

Re: Unable to print to networked printer – get access denied messa

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-03/msg00185.html

- *From:* "Alan Morris [MSFT]" <alanmo@xxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Mon, 26 Mar 2007 09:12:25 -0700
-

Check the permissions on the server assuming the client has a true RPC connection

How is the Standard TCP/IP port configured for the device?

—

Alan Morris

Windows Printing Team

Search the Microsoft Knowledge Base here:

[http://support.microsoft.com/default.aspx?scid=fh:\[ln\];kbhowto](http://support.microsoft.com/default.aspx?scid=fh:[ln];kbhowto)

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"Jorabi" <Jorabi@xxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:00D11282-CFC4-492B-8FCF-8C3A2E667722@xxxxxxxxxxxxxxxx

Alan, if the client and print server are two different machines, are you referring to the permissions of the \windows\system32\spool\printers directory on the client or on the print server? And what was Lawrin Walker's outcome?

I am having the same symptoms as him on an XP client pc but the print queues are on a W2K3 server.

"Alan Morris [MSFT]" wrote:

does the Users group have create file access to \windows\system32\spool\printers directory? (HINT:compare the directory permissions of the failing machine to one which is working.)

if the system32 directory got locked down and someone included subdirectories, then this will cause user printer failures.

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If this setting looks okay and the driver you use is not included in XP, the driver may be writing to a location to which the user does not have access.

—
Alan Morris
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"Lawrin Walker" <LawrinWalker@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:15E7A3D3-355A-4764-B52F-617FFDCF6A92@xxxxxxxxxxxxxxxxxxxx>

Hello,

I am having an issue at my office with a user who needs to be able to print to a networked printer. I have set up thousands of network printer connections before, and I have never run into this problem. I have searched the net for solutions but have had no luck. In our office, the user does not have permission to set up printers so we as admins have to do it. Here is the story

The user requested that he be connected to a networked printer in his office. So I went down to his machine and logged on with my admin account.

I went into Printers and Faxes and clicked on Add Printer.

Then I choose Local Printer and on the next screen, I choose Create Port and selected StandardTCI/IP Port.

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Then I entered the IP address of the networked printer and that automatically fills in the second field with the same Port Name.

Then I click Next and have to wait for the next screen to select type of network card in the printer, which is the HP Jet Direct.

Then I click Next. Then it comes up and asks for the mfg and type of printer to install the drivers. I select the printer drivers to be installed and the drivers install and I the wizard finishes and the printer is installed.

While I am logged on as the Administrator, I AM able to print a test page just fine. However, when I log off and the user logs on, he is unable to print a test page and gets the following error:

Test page failed to print. Would you like to view the troubleshooter for assistance? Access denied.

I checked the Security tab of the printer properties. I compared these settings to another network printer that is installed (and the user CAN print to) and they are identical.

I am totally baffled as to why this user can't print to the one printer but can print to the other one. I set them both up the EXACT same way. I found a post on the web that said that the C:\Windows\System32\Spool\Printers directory may be full of 0001.spl files and it may have reached the max of 255 files. But I checked this directory on the users machine and the

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directory was empty.

If anyone has any suggestions or tips that they can pass my
way that
may
help resolve this problem, I would be most grateful.