

Re: HP DeskJet 722C

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- *From:* AAK <AAK@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 29 Oct 2006 17:27:02 -0800
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Yes – Norton Antivirus. Any idea what I can do to fix this? Or do I just need to accept the fact that I can't print through the spooler anymore? Since the last time I could print was in September, I'm guessing this occurred when the software (Norton) did its last auto-update.

"Cari (MS-MVP)" wrote:

Chances are high then that you have a Symantec product installed on your PC.

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

"AAK" <AAK@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:544B0646-D80F-4829-AA0D-226A4DE0F191@xxxxxxxxxxxxxxxxxxxx

Thanks for the response – actually I solved my problem LATE last night, and believe it or not, it's the spooler. I can print when going directly to my printer, but not through the spooler. So, now I'm off to find out how to replace the corrupted spooler...

Wish me luck.

"Cari (MS-MVP)" wrote:

Does it print when only ONE of the applications is installed?
There is certainly no problem per se in Word, Excel, etc..... and I've got all of your applications EXCEPT InDesign, Quark, Illustrator and FrameMaker installed..... plus a whole load of others. Which versions of all the applications are you running?

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I have no experience in Quark Express, couldn't even tell you what kind of application it is.

When did this problem occur? If you do a clean installation of XP with SP2, and then install Microsoft Office (and ONLY Office) can you print from each application correctly.

Since you can print from Internet Explorer and Outlook (or perhaps Outlook Express) there is no problem in the actual installation of the printer and its connectivity with either Windows XP or your hardware. The problem lies elsewhere.... and probably beyond the scope of this newsgroup.

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

"AAK" <AAK@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:091225F8-0273-4351-8EB8-84ED56F2FE8B@xxxxxxxxxxxxxxxxxxxx

I can't print to my HP DeskJet 722C (parallel printer, LPT1) from any applications (or a command prompt) other than Internet Explorer 6.0 and Microsoft Outlook in Windows XP. I've tried uninstalling and reinstalling the printer, installing all Windows XP updates, and uninstalling and reinstalling applications (these include Word, Excel, Access, Adobe InDesign, Quark Xpress, Adobe Illustrator, Adobe Acrobat, Adobe FrameMaker, Adobe Photoshop). It sounds like the printer is going to print, but then spits out blank pages for each page in the

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document.

I can print a test page, and I can print from Outlook and Internet Explorer, so I know the computer and printer are talking to each other.

Can anybody help?