

Re: Printer Issues

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2007-01/msg04489.html>

- *From:* Bob I <birelan@xxxxxxxxxx>
 - *Date:* Fri, 12 Jan 2007 11:36:08 -0600
-

On the PC's that you are having trouble with, I would uninstall/remove the printer and reinstall it.

Ally wrote:

Cheers for that, would you have any ideas as to why on some Pcs the settings go back to default when chaging to source or type as they should, but one or two other machine keep these settings forcing the users to revert back to the default settings themselves when they change the source or type field?

"Bob I" wrote:

1. Is the Printer itself set up correctly as to tray contents and defaults.
2. Are the people that are having trouble, trying to specify Tray AND paper type.

Those are the two places I have found to be the biggest cause of problems.

Ally wrote:

Hi, I've just setup two HP 4350dtn network printers for two different departments. The first department setup was simple with everything working fine. By default jobs are sent to the plain paper tray 3. If headed paper is needed, users change the option to type- Letterhead and this works fine, when document is closed and another is opened setting changes back to the default type which is plain paper option which is fine.

But the other 4350stn setup has been a nightmare. 1. Some users when they choose to print to type- Letterhead, it just prints plain paper from tray three.
2. Some users can print to letterhead ok but this option sticks in Word 2003 and the user needs to change the option back

Re: Printer Issues

to plain paper option and doesn't default back to type- Plain like it should. 3. And for other people it works completely fine like the first departments 4350dtn.

All clients use WinXp SP2, Office 2003 SP2 and printers are installed on Win Server 2003 SP1.

Can anyone provide assistance/ advice? I'm in desperate need, been working on this for two days.

All help appreciated.