

# Re: Windows XP no longer communicates with printers

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*Source:*

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-11/msg06416.html>

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- *From:* Lem <[lemp40@xxxxxxxxxxxxx](mailto:lemp40@xxxxxxxxxxxxx)>
  - *Date:* Mon, 28 Nov 2005 18:20:07 -0500
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Joan wrote:

> Hi-

> Thanks for your suggestion. You are right that there are files backed up in

> the printing queue, but clicking on cancel on each of the files in turn, does

> not clear them from the printing queue. Nothing happens. When I've gone

> through the steps to cancel the printing of the files that are listed, that

> screen disappears and another, earlier, print queue window opens underneath

> it showing previous attempts to print. Clearing those files does not remove

> them from the print queues. Neither printer will print. Both show documents

> remaining in their print queues.

> Any and all suggestions appreciated.

> Joan

>

> "R. McCarty" wrote:

>

>> Likely you have a "Corrupted" or failing job in the printer queue. If you

>> double

>> click your printer icon XP will display the queue. Look in the status field

>> and

>> note the number of pending jobs. You can Right Click the job that is halted

>> and

>> choose "Cancel" to flush it out of the queue. The next job in the queue will

>> then

>> attempt to print - if it also fails, it may be necessary to delete all

>> pending jobs.

>>

>> "Joan" <[joan7land@xxxxxxxxxxxxxxxxxxxxx](mailto:joan7land@xxxxxxxxxxxxxxxxxxxxx)(do not spam)> wrote in message

>> [news:DA612B14-948F-48D8-A5B0-F8FA245A5CF0@xxxxxxxxxxxxxxxxxxxxx](mailto:news:DA612B14-948F-48D8-A5B0-F8FA245A5CF0@xxxxxxxxxxxxxxxxxxxxx)

>>> Windows XP will no longer send documents to either a Brother HL-1440 or a

>>> Canon PIXMA iP4200 printer. Suggestions please. (I was working in Word

>>> Perfect and have reinstalled that program but the PC, using Word, will not

>>> send a document to the printer).

>>>

>>> --

>>> Joan

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Try flushing the print queue:

Either

Open Control Panel, and double-click Administrative Tools.  
Double-click Services.  
Scroll through the list of running services, and select the Print Spooler service.

Click the Stop Service button on the toolbar.  
After waiting a moment, click the Start button on the toolbar.  
Close Services, and close Administrative Tools.

Or,

from a command prompt enter the command NET STOP SPOOLER. Once the service stops, enter NET START SPOOLER.

When you return to the print queue, the jammed print job should no longer be there. If it is, you should now be able to delete it normally. Keep in mind that you may have to manually update the queue by selecting Refresh from the View menu.

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• **Follow-Ups:**

- ◆ **[Re: Windows XP no longer communicates with printers](#)**  
◇ From: Joan

• **References:**

- ◆ **[Re: Windows XP no longer communicates with printers](#)**  
◇ From: R. McCarty
- Prev by Date: **[Re: Unsolvable windows networking problem](#)**
- Next by Date: **[Re: How to switch to DOS??](#)**
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