

Re: HP R80 Problem

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-05/msg00542.html

- *From:* "Cari \ (MS-MVP)" <Newsgroups1@xxxxxxxxxxxxxxxx>
 - *Date:* Sun, 29 May 2005 12:57:50 -0700
-

What is the setting of the LPT port in the BIOS? And in the Device Manager, is the Legacy Plug and Play box checked or unchecked?

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Cari
(MS-MVP Printing & Imaging)

"wclavey" <wclavey@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:1FB978F9-5B19-42BE-AD85-B257CFE3A6F8@xxxxxxxxxxxxxxxxxxxxxxxx

> Cari:

>

> Thanks for your prompt response. Yes, I have been to the HP Win-XP site
> many times, having done what they instruct, and hoping that there may be a
> follow-up. There is not. I corresponded with an HP service technician
> who
> also directed me there and finally said I needed to contact Microsoft.

>

> The problems they describe mostly deal with Plug 'n Play not working or
> installing the wrong drivers, but it works fine on my machine -- every
> time
> I uninstall the IEEE1284.4 devices and reboot, Plug 'n Play installs them
> correctly, and they work fine until I get the next error or status message
> from the device. It seems to me that it is not handling the error or
> status

> messages from the IEEE1284.4 device correctly -- something about
> receiving a

> status message that should simply be reported back to windows (like: out
> of

> paper) causes it to stop recognizing the device. I have checked that
> there

> are NO HP files or directories even on my machine and certainly not any
> installed programs in the Control Panel Program list. So it seems
> unlikely

> that the wrong drivers are being installed.

>

> "Cari (MS-MVP)" wrote:

>

>> Did you correctly follow the instructions at HP's website?

>>

Re: HP R80 Problem

<http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&cc=us&docname=bpu01853&product=58710&dlc=en&lang=>

>> --

>> Cari

>> (MS-MVP Printing & Imaging)

>>

>> "wclavey" <wclavey@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message

>> news:68CD872A-EBAD-4178-99D2-75B940AD822B@xxxxxxxxxxxxxxxxxxxx

>> >I have an HP R80 printer/fax/scanner. It worked great under Win-98. I

>> > upgraded to XP and it continued to work fine. Win XP recognized it and

>> > installed the correct drivers. Since applying the Win-XP service pack

>> > 2

>> > upgrades, I have a problem with the scanner. Anytime the printer

>> > generates a

>> > error condition back to the system (out of paper, paper jam, ink low,

>> > etc.)

>> > the system no longer recognizes the scanner. The only correction is to

>> > uninstall the IEEE1284.4 devices from the control panel, shut down and

>> > restart the system, and have Plug 'n Play reinstall the printer &

>> > scanner.

>> > Is there anything I can do to correct this? I do not want to have to

>> > uninstall service pack 2 and the subsequent patches.

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• *Follow-Ups:*

◆ **Re: HP R80 Problem**

◇ *From:* wclavey

• *References:*

◆ **HP R80 Problem**

◇ *From:* wclavey

◆ **Re: HP R80 Problem**

◇ *From:* Cari \((MS-MVP\)

◆ **Re: HP R80 Problem**

◇ *From:* wclavey

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