

Re: Why Am I getting Can't Print Because of Error Message?

Source: <http://www.tech-archive.net/Archive/Publisher/microsoft.public.publisher/2005-10/msg00554.html>

- *From:* "Mary Sauer" <gsauer@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 24 Oct 2005 14:48:47 -0400
-

Is it only this one card? Is it a template? Are you using a graphic of your own? Can you print the graphic in another publication?

If it is a greeting card template, which template is it? Maybe I can test it on my system. You might have a corrupt template file. Have you tried detect and repair within Publisher?

Can you send the file to me?

gsauer at columbus dot rr dot com

—

Mary Sauer MSFT MVP

<http://office.microsoft.com/>

<http://msauer.mvps.org/>

<news://msnews.microsoft.com>

"Pippit" <Pippit@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

<news:ADF97275-9110-42CE-8747-A83CA5ED9A11@xxxxxxxxxxxxxxxxxxxx>

> Yes,yes, and yes. Is that enough information? No commentary, just the facts.

> No, it's still not fixed.

>

> "Rob Giordano (Crash)" wrote:

>

>> Did you try printing another document?

>> Do you have the correct printer selected?

>> Did you update your printer drivers...you get them from the manufacturer's

>> website.

>>

>> What have you tried?

>>

>> ps...cut the commentary and just give the troubleshooting facts...that will

>> get you help faster, not many people have the patience to read 5 paragraphs

>>

>>

>> "Pippit" <Pippit@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

>> <news:2F0EFD1C-76C3-48D6-B61D-9CAD6990D58F@xxxxxxxxxxxxxxxxxxxx>

>> | It didn't tell me. That's what's so frustrating. All it said was "Can't

>> Print

>> | Because of Error." The only thing it said to do was click on F1, so I did

>> and

>> | all it was was a general list like;

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>> |
>> | try printing in another program,
>> | drivers,
>> | try printing another document etc...
>> |
>> | None of these was at all helpful. I wonder why it isn't set up to
>> | auto-report to microsoft exactly what the error message is and where? Some
>> | programs can do that. It's as if they just wrote a template of pat answers
>> to
>> | take the place of tech support. Those tutorials almost never fit my
>> problem.
>> |
>> | I can still print my other greeting cards but on that specific one (or any
>> | copies of it) I still get the same message. I tried creating a new file
>> and
>> | copying and pasting the same card into it, but the same barrier happened.
>> I
>> | sell these cards online so was very upset when I couldn't reach anybody at
>> | Microsoft. The e-mail was actually a form and would not go anywhere
>> without a
>> | product ID entered in first. (All I have is a product key). They really
>> need
>> | to have that on file with your initial registration and not bother the
>> | customer with repeating themselves over and over each time they need to
>> ask a
>> | question. I tried giving them this suggestion in several places already
>> | tonight where they had a survey for customers to fill out. I hope it will
>> be
>> | addressed and not just blown off. I think they really need to have 24 hour
>> | phone tech support and chat support where you can just cut right to the
>> chase
>> | and tell them the problem and they answer you without 20 levels of
>> security
>> | hoops to jump through in order to ask them a simple question. HP does,
>> | Bellsouth DSL does. Microsoft is a big company. You'd think they'd be on
>> top
>> | of this, but just about every transaction I've had with them has been
>> | ridiculously cumbersome. At the cost of these programs they shouldn't
>> expect
>> | to charge for every little thing either. I noticed various instances they
>> | cited where people have to pay a pretty hefty per incident charge. My
>> | experience is that their programs get errors pretty often, making them not
>> | very reliable, so if they are passed through Research and Development this
>> | way they need to fully support them so we customers aren't just left
>> holding
>> | the bag. When one of them is not easily solved and you can't reach anyone
>> | your just stuck.
>> |
>> | No matter what I try this problem doesn't go away. No other options come
>> up
>> | besides that same process over and over again, and it doesn't ever give me

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>> | any clue as to what this error is, where it is; I didn't even get that
>> list
>> | of numbers you sometimes get with an error message. It's extremely vague.
>> |
>> | I just re-loaded all of Office XP Professional Special Edition about a
>> week
>> | ago after having my computer fixed and Windows 98 re-loaded, and in this
>> | short time Publisher is already malfunctioning. In order to reach the
>> correct
>> | department to re-register everything I had to be transferred 3 times just
>> to
>> | complete that. (A different person handles each required stage). I think
>> the
>> | entire process took about 3 hours and I had to type in numbers for each
>> | separate program in the suite and they had to give me a general
>> confirmation
>> | number over the phone for the overall suite and manually activate
>> everything
>> | from where they were. It was a real hassle because I'd already registered
>> it
>> | when I bought it but had to do it all over again when I re-loaded
>> everything
>> | and they had to give me some new numbers in order for the registration to
>> | take. Some numbers covered certain CDs but not others, and one had no
>> number
>> | on it and they had to give me one from a special department. I wonder if
>> all
>> | this might interfere with the program's reliability? It almost seems
>> they've
>> | made it so complicated that the program can't read itself in order to
>> | function properly without failing.
>> |
>> |
>> |
>> | "JoAnn Paules [MSFT MVP]" wrote:
>> |
>> | > Specifically what error message did you get?
>> | >
>> | > --
>> | >
>> | > JoAnn Paules
>> | > MVP Microsoft [Publisher]
>> | >
>> | >
>> | >
>> | > "Pippit" <Pippit@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> | > news:18B7B436-D26F-4D82-89CC-F0F215DA1341@xxxxxxxxxxxxxxxxxxxx
>> | > > I was just about to print a greeting card I designed and then the blue
>> | > line
>> | > > at the top dimmed and then brightened and then I got an error message
>> | > > which

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>> | > > said Can't Print Because of Error Message.
>> | >
>> | > (snip)
>> | >
>> | >
>> | >
>>
>>
>>

- **Follow-Ups:**

- ◆ **Re: Why Am I getting Can't Print Because of Error Message?**
◇ From: Rob Giordano \((Crash\)

- **References:**

- ◆ **Re: Why Am I getting Can't Print Because of Error Message?**
◇ From: JoAnn Paules [MSFT MVP]
- ◆ **Re: Why Am I getting Can't Print Because of Error Message?**
◇ From: Pippit
- ◆ **Re: Why Am I getting Can't Print Because of Error Message?**
◇ From: Rob Giordano \((Crash\)
- ◆ **Re: Why Am I getting Can't Print Because of Error Message?**
◇ From: Pippit

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