the driver crashes or displays an error 12 message. The CentreWare 5.x baseline drivers do not automatically recognize the change in field sizes of the fax phonebook and fail to open the phonebook.

Additionally, an environment that uses different versions of the driver (CentreWare 4.x and CentreWare 5.x) and shares a phonebook, also causes the drivers to crash or display several error messages when a fax is attempted. The error messages may vary depending on Macintosh OS version.

Custom DC 220/230/332/340 Macintosh Driver Versions Affected

Major Releases	Version	Note
CW 4.1sp1	4.12.12	A crash or error message occurs when you attempt to fax after an upgrade from this version to CentreWare 5.1 or 5.2.
CW 4.1sp2	4.12.13	A crash or error message occurs when you attempt to fax after an upgrade from this version to CentreWare 5.1 or 5.2.
CW 5.1	5.01.08	A crash or error message does not occur when you fax after the initial installation of this driver.
CW 5.2	5.02.01	A crash or error message does not occur when you fax after the initial installation of this driver.

This document applies to these **Xerox** products:

	DC 555/545/535 ST
	DC 490/480/470/460 ST
	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

Problem Solutions

Solution 1

Export the fax phonebook from the CW 4.x driver. Do so before installing the new CW 5.x driver. If you have already upgraded to the new CW 5.x driver, see the section "If You Have Already Upgraded."

Instructions to Export and Import a Phonebook

To Export:

1. In any application, select **File:Print**.
2. In the DC 220/340 driver interface, select the pulldown menu in top left corner where General is displayed.
3. Select **Xerox Features**.
4. Select the **Output** tab.
5. Under Job Type, select the pulldown with Normal displayed and select **Fax**. The fax phonebook interface appears.
6. Under Phonebook File, select **Open**.
7. Select your current fax phonebook. All your current fax phonebook entries appear in the lower left window.
8. Under Phonebook File, select **Export**. In the window that appears enter a name for the new phonebook to which you are exporting.
9. Select **Save** to keep this as your new phonebook.
10. Uninstall the 3.x/4.x driver from all Macintosh clients after you export the phonebook. You can find uninstall instructions in *Getting Started with Print and Fax Services Guide*.
11. Install 5.x drivers on all Macintosh clients.
12. Configure the newly installed driver in the Chooser.

Use the procedure in the next section to import the phonebook you exported from the CentreWare 4.x driver.

To Import

1. In any application select **File:Print**.
2. In the DC 220/340 driver interface, select the pulldown menu in top left corner where General is displayed.
3. Select **Xerox Features**.
4. Select the **Output** tab.
5. Under Job Type, select the pulldown with Normal displayed and select **Fax**. The fax phonebook interface appears.
6. Under Phonebook File, select **New**. Enter a new phonebook name different from your previous phonebook and your exported phonebook.
7. Under Phonebook File, select **Import**. Select the file that contains the phonebook you exported previously. All your fax phonebook entries should now appear in the lower left window.
8. Send a test fax. The phonebook interface prompts you to save the changes in your new phonebook, which includes the imported entries.

You have now successfully exported and imported a new phonebook to your upgraded CW 5.x driver.

If You Already Upgraded

You must acquire the fax phonebook from the driver installed prior to the upgrade. To do so, remove the CW 5.x driver and re-install the previous driver, export the fax phonebook, then re-install the 5.x driver.

1. To remove the existing 5.x driver remove the following files from your Macintosh:

- Xerox DC220-340 – Chooser extension
- All associated files in the Printer Descriptions folder:
 - DC220/230/332/340 Xerox
 - DC220/340-Xjector
 - CustomPage
 - Watermark (5.x drivers only)
- Preference files in System/Preferences folder:
 - DC220-340 Fax Log Prefs
 - DC220-340 Fax Prefs
- Preference files in System/Preferences/Printing Prefs folder:
 - Xerox DC220-340 Prefs
 - Watermark Prefs
- Preference files in System/Preferences/Printing Prefs/Parsed PPD folder
 - DC220/230/332/340 Xerox

NOTE: We recommend you empty the trash after step 1 is complete.

2. Install the previously loaded driver, reboot, and export the fax phonebook.
3. Remove all files listed in step 1 for the current driver, empty the trash, re-install the CW 5.x driver, and reboot again.
4. Follow the instructions to import the phonebook in the appropriate section of “Instructions to Export and Import a Phonebook.”

Solution 2 (only recommended if you cannot use Solution 1)

Create new phonebooks and manually input all fax information.

NOTE: This issue only occurs when you upgrade from the CW 4.x driver to the CW 5.x drivers. This problem does not exist when upgrading from versions with CW 5.1 baselines to CW 5.2 baselines. Please see version table to clarify what versions are affected.

Additional Information

Xerox's Document Centre Technical Support Operations welcomes feedback on all DC Tips documentation—send feedback via e-mail to: dssc_doc_feedback@usa.xerox.com.

Other DC Tips are available at: <http://xerox.com/DocumentCentreFamily/Tips>

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