

RE: Printing from Win9x clients stops

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-06/msg03970.html>

- *From:* "DaveR" <DaveR@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 14 Jun 2005 07:46:06 -0700
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Hello Nathan,

The matter is now entirely resolved.

We are indebted to Lynn Xu (CS&S) who has been extremely quick and efficient.

I attach parts of two emails which explain the situation:

PROBLEM

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Users were unable to send print jobs to shared printers hosted by SBS2003 from Windows ME client computers.

RESOLUTION and EXPLANATION:

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When a Windows ME computer prints to Windows 2003 server, it must render the job locally at first into RAW format which printer device can recognize.

After rendering, it sends the rendered job to Windows 2003 server and the file is placed at "C:\WINDOWS\system32\spool\PRINTERS". As soon as the sending completes, Windows 2003 server involves printer language monitor to forward job to printer device. Unlike printing from Windows XP, the job lists in printer queue both in Windows ME client and Windows 2003 server. More importantly, Windows ME monitors the sending procedure. Immediately after the sending completes, Windows ME asks server to delete print job. However, because Windows ME client doesn't have sufficient permission to remove the file, Windows 2003 leaves the file in C:\Windows\System32\Spool\Printers. The amount of temp files increased daily and till one day when Windows 2003 server can no longer accept more temp file. Therefore the printing failed.

Because Windows ME uses Anonymous Logon account to authenticate, we gave full control permission to this account and deleted the existing temp file, which resolved the problem.

and second:

I missed one point in my summary. In this case, it seems that the antivirus software could also be responsible for the corrupted temporary files. I configured E-Trust to exclude the printer spool folder. Antivirus software may interfere with those important system temporary files. For example, we also recommend users exclude the folders of Exchange from the real-time protection of Antivirus software:

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328841 Exchange and antivirus software

<http://support.microsoft.com/?id=328841>

There must be others in the community using a similar setup, so I hope that this will be of assistance. My customer sends a large number of very large and complex plots to two HP750 DesignJets, so this may have exacerbated the problem here.

Very many thanks for all your time and suggestions.

Best regards,

Dave

All previous snipped because "your post is too long....."!

• ***Follow-Ups:***

- ◆ ***RE: Printing from Win9x clients stops***
◇ *From: Nathan Liu [MSFT]*

• ***References:***

- ◆ ***RE: Printing from Win9x clients stops***
◇ *From: DaveR*
- ◆ ***RE: Printing from Win9x clients stops***
◇ *From: Nathan Liu [MSFT]*
- ◆ ***RE: Printing from Win9x clients stops***
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◇ *From: Nathan Liu [MSFT]*

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