

PowerRIP 2000 PC Error Messages/Frequently Asked Questions

Error 18 when try to validate PowerRIP 2000

- You have a corrupt validation on your hard drive. Exit out of PowerRIP 2000. Go to Options>View and select Show All Files. Then go to your hard drive and trash the folder AX NF ZZ. Launch PowerRIP 2000. You now will be able to do File>Install Validation and your User Code will display so that you can validate.

Error 1802

- You are trying to install the same drive twice on the same client PC. If you want to reinstall the driver on the client PC you must first go to Start>Settings>Printers on the client and delete the existing driver. You will then be able to reinstall the driver from the PowerRIP 2000 CD.

Error: Put

- Global or Virtual Memory error
- Possible PostScript directory full

Error: Get

- This error usually happens in Photoshop
- Corrupt EPS file
 - Array out of range.

Error: Fix Transfer

- Problem with halftone directory for non-primary color components.
- Problem with transfer curve.
- Something is wrong with halftone screen in the file
- Usually happens with EPS files generated in Photoshop

Access exception: hardcoded breakpoint

- Usually happens with a Photoshop image sent from a Macintosh to an NT server. The clipping path is too large in the Photoshop image.

Error: Sub

- This is a subtraction error
- PowerRIP 2000 has encountered program text that does not conform to PostScript language syntax rules.
- The font program TypeTwister causes this error.

PRPC53.exe exception address, memory address, access violation, application error

- This is an NT error. When you install NT 4.0 you must install 1 default printer.

PowerRIP 2000 PC Error Messages/Frequently Asked Questions (Cont)

Out of Printer Memory

- Add more computer memory. The basic memory requirements are as follows: 24 MB of RAM for Windows, 32 MB of RAM for Windows NT. Exit all applications before printing.

A device attached to the system is not functioning

- If this message occurs when loading the PowerRIP 2000 in Windows 95/98 it means that you have a device, such as a hard drive, not turned on. Load PowerRIP in safe mode or turn all your peripherals on.

Not enough disk space to load Win32 drivers.

- PowerRIP must load the Win32 drivers to the Windows driver. The message means there is not enough space on the Windows driver.

Error: Enumerating Printer 57

- PowerRIP 2000 cannot get a list of printers from Print Manager. Sometimes caused by too many printer definitions in Printer Monitor.

UT error when installing a PowerRIP printer

- Too many printers have been installed. Delete printers that are not required.

Error: undefined resource: offending command:findresource

- The software needs to be reloaded because there is a corrupt resource directory or file on the disk.

Unexpected DOS error 21

This is a DOS catch all error

- If the error occurs when you install PowerRIP 2000 you have a bad disk. The software needs to be replaced.
- The RAM is too slow (80-90ns) Pentium should be 60-70.
- Defective bank.

Insufficient memory message printed out

- There is insufficient space left on your disk for the PowerRIP 2000 software to image the file. The presence of the PostScript file from the PowerRIP 2000 printer and the scratch file created while the PowerRIP 2000 software is creating this display list has taken up all the available space.

The Windows memory management has been unable to allocate sufficient memory for the PowerRIP 2000 software that gets automatically launched when an application prints to the PowerRIP 2000 printer. Do not change the memory allocation in the printer properties/device options window. This will not overcome the problem and may even make it worse.

PowerRIP 2000 PC Error Messages/Frequently Asked Questions (Cont)

Where is the manual?

- The PowerRIP 2000 manual is on the PowerRIP 2000 CD. It is in the Adobe Acrobat format. You can print the manual from PowerRIP 2000 by printing from File/Print PostScript file.

What is BGXX1 and why do I need it?

- BGXX1 is created when PowerRIP 2000 is finished processing a page and is ready to print. To create BGXX1 there must be at least one LPT port installed and recognized by the operating system. There also must be at least one printer defined in the operating system.

The default drive for install PowerRIP is the c drive. Can I install PowerRIP on another drive that has more space?

- Yes you can but the PowerRIP 2000 will not automatically launch when you print your first file. You will have to manually launch PowerRIP 2000.

I have a network of Macintosh's and I want to use my PC as a PowerRIP print server. Can the Macintoshes print to the server?

- Yes, provided you install the PowerRIP 2000 software on an NT 4 server where Macintosh AppleTalk services are enabled. The Macintosh and NT must be connected by an Ethernet network. The PowerRIP 2000 printers installed on the NT are then visible to the Macintosh Chooser.

PowerRIP 2000 is installed on my PC. I am on a network and Macintoshes are going to be printing to the PC server. Do I have to validate both the PC and the Macintosh?

- No. You only need to validate the PowerRIP 2000 on your PC.

Only Helvetica fonts will print when I print from QuarkXPress. How do I get my other fonts to print?

Quit out of QuarkXPress. Deactivate ATM. Activate ATM. Open QuarkXPress. When you open QuarkXPress the ini files will be refreshed so that QuarkXPress can see all the fonts.