

Re: Printing on HP 845C suddenly stopped

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006-06/msg00236.html

- *From:* "Cari \ (MS-MVP)" <Newsgroups1@xxxxxxxxxxxxxxxx>
 - *Date:* Thu, 29 Jun 2006 09:18:26 -0700
-

The quickest and easiest way to resolve this is to purchase a PCI USB 2.0 port card..... all you need to do is literally insert it into a PCI slot, and restart Windows. Windows will do the necessary installing as the drivers are included.

You'll then get extra USB ports and the front ports will again be free for the other peripherals.

Something like:

<http://shop1.outpost.com/category/Outpost/PCtab/Computer+Upgrade+Cards+&+Hubs?accipterAreaString=>

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Cari (MS-MVP) Windows Client – Printing & Imaging
www.coribright.com/Windows

"JeffInTX" <JeffInTX@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:247FA593-9636-4E4C-8972-C57BDF08B3C6@xxxxxxxxxxxxxxxxxxxxxxxx

As a last ditch attempt this morning I unplugged the USB cable from it's normal spot in the back of the computer to a 2nd USB port on the front that
that
ius normally used for connecting a device like a digital camera to
download
pictures. The printer works in the 2nd USB port. Now I need to
troubleshoot
and fix the USB port or use the workaround until it possibly breaks.
Thanks
for your help.

"JeffInTX" wrote:

Cari, Thanks again. Here's what I've done since my earlier post.
I removed and reinstalled the HP driver s/w that I had. It did not work
BUT
the strange thing that happened was that it seemed to NOT recognize that

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the
printer was on the USB port from the HP install. The msg said something
to
the affect of contacting the manufacturer and modifyig BIOS.
Then, I went ot the HP website and downloaded the latest 845 driver
(4.3.0.0) and removed the old and installed the new. The same thing
happened
during the install not recognizing the printer on the USB port. It
suggested
removing and replugging in the USB cable. NO luck on the printer end.
When I
unplugged the USB Cable on the computer end, the install procedure took
off
by itself and competed. BUT, it still acts the same...can't print a test
page.
I think my only hope is to see if I can get the h/w checked out at the
local
Best Buy or whatever and then buy a new one if nothing comes of it.
Unless
this latest piece of the saga rings any bells with you.
Thanks for all your help.

"Cari (MS-MVP)" wrote:

Sound more like a hardware problem inside the actual
printer. You
could try
changing the cable and see whether that works, but it's a
rather old
printer, I'd probably just buy a new one.

—
Cari (MS-MVP) Windows Client – Printing & Imaging
www.coribright.com/Windows

"JeffInTX" <JeffInTX@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote in message
news:48AB72B3-69F0-4C8B-923C-E8C61427A5B0@xxxxxxxxxxxxxxxxxxxx

Thank you. I removed and re-installed the
printer driver from HP but
it
still
doesn't work, when I tried the 'print test
page' after
re-installation. It
acts the same way, in that it sounds likes it
printing, but nothing
actually
prints on the page. I'm wondering if it's a

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hardware problem with the
printer
regarding data to print coming from the
computer although the 'clean
heads'
works.

I've gone to the HP website and checked for
a newer version of the
driver.

It ran a printer check program and indicated
there was a newer
version.

17+MB. Update later.

The last software update I did was an
Acrobat Reader 7.0.8 update on
6/23/06

but can't remember if I printed successfully
after that update was
installed.

I know I printed something the day before
and it was with Acrobat
Reader.

"Cari (MS-MVP)" wrote:

Uninstall and reinstall the
printer...
<http://www.coribright.com/windows/Article%20One.htm>

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Cari (MS-MVP)
Printing & Imaging
<http://www.coribright.com/windows>

"JeffInTX"

<JeffInTX@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

<news:53B8FEB8-649E-45DE-8569-10F3E83AEED3@xxxxxxxxxxxxxxxxxxxx>

I've
downloaded
all the MS
patches
when the
system
notifies me

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and
I
have
been able to
print since
the last
automatic
update.

"JeffInTX"
wrote:

Printing
from
ANY
applic
stopped
on
HP
845C....checked
the
cables,
rebooted....
XP
acknowledges
when
turning
the
printer
on/off
The
printer
goes
through
the
motions
of
printing,
ie
the
heads
traverse
back
and
forth
but
there
is
no
output.

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From
the
printer
troubleshooting
help,
I
can't
do
align
print
heads,
can't
print
a
test
page
which
both
try
to
print
something
BUT,
I
can
do
a
clean
print
heads
and
that
page
comes
out
fine.
There
are
NO
error
messages
or
indicators
Tried
re-installing
the
driver
BUT
the
install
said

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it
was
unable
to
locate
the
printer
on
USB001
although
looking
at
the
printer
status
it
shows
that
it's
ready
AND
on
USB001
HELP.....