

Re: HP JetDirect

Source:

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- *From:* "Paul Baker" <paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 28 Feb 2006 09:45:18 -0500
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I wonder what kind of tracking software HP support has. Maybe they can look Cari up by name and find something.

I haven't been too impressed with HP support myself. I found a bug in their printing software and three times they gave me the same resolution that does not truly resolve it, though each time I did what they said just to prove them wrong. I can almost see in their code in my head and what they are doing wrong, but I can't change their source code, can I? They won't even admit it's a problem. I can explain it to them in technical detail, but they just don't understand. I told each person that my problem was not resolved and filled out a survey saying that my problem was not resolved and they did not contact me about it. Apparently they don't care.

Paul

"Clark" <nonworking@xxxxxxxxxxx> wrote in message news:b717029deij1bhg53cku0m5n00rp6pjp84@xxxxxxxxxxx

Cari, here's the thing. I actually have phone / email contact and a case number from an HP technical person working out of the President's office relative to this problem.

He tells me the development people say there are no outstanding issues for the 3310 relative to the Media Center Edition of XP -- not a good indication the problem is being worked on, or even acknowledged at HP

I am pretty sure if he were to understand this is really not the case, the the fix would be quickly on the way. What I really need is to put him in contact with whomever it is you have contacted who has identified the issue as a missing SKU identification in the setup program.

Is there any way you can give me contact info for an HP person that recognizes the problem? I won't contact him, I will simply call the tech guy working for the Pres. give him the contact info so that he can verify for himself that the problem exists.

I'm certain that will lead to prompt resolution of the issue

Re: HP JetDirect

Thanks for your help, I know this isnt your problem ---

Clark

On Mon, 27 Feb 2006 09:44:36 -0800, "Cari \((MS-MVP)\)"
<Newsgroups1@xxxxxxxxxxxxxxxx> wrote:

HP still working on it apparently. Sorry, my notebook has been in the
Toshiba Service Center (yet again)... and is still there so I'm missing
half
my email.