

Re: Office 2004 printing issues: Apple, MSFT, help!

Source:

<http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.office.word/2007-11/msg00445.html>

- *From:* John McGhie <john@xxxxxxxxxxx>
 - *Date:* Wed, 28 Nov 2007 19:59:00 +0930
-

OK: That's diagnostic. It's definitely the Phaser driver that's the problem.

Try adding the Phaser using an Apple LaserWriter driver (i.e. Add an Apple LaserWriter printer and give it the IP address of the Phaser) and tell me what happens then.

The Phaser is a PS3 device, so any PostScript Level 3 driver will do.

Get me those results, then I can engage Microsoft.

Cheers

On 28/11/07 3:53 AM, in article
58879d8c-1eed-4a51-bc1b-8847434cc045@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx,
"wsmknicks@xxxxxxxxxxx" <wsmknicks@xxxxxxxxxxx> wrote:

iMac G5 Ambient Light Sensor, 2.0GHz, 1.5GB RAM
10.5.1
Office 2004, tried with / without the updates (e.g. tried a virgin install, then upgraded each patch, never made a difference in this issue)

Xerox Phaser 6110N

When there are –no– printers added in Print & Fax (e.g. as if there are no printers attached to the Mac / network), Print Preview works fine. As soon as the Phaser is added, Print Preview suddenly goes blank!

All other apps outside of Office are printing fine, as before the upgrade to 10.5 (e.g. Mail, Pages, etc.). Only Office seems to be affected.

Let me know what else you need....

Re: Office 2004 printing issues: Apple, MSFT, help!

Thanks!!!!!!

On Nov 27, 3:29 am, John McGhie <j...@xxxxxxxxxxxx> wrote:

If we knew the answer to that, we would write a book about it and get rich :-)

My guess is that it is the thread management in OS 10.5.

Unfortunately, yours is the first report I have seen of the issue, so I do not have much to go on.

If you care to forward exact version and level information on everything involved, and an accurate hardware specification, so the Microsoft developers can replicate your environment, we'll put the question through to them for you.

Please be prepared to provide a lot of detail: before they see the problem, they will need to replicate your machines fairly exactly.

Is your email address live? They may ask for sample documents.

Cheers

On 27/11/07 11:15 AM, in article
e95e2538-4fe9-423c-b871-aa456066f...@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx,

"wsmkni...@xxxxxxxxxxxx" <wsmkni...@xxxxxxxxxxxx> wrote:

MSFT MVPs: many folks are reporting issues printing from MS Office 2004. The main symptoms are blank pages in the print preview or quick preview / print dialog, when in fact the pages contain content. Blank pages then are printed from the printer.

Xerox, Samsung, Lexmark, and other printers seem to be affected.

Complete re-installs of 10.5/.1 // Office // print drivers don't fix the issue.

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Printing works for every other app outside of Office.

Is this an Apple problem?
A MSFT problem?
A print driver problem?

HELP US!!!!!!

Thanks!

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Don't wait for your answer, click here:<http://www.word.mvps.org/>

Please reply in the group. Please do NOT email me unless I ask you to.

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