

Troubleshooting tips for DEC printers and Reflection software

6/13/02
updated 2/20/03

The first thing I check when a user is having problems printing to a Digital printer with the program Reflection, is if there is a check mark in "by-pass windows print driver" To check this:

- While in Reflection, go to the File pull-down menu
- Go to Print Setup
- About 3/4 of the way down the window on the left-hand side there is an option to check Bypass Windows Print driver.
- Check this box (if using a DEC printer) and click OK. To save the settings permanently

in Reflection you must save the Reflection settings.

- Click ok
- Go to the File pull-down menu
- Choose Save

To save a printer as the default printer in Reflection only.

- While in Reflection, go to the File pull-down menu
- Go to Print Setup
- Choose the desired printer from the drop-down box
- Check the "by-pass windows print driver" if you are choosing a DEC (Digital Equipment Corp) printer
- Click OK
- Go to the File pull-down menu
- Choose Save

Since Windows 2000 came out, I have noticed that I need to change the flow control for the com port that the printer is physically attached to.

A lot of the older DEC printers are serial printers and need to be connected to the serial (com1 or com2) port on a PC. To check the settings on the serial port while in Windows 2000 do the following:

From Control Panel double-click on the System icon

- Choose the Hardware tab
- Choose the Device Manager tab
- Expand Ports (COM & LPT) by clicking on the +
- Double-click the Communications Port (COM1)
- Note: (COM2) if the printer is connected to COM2
- Choose the Port Settings tab
- Next to Flow Control choose the Xon/Xoff option
- Click OK
- Close Device Manager
- Close the System Properties
- Close the Control Panel windows

© 2000 WRQ, Inc. All rights reserved. WRQ, the WRQ logo, Reflection, Reflection Network Series, and Reflection Suite for the Enterprise are trademarks of WRQ, Inc., registered in the U.S. and other countries. www.wrq.com