

Re: Limited User Printer Issue

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.general/2008-09/msg00164.html>

- *From:* AJ <a.james@xxxxxxxxxxxxxxxx>
 - *Date:* Fri, 05 Sep 2008 10:40:32 -0400
-

Actually, I'm going to have to explore this option because the issue is not resolve. Plus, another user is now having the same issue. Will update.

Thanks,

AJ

JohnB wrote:

Congrats

Direct IP printing is, printing directly to a network printer, versus going through the print server. It involves adding a TCP/IP port, at the time that you are adding the printer. Here's a page that describes it pretty well, if you haven't done that before:

http://www.zfirm.com/product_documentation/omnirush/Printing_to_IP_Printers.htm

"AJ" <a.james@xxxxxxxxxxxxxxxx> wrote in message
<news:%237iEqIbDJHA.4696@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>

JOhnB,

Installing the printers from the server using ***their*** credentials appears to have resolved the issue. Thanks for the input.

AJ

AJ wrote:

Yep, they all have an account on the server. And I've made sure to match it exactly as it is on the laptop. But I haven't added the printer with their credentials. Will do that now and let you know.

Not sure what "direct IP printing" is, but will address if

Re: Limited User Printer Issue

necessary.

Thanks,

AJ

JohnB wrote:

Ok, so it's a Workgroup and not a Domain.
Don't the users have an account on the
server? Why don't you add the printer with
those credentials?
Have you tried setting the printers on the
PC's as direct IP printing?

"AJ" <a.james@xxxxxxxxxxxxxxxx> wrote in
message
news:48B6D6C6.9080601@xxxxxxxxxxxxxxxx

Additionally, another reason
I think this could be a
permission issue is that I can
remove then add the printers
back to the user laptops, but
when adding them back I
use the servers Admin
credentials. It will be fine
for the rest of the day, but
when they log back onto
their laptops using their
credentials, the issue
returns.

Thanks,

AJ

JohnB wrote:

Almost
sounds like
a
connectivity
problem,
versus a
permissions
problem.

Have you

Re: Limited User Printer Issue

verified
connectivity
to the
printer at
the time
that they
have the
problem
(can you
ping the
network
printer)? At
the time of
the
problem,
can they
connect to
other
network
resources?

"AJ"

<a.james@xxxxxxxxxxxxxxxx>

wrote in

message

news:Ozd54ZSCJHA.5316@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx

I'm
new
to
this
company
and
have
only
a
decent
IT
skill
set,
so
I'll
explain
this
the
best
as
I
can.

Re: Limited User Printer Issue

I've
configured
three
new
laptops,
one
for
myself
and
two
for
other
users
in
the
company.
I
have
administrator
privileges.
I
installed
two
network
printers
on
their
computer
and
test
printed
successfully.
Once
the
laptops
were
passed
to
the
users,
they
could
also
print
successfully,
that
day.

When
they
log

Re: Limited User Printer Issue

off
then
back
on
(presumably
at
day's
end
then
the
next
morning)
they
cannot
print.
I
can
log
on/off
from
my
new
laptop
and
never
have
printing
issues.
Seems
very
likely
to
be
a
permission
issue
somewhere.

They
can
access
the
printers
properties.

Error
messages
are
as
follows:

Re: Limited User Printer Issue

Selecting
Print...
they
get
the
dialog
box
and
can
view
the
properties,
then
when
the
Print
button
is
clicked...

"Unable
to
start
print
job."

When
trying
to
select
the
printer
properties
via
the
Printers
and
Faxes
dialog
box...

"Printer
properties
cannot
be
displayed.
The
print
spooler
service
is

Re: Limited User Printer Issue

not
running."

I've
checked
the
spooler
service
and
it's
running
on
their
laptops
and
certainly
running
on
the
server.

Any
ideas?

Thanks,

AJ