

Product Support Bulletin

SUBJECT: MS Windows 3.x Stylus 400/800+/Color Printer Driver problems using the Progression/Progression4/NX-Epson/Endeavor-WG

Date: 11/5/94
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PSB No: PSB S-0181
Originator: DS

This bulletin provides additional information to allow printer driver ver 1.03E for the Stylus 400, 800+ and Color printers to complete the installation process when connected to Epson Progression/Progression4/NX-Epson and Endeavor-WG computers in the MS Windows 3.x environment.

When attempting to install the 1.03E printer driver the following warning message appears:

**“This driver cannot be updated because it is currently being used by windows.
Wait until Windows is finished using the driver, and then try again.”**

This is caused by a conflict with the Wingine 256 color video driver and the printer installation process. The following steps will help complete the installation:

1. Exit Windows to the DOS prompt, C:\>.
2. Change directories to Windows (Type CD\Windows) Hit ENTER
3. At the C:\Windows prompt type SETUP and Hit ENTER.
4. After the SETUP screen appears, with the UP and DOWN arrows select the DISPLAY line. Hit ENTER.
5. A BOX will appear near the bottom of the screen containing video drivers. With the DOWN ARROW key, move through the drivers and find either a WINGINE 32k or 64k color driver or select the Windows VGA driver. Hit ENTER. Hit ENTER two more times to exit SETUP.
6. Type WIN to load Windows. In the MAIN program group find CONTROL PANEL and double click. In CONTROL PANEL find PRINTERS and double click. Continue with the printer installation from here.
7. After completing the installation, follow steps 1 through 4 to change back to the Wingine 256 color driver you wish to use.

*NOTE: The latest version, v1.04, of the Stylus Printer Driver, file name STY104.EXE, is available on the Epson RBBS, resolves the above issue.

Product Support Bulletin

Subject: Proper Method for Running Benchmark and Diagnostics Programs

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PSB No: S-0158

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This bulletin describes the proper method for running any benchmark or diagnostics programs. This applies to any computer system.

In most cases, the computer should be started using an MS-DOS boot diskette that's 'clean' - in other words, one with no CONFIG.SYS or AUTOEXEC.BAT files. The appropriate executable can then be run, either from diskette or hard drive.

There will be some exceptions to the above rule. In attempting to benchmark or troubleshoot any add-on that requires a device driver (CD-ROM, local area network, etc.), obviously the necessary device driver(s) must be loaded. Also, some programs will require a minimum number of FILES or BUFFERS to be defined in the CONFIG.SYS file. Such programs will usually display this requirement if they are run without the necessary CONFIG.SYS file.

For the most consistent results, use the absolute minimal boot configuration that's allowed by the hardware being tested.