

## RE: Printing from Win9x clients stops

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-05/msg07334.html>

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- *From:* "DaveR" <[DaveR@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:DaveR@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 31 May 2005 01:35:10 -0700
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Hello Nathan,

Thanks very much for your comprehensive reply, I am not onsite today, but will report back as soon as I can.

"Nathan Liu [MSFT]" wrote:

- > Hello Dave,
- >
- > Thank you for posting in the SBS newsgroup.
- >
- > According to your description, I understand that your windows 9x clients
- > cannot use the SBS Server shared printer. If I have misunderstood your
- > concern, please don't hesitate to let me know.
- >
- > To troubleshoot this issue, please help me collect the following
- > information:
- >
- > 1. Please open the system Event Viewer on the problematic clients, and
- > check whether there are any error messages about this issue, then paste the
- > full context in your reply post.
- >
- > 2. Please disable the eTrust Gateway and Pest Patrol program on the SBS
- > Server, then try again. Please check whether the issue can be re-produced.
- > If the issue is resolved, please contact your third-party software vendor
- > and make sure this software does not interfere with SBS Server.
- >
- > 3. If you installed any third-party Anti-Virus software on the problematic
- > clients, please disable it and try again. Please also check whether the
- > issue can be re-produced. If the issue is resolved, please contact your
- > third-party software vendor and make sure this software does not interfere
- > with SBS Server.
- >
- > 4. If the issue persists, please manually re-join the windows 9x clients
- > into the SBS Server Domain, then try again. Please check whether the issue
- > can be re-produced.
- >
- > 5. Otherwise, please try to perform the following testing steps:

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- >
- > a. Verify basic network connectivity.
- >
- > Check user rights, protocols, share names, and so on to determine if
- > you can see the server. Copy files to a share on the print server using
- > Windows Explorer. If you cannot access the server, you may not be able to
- > access the printer.
- >
- > b. Create a local printer and redirect the port to the network server.
- >
- > Create a local printer and in the Ports section, create a new port.
- > Click Local, and type the server and printer name for the printer (use the
- > \\servername\printername syntax). Use this port for the local printer. This
- > determines whether there is a problem with the copying of files from the
- > server to the workstation that occurs when you use a Connect To Setup or
- > click Network Printer in the Add Printer Wizard.
- >
- > c. Printing from an MS-DOS-based program.
- >
- > Make sure that the NET USE command has been run to map the LPT port to
- > the network share. If it has, delete it and re-map the port. If it then
- > works, there may be an issue with ghosted connections. A command may need
- > to be run in the login script to remap the port each time you log on.
- >
- > If it is still not printing, try typing "dir > LPT<x>" (without
- > quotation marks) where <x> is the number of the port being mapped. If it
- > still does not print, double-check the networking.
- >
- > d. If you are using LPR or printing to a JetDirect card using the
- > TCP/IP protocol, try these items:
- >
- > – Ping the IP address. If it fails, check the network connectivity and
- > verify IP addresses.
- >
- > – Create an LPR port to the printer and then create a local printer
- > connected to that port. This is the recommended way to connect to a
- > JetDirect printer. Sharing this printer on the network allows the computer
- > to act as a print queue for the JetDirect printer.
- >
- > e. Determine whether you can print locally.
- >
- > If possible, try printing locally. This determines whether it is a
- > network or computer-specific problem.
- >
- > To get additional detailed information, you may refer to the RESOLUTION of
- > the following KB article:
- >
- > 314073 How to troubleshoot network printing problems in Windows XP
- > <http://support.microsoft.com/kb/314073/en-us>
- >
- > 163551 Troubleshooting Printing Problems in Windows

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> <http://support.microsoft.com/?id=163551>

>

> I'm looking forward to your update. If you have any questions or concerns,  
> please do not hesitate to let me know. I am always happy to be of further  
> assistance.

>

> Best regards,

>

> Nathan Liu (MSFT)

> Microsoft CSS Online Newsgroup Support

> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

> =====

> When responding to posts, please "Reply to Group" via your newsreader so  
> that others may learn and benefit from your issue.

> =====

> This posting is provided "AS IS" with no warranties, and confers no rights.

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>>Thread-Topic: Printing from Win9x clients stops

>>thread-index: AcVikqbQN3+rf9UFThytQeDo1ETV/Q==

>>X-WBNR-Posting-Host: 83.104.120.90

>>From: "=?Utf-8?B?RGF2ZVI=?" <DaveR@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

>>Subject: Printing from Win9x clients stops

>>Date: Fri, 27 May 2005 01:04:05 -0700

>>Lines: 12

>>Message-ID: <451C05BA-43DA-436F-A3CC-1A7485336799@xxxxxxxxxxxx>

>>MIME-Version: 1.0

>>Content-Type: text/plain;

>> charset="Utf-8"

>>Content-Transfer-Encoding: 7bit

>>X-Newsreader: Microsoft CDO for Windows 2000

>>Content-Class: urn:content-classes:message

>>Importance: normal

>>Priority: normal

>>X-MimeOLE: Produced By Microsoft MimeOLE V6.00.3790.0

>>Newsgroups: microsoft.public.windows.server.sbs

>>NNTP-Posting-Host: TK2MSFTNGXA03.phx.gbl 10.40.2.250

>>Path: TK2MSFTNGXA01.phx.gbl!TK2MSFTNGXA03.phx.gbl

>>Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:122146

>>X-Tomcat-NG: microsoft.public.windows.server.sbs

>>

>>Following a server reboot (to install aTrust Gateway and Pest Patrol) all

>>win9x clients are seeing:

>>There was an error writing to \\server\printer\ (printer):

>>There was a problem printing to the printer due to an unknown system error.

>>Restart Windows, and then try printing again.

>>This printer will be set to offline.

>>To save your print job in the local printer queue, click OK.

>>

>>All XP clients (11) are working perfectly! All win9x (12) show the same.

>>Printer drivers have been re-loaded on a client and one of the printers

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> has  
>>been re-installed on the server but to no avail.  
>>Any ideas please.  
>>  
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>  
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• **References:**

- ◆ **Printing from Win9x clients stops**  
◇ *From:* DaveR
- ◆ **RE: Printing from Win9x clients stops**  
◇ *From:* Nathan Liu [MSFT]
  
- Prev by Date: **SBS 2003 SP1 – Cannot install 884032 or 891193 therefore can't install SP1**
- Next by Date: **Performance and Usage Reports Problem.**
- Previous by thread: **RE: Printing from Win9x clients stops**
- Next by thread: **slipstream sp1**
- Index(es):
  - ◆ **Date**
  - ◆ **Thread**