

Re: SLOW Printing—more yet

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-05/msg00132.html

- *From:* proinwv <proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 10 May 2006 09:51:03 -0700
-

Alan, thank you for all your help. That being the case, then I will look elsewhere. Possibly I'll post a query for a comm issue.

PAUL

--

PROINWV

"Alan Morris [MSFT]" wrote:

the hotfix addresses the spooler component. If you do not see a delay when opening File / Print from your application then the hotfix will have no impact.

--

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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"proinwv" <proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:E6D040C8-86F4-4DEB-8022-464E8C661CC5@xxxxxxxxxxxxxxxxxxxxx

I have more information.

You may realize I am a little uncomfortable with the hotfix as it has not been released to the general usage AND my problem was twofold, slow printing and the status monitor not functioning.

I just spent 40 min on telephone with an excellent Epson tech and we uninstalled all Epson files and did a clean reinstall —no change.

He had me "disable" the status monitor and the slow printing problem is gone! He says that the issue is two way comm with the status monitor and when

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a print was ordered, it could not communicate and delayed the printing.

Since we have tried different usb ports, different cables, and also the printer works fine on a different computer and other devices work usb on this computer he feels that the problem is in the XP software.

Now the question is: This hotfix is specifically for slow printing, so with this new info do you still think this is the solution to use??

My apologies for all the questions, and hopefully this is the last. All of you guys help and patience is appreciated.

Thanks!

PAUL

--

PROINWV

"Cari (MS–MVP)" wrote:

If it's a hotfix you will not have to pay, even though they may ask for credit card details, you are not charged. They email you a link to the download after you've described the problem.

--

Cari (MS–MVP)

Printing & Imaging

<http://www.coribright.com/windows>

"proinwv" <proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

news:A283F81B-96F7-4684-9859-1DABD9493750@xxxxxxxxxxxxxxxxxxxx

Alan,

your comment,... "You click Print and it takes over a minute for the Print Dialog from the application to appear.

"...exactly describes the issue.

Also, moving this printer to another xp sp2 computer, does not duplicate the issue, so it is not printer related. Both speed

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and stat mon work fine.

The article seems to imply that I have to call
and pay a fee to get the
fix.

Is this correct?

--

PROINWV

"Alan Morris [MSFT]" wrote:

not sure. The remote device
mode of the printer settings
causes the
client
spooler to get cause in a
loop. The main symptom is :
You click
Print
and
it takes over a minute for the
Print Dialog from the
application to
appear.

I do not think this affects
status monitors other than
the extra
spooler
usage in the loop.

--

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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"proinwv"
<proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
<news:96097924-6409-4A7F-8AE8-DC60BE103506@xxxxxxxxxxxxxxxxxxxx>

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Alan, before
I do this
another
question/comment.

I do run
SP2 and
have for
months. The
printer has
worked ok.
The
problem
just started.

It seems to
be a comm
issue (?) in
that the
status
monitor will
not
work
at
all. But the
printer
does!

Knowing
this, do you
still
recommend
this fix?
Any
concerns I
should
have
in
applying it?

Thanks!!
--
PROINWV

"Alan
Morris
[MSFT]"
wrote:

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If
you
have
SP2
installed
you
may
be
encountering
this
issue

Slow
printing
<http://support.microsoft.com/kb/893225/en-us>
Printing
performance
problems
on
Windows
XP
Service
Pack
2
and
Windows
Server
2003

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

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and
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"proinwv"

<proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:7F3A2A65-B308-4531-B0E5-43645B145651@xxxx

I
removed
(uninstalled
thru
control
panel)
all
drivers
and
reinstalled
the
R800
(the
1520
ESC/2
reinstalled
auto.)
and
no
change.

I
get
a
communication
error
from
the
printer
status
monitor,
BUT
the
printer
does
work,
it
is

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very
slow
to
accept
the
command,
about
1
min.
for
one
page
of
text.
The
status
monitor
seems
not
to
function
at
all.

Since
the
printer
works
fine
when
moved
to
a
second
computer,
I
must
assume
the
printer
and
cable
are
ok.

Further,
since
my
usb
ports
work

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for
my
scanner
and
my
APC
and
since
the
printer
itself
does
work,
then
we
can
also
assume
the
usb
ports
work.

Also,
the
other
Epson
printer,
the
1520,
works
fine
and
quickly.

So
it
seems
to
me
that
I
have
a
software
or
registry
issue,
but
I
am

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at
the
limit
of
my
knowledge.

Any
further
ideas
???

--
PROINWV

"Cari
(MS–MVP)"
wrote:

Try
blitzing
all
the
printer
drivers
and
starting
afresh
as
far
as
installation
of
printers
is
concerned.

<http://members.shaw.ca/bsanders/CleanPrint>

--
Cari
(MS–MVP)
Windows
Client

–
Printing
&
Imaging
www.coribright.com/Windows

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"proinwv"

<proinwv@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote

in

message

news:DB4D59AC-6CDB-4D50-ADEC-3C

I
have
also
uninstalled/reinstalled
the
printer
driver
with
no
help.
Strangely,
it
seemed
slow
to
uninstall
and
reinstall.

There
are
also
drivers
from
an
older,
no
longer
used
printer
(Epson
870)
that
say
they
are
uninstalling
but
the
icon
remains

???

--

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PROINWV

"proinwv"
wrote:

I
suddenly
developed
a
slow
printing
problem
with
an
Epson
R800
(usb)
but
the
Epson
1520
(PP)
is
not
effected.

When
the
print
is
ordered
it
takes
a
very
long
time
for
the
order
to
reach
the
printer.
Printer
then
prints
normally.

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I
have
reinstalled
the
printer,
defragged,
cleaned
temp
files,
run
Norton
AV,
run
Spybot—cursed
a
bit
also.

(The
problem
initially
was
that
it
would
not
print
at
all
(only)
from
Word
2000,
but
after
the
above
it
does.
All
software
now
exhibit
the
same
problem.
Print
with
the
extreme
time

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delay.)

Any
help???

--
PROINWV