

Re: User cannot print to OfficeJet printer

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-02/0580.html

From: Glow (glowinggibbon_at_hotmail.com)

Date: 02/15/05

Date: Tue, 15 Feb 2005 19:31:19 +0930

Oh with it on a LAN, just go to your add printers wizard to install it.

"Glow" <glowinggibbon@hotmail.com> wrote in message
news:4211c799@duster.adelaide.on.net...

>I have a HP 4in1 here, and although an earlier model I found it is better
>to plug it in and allow the PC (installed with XP), to recognise and
>install it rather than using the disc.

> "Charles Lavin" <x@x.x> wrote in message
> news:OKIzeRvEFHA.2052@TK2MSFTNGP09.phx.gbl...

>> Hi --

>>

>> I have a Windows XP Pro SP2 PC on a P2P LAN. The PC is also running
>> Norton Antivirus 2005.

>>

>> Also on this LAN are several networked printers, one of them being a new
>> HP OfficeJet 7310xi All-In-One printer. This printer is connected
>> directly to the LAN and provides networked printing and scanning to the
>> PCs on the LAN. I have two Windows 2000 Pro PCs and a Mac OS X printing
>> and scanning to that OfficeJet without any problems.

>>

>> I installed all the drivers and software for this OfficeJet printer on
>> the Windows XP PC, using the CD that came with the unit. The installation
>> completed without error.

>>

>> From the XP box, I can print to the OfficeJet as long as I'm logged as
>> the local administrator. When the user logs in with her user account, she
>> is unable to print. Her jobs get stuck in the queue, labeled "Error -
>> Printing."

>>

>> I added this user to the local Power Users group, to no avail.

>>

>> I found sporadic Print errors in the Event Log, with Event ID 6161, with
>> the error "Win32 error code returned by the print processor: 67 (0x43)."

>>

>> I spent over an hour in an online chat with HP earlier today, trying to
>> solve this problem. Not only did we get nowhere, but I got the definite
>> impression that the tech wasn't telling me something. His suggestions

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>> ranged from changing the permissions of all files in Windows\System32 to
>> installing a DeskJet 550c driver for this printer.
>>
>> The Windows XP PC can print to every other networked printer on the LAN
>> (one of them is an Apple LaserWriter) using the user's account. And like
>> I mentioned, I can print to that OfficeJet printer using the local
>> administrator account.
>>
>> The two Windows 2000 PCs can also print to that OfficeJet printer without
>> a problem -- but those users are local administrators (at least for now).
>>
>> Can anyone help me solve this? Am I dealing with HP software that won't
>> run on a normal user account? (Windows XP did not complain about
>> uncertified drivers.)
>>
>> I am trying to add a Small Business Server to this LAN, which would make
>> those local administrators on the Windows 2000 boxes also just regular
>> users. Will I wind up with this same problem on all the Windows boxes?
>>
>> Thanks,
>> CL
>>
>>
>
>