

Re: Scanning communication erro

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-06/msg00198.html

- *From:* "Chuck" <cdkuder@xxxxxxx>
 - *Date:* Thu, 22 Jun 2006 09:51:29 -0400
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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 HPs attention. In 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>

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

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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 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 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,

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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 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: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

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

I

even

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?????