

DPM2000 : Macintosh RIP Jobs Missing Names: TN #7

Issue:

Jobs in the Active Queue of the PrintersRIP do not have names associated with them. This happens when sending jobs over a network from a macintosh workstation.

Solutions:

There are three solutions to remedy this issue. After trying each one check to see if your job names are coming over the network. If they are not you will need to proceed on to the next one in the list.:

1) Make sure your Macintosh has a network identity. It must have an Owner Name, a Password and a Macintosh name. This needs to be done in the Sharing Setup Control panel (Fig 1). Reboot the Mac and try sending the job.



2) Update your LaserWriter driver to at least version 8.4. (You can tell what version you are at by clicking on the LaserWriter Driver and hitting "Get Info"). Reboot the Mac and try sending the job.

3) Update your Macintosh System Software to at least 7.5.5. (You can tell what version you are at by clicking on "About this Macintosh" in the Apple menu). After you upgrade make sure that your LaserWriter driver is still at 8.4. If not you will need to reinstall it. Reboot the eMac and try sending the job.

The three solutions should allow you to have the document names associated with your jobs in the RIP.