EPSON
Knowledge Base

Article: KB020083

Why I am unable to open Page Setup from any application or Print from any application using the Epson driver or Stylus RIP now I have upgraded my OS to 9.1(upgrade or full install)?

The system generates the following errors:

- "Can't print the illustration. ID=-23"
- "The Page Setup window could not be opened, because an error of type -23 occurred."
- "The Page Setup window could not be opened, because no printer has been selected. Please use the Chooser to select a printer."

These errors are due to a conflict between Adobe Type Manager (ATM) and Extensis Suitcase, a font management utility. Both programs install a Control Panel and by forcing the ATM control panel to load last, the conflict is eliminated. To force ATM to load last, open the System folder, and then open the Control Panels folder. Locate the Extensis Suitcase control panel "~Suitcase 9 Menu Fonts" and add a space between the ~ and S in Suitcase. Close the Controls Panels and System folders, restart, and test the printer.