

Re: Cannot install new printer drivers

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.print_fax/2007-08/msg00138.html

- *From:* "Paul Baker [MVP, Windows – SDK]" <paulb@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 22 Aug 2007 17:01:01 -0400
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Martin,

I was actually looking for Bruce Sanderson's page and couldn't find it. Yes, I would follow his instructions. It may resolve your problem.

What is the registry key that Process Monitor reported ACCESS DENIED for? If access was granted shortly before and after on the same key, perhaps different access was requested. The access requested should be logged. Can you please email me the Print Monitor log so I can examine that?

The Process Monitor and Cleanspl results both suggest a registry permissions problem.

Administrators should have Full Control to HKEY_LOCAL_MACHINE\SYSTEM and that should be inherited by this key:
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3

You can also test permissions by creating a test subkey and test values.

Paul

"Martin Brilliant" <MartinBrilliant@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:6B38CAE0-F923-40B6-B302-90071F2648BE@xxxxxxxxxxxxxxxxxxxxx

That spooler cleaner doesn't work. The download page says it's supported in Windows XP Home and XP Home SP1. I have SP2. It kept giving me "not found" and "cannot delete" messages. I deleted manually the files it said it couldn't delete, but when it got to "Unable to get the sub key names of the registry key

\\Martin\HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows 4.0\Drivers'. More data is available." I didn't know how to help it.

There's a manual procedure for cleaning the spooler at <http://members.shaw.ca/bsanders/CleanPrinterDrivers.htm> – do you think it might help?

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The only ACCESS DENIED message I saw that had anything to do with the printer installation was for a registry key that had been successfully accessed milliseconds before and again milliseconds later. I don't know what that might mean, if anything.

Meanwhile I still can't install printers and all the printers that used to work are deleted. I do have a restore point and a copy of the whole spool folder, so I might be able to get back the ones that were working.

"Paul Baker [MVP, Windows – SDK]" wrote:

Martin,

I had to use Google Groups to find old posts that I had deleted, but I got the information I needed.

I do think it is Explorer that is getting the access denied error, as this is the process hosting the Add Printer Wizard. It must go through the AddPrinterDriver and AddPrinter Winspool APIs. So if the Print Spooler service or any components it is using is compromised in any way, it could cause failure here. So I would advise deleting all the stuff the Print Spooler service might be using with this Cleanspl utility, then try again. It will delete the Brother driver that may have started this all, for one thing.

<http://www.microsoft.com/downloads/details.aspx?FamilyID=9d467a69-57ff-4ae7-96ee-b18c4790c>

In Process Monitor, you probably don't need to be concerned with NOT FOUND messages, only ACCESS DENIED messages. You may post the log here if you want us to examine it, noting the approximate time of failure.

Paul

"Martin Brilliant" <MartinBrilliant@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message <news:2B590A80-90CD-42B6-8AC1-956CE26CB7E6@xxxxxxxxxxxxxxxxxxxx>