

Re: Cannot install USB printer, "The specified port is unknown"

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On May 15, 8:21 am, andy9999 <andy9...@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

I cannot install a HP Deskjet D2300-series printer. The installation process tells me "The specified port is unknown." I try to install manually (select a port), and the only port options are TCP/IP port and Local Port. Where is the USB port???

The Device Manager shows that USB Printing Support is installed (looking at the device manager via Devices by Connection shows the USB printing support connected thru the USB root hub, which looks right to me).

On another computer that has a USB printer, when I look at the ports for that printer, it says it's connected to a 'virtual' printer port (USB001). On the computer with the problem, no such printer port exists.

Uninstalling and reinstalling the printer doesn't help. Unplugging and plugging the USB cable back into the computer doesn't help. Each time, at the end of the installation process, I get "The specified port is unknown" and the install fails.

I should finally note that I was suggested (on another forum) to use the cleanspl XP power tool to help fix a different printer problem I was having on this computer. It seems it just made it worse.

Help!

With most HP USB printers, you must first run the driver CD and then when the set up requests it, connect the USB cable to the printer. Do not connect the printer before installing the HP driver/software.