Solving PostScript printing problems

PostScript printing errors

If you get a PostScript error when printing from Aldus PageMaker, Aldus FreeHand, QuarkXPress, or Canvas, you may be using an older or incorrect version of the printer description file.

When using printer description files, it is important to match the application's version number to the printer's firmware version number. You can check the printer's firmware version number by printing a copy of the printer's startup page. Refer to the *Phaser 340 Color Printer User Manual* for instructions on using the front panel to print the startup page. If you have upgraded your printer's firmware version, you may need a newer printer description file.

For the most current printer description files, check the Tektronix Bulletin Board Service (BBS).

The following table lists a few Macintosh applications and the possible PostScript errors. For information on PC and other applications, request a document catalog from HAL or EuroHAL, the Tektronix automated fax systems.

Application	Error or problem	Solution
QuarkXPress 3.x	Offending Command: cblnd	You are probably using an older PDF file. Check the BBS for the most current version of this file.
QuarkXPress 3.x	Graduated fills print in black and white or show banding	You are probably using an older or incorrect PDF file. Check the BBS for the most current version of this file.
FreeHand 3.1	error:typecheck offending command: put	A PostScript fill is being used with a color correction from the printer driver. Turn off any color correction in the driver and the image should print correctly.
FreeHand 3.1	TIFFs print in black and white	You are probably using the wrong PDX file. Check the BBS for the most current version of this file.

Random PostScript errors

If you are using AppleTalk Network Software below version 58.x, you may experience a problem with random PostScript errors when printing. If this is the case, you should upgrade the AppleTalk Network Software on your Macintosh computer.

The printing problem is due to a timing conflict between the older AppleTalk software and the printer. The PostScript errors can be any type of error or offending command, and may occur in any of the following situations:

■ May occur more often over LocalTalk than EtherTalk.

■ Sending the same file more than once may cause different errors or offending commands each time, or the file may print without an error.

■ Files from some applications may print, while files from other applications may not.

■ Documents saved to PostScript files and sent to the printer with a downloading utility may generate errors.

To upgrade your software

1. Insert the diskette labeled "AppleTalk Installer for the Macintosh" into your computer's disk drive. This diskette was shipped with your printer.

2. Double-click on the **Installer** icon.

3. Click **OK** in the introduction screen.

4. Click **Install** in the **Easy Install** window to install the recommended software. (Or, click **Customize** to select individual items.)

5. After successful installation, click **Restart** to restart your computer.

Using a PostScript error handler

The error handling utility is useful for diagnosing problems when a job doesn't print. This utility installs a PostScript error-handling function in the printer to help determine the cause of some PostScript printing problems. PostScript errors are printed on a page with other status information when an error occurs. This utility can be useful to programmers for debugging PostScript code.

To turn on the error handler, follow the instructions below. To turn off the error handler, reset the printer.

Macintosh users

Note *If you are using System Software 7.5 and QuickDraw GX, you can also download printer utilities from the Tektronix Phaser 340 GX printer driver.*

1. Decompress the *Phaser 340 Utilities.sea* archive file on the Macintosh Driver and Printer Utilities diskette to your computer's hard disk.

2. Select the appropriate printer in the **Chooser**.

3. Locate the *LaserWriter Utility* in the folder on your hard disk containing decompressed utility files.

4. Double–click the *LaserWriter Utility* icon to start the application.

5. Choose **Download PostScript File** from the **Utilities** menu.

6. Select the *Tek Error Handler* file from the list, then click **Open**.

7. At the prompt `Save PostScript output as:` you are asked for a file name for saving printer output. Use either the default name given in the edit box or type a new name. Click **Save** to send the file to the printer.

8. If no output is returned by the printer, the *LaserWriter Utility* displays a dialog box. Click **OK** in the box to continue.

PC and workstation users

1. Locate the *TEKEHAND.PS* file in the *PHSR340* directory on the Windows 3.1 Driver and Printer Utilities diskette.

2. Copy the file to your hard disk, or use it from the diskette.

3. **PC users**: Use the DOS **COPY** command, or the **Copy** command in Windows **File Manager**, to send the file to the printer.

   Workstation users: Send the file to the printer as you would any PostScript file.