

# Re: Can't print without restarting Print Spooler Service

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print\\_fax/2007-08/msg00037.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-08/msg00037.html)

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- *From:* "Alan Morris [MSFT]" <[alanmo@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:alanmo@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Wed, 8 Aug 2007 19:18:55 -0700
- 

I'd first start by using the Standard TCP/IP port that ships with the product.

Most likely there is some sort of version conflict with the 3 drivers on the one system.

Once you get the drivers removed download the latest from HP and start over.

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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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"Devonshire" <[Devonshire@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:Devonshire@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:6414FEE1-99A2-4A28-981C-13D5C00BF49B@xxxxxxxxxxxxxxxx>

"Alan Morris [MSFT]" wrote:

So you are printing directly to the printers not to a shared printer on the Win2k3 server?

The 3 printers are standalone network devices and are not attached to the file server directly. The 3 printers are connected with ethernet cables to my hub/switch on the network. The file server does not act as a print server and is not configured to be a print server.

Re: Can't print without restarting Print Spooler Service

I suggest deleting all printers and drivers from the machine which is exhibiting the problems.

Follow Bruce Sanderson's directions to remove the drivers from the system after deleting the printers.

<http://members.shaw.ca/bsanders/CleanPrinterDrivers.htm>

The Print spooler must be running in some form because the "Printers and Faxes" list contains 15 printers (including Acrobat and others that are not hardware printers).

I can't delete the printers, I get a message that says "Printers cannot be removed. Either the printer name has been typed incorrectly, or the specified printer has lost its connection to the server...."

Under Server Properties, drivers, it won't let me delete some of the drivers indicating that the specified printer driver is currently in use"

Also what type of network print ports are you using?

"HP Standard TCP/IP Port"

I will try the more drastic removal tool in the link to remove the drivers and report back.

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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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"Devonshire" <Devonshire@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:C8C1C962-693E-43DB-9848-5D0BD74D62C8@xxxxxxxxxxxxxxxxxxxx](mailto:news:C8C1C962-693E-43DB-9848-5D0BD74D62C8@xxxxxxxxxxxxxxxxxxxx)

This is beyond weird.

About 10 weeks ago my workstation quit being able to print.  
I have 3

## Re: Can't print without restarting Print Spooler Service

HP

Network printers on a small domain based network with a Windows 2003

server.

I believe this to have started after installing a LaserJet 5100dtn

driver,

but HP thinks that is just a coincidence at this point. I have tried a

zillion things with HP tech support to no effect.

Here's the symptoms:

If I reboot I can print for maybe 20 minutes. then i can't.

The usual remedy is to restart the "Print Spooler" service. then in a

minute or two it will print. But for only another 20–30 minutes or so.

If I try to print and can't, rebooting will cause everything to print

all

at

once as soon as i log back on to the network. Then it works again for

another 20–30 minutes.

This is the only workstation on the network that has that problem. I

am

running XP pro SP2 on it with all of the latest updates, patches,

fixes,

etc.

I have checked and rechecked the updates.

The print jobs have been passed on to the printer's spooler in some

cases

and the Windows print queue is empty and i still have to restart the

Print

Spooler Service.

Some print jobs are stuck in the Window's Print Queue (Start, Printers

and

faxes) and restarting the print job from that location has no effect.

Re: Can't print without restarting Print Spooler Service

All three printers work from other workstations and from the Windows 2003 server. The printers are true network enabled printers and have reserved IP addresses reserved by the server's DHCP server. I can ping the printers just fine from the workstation.

My Windows firewall is turned off.

I replaced all my network cables and bought a brand new 1000BaseT Switch and everything reports to be working at full 1 Gbit speeds. I upgraded the NIC drivers at the workstation and the file server and everything reports no errors and passes all tests. Everything can ping everything else so i don't believe its the network timing out or something odd like that.

No, i didn't try a system restore, yet as that would cost me days of reloading important software, updates, patches, registration, authorizations,etc.

I really hitting the wall on this one and I'm desperate for any help!

Thanks in advance.