

Re: Unable to change Default Print Settings

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-04/msg00008.html

- *From:* Limoni <Limoni@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 1 Apr 2007 22:22:02 -0700
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Sorry this is becoming such an epic, and over such a minor issue, but I would like to sort it out.

I tried your suggestion but the results are the same – no printers show in ControlPanel/PrintersAndFaxes, and I can't add a printer ("Operation could not be completed. The printer spooler service is not running."). I tried 'net start spooler' in Safe Mode but got "Start Service Failed 1084: This service cannot be started in Safe Mode"

"Lem" wrote:

Limoni wrote:

I tried the Safe Mode solution (I'm using XP Home), but when I display Printers & Faxes in Control Panel none are shown, and I can't add a new printer because I get a message '....printer spooler service not running'. And I can't start the printer spooler in Safe Mode.

"Lem" wrote:

Limoni wrote:

I'm trying to change the default settings for my printer. I use Start/ControlPanel/PrintersandFaxes and select my default printer. According to Help documentation, if I right click the printer while holding down the Ctrl key then press Properties the resulting dialogue box should display a Security tab. But it doesn't – it shows six tabs – General, Sharing, Ports, etc, but no Security. I'm working as Administrator, so I should have permissions. Any suggestions? I'm using XP os. Thanks

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If you are using XP Home, make this setting in Safe Mode (reboot and tap F8 as the boot-up sequence is starting). If you are using XP Pro, make sure that simple file sharing is not enabled (Control Panel > Folder Options > View > Advanced, clear "Use simple file sharing [Recommended]").

—
Lem MS MVP — Networking

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http://en.wikipedia.org/wiki/Apollo_Guidance_Computer

Do you have a LexMark printer (or perhaps uninstalled one)?

Open a command prompt window and type:

```
sc qc spooler [press Enter]
```

You should see something like the following:

```
H:\>sc qc spooler
[SC] GetServiceConfig SUCCESS

SERVICE_NAME: spooler
TYPE : 110 WIN32_OWN_
START_TYPE : 2 AUTO_START
ERROR_CONTROL : 1 NORMAL
BINARY_PATH_NAME : C:\WINDOWS\syst
LOAD_ORDER_GROUP : SpoolerGroup
TAG : 0
DISPLAY_NAME : Print Spooler
DEPENDENCIES : RPCSS
SERVICE_START_NAME : LocalSystem
```

If there is anything other than RPCSS listed opposite "Dependencies" write down the names (so you can restore them later) and then type:

```
net stop spooler [press Enter]
sc config spooler depend= RPCSS [press Enter]
```

[note no space before = but space after]

Now exit the command prompt window and restart in Safe Mode.

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You should now be able to see the printers in Safe Mode and access the Security tab.

When you restart in normal mode, you will have to restore the dependencies you removed earlier. For example, if the spooler was dependent on LexBce in addition to RPCSS, open a command prompt window and type

```
net stop spooler [press Enter]
sc config spooler depend= RPCSS/LexBce [press Enter]
net start spooler [press Enter]
```

For multiple entries in the list of services which must start before the spooler starts, the names are separated by forward slashes (/). Use the exact spelling as shown in the response to the "sc qc spooler" command.

If the above doesn't work or doesn't apply, what happens when you try to start the spooler in Safe Mode? What error message do you get?

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Lem MS MVP -- Networking

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