

Re: printing problems

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2005-12/msg00052.html

- *From:* donnie <donnie@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 6 Dec 2005 15:59:01 -0800
-

i have the same problem as vince. blank pages text only....add a picture prints fine. but my issue is I have to print out spreadsheets and database reports and adding a pic is not a option.... what do i do

"Vince McGowan" wrote:

> 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.

Re: printing problems

>
>>> 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
> 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.
>>
>> 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?
>> --

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>> Cari (MS-MVP)
>> Printing & Imaging
>>
>> In Loving Memory of our dear friend Alex Nichol MVP
>>
>> "Bill" <Bill@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
>> 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
>>>> >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

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