Customer Tips

… for the user

Windows 2000 Spooler Issues

Purpose

This document explains some known issues related to the Windows 2000 spooler and its interaction with Xerox multifunction device drivers. For example, the server deletes jobs from the queue without user intervention, or the spooler service on the print server and/or client workstation stops. Other symptoms include blue screens and workstation/print server resets.

Conditions

These issues may occur when the following conditions exist:

- Use of Windows 2000 as a print server.

- Use of drivers that install the Xerox Port Monitor and have bi-directional support enabled.

- The printer is not connected to the network, powered off, or is otherwise unavailable.

- Printing a document using a Windows 2000 client spooler and a Windows 2000 Standard PS driver that contains the Arial Unicode MS True-Type font.

- Printing a document from a Windows NT 4.0 or 2000 client using a Windows Standard PS NT 4.0 driver that contains the Arial Unicode MS True-Type font. A system failure can occur on a local printer or in a Windows client/server printing environment.

This document applies to these Xerox products:

x	WC Pro 32/40 Color
x	WC Pro 35/45/55
x	WC M35/45/55
x	DC 555/545/535 ST
x	DC 490/480/470/460 ST
x	DC 440/432/425/420 ST
x	DC 332/340 ST
x	DC 265/255/240 ST/LP
x	DC 220/230 ST/LP
	DCCS 50

Explanation

By default, Windows 2000 enables bi-directional printing that can cause problems when used with Centreware 5.2 drivers. The spooler service can crash because Windows 2000 Standard TCP/IP ports do not properly handle error conditions (such as when a device is down, powered off, or not physically there) that occur while the bi-directional support is enabled in the Xerox print driver.

The issue of the Arial Unicode MS TTF fonts failing to print is identified as a problem in both the Microsoft Windows 2000 DDK and Microsoft Windows NT4.0 DDK. See Microsoft knowledge base article KB303407 for more information. The problem occurs while Windows rasterizes the font and heap corruption occurs.

Solutions

Uninstall Centreware 5.2 or 5.2 sp1 and upgraded to the latest Centreware release for your multifunction device.

In Centreware 5.3, 5.3 sp1 and 5.4 drivers, bi-directional print driver support is available only when you manually install the Xerox Port Monitor. We recommend you use the Xerox Port Monitor to enable the bi-directional feature for these drivers.

Centreware 5.5 and higher drivers have bi-directional support built into the driver and do not require the use of the Xerox Port Monitor.

The Arial Unicode MS font problem is fixed in the latest standard Windows 2000 PS driver for Document Centre products and the CentreWare 5.5 GM release for WorkCentre products. You can also apply Windows SP3, which contains the latest pscript5.dll, to correct this problem.

The Arial Unicode MS font printing problem is not fixed in the Windows NT base kit as Microsoft no longer supports the Windows NT DDK. Users in NT 4.0/2000 environments printing with a NT 4.0 standard PS driver can use the printer driver PostScript options Download TrueType As Outline or Download TrueType As Bitmap as a workaround.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at http://www.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL: http://www.xerox.com/DocumentCentreFamily/Tips.

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