

Cannot print from MS apps after patches installed

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A couple months back after updating all PCs with all the latest patches using windows update, we had a problem with all print jobs defaulting to A3 paper type. The fix to that problem was to uninstall patches until it worked. There did not seem to be one single patch that caused the mayhem, but to be honest I wasn't closely keeping track so that could be inaccurate.

We installed Software Update Service (SUS) from Microsoft on one of our servers to deploy service packs and patches remotely to each of the workstations in the domain. After the fiasco we had with our network being affected by what we believe to be transmissions from Gastro, we are attempting to scan all PCs and apply the necessary fixes to patch the security holes. This is taking forever to complete, so I found SUS and implemented it under the DNS policies.

The software has done what it is supposed to do, but now we have printing problems from MS applications – Word, Excel, Outlook, and IE. If you print from Excel and the cells are bordered, you get blank cells. If you print from Word and have bullets, they are the only thing that prints. I applied Office XP SP 3 to one of the PCs but it still occurs. One difference I recall is when this occurred before, you could print as Administrator but not as the user – now it doesn't matter, it doesn't work either way.

If you have come across this before, let me know. If you have any ideas of anything else I can do, I would appreciate any input you would have in the matter. If not, I will probably have to call Microsoft.