

Re: Wierd XP sp2 local printing problem, remote is ok

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- *From:* Cali <Cali@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 22 Jul 2006 06:23:01 -0700
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I'm not sure if this is the same type of problem or something entirely new but it is similar and I can't find a way of starting a new post and I'm getting desperate. I have 3 user accounts on this fairly new Dell DM051 and a Dell 944AIO printer. I can print from 1 user account but when I try to print from the other 2, I get a message which reads "Incorrect Port Detected", "The printer is designed to work with USB cables only" and "The current software setting is not set to USB Port"

Please, if you can help I would really appreciate it, Dell support have been useless and simply want more money for 'software' support any time I try to get help from them.

—

With thanks, Cali

"Tom R" wrote:

Thanks Shawn,

That was the problem on my PC also.... you are a lifesaver. I've been looking for answers to this for over 6 months and was about to buy another printer (I was determined not to reload the OS). No one at HP, Dell, or MS even hinted at looking in this direction for a solution.

Have a great summer!

Tom R.

"Shawn D" <ShawnD@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:FC61995B-E791-4099-A0C9-D63ACE73B917@xxxxxxxxxxxxxxxxxxxx>

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I just figured out my issue. It had to do with DEP – Data Execution Prevention. I had remembered that I was fooling around with this a couple weeks ago and had changed it to "Turn on DEP for all programs and services except those I select" in which I had Windows Explorer checked. I just got done selecting the original which states "Turn on DEP for essential Windows programs and services only", rebooted, and now I can print again to my hp 7350 printer.

The DEP can be found under control panel->system->Advanced Tab->Performance Settings->Data Execution Prevention Tab

Hope this helps.

"Shawn D" wrote:

I just started experiencing the exact same thing with my photosmart 7350.
I believe it started after my latest update from Microsoft. I'm using Microsoft Windows XP Media Center Edition Version 2002 Service Pack 2.
The printer works with other computers, just not this new Dell computer loaded with the above software. Thanks for the update; I was starting to pull my hair out trying to figure this out...if there was only a solution though
:)

"Tom R" wrote:

Greetings,

Are you using XP Home, Professional, or Media Center Edition (MCE)?
What is the manufacturer of you PC?

Since mid-December I have experienced the exact same problem with a HP 7350 on a Dell 8400 with XP MCE SP2; it worked

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fine for over a year then one day and then suddenly it began spitting out a single blank page after going through the motions of printing. It prints fine with other PCs and other operating systems. Only the local XP machine will behave this way. In early February I posted to this forum with no success on getting a solution. I have tried the following items

- Uninstalled the HP Print Drivers through the HP uninstall icon and reinstalled the driver
- Uninstalled the HP Print Drivers through the Windows XP "Add/Remove Software" utility and reinstalled the driver
- Uninstalled all print drivers using "cleanspl.exe" in the Windows Resource Kit Tools and reinstalled the driver
- Manually deleted any reference to HP print drivers in the registry using regedit and reinstalled the driver
- Installed the printer on a network print server so others can access it.

When connected to the original XP PC it behaved the same way printing from other PCs using MS print sharing; the single blank page senario. Once I intalled it on the network others can print normally through the print server, but the original XP PC still spits out the single page.

As you mentioned Microsoft has no information, HP says that it is a Dell or Microsoft problem (they are totally useless). The HP 7350 driver was last updated in 2003 and HP has no intention of patching such an old driver. Cari, who posts to this forum, tried to be

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helpful but could not come
up
with any solution. At this point I'm
considering buying a new printer
since
I'm going on 6 months without help from
MS, HP or Dell. It won't be an
HP...
I don't have a good support history with
them on PCs or printers. If
you do
find a solution please pass it on.

Best of luck and good hunting!

Tom R.

"alphaguru" <jan.knol@xxxxxxxxxxxx>
wrote in message
news:1148660251.736120.286260@xx

3 weeks ago I went on a
holiday and when back, I
switched on the
computer I received the
message no local profile
found for user...,
after getting a new profiel
and a reboot I found that
suddenly my
computer with xp sp2 fails
to print to the local usb
printer(photosmart
7350)
After giving the print
command, the printer reacts,
loads a sheet of
paper, shuffles its cartridges
a bit and then spits out the
sheet of
paper without printing
anything.
If I print a documnet from
any other computer on the
network the
document is printed without
a problem.
Things I did to tackle this
problem:
1/ removed printer and all
related software

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2/ reinstalled the
printerdrivers and software
3/ tried another user on the
computer
4/ connected the printer to
another port
5/ checked sp2 issue's, none
applies
6/ disabled virus scan/
firewall

what more do I have to
check?

regards