

Customer Calls with Print Job Problem...on Long Print Jobs

Problem: Customer calls and says that printer will not print EOD/ or long reports, properly. The customer faxed a sample of the report. The printer started having its problem around page 20. To no avail, the customer said that he had changed out 5 or 6 printers, 3 or 4 ports on his Digiboard, changed several lines on the printer. He also said that he had the ABCS tech, check his Spool command. All printed just fine, until page 20 (+-). He said that he has no power or grounding issues.

We are testing

- a. Running new flat satin Wire**
- b. Trying the "chbaud o ttyXXX command (for enabling Xon/Xoff)**