

If your file doesn't print

If you've configured a supported driver for your printer but your printer isn't printing, try the following suggestions. If these suggestions fail to solve the problem, copy the Tektronix PostScript Level 2 error handler utility to your printer to determine what is wrong.

General things to check for

- [Macintosh users](#)
- [Windows users \(general\)](#)
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Macintosh users

- Open the **Chooser** and select a supported driver, such as the LaserWriter 8.x, and your printer.
 - The driver may not be installed or properly set up with your printer.
 - Make sure that **Background Printing** is turned **off**.
 - Close the **Chooser** and try printing again.
- If you are having trouble printing from the Finder in System 7.1, for example if the driver's dialog boxes are not opening, it may be because the Finder doesn't have enough allocated memory. Reinstall a supported driver to automatically allocate enough memory for printing from the Finder.
- For PCI-based PowerMacs, you should be using the latest version of **Open Transport**, available from Apple Computer.

Windows users (general)

- Check to make sure that you have configured the communications ports and the Handshake option correctly.
- Make sure that you are using the correct cables for your computer and printer.

Windows 3.1 users

- Make sure that your printer is connected to the port you selected in the driver's **Printers/Connect** dialog box.
- Check the **Options** dialog box to make sure **Printer**, not **Encapsulated PostScript File**, is selected in the driver's **Print To** box.
- If the error message **Windows Header has not been downloaded to the printer** appears on your computer screen, click the **Job Control** tab and click one of the options for PostScript Header.

Windows 95 users

- Make sure that your printer is connected to the port you selected in the driver's **Details** tab.
- Make sure that the correct port is selected in the driver's **Details** tab.
- If the error message **Windows Header has not been downloaded to the printer** appears on your computer screen, click the **PostScript** tab and click one of the options for **PostScript Header**.

If you are using PC/NFS

If you have PC/NFS software installed on your computer, you need to make the following selection in the **Network Options** dialog box:

- 1 From the **Main** window, double-click the **Print Manager** icon.
- 2 From the **Options** menu in the **Print Manager**, select **Network Settings**.
- 3 In the **Network Options** dialog box, uncheck the **Print Net Jobs Direct** box.
- 4 Click **OK**.

If you can't print from Windows to an LPT port

Windows 3.1

If your printer is connected through an LPT (parallel) port and your document doesn't print, try the following:

- 1** Double-click the **Printers** icon in the **Control Panel**.
- 2** In the **Printers** dialog box, choose your printer from the list of installed printers.
- 3** Click the **Connect** button; the **Connect** dialog box appears.
- 4** Change your port connection from **LPTx** to **LPTx.DOS** (where x is 1, 2, or 3).
- 5** Click **OK**.

Windows 95

- 1 Select **Start** in the taskbar on your screen.
- 2 In the menu that appears, select **Settings**.
- 3 In the next menu, select **Printers**; the **Printers** window appears.
- 4 Click on your printer's icon and select **Properties** from the **File** menu.
- 5 Click the **Details** tab.
- 6 Click **Add Port**.
- 7 Click **Other**.
- 8 Make sure **Local Port** is highlighted, then click **OK**.
- 9 Type **LPTx.DOS** (where **x** is 1, 2, or 3).
- 10 Click **OK**.
- 11 In the **Details** tab, the *Print to the following port* should be **LPT.DOS** (unknown local port).

Check the printer's language mode

If your file doesn't print, the language on the printer's port you are using may have been changed.

NOTE



Monochrome PCL5 is optional and must be authorized before you can use it.

- 1 Print a copy of the printer's configuration page to see the language mode on each port.

2 If the printer port you are using has the wrong language set for the type of application you are using, send one of the following utility files to the printer:

- To print PostScript files, use the *PSCRIPT.PS* file to set up a port to receive PostScript.
- To print HP-GL files, use the *HPGL.PS* file to set up a port to receive HP-GL.
- To print PostScript, or HP-GL, or Monochrome PCL5 files interchangeably, use the *AIS.PS* file to set up a port for automatic language selection.