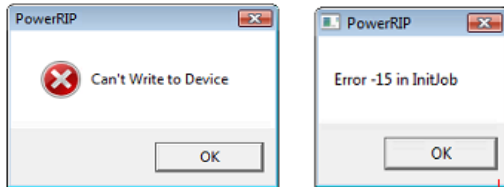


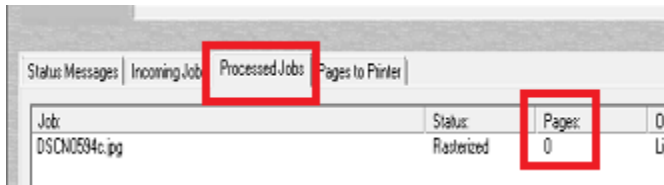


I Get “Can’t Write to Device” and “Error 15” Error Messages Every Time I Send a Job to the RIP, Why?

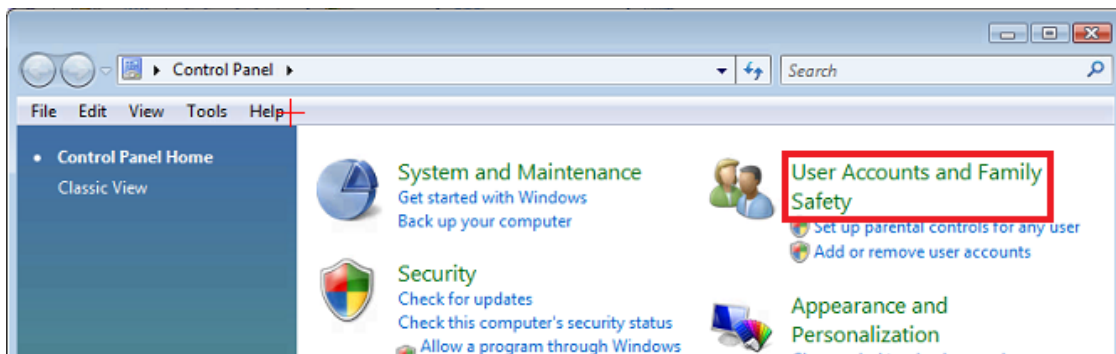
Problem: As soon as the MultiRIP™ RIP interface opens up, I get the following series of error messages:



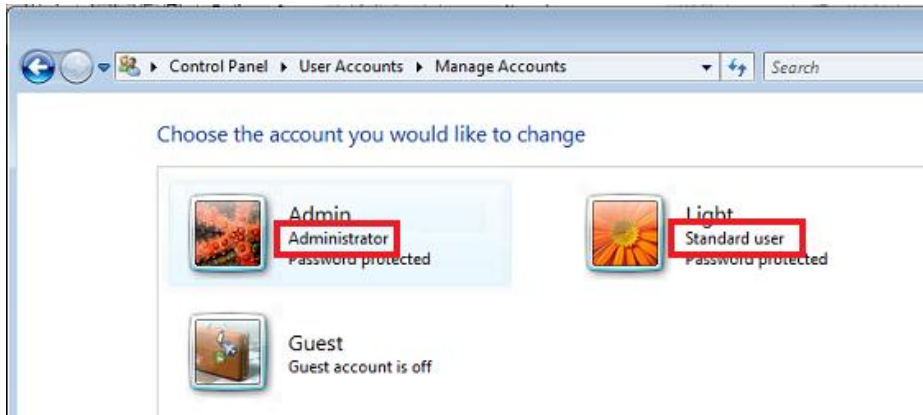
After clicking the OK button on the error messages, the job finishes processing through the RIP but zero pages are sent to the printer. Why?



Potential Answer: All MultiRIP™ software products require the read / write permissions on the System32 folder. If you have multiple users on the computer, you will want to log in under the Main Administrator user. Then you will need to go into the Control Panel and click on the User Accounts icon.



Next, you will want to make sure that the User login you are trying to print under and make sure that the User login has administrative privileges. Notice in the illustration below shows the Light user is listed as a “Standard user” – which does not have administrative privileges.



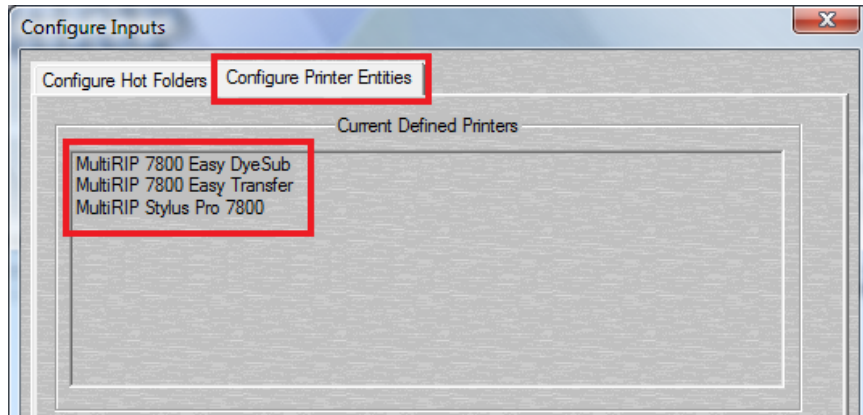
What is happening is the restrictions on the Light user has prevented the software code for the MultiRIP™ Printers from being accessed by the RIP software. A quick way to check this is to open the MultiRIP™ Interface window while logged in under the User account. Then click on the Inputs button in the top left corner.



Then select the Configure Printer Entities tab and look to see if any Current Defined Printers are listed.



If none are listed (as illustrated above), then try logging into the computer as the Administrator and see if the appropriate printer entities show up for your printer. Below is an illustration of what should show up if you installed the MultiRIP™ printers for the Epson® 7800 printer.



For additional technical support information, please visit the Frequently Asked Questions page (www.MultiRIP™.com/faq.html) or contact your Distributor.