

Re: HP Printer– document printing failed!

Source:

http://www.tech–archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2006–08/msg00221.html

- *From:* "Cari \ (MS–MVP)" <Newsgroups1@xxxxxxxxxxxxxxxx>
 - *Date:* Tue, 25 Jul 2006 10:29:15 –0700
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Check the exact configuration of the Symantec product on the other two notebooks.....

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

"Dipen" <Dipen@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:86B5A898–B6DC–4D6F–BFC6–D76358CC14A9@xxxxxxxxxxxxxxxx

Cari, i didn't uninstall the Symantec Product coz the same product is running without any problem on two of my colleagues Notebooks. They are using same network and same network printer. The only difference is that I am using ACER Travelmate Notebook and they are using Compaq Presario.

I did re–install the changes made by " One Button Check " in Norton System Works 2006. Then deleted the printer and re–installed again. During installation it did recognise the network printer and installed successfully. However when Test Page was sent for printing, again same problem " This document failed to print."

I tried to take help of HP online support. It ran online diagnostic Tool and declared everything is fine except a new Jetdirect firmware to be installed. I then installed the HP download manager and let it update/install whatever it needed. The Jetdirect firm was updated. I deleted again the printer and re–installed... and again Test Page itself not getting printed...what to do?

Can u suggest any other diagnosis to be done?

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DKL

"Cari (MS–MVP)" wrote:

Re: HP Printer– document printing failed!

Does it work again if you uninstall the Symantec product?

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"Dipen" <Dipen@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:8063242E–4990–4FB8–8858–D874444A6E36@xxxxxxxxxxxxxxxxxxxx

I am using Windows XP Professional, SP2 with all latest patches. I have been using HP Laser Jet 5100 PCL6 Network Printer for last one year without any problem. Few days back, I installed Norton 2006 Internet Security as well as Norton 2006 System Works. After installation I used One Button Check Up and allowed Norton System Works to fix all the problems.

Now I find that i am unable to print any document on my LAN Network Printer...I always get Error – Document Printing Failed! I tried deleting and re–installing Printer. While installing it doesn't recognise any printer in the Network, however it recognises when IP address of printer is given. Printer gets installed but again same problem..."Document Printing Failed!" My other colleauges are able to print in that Network Printer. Also I am able Ping Printer IP address and get good response!

Can Anybody help?

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DKL

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