

# Re: printing problems

---

*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2005-04/msg00302.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-04/msg00302.html)

---

- *From:* "Jeff" <Jeff@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Tue, 12 Apr 2005 14:40:57 -0700
- 

Just to verify, I am seeing the identical problem that Bill reports (see my previous post) including successful printing from only the HP Diag Tools, print files in the print spooler, etc. In my case, the USB ports are 2.0, on the motherboard, and they do work correctly with other USB hardware.

Bill — have you tried a clean install of the device drivers per my previous post? I intend to do that, but am on the road this week and it will have to wait few days. Also, have you contacted HP Customer Service about the problem? They might be able to recommend an alternative, equally effective driver.

"Cari (MS-MVP)" wrote:

- > Are they USB1.1 or 2.0 ports? Do they work correctly with all other
- > devices? Are they on the motherboard or a PCI card or a hub (and if hub,
- > powered or unpowered)?
- >
- > Let us know if it changes on LPT.
- > --
- > Cari (MS-MVP)
- > Printing & Imaging
- >
- > In Loving Memory of our dear friend Alex Nichol MVP
- >
- > "Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
- > [news:90CD3DB3-84FB-468C-9049-A08827DA0D73@xxxxxxxxxxxxxxxxxxxx](mailto:news:90CD3DB3-84FB-468C-9049-A08827DA0D73@xxxxxxxxxxxxxxxxxxxx)
- >> It is definitely the print drivers, but specifically it is the print
- >> drivers
- >> under SP2.
- >> Most recent drivers from HP are install. In my case the Deskjet 5550,
- >> last
- >> updated in 2003 from HP, version 7.1
- >>
- >> When printing to the same printer using the default 550C driver that comes
- >> with Windows it prints, so the problem is the HP driver, but the 550C
- >> driver
- >> does not do photos/high quality, so I am stuck.
- >>

## Re: printing problems

>> All windoze update have been applied. Absolutely nothing in the event  
>> logs.  
>> From printing from anywhere in windoze all it does is spit out a blank  
>> page.  
>> Printing from the HP diag tools it does print a the test/diag pages.  
>>  
>> Files with data DO get created in the spool directory. So data is being  
>> generated. I am thinking it may have more to do the USB part. I am going  
>> to  
>> try the parallel port tonight.  
>>  
>> I understand that it is the HP drivers, but seeing this problem has  
>> happened  
>> to many people across all different brands, obviously something changed on  
>> the windoze side to break all these drivers that were previouslty working.  
>>  
>> "Cari (MS-MVP)" wrote:  
>>  
>>> About 98% of printer problems are caused by printer drivers... whether  
>>> they  
>>> get corrupted or the wrong ones get installed to start with or the driver  
>>> is  
>>> 'broken' by other means. Uninstalling and reinstalling COMPLETELY  
>>> usually  
>>> cures the problem.  
>>>  
>>> Is this installation a clean install of XP. What antivirus software and  
>>> firewall software are you running. When exactly did the problem first  
>>> occur.  
>>>  
>>> I have six USB printers here and none have any problems. I also have an  
>>> LPT  
>>> printer with no problem.  
>>>  
>>> Does the problem completely disappear and never recur if SP2 is not  
>>> installed.  
>>>  
>>> Are these the latest drivers available for the Deskjet600. If you give  
>>> us  
>>> something to work with instead of just saying it won't print, it would be  
>>> more helpful.  
>>>  
>>> Exactly what happens when you print.... are there any error messages in  
>>> the  
>>> Event Log? Exactly which applications do you try to print from? And  
>>> which  
>>> versions of the applications? Are ALL Windows updates applied? Are all  
>>> updates for all the other applications from which you print applied?  
>>> --  
>>> Cari (MS-MVP)  
>>> Printing & Imaging

Re: printing problems

Re: printing problems

>>>  
>>> In Loving Memory of our dear friend Alex Nichol MVP  
>>>  
>>> "Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>> [news:C28AA11F-CD16-4B9B-BF09-C0B850416550@xxxxxxxxxxxxxxxxxxxx](mailto:news:C28AA11F-CD16-4B9B-BF09-C0B850416550@xxxxxxxxxxxxxxxxxxxx)  
>>>> 1) These are USB printers not parallel.  
>>>> 2) I am not using the same printer, and from the posts I have read the  
>>>> same  
>>>> problem is occurring for all kinds of USB printers  
>>>> 3) The printers can print as demonstrated by various ways. Mine prints  
>>>> from  
>>>> the PC using the software diagnostic tools, but not from the windows  
>>>> test  
>>>> page....hmmm wonder where the problem is?  
>>>>  
>>>> "Cari (MS-MVP)" wrote:  
>>>>  
>>>>> This is a really ancient printer. What are the LPT settings in your  
>>>>> BIOS?  
>>>>> --  
>>>>> Cari (MS-MVP)  
>>>>> Printing & Imaging  
>>>>>  
>>>>> In Loving Memory of our dear friend Alex Nichol MVP  
>>>>>  
>>>>> "Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>>> [news:9E928359-F4ED-4D7E-B7CA-4B340BC2566B@xxxxxxxxxxxxxxxxxxxx](mailto:news:9E928359-F4ED-4D7E-B7CA-4B340BC2566B@xxxxxxxxxxxxxxxxxxxx)  
>>>>> >I concur with Vince. I am having the same problem since using SP2.  
>>>>> >Although  
>>>>> > graphics don't work for me either. The test pages using HPs  
>>>>> > diagnostic  
>>>>> > software work, but nothing Windows related will print, including the  
>>>>> > Windows  
>>>>> > Test Page.  
>>>>> >  
>>>>> > Kinda useless to have the same person keep posting "uninstall and  
>>>>> > reinstall"  
>>>>> > where I haven't seen that advice help anyone out yet.  
>>>>> >  
>>>>> > Does anyone have any real answers?  
>>>>> >  
>>>>> > "Vince McGowan" wrote:  
>>>>> >  
>>>>>> I posted a similar message several months ago now...and since then  
>>>>>> I've  
>>>>>> seen  
>>>>>> several people reporting the same problem here and all are given  
>>>>>> the  
>>>>>> same  
>>>>>> advice. I followed that advice and tried several other suggestions  
>>>>>> found

Re: printing problems

>>>>> at  
>>>>> various sites and still my printing problem persists. I can only  
>>>>> assume  
>>>>> that this is a Microsoft bug introduced sometime last fall.  
>>>>>  
>>>>> My problem (Windows XP Home – SP2, DeskJet 815C – tried both  
>>>>> parallel  
>>>>> and  
>>>>> USB connection): text only pages do not print from any application  
>>>>> (printer  
>>>>> produces blank page); text and graphic or graphic only pages print  
>>>>> just  
>>>>> fine  
>>>>> (i.e.. a printer test page, or from applications). HP has no  
>>>>> special  
>>>>> printer drivers for this printer; they say to use the Windows  
>>>>> supplied  
>>>>> driver.  
>>>>>  
>>>>> (I was able to work-around in MS Word by inserting a 1 pixel  
>>>>> graphic  
>>>>> in  
>>>>> the  
>>>>> header area of normal.dot.)  
>>>>>  
>>>>> So Windows bug or not?  
>>>>>  
>>>>> Vince McGowan  
>>>>> vince.mcgowan@xxxxxxxxxxxx  
>>>>>  
>>>>>  
>>>>> "Cari (MS-MVP)" <Newsgroups1@xxxxxxxxxxxxxxxx> wrote in message  
>>>>> <[news:eBOZuw6IFHA.3500@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eBOZuw6IFHA.3500@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)  
>>>>> > Uninstall and reinstall...  
>>>>>>  
>>>>>> > <http://www.coribright.com/windows/Article%20One.htm>  
>>>>>> > —  
>>>>>> > Cari (MS-MVP)  
>>>>>> > Printing & Imaging  
>>>>>>>  
>>>>>>> "LISA" <LISA@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
>>>>>>> <[news:C885719C-C410-49CB-BA72-7B745122FE8D@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:C885719C-C410-49CB-BA72-7B745122FE8D@xxxxxxxxxxxxxxxxxxxxxxxx)  
>>>>>>>> I HAVE A HP DESKJET 660C PRINTER AND IT WONT PRINT  
>>>>>>>> IT HAS INK ,AND PAPER  
>>>>>>>> EVERY PAGE IT PRINTS IS BLANK  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>  
>>>>>>>>

