

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

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-03/msg00118.html

- *From:* Clark <nonworking@xxxxxxxxxxxx>
 - *Date:* Thu, 09 Mar 2006 14:54:01 GMT
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For anyone following this post, see my follow-up in the thread above titled "Alan and Cari" dated 3/3/2006, 7:25 p.m.

Clark

On Tue, 28 Feb 2006 15:03:11 -0500, "Paul Baker" <paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Alun,

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

Paul

"Paul Baker" <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).

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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 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

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

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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.

—
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

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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:b717029deij1bhg53cku0m5n00rp6pjp84@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
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.

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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 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.

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