DC Tips

... for the user

Xerox DC 265/255/240 and 490/480/470/460 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. The error is fixed in CentreWare 5.2 version 5.02.11 driver 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 is an updated to address ESS versions for the DC 265/255/240 above 5.03 as well as the new DC 490/480/470/460 products (490/460), CentreWare 4.1 SP2, 5.1, 5.2 and 5.3. For information regarding ESS version 5.03 and/or CentreWare 4.1SP1 or earlier, refer to DC Tip *Mac Issues for the DC 220/230 ST/LP*.

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

This document applies to these Xerox products:

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

Section I - Xjector plugin Errors

Issue

When you attempt to print, Xjector plugin errors can occur when installing the DC 265/255/240 custom driver version 5.01.18, or Adobe 8.6/LaserWriter 8.6 drivers (which installs 8.6 PrintingLib) on Macintosh OS 8.5 or 8.6. You can receive error messages like those in the following list. These messages do not indicate a catastrophic error.

- "The DXTN "DC 240/265-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."

Cause

When a version prior to 8.6 of the Adobe driver is used with an OS containing version 8.6 or higher of the Apple PrintingLib file, errors occur. The DC 265/255/240 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 265/255/240 driver installer does not overwrite the PrintingLib version if it is higher than 8.6.

Xjector errors no longer occur in the Adobe 8.6 base driver. Because Xerox CentreWare 5.2 and above custom Macintosh drivers are based on Adobe 8.6 base driver, there is no longer a PrintingLib mismatch.

Solution

Upgrade to the CentreWare 5.2 driver v5.02.11 or above.

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 core driver. The external name consists of the printer model and the word Xjector, such as DC265/255/240 Xjector is the DC 265/255/240 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 when a new OS installation no longer occur. Adobe specific functions were moved to the file Adobe PrintingLib.

When you use the Choose 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, the plugin can provide optional resources that indicate which PPD files are acceptable to the plugin. This allows the plugin to be loaded only as necessary.

The Xerox driver uses optional resources to keep the 265/255/240 plugin available only when using the DC 265/255/240. 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 265/255/240 custom driver is selected in the Chooser:

"Sorry, The DC 265/255/240 driver is not available."

After this error occurs, the Xerox driver cannot be used and may need to re-install the OS in order to use it again.

Cause

If you installed the DC 265/255/240 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 PrintingLib, 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 265/255/240 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 Environments/Custom Drivers/Generic PPDs

The table below lists the Macintosh OS environments, custom drivers, and custom PPDs. This table is based on versions from CentreWare 5.2. Use the table as a guide to choosing the combinations that work best together.

NOTE: The CentreWare Macintosh DC 265/255/240 custom driver version 5.01.18 or above and the Macintosh DC 490/460 custom driver version 5.02.12 will not install on Macintosh OS 7.5x or earlier. Use the CentreWare 4.1 SP2 (version 4.13.18) for the DC 265/255/240 with Macintosh OS 7.5x or earlier. There are no earlier versions supported for the DC 490/460 Macintosh driver as this is the first general release of the driver.

Mac OS	English Drivers for the DC 265/255/240	English Drivers for the DC 490/460	DC 265/255/240 PS 2 PPD	DC 265/255/240 PS3 PPD	DC 265/255/240 DocuTech PS2 for DocuTech Emulation	DC 265/255/240 DocuTech PS3 PPD for DocuTech Emulation	DC 490/460 PS3 PPD	DC 490/460 DocuTech PS3 PPD for DocuTech Emulation
7.1	4.12.13	5.02.12	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
7.5x	4.12.13	5.02.12	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
7.6x	4.12.13	5.02.12	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
8.0	5.02.11	5.03.21	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
8.1	5.02.11	5.03.21	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
8.5x	5.02.11	5.03.21	2.06	1.1.8	1.04	1.1.8	1.0.9	1.1.0
8.6	5.02.11	5.03.21	2.06	1.1.8	1.04	1.1.8	1.2.0	1.2.0
9.0	5.02.11	5.03.21	2.06	1.1.8	1.04	1.1.8	1.2.0	1.2.0

How to Obtain Drivers

Xerox DC 265/255/240 Custom Driver

NOTE: The latest Xerox drivers are available at www.xerox.com.

The Xerox DC 265/255/240 and DC 490/460 custom drivers are available on a CD that includes the following components:

- Installer for the Xerox DC 265/255/240 and DC 490/460 custom Macintosh drivers, both of which install their custom and generic PPDs.
- Readme files for each driver.

LaserWriter Driver

The latest version of the LaserWriter driver is available at 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.

Generic PPDs

When you print from the Macintosh to a DC 265/255/240 or DC 490/460, we recommend that you use the Xerox DC 265/255/240 or DC 490/460 drivers in combination with the custom PPDs.

If you use the LaserWriter or Adobe PostScript with the corresponding generic PPD's listed in the below table, you cannot access certain 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.

Printer Driver	PPD
Adobe PostScript 8.x Apple LaserWriter 8.x	• XR_DC265.PPD – the generic PPD • XRDC265D.PPD – the generic PPD with DocuTech emulation • XR265PS3.PPD – the generic PS3 PPD (DC 265/255/240 printer version 6.03 and above) • XR265DT3.PPD – the generic PS3 DocuTech PPD (DC 265/255/240 printer version 6.03 and above) • XR_48XPS3.PPD – the generic PS3 PPD for the DC 490/460 • XR48XDT3.PPD – the generic PS3 PPD with DocuTech emulation for the DC 490/460
Xerox DC 265/255/240	• DC 240255/265 Xerox – the custom PPD • DC 265/255/240 Xerox DocuTech – the custom PPD with DocuTech emulation • DC 265/255/240 PS3 Xerox – the custom PS3 PPD which can only be used with PS3 compliant printers (DC 265/255/240 printer version 6.03 and above) • DC 265/255/240 Xerox PS3 Docutech – the custom PS3 PPD with Docutech emulation which can only be used with PS3 compliant printers (DC 265/255/240 printer version 6.03 and above)
Xerox DC 490/460	• DC 45x/46x/47x/48x Xerox PS3 Xerox – the custom PS3 PPD which can only be used with PS3 compliant printers for the DC 490/460 products • DC 45x/46x/47x/48x Xerox PS3D – the custom PS3 PPD with DocuTech emulation for the DC 490/460 products

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.

Printing Features	Generic PPDs used with Adobe or LaserWriter		Custom PPDs used with Xerox Custom Driver	
	XR_DC265.PPD or XRDC265D.PPD	XR48XPS3.PPD or XR48XDT3.PPD	DC 265/255/240 for Xerox Driver or DC 265/255/240 DocuTech PPD	DC 490/480/470/ 460 PS3 Xerox or DC 490/480/470/ 460 Xerpx PS3D
Staple	Yes	Yes	Yes	Yes
Duplex	Yes	Yes	Yes	Yes
Offsetting	Yes	Yes	Yes	Yes
Image Quality	Yes	Yes	Yes	Yes
Resolution	Yes (limited to 600 dpi for DocuTech emulation PPD)	Yes (limited to 600 dpi for DocuTech emulation PPD)	Yes (limited to 600 dpi for DocuTech emulation PPD)	Yes (limited to 600 dpi for DocuTech emulation PPD)
Paper Type	Yes	Yes	Yes	Yes
Sample Set	No	No	Yes	Yes
Secure Print	No	No	Yes	Yes
Banner Page	No	No	Yes	Yes
Transparency Separators	No	No	Yes	Yes
Paper Color	Yes		Yes	Yes
Covers (Front and Back)	No	No	Yes	Yes
Output Tray (Finisher)	Yes	Yes	Yes	Yes
Tray 6	Yes	Yes	Yes	Yes
PS2 or PS3 Availability	Yes (PS2 and PS3)	Yes (PS3 only)	Yes (PS2 and PS3)	Yes (PS3 only)
Accounting	No	No	Yes	Yes
DocuTech Emulation	Yes	Yes	Yes	Yes

DocuTech Emulation

The DocuTech PPD offers the same features as its partner, either the custom or generic DC PPD. The DocuTech PPD emulates the output of a DocuTech, specifically the resolution, margins and halftones. This feature is typically used by customers who have both a Document Centre 265/255/240 or 490/460 and a DocuTech and want to proof or sample output files on the Document Centre and then run the final version to the DocuTech.

When accessing the custom driver UI, the option for DocuTech appears to be available at all times. Note that you must use the DocuTech PPDs in order for this option to work properly.

Depending on the printer driver in use, ensure that you are using the correct or compatible PPD for DocuTech emulation. See the Printer Drivers/PPDs table earlier in this document.

Configuring the High Cap Feeder and Finisher

If the High Cap Feeder and Finisher are installed on the DC 265/255/240 or 490/460, configure the driver as follows:

1. Open the Chooser.
2. Select the [**Xerox DC**] driver.
3. Select the DC 265/255/240 or 490/460 network printer in use.
4. Select [**Setup**].
5. Press [**Select PPD**].
6. Select the custom PPD or the DocuTech emulation PPD.
7. Press [**Select**].
8. Press [**Configure**].
9. Select [**Install**] for the High Cap Feeder and Finisher options.
10. Select the appropriate product for the System Configuration.
11. Select <**OK**> to confirm the selections and exit Chooser.

This procedure sets up the DC 265/255/240 or 490/460 driver as the default. If you switch back and forth between printers, check the configuration every time you select the Xerox DC 265/255/240 or 490/460 as default to ensure that the settings for the High Cap Feeder (Tray 6) and Finisher are still active.

Section IV - Driver Accessibility through PageMaker 6.5 and QuarkXpress

Accessing the Custom Driver through PageMaker

Do the following steps to access the DC 265/255/240 or 490/460 custom Macintosh driver interface in Macintosh PageMaker 6.5.

NOTE: Follow these steps if you use the Xerox DC 265/255/240 or 490/460 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 the DC 265/255/240 or 490/460. 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. In the Chooser select the LaserWriter or Adobe printer driver.

2. Select [**Setup**], [**Select PPD**] and select the generic or generic for DocuTech PPD for your Document Centre system.

3. Select [**Configure**].

4. Select [**Install**] for the appropriate features (Finisher or Tray 6) for your Document Centre.

5. Open PageMaker and verify that the Page Setup has the appropriate paper size selected.

6. Select [**File: Print**].

7. Ensure that one of the generic PPDs or generic for DocuTech PPD's is selected.

8. Select [**Features**] to configure the appropriate features for your Document Centre.

NOTE: The features are listed in a scrolling menu. The Finisher and Tray 6 options are at the bottom of the list.

9. Select [**Paper**].

10. 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 the DC 265/255/240 or 490/460 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 driver in the Chooser.

2. Select [**File: Page Setup**].

3. In the drop down menu select [**QuarkXPress**].

4. For the Printer Type select the custom name for the Document Centre you are using or the PPD with DocuTech emulation.

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 the custom name for the Document Centre you are using or the PPD with DocuTech emulation.

4. 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.

5. Select [**Printer**] to access the Adobe PS or LaserWriter printer driver interface.

6. 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 steps below depending on the QuarkXPress version:

QuarkXPress 3.31

1. Ensure that the LaserWriter or Adobe driver and generic PPD for your Document Centre 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 Type select the generic PPD for your Document Centre. 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 the generic PPD for your Document Centre.

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 the Xerox DC 265/255/240 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 [**Collate**] 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 Preference file for your Document Centre at these locations: ▪ systemfolder/preferences/printing prefs folder ▪ system folder/ preferences/printing prefs/parsed ppd folder. These files are regenerated by the system automatically when you configure your driver in the Chooser again.
Operating system lock-ups might 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.

Other DC Tips are available at the following URL:
http://www.xerox.com/go/xrx/products/PT_4.jsp?family=Document+Centre+Family&view=tips.

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