

Release Notes for Printdesk® 2.0 August, 1997

This document describes the changes made to the Printdesk product for its current release. Depending on which configuration of Printdesk you are using, some of the information contained herein may not apply to you. You may choose to print a copy of this document to keep with the printed documentation for future reference.

Important! If you use one of the Macintosh models in the list below, we strongly recommend that you run the Network Software Installer 1.5 or later. NSI 1.5 is available from Apple and fixes a bug in the Ethernet controller chip of these models:

- Macintosh 660AV, 840AV
 - Power Macintosh 6100/60, 7100/66, 8100/80
 - Apple Work Group Servers 6150, 8150, and 9150
- You can also solve this problem by updating your Macintosh system to version 7.5.3 or better.

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Macintosh System versions

The stability and integrity of the System on the Macintosh running Printdesk is obviously of great importance. Always make sure the System is in good shape. If you experience system crashes or strange behavior within the Finder, consider doing a “clean install” of the Macintosh System.

Take a conservative approach to installing new System versions on your server Macintosh. Wait until a new System version has proven its worth on your workstations before installing that version on your server.

As of this writing, we recommend using System 7.6 when running Printdesk. See your local Apple dealer for information on how to upgrade to this version.

Disk drives

During operation Printdesk uses the connected disk drives very intensively. Print job spooling, printing and validation are all actions involving heavy disk activity. This is much harder on the disk drives than if you just run QuarkXPress or PhotoShop, and it may cause low-quality drives to fail. When you configure the Macintosh running Printdesk, we strongly recommend to use only high-quality drives and most importantly, to use high-quality formatting and driver software. If you experience system crashes or lockups during Printdesk operation, consider reformatting ALL the connected disk drives using the latest Apple Disk software if applicable, or a good third-party formatting software like HardiskoolKit™ from FWB, Inc., version 1.8s or better.

Hardware keys and Energy Saver

The Printdesk hardware key is not compatible with the Energy Saver control panel. If the Energy Saver control panel is installed on the Macintosh running Printdesk, you should disable it to avoid problems. Do not just remove it from the system folder, you must use the control panel to turn off the Energy Saver before removing it.

Memory Allocation

Printdesk 2.0 requires at least 8 MB RAM to run. With this amount of memory, Printdesk can concurrently serve 3 users and 3 printers. When you use Printdesk in larger installations, we recommend that you assign 1 MB RAM additionally for each concurrent user or printer.

Hardware Considerations

- You must properly terminate both ends of your SCSI chain (that is, your Macintosh and all SCSI devices connected to it) to maintain its communication integrity. The documentation included with your Macintosh and with your backup device should explain their

individual termination requirements.

- PCI Power Macintosh SCSI ID #5: PCI Power Macintosh models may hang during Printdesk operation. Make sure no device is at SCSI ID #5 on either SCSI bus. To solve this problem update your System to version 7.5.3, which you may do with Apple's System 7.5 Update 2.0.
- The Macintosh 630 series has a SCSI problem that causes random hangs when transferring large amounts of data. To solve this problem update your System to version 7.5.3, which you may do with Apple's System 7.5 Update 2.0.

Hints & Tips

- You can take advantage of Printdesk OPI even without creating view files. When working in PageMaker, QuarkXPress and a lot of other applications, you can print and omit high-resolution TIFF files. Printdesk will then link and insert the high-resolution images just as if you had used view files.
- When running Macintosh with Open Transport we recommend using Open Transport 1.1 or better. Previous versions of Open Transport can cause system crashes and degraded performance.
- If you run Macintosh System 7.5, we recommend that you upgrade to System 7.5.1 or better, available from Apple and on-line services.
- If you run System 7.1, we recommend that you install System Upgrade 3.0, available from Apple and on-line services.
- When you use QuarkXPress to change the contrast or color of a gray-scale TIFF image, you must use QuarkXPress version 3.3 or better. Previous versions of QuarkXPress do not communicate these changes to Printdesk.
- When you work with TIFF View Files (TIFF OPI) then you must specify an Image Resort holding the high-resolution images UNLESS the corresponding high-resolution images are in the same location as the View Files. Printdesk will notify you if you forget it.

Known limitations

- Printdesk can not make DCS merging on JPEG DCS images. Save DCS images uncompressed if you want Printdesk to merge them. Apart from merging, Printdesk handles JPEG DCS images correctly in all respects.
- You can not use Multiple Master fonts in the Printdesk Font Library. In all other respects Printdesk handles Multiple Master fonts correctly.

- Printdesk is incompatible with all versions of Mode32 prior to Mode32 7.5. This version is available from Apple Computer.
- You can not use the Print Option features in Printdesk when faxing from a laser printer with fax capabilities. To fax successfully, you must turn off Print Options.
- Occasionally, you may have to establish an Image Resort to fulfill an image link even though the image in question is in the right place. To avoid this problem, make sure that both the Macintosh running Printdesk and the Macintosh creating view files are running System 7.5 or better.
- Printdesk does not support TrapWise external trap zones.

Feedback

We would like to know what you think about the Printdesk product. If you have any comments, suggestions for changes or new features, please let us know.

Send your comments to:

- Internet: support@ninebits.com
- Fax: +45 31 23 18 34

Please remember to include information about the Printdesk program version and the hardware key number you are using. Choose "About Printdesk" from the Apple menu to find the hardware key number. We may not respond to you directly, but your feedback is greatly appreciated, and will help us make Printdesk even better.

Please direct any technical support questions you may have directly to your Printdesk supplier.

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