

## Re: Scanning communication erro

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2006-06/msg00196.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-06/msg00196.html)

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- *From:* "Chuck" <cdkuder@xxxxxxx>
  - *Date:* Fri, 23 Jun 2006 14:40:32 -0400
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The motherboard hardware is most likely OK. BIOS may be another story. Your problem really sounds like you should borrow a normal keyboard and mouse, and uninstall the USB port and controller drivers. Then reboot and allow windows to redetect and reinstall them. You may find that changing the motherboard gets you involved in the windows verification/validation stuff!

"Frustrated!!!" <Frustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:7D76F2EA-BC7B-44F9-8CE0-3E19FAF1F625@xxxxxxxxxxxxxxxxxxxx>

Well now here's a interesting situation.

I called HP this time and we went through alot more things than we did online. Deleting all the temp folder, reinstalling software completely, deleting the twain in safe mode, and so forth, that didn't work, so I

decided

along with his suggestion to do a destructive restore, That didn't work,

the

scanner and camera wizard didn't show up until after the printer software

was

downloaded and the scanner now shows no properties. I'm thinking it might

be

the mother board. I am next going to try hooking up the printer on a networking cable to see if that is going to work.

I've tried the BIOS download and it only screwed up my computer so that it wouldn't go into windows and had to reload the default setting so that I could go into windows. Won't try that again.

So I am at a stand still right now. I found out that my old printer was a parallel port and so that probably worked fine because of that.

If you have any other suggestions I would like to hear it. Right now I

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think

my motherboard is damaged.

"Chuck" wrote:

The problem with a USB interfaced keyboard and/or mouse is that it is likely

that uninstalling the USB port and controller drivers will kill the keyboard

and mouse functionality until they are reinstalled. The reason for uninstalling and reinstalling the USB controller and port drivers is to allow the USB support drivers and registry configuration to be redone. Generally, this helps to restore the software environment that is expected

by the multifunction devices and many other devices as well. The wireless

keyboard and mouse should likely be reinstalled after the multifunction device is up and working properly. As you said, the "other" scanner worked

with the wireless keyboard and mouse. The other scanner likely used different drivers and possibly even a different software interface methodology. With software problems such as yours seems to be, divide and

conquer seems to be the best approach. If you are having problems with only the scanning functions, I'd try a downloadable trial version of View Scan.

"I do have a wireless mouse and keyboard but my other scanner that I had before worked fine with them"

One of the more interesting situations occurs when you "rebrick" an HP system (Reloads the software to the as it came configuration) and HP multifunction device drivers still don't work. In the past, we had this occur with a major customer's systems, and at least got HP's attention.

In

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this case, the ultimate result was a BIOS revision, and a multifunction firmware change.

"Frustrated!!!" <Frustrated@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:51652C1E-FDBC-47A9-B918-1427E18543B3@xxxxxxxxxxxxxxxxxxxx](mailto:news:51652C1E-FDBC-47A9-B918-1427E18543B3@xxxxxxxxxxxxxxxxxxxx)

I'm using an HP 553X pavilion and using a USB cable for connecting.

And I

have tried it with and without my other devices hooked up, installed

and

uninstalled alike and have also deleted the drivers, restarted and all

that

jazz. I am the administrator for the computer and followed all the instructions that came with the printer. I do have a wireless mouse and keyboard but my other scanner that I

had

before worked fine with them.

I'm thinking that since they told me to do a system restore and before

that

I did a destructive restore, that since my windows haven't been

updated

with

all the updates that that might be what is making it not work. What do

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you

think? I am now in the process of downloading SP-2. So we will see and

I

did

receive another installation disk from HP since when I did their check

up

on

their site it told me I had the incorrect driver. So after installing

SP-2

and installing the printer again for the 20th times I will see if it

works

then. Otherwise I am at a loss.

"Chuck" wrote:

How are you connecting the 3210 to the computer, and what is the

computer

make and model?

Does the PC have USB 2.0? Are there other USB devices connected?

Have you properly uninstalled the non working drivers, and perhaps

used

a HP

utility to do a cleanup afterwards?

Are you using the administrator account to install?

Did you follow the installation instructions

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exactly—IE install the software, then plug in the 3210? (Or whatever the install instructions said to do in exact order.)

When all else fails, and assuming you do not have a USB keyboard,

mouse,

and

HD— You can try uninstalling the USB ports and controllers. This usually allows a new driver install to work properly when all

else

fails. Getting the fax portion of a multifunction device to work

properly

may be another hassle.

I have used multifunction fax/scanner/printers since the windows 95

days,

and have always had to spend more time and effort than I'd like in

getting

them to work properly. Windows XP (esp SP-2) seems to be more

problematic

than you'd like when it comes to fax functionality and software.

If you are connecting the 3210 to the PC via an unpowered port,

don't do

that! (At least for the driver install) IF your PC has multiple USB ports, the

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driver install process may

work

better with a specific USB port, usually the first USB 2.0 port.

"Frustrated!!!"

<Frustrated!!!@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

[news:F27B2E2E-A320-4379-9B85-2FAD45ADB191@xxxxxxxxxxxxxxxxxxxx](mailto:news:F27B2E2E-A320-4379-9B85-2FAD45ADB191@xxxxxxxxxxxxxxxxxxxx)

I have installed and  
reinstalled a 3210 HP all in  
one printer

about 10

times

and have been back and  
forth with HP with no  
solution.  
I keep getting a  
communication error that  
tells me that the device

is

unable

to communicate with my  
computer. I have done all  
the steps,

reinstalled

the

drivers, even exchanged the  
printer and I still have the  
same

problem.

I

even

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did a system recovery  
thinking it was my  
computer. I am at my wits

end

since

I really like this printer and  
want to keep it.  
Does anyone have any  
solutions that I haven't  
already tried?????