

Don't Use Service Pack 6

Xitron Navigator Technical Note

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This information only applies to those using the Xitron Navigator RIP with Windows NT 4 Workstation or Windows NT 4 Server.

The Navigator RIP and Service Pack 6. Two great tastes that DON'T taste great together.

After testing here at Xitron and countless mishaps on customer machines we have come to the conclusion that Service Pack 6 is a surefire way to kill your RIP. Some signs that your RIP may be failing under Service Pack 6 are intermittent failures in Apple Talk communications, RIP locking up and Macintosh stations locking up. Service Pack 6 is also responsible for a great many otherwise unexplainable error messages during RIP process or output.

Here's what you can do about it.

If you started on Service Pack 5, and if you made a back up of the Service Pack before you went to Service Pack 6, you are one of the lucky ones. Just restore your backup, restart your machine and you're back in business.

However, if you didn't save a backup or you were never on Service Pack 5, you are in for a bit of trouble. In this case, you can run the uninstall for Service Pack 6, restart your computer, install Service Pack 5, restart your computer and you should be in business. You can find the uninstall by going to the Windows Control Panel and running Add/Remove Programs. Service pack 6 should be listed. Remove it and install Service Pack 5.

If this doesn't work (a very rare occurrence), the only cure for you is to format your hard drive, reinstall Windows NT and then install Service Pack 5. Of course, you will want to make a backup of your RIP and any files you need before formatting. You can create a backup configuration file, which is explained in the tech note "BackupRIP." It's no fun, but the good news is you will save yourself hours upon hours of lockups and output failures and free up some valuable time to read that great Navigator ScriptWorks manual.