

Re: printing problems

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-04/msg00380.html

- *From:* "Vince McGowan" <vince.mcgowan@xxxxxxxxxxxx>
 - *Date:* Sun, 17 Apr 2005 21:38:01 -0500
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This is not actually on my machine, but my elderly father's, whom I am supporting in his endeavor to remain 'online' ;-)

>> Uninstalling and reinstalling COMPLETELY usually cures the problem. <<

Believe me, I did do this SEVERAL times with out any success.

>> Is this installation a clean install of XP. <<

No, Windows Home XP upgraded from ME. Installed SP2 early last fall.

>> What antivirus software and firewall software are you running. <<

No antivirus software, but running Windows Firewall.

>> When exactly did the problem first occur.<<

First noticed in the early November time frame.

>> I have six USB printers here and none have any problems. I also have an
>> LPT printer with no problem.<<

The printer worked fine on Home XP SP1 using parallel cable. After SP2 installed and problem detected I eventually connected with USB (1.1) since printer supports both types of connections and this did not resolve the problem.

>> Does the problem completely disappear and never recur if SP2 is not
>> installed.<<

Not sure how to answer. Problem didn't occur with SP1, started sometime after SP2 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.<<

In my father's case (DeskJet 815C) HP says to use the Windows printer

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driver...they don't supply their own version for that printer.

>> 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? <<

I gave a fairly detailed explanation previously. There are no error messages in the event log. Try to print from Notepad, WordPad and Word 2000 and others. If a page contains only text, the printer acts like it prints fine, but each page is blank. If I print a page with text and graphics, both the text and the graphics print as expected. The printer test page always prints OK. I keep his machine (as my own) always up to date from the Window update site.

Vince McGowan

"Cari (MS-MVP)" <Newsgroups1 @xxxxxxxxxxxxxxxx> wrote in message news:uNqLeNyPFHA.688@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

> 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.
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> 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.
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> 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
>
> In Loving Memory of our dear friend Alex Nichol MVP
>
> "Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

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> news:C28AA11F-CD16-4B9B-BF09-C0B850416550@xxxxxxxxxxxxxxxxxxx
>> 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@xxxxxxxxxxxxxxxxxxx
>>> >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
>>> >> 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

>

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- *Follow-Ups:*
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 - ◇ *From: Jeff*

 - *References:*
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 - ◇ *From: Bill*
 - ◆ *Re: printing problems*
 - ◇ *From: Cari \ (MS-MVP)*
 - ◆ *Re: printing problems*
 - ◇ *From: Bill*
 - ◆ *Re: printing problems*
 - ◇ *From: Cari \ (MS-MVP)*

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