

printer wont work, after running windows update

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Recently I was advised to use a program called Belarc Advisor, as part of the solution to another problem. When I ran it (Belarc being a system diagnosis tool) it told me that I was missing a lot of the windows update hotfixes. (I also fixed the other problem, which was caused by the lack of a video driver).

I ran windows update and installed everything, which was a few of the SP1 hotfixes, and most of the Sp2 hotfixes.

Since then, I've been upable to print. I'm using an HP Deskjet 880C. Its connected via USB001. It tells me that it is running online, when I look at the HP printer icon in controlpanel>printers and faxes.

I cannot print from the command prompt with echo hello ctrl+L dir > USB001 as it advises in the troubleshooter.

The diagnostic program, AIDA32, recognises the printer, but I don't know whether it does this just by reading the driver info, or by actually querying the printer itself... so I don't know how useful that is.

The printer is on, and connected. I've tried connecting it to some of the other USB ports, and I've tried restarting the computer. The printer light is green, indicating that there is no problem at the printer end. It has ink and paper.

It appears that there could be something wrong with the USB ports, as just tonight I noticed that I'm unable to retrieve photos from my digital camera either, nor use the scanner. These are the only other devices that are connected via USB.

Control panel says they are all working correctly, with no conflicting devices. AIDA32 has no conflicting devices

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icon available, and it used to.. before I fixed the other problem. I assume this means that it doesn't detect any conflicts.

Does anyone have any advice? I've reached a dead end and have no idea what to try next.

Thanks & Regards
Brett