

Re: Multifunction Printer

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2004-05/2460.html

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I'm sure you have tried this, but on the off chance you have not . . .
Shut down your system. Shut off all peripherals like the printer, speakers, zip drives and so on. After a couple of minutes of staring in disgust at your system, start the various peripherals and allow each one to come up on its own. When all the other stuff is up, start your computer. With any luck, your MFP should be online and working properly. If not, and again, I'm sure you have already tried this, uninstall the damn thing. Uninstall all the software, shut it off and unplug it from the computer. Restart the computer and reinstall the printer as if this was the very first installation of the device, following the manufacturers instructions to the letter. If prompted for restarts, make it so. You should now have a functioning device on your hands. If it still won't work, run around your office screaming insults and death threats at the hellish thing. Then go get drunk. That's about all I can offer in the way of sound advice.

"Brixey" <bandj3885(removethis)@aol.com> wrote in message
news:FE655FBE-271D-4A79-9D77-AAA840FAA376@microsoft.com...
> *Running XP Home Edition my printer has stopped printing, I am fast*
learning why fellow Windows 98SE users are so reluctant to change to this
problematic XP system.

>

> *Every time I try to print anything from any relevant software I receive*
this message:

> *The print job failed to complete.*

> *Reason:*

> *Unable to communicate with the device.*

> *The device may be turned off, or a cable may be disconnected.*

> *Please make sure that the device is turned on, connected and functioning*
properly.

>

> *Not only have I checked that the device is turned on, connected and*
functioning properly, many times, I also bought a new USB cable so that I
could at least eliminate this as a potential cause.

>

> *My multifunction Printer/Copier/Scanner is a Canon Smartbase MPC 200*
(Photo). It was working fine then suddenly I started getting the above
message. The printer is registered as the default printer within the

Control Panel. In Printer Properties on the Ports tab, the First Free Checked Port is:

- > *USB Local Port Canon MPC 200 Printer.*
- > *Enable Bidirectional Support is checked.*
- > *Enable Printer Pooling is unchecked.*
- >
- > *When I try to scan anything I get the following ScanGear Message:*
- > *Cannot communicate with scanner. Scanner may be turned off, a cable may be disconnected. Please check the status and try again. Scanner driver will be closed.*
- > *When I OK this message there is another message as follows:*
- > *Could not open the TWAIN source. Make sure there is a valid source for your scanner in the TWAIN directory found in the Windows directory. OK.*
- >
- > *In Device Manager I clicked on the plus sign to show the Universal Serial Bus controllers. Then I right clicked on each of the five USB Root Hubs, clicked Properties, chose the Power Management tab and unchecked – Allow the computer to turn off this device to save power.*
- >
- > *It might help to know that during computer startup I have noticed the following two lines of text:*
- > *Serial CH 0 No Device*
- > *Serial CH 1 No Device*
- >
- > *Can somebody please help me to solve this problem?*
- >