

# RE: Problems Printing After XP Upgrade from 98SE

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-07/msg04977.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-07/msg04977.htm)

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- *From:* je7383 <Jeff7383@xxxxxxxxxxxxxxxx>
  - *Date:* Mon, 18 Jul 2005 09:12:03 -0700
- 

Ken,

I'll try this this week when I get back to see this client. I just wanted to leave an update here. After gettiing it to work last Monday by the steps that I mentioned before, the printing worked for the entire week.

This morning after being powered off all weekend, the problem came back. Since I was getting them going over the phone, I just used the workaround that I came up with and it worked. I'll try the complete removal that you've posted when I get there this week, and we'll see if the problem comes back.

Thanks for all of your help.

--

JE

"Ken Zhao [MSFT]" wrote:

- > Hi Jeff,
- >
- > Thanks for further clarification!
- >
- > For your specific issue, at this moment, I also want to provide the
- > following steps to clean the printer subsystem completely on the
- > workstation that hosts the printer, and then reinstall it again.
- >
- > Step1.
- > =====
- > 1. Click Start, click Run, type services.msc, and then click OK.
- > 2. In the right pane, right-click Print Spooler service to select Stop.
- >
- > Step2. Clean the printer subsystem completely
- > =====
- > WARNING:
- > a) Using Registry Editor incorrectly can cause serious problems that may
- > require you to reinstall your operating system. Microsoft cannot guarantee
- > that problems resulting from the incorrect use of Registry Editor can be

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- > solved. Use Registry Editor at your own risk.
- >
- > b) Using this method will remove all of the printer drivers installed on
- > the system. You need to reinstall the printer drive in order for the
- > printer to work.
- >
- > 1. Log into the system as an administrator, click Start >> Run, input
- > regedit and click OK to run regedit.exe.
- >
- > 2. Go to HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print, click
- > Registry->Export Registry File on the menu, and export the current key to a
- > REG file for backup. (Note: You may double click on the REG file in Windows
- > Explorer to restore the original settings)
- >
- > 3. Go to
- > HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print\Environment\Window
- > s NT x86\Drivers, remove both the Version-2 and Version-3 keys.
- >
- > 4. Remove all sub keys under
- > HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print\Printers. (DO NOT
- > REMOVE THE PRINTERS KEY.)
- >
- > 5. Go to
- > HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print\Environment\Window
- > s NT x86\PrintProcessors, delete any processor that is not the following:
- >
- > winprint
- >
- > 6. Go to
- > HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print\Providers, delete
- > any provider that is not one of the following:
- >
- > Internet Print Provider
- > LanMan Print Services
- >
- > 7. Refer to
- > [HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Control\Print\Monitors],
- > delete any monitor that is not one of the following:
- >
- > BJ Language Monitor
- > Local Port
- > PJI Language Monitor
- > Standard TCP/IP Port
- > USB Monitor
- > Windows NT Fax Monitor
- > AppleTalk Printing Devices
- > LPR Port
- >
- > 8. Exit the registry editor.
- >
- > 9. Remove all files from the following directories:

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> C:\WINNT\system32\spool\drivers\w32x86\2  
> C:\WINNT\system32\spool\drivers\w32x86\3  
>  
> Step3.  
> =====  
> Please reboot and install the printer driver again to test the issue again.  
>  
> Hope the suggestion helps!  
>  
> Thanks & Regards,  
>  
> Ken Zhao  
>  
> Microsoft Online Partner Support  
> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>  
> =====  
> When responding to posts, please "Reply to Group" via your newsreader so  
> that others may learn and benefit from your issue.  
> =====  
> This posting is provided "AS IS" with no warranties, and confers no rights.  
>  
>  
> Newsgroup Web Interface Upgrade  
> Please complete a one-time registration process on your first visit to the  
> Partner Portal beginning July 11, 2005 at 9 A.M. PST by entering the secure  
> code mspp2005 when prompted. This secure code will be valid for 6 months  
> after which you will need to update your registration by entering the new  
> secure code. We will post announcements in the newsgroups prior to  
> expiration. Once you have entered the secure code mspp2005 , you will be  
> able to update your profile and access the the partner newsgroups. Please  
> update your Favorites link to the newsgroups web page, your current link  
> will redirect until November 1, 2005.  
> Please post any comment, questions or concerns to the  
> microsoft.private.directaccess.partnerfeedback newsgroup. For more  
> information, please go to:  
> [https://partner.microsoft.com/global/technicalsupport/registered-support/4001](https://partner.microsoft.com/global/technicalsupport/registered-support/40014662)  
> 4662  
>  
>  
> -----  
> | Thread-Topic: Problems Printing After XP Upgrade from 98SE  
> | thread-index: AcWHT+qMvTJAI0feRjmgghzKbIJ7sw==  
> | X-WBNR-Posting-Host: 24.207.207.56  
> | From: =?Utf-8?B?amU3MzgZ?= <Jeff7383@xxxxxxxxxxxxxxx>  
> | References: <D2B400BD-7307-4578-9608-36346E5ADF8F@xxxxxxxxxxxxxxx>  
> <8AC2EB48-1B7C-48E9-9BC4-1E6FF5570505@xxxxxxxxxxxxxxx>  
> <EFE10F95-D0EA-42A8-A5CD-F5867A92193D@xxxxxxxxxxxxxxx>  
> <lbg4mnqhfHA.940@xxxxxxxxxxxxxxxxxxxxxxx>  
> <25C513DE-AC27-4F19-A16F-302D449AF46A@xxxxxxxxxxxxxxx>  
> <AiIoKe5hFHA.940@xxxxxxxxxxxxxxxxxxxxxxx>

RE: Problems Printing After XP Upgrade from 98SE

> | Subject: RE: Problems Printing After XP Upgrade from 98SE  
> | Date: Wed, 13 Jul 2005 07:34:03 -0700  
> | Lines: 332  
> | Message-ID: <39C5370E-B1AD-408D-855C-84F3EE597B63@xxxxxxxxxxxxxx>  
> | MIME-Version: 1.0  
> | Content-Type: text/plain;  
> | charset="Utf-8"  
> | Content-Transfer-Encoding: 7bit  
> | X-Newsreader: Microsoft CDO for Windows 2000  
> | Content-Class: urn:content-classes:message  
> | Importance: normal  
> | Priority: normal  
> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
> | Newsgroups: microsoft.public.windowsxp.help\_and\_support  
> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA02.phx.gbl!TK2MSFTNGXA03.phx.gbl  
> | Xref: TK2MSFTNGXA01.phx.gbl  
> | microsoft.public.windowsxp.help\_and\_support:161532  
> | X-Tomcat-NG: microsoft.public.windowsxp.help\_and\_support  
> |  
> | Ken,  
> | As of this morning, everyone is still printing fine. The problem started  
> | immediately after the upgrade to XP, but I was able to resolve it. It  
> | returned approximately 1 week later, but I was able to resolve it in the  
> | same  
> | way.  
> |  
> | 1. The workstation that hosts the printer is running XP Pro SP2. It was  
> | recently upgraded from 98 SE.  
> |  
> | 2. When we are experiencing the problem, local and remote jobs fail in  
> | the  
> | same manner.  
> |  
> | 3. All Windows XP clients that are using the printer experience the same  
> | problem.  
> |  
> | 4. Once the problem occurs, it affects all print jobs, local and remote,  
> | from DOS applications or Windows applications including test pages.  
> |  
> | 5. If the problem reoccurs, I'll definately move the printer to another  
> | workstation, but if I do that, I'll have to create the queue and re-share  
> | it  
> | from the new pc. These are the same steps taken to resolve the problem  
> | now so  
> | I'm sure that it will alleviate the problem at least for awhile.  
> |  
> | 6. Since the problems survives re-boot, I'll probably try this before  
> | step 5.  
> |  
> | Thanks,

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> | --  
> | JE  
> |  
> |  
> | "Ken Zhao [MSFT]" wrote:  
> |  
> |> Hi Jeff,  
> |>  
> |> I am sorry to hear that the problem re-occurs after you clean the queue  
> |> of  
> |> print jobs.  
> |>  
> |> Reviewing your original post, I notice you are using a shared printer.  
> |> At  
> |> this point, please help me double-confirm the following information:  
> |>  
> |> 1. What is the exact OS system that connected to the printer directly?  
> |>  
> |> 2. Can you print any local print jobs correctly in the system which  
> |> connected to the printer directly?  
> |>  
> |> 3. Does the issue occur on only one Windows XP client or all other  
> |> Windows  
> |> XP clients?  
> |>  
> |> 4. To isolate the DOS application influence, please help me confirm if  
> |> you  
> |> can print any documents from other applications correctly (i.e. Word,  
> |> Excel, and Notepad).  
> |>  
> |> 5. If possible, I also suggest you try the following suggestions to  
> |> test:  
> |> 1) Remove the printer to another machine to make a test.  
> |> 2) Replace the printer with other printers to see if the issue also  
> |> occurs  
> |> on other printers.  
> |>  
> |> 6. Use Clean Boot to eliminate third party interference  
> |> -----  
> |> To isolate the influence of additional applications, please boot the  
> |> system  
> |> into a Clean Boot environment to see whether this problem continues:  
> |>  
> |> 1. Unplug all the unnecessary devices, with only the keyboard, the  
> |> mouse  
> |> left.  
> |> 2. Click Start, click Run, type "msconfig" (without the quotation  
> |> marks) in  
> |> the Open box, and then click OK.  
> |> 3. In the Startup tab, click the "Disable All" button.  
> |> 4. In the Services tab, check the "Hide All Microsoft Services"

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> checkbox,  
> |> and then click the "Disable All" button.  
> |> 5. Click OK and restart your computer.  
> |>  
> |> 310560: How to troubleshoot by using the System Configuration utility  
> |> in  
> |> Windows XP  
> |> <http://support.microsoft.com/kb/310560>  
> |>  
> |> For more detailed troubleshooting steps, please refer to the articles:  
> |> 314085: Troubleshooting general printing problems in Windows XP  
> |> <http://support.microsoft.com/default.aspx?scid=kb:en-us:314085>  
> |>  
> |> 314073: How to troubleshoot network printing problems in Windows XP  
> |> <http://support.microsoft.com/default.aspx?scid=kb:en-us:314073>  
> |>  
> |> If you have any update or results, please feel free to post back.  
> |>  
> |> Thanks & Regards,  
> |>  
> |> Ken Zhao  
> |>  
> |> Microsoft Online Partner Support  
> |> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
> |>  
> |> =====  
> |> When responding to posts, please "Reply to Group" via your newsreader  
> |> so  
> |> that others may learn and benefit from your issue.  
> |> =====  
> |> This posting is provided "AS IS" with no warranties, and confers no  
> |> rights.  
> |>  
> |>  
> |>  
> |> -----  
> |> | Thread-Topic: Problems Printing After XP Upgrade from 98SE  
> |> | thread-index: AcWG6d2WU8f2AEIq+a3Vo8JTqwGLA==  
> |> | X-WBNR-Posting-Host: 24.207.207.56  
> |> | From: =?Utf-8?B?amU3Mzg=? <Jeff7383@xxxxxxxxxxxxxx>  
> |> | References: <D2B400BD-7307-4578-9608-36346E5ADF8F@xxxxxxxxxxxxxx>  
> |> | <8AC2EB48-1B7C-48E9-9BC4-1E6FF5570505@xxxxxxxxxxxxxx>  
> |> | <EFE10F95-D0EA-42A8-A5CD-F5867A92193D@xxxxxxxxxxxxxx>  
> |> | <lbg4mnqhFHA.940@xxxxxxxxxxxxxxxxxxxxxx>  
> |> | Subject: RE: Problems Printing After XP Upgrade from 98SE  
> |> | Date: Tue, 12 Jul 2005 06:59:05 -0700  
> |> | Lines: 210  
> |> | Message-ID: <25C513DE-AC27-4F19-A16F-302D449AF46A@xxxxxxxxxxxxxx>  
> |> | MIME-Version: 1.0  
> |> | Content-Type: text/plain;  
> |> | charset="Utf-8"

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> |> | Content-Transfer-Encoding: 7bit  
> |> | X-Newsreader: Microsoft CDO for Windows 2000  
> |> | Content-Class: urn:content-classes:message  
> |> | Importance: normal  
> |> | Priority: normal  
> |> | X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0  
> |> | Newsgroups: microsoft.public.windowsxp.help\_and\_support  
> |> | NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250  
> |> | Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl  
> |> | Xref: TK2MSFTNGXA01.phx.gbl  
> |> microsoft.public.windowsxp.help\_and\_support:161185  
> |> | X-Tomcat-NG: microsoft.public.windowsxp.help\_and\_support  
> |> |  
> |> | Ken,  
> |> | I've done the net use /persistent=yes, and I can get everything to  
> |> | print.  
> |> | The real problem is that after printing perfectly for a while, it  
> |> | seems  
> |> | like  
> |> | until a power down possibly, then jobs enter the que, but don't print.  
> |> |  
> |> | In addition to not printing, the jobs multiply. For example if you  
> |> | delete  
> |> | all of the jobs from the queue and print a test page from XP, from  
> |> | either  
> |> | the

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• *Follow-Ups:*

- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: Ken Zhao [MSFT]

• *References:*

- ◆ **Problems Printing After XP Upgrade from 98SE**  
◇ From: je7383
- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: Byte
- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: je7383
- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: Ken Zhao [MSFT]
- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: je7383
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◇ From: Ken Zhao [MSFT]
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◇ From: je7383
- ◆ **RE: Problems Printing After XP Upgrade from 98SE**  
◇ From: Ken Zhao [MSFT]

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- Prev by Date: [Windows CD Burning](#)
- Next by Date: [Re: Administrator error when trying to save on D: disc drive](#)
- Previous by thread: [RE: Problems Printing After XP Upgrade from 98SE](#)
- Next by thread: [RE: Problems Printing After XP Upgrade from 98SE](#)
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  - ◆ [Thread](#)