

## Re: HP JetDirect (now media center and HP 3310)

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2006-02/msg00348.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-02/msg00348.html)

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- *From:* "Paul Baker" <[paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 28 Feb 2006 15:03:11 -0500
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Alun,

Sorry, I meant software that comes with a HP Photosmart 8450 printer – I had the wrong model number!!

Paul

"Paul Baker" <[paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message news:...

Alun,

The problem I am having is not with a HP printer driver. But it is with software that comes with a HP Photosmart 4050 printer with an ethernet port. It is hooked up using a router to a LAN and uses DHCP.

During installation of their software suite, it creates a permanent mapped drive called X: and maps it to a share on their printer representing the memory card. Their Transfer Images software that transfers images from the memory card in the printer to the PC's hard drive using the ethernet connection uses this X: drive as the source and requires it to be currently connected.

The problem is that the X: drive may not be currently connected on boot up of the PC for a number of reasons, including:

- The printer is on, but the user logs in before all required services have started. This is usually what happens if the Welcome Screen is active and only one eligible user is present and has no password.
- The printers is initially off (but turned on later).

In this situation, the X: drive is listed as "Disconnected Network Drive" in Windows Explorer.

In this situation the drive is accessible through Windows Explorer. Opening the X: folder connects to the share and results in its status being "Network Drive" in Windows Explorer.

In this situation, however, the drive is NOT accessible in Transfer Images. There is an error message in red. The drive must be opened in

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Windows Explorer to force a connection and get Transfer Images to work.

HP's advice has always been to re-map the network drive manually, which temporarily resolves the issue by forcing a connection, but after reboot the issue is still present. To be clear, the drive mapping is permanent and present after reboot, but the status of the drive is "Disconnected Network Drive".

Finally, I told HP what my workaround was (open the drive in Windows Explorer), and their attitude was that I should go ahead and use the workaround then. I could not persuade them that it was an issue, let alone a bug.

It seems like they should not require a mapped drive at all. Why not use a UNC name? And what is preventing it from forcing a connection like Windows Explorer?

Paul

"Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxx> wrote in message [news:egx49QJPGHA.344@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:egx49QJPGHA.344@xxxxxxxxxxxxxxxxxxxxxx)

I have forwarded your message to an HP driver developer who is based here at Microsoft but does work for HP. I will vouch that HP is concerned with quality drivers they write.

Paul, are you having a problem with software or one of the print drivers? If it's a print driver, let me know which driver and what the issue is and I'll forward the information to the HP developer.

Clark, if the failure is in the HP setup program, it's possible to install the driver from the inf file. What I have seen is the setup file will extract all the dlls and other files into some temporary directory before installing the printer. When the access check is performed there is a dialog that gets posted. Do not dismiss the dialog because the clean up routine will delete the temporary files.

Search for the file. If you have the printer installed on another machine you can look at the driver properties for the file names. Just find one name and look for it, the rest of the required files will be in the same location or subdirectories.

Now run the Add Printer Wizard and use the have disk option to point at the inf file in the temporary location.

I am not sure if this will completely work since the setup program may do some other tasks in the registry but this may get your printer working. Probably none of the other multifunction features though.

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Alan Morris  
Windows Printing Team  
Search the Microsoft Knowledge Base here:  
[http://support.microsoft.com/default.aspx?scid=fh:\[ln\];kbhowto](http://support.microsoft.com/default.aspx?scid=fh:[ln];kbhowto)

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"Paul Baker" <paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
<news:ORNe3WHPGHA.2320@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

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@xxxxxxxxxxxx> wrote in message  
<news:b717029dejj1bhg53cku0m5n00rp6pjp84@xxxxxxxxxxxx>

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

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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

Thanks for your help, I know this isn't 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.

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