

# RE: Printing problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2005-10/msg01388.html>

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- *From:* [v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-yanniw@xxxxxxxxxxxxxxxxxxxxxxxx) ("Jenny wu [MSFT]")
  - *Date:* Fri, 14 Oct 2005 12:28:19 GMT
- 

Hi Max,

Thanks for your update! Yes, you are correct. In SBS environment, all workstations' DNS should be point to the SBS server internal NIC IP, not the external DNS IP. And the external NIC's DNS of SBS server will also be pointed to internal NIC IP.

After verified above settings, I suggest you rerun CEICW to smooth all ting fine.

And then rejoin the laptop to domain and share the printer again. For your reference, I suggest you join computer to domain using client computer setup wizard:

1. Quit the laptop from the domain. To do so, see:

Locate in Client Computers in Server Management console and choose the computer the customer has in right panel. Click Remove from network link to delete the computer from domain.

2. Setup the client computer by running Setup Client Computer wizard to setup computer account.

3. In the client computer, try to join it to domain by running <http://servername/connectcomputer>. And assign appropriate user accounts to the computer.

Note: Please ensure you have added the SBS Site (<http://FQDN/>\*) in trusted site in IE of the laptop. You can refer to the following steps:

- a. Start Internet Explorer.
- b. On the Tools menu, click Internet Options.
- c. On the Security tab, click Local intranet zone, and then click Sites.
- d. Click Advanced.
- e. In the Add this Web site to the zone box, type the ConnectComputer server's IP address or the ConnectComputer server's FQDN, and then click Add.

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Try to test again and check if everything is OK.

I am happy to be assistance of you!

Have a nice weekend!

Best Regards,

Jenny Wu  
Microsoft CSS Online Newsgroup Support  
Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)

=====  
This newsgroup only focuses on SBS technical issues. If you have issues regarding other Microsoft products, you'd better post in the corresponding newsgroups so that they can be resolved in an efficient and timely manner. You can locate the newsgroup here:  
<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

=====  
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-----  
>Thread-Topic: Printing problem  
>thread-index: AcXP8UbVOs3wpi8WRCuGFaFd1S0X+Q==  
>X-WBNR-Posting-Host: 210.49.85.89  
>From: "=?Utf-8?B?TWF4d2VsbFJlaWQ=?=" <MaxwellReid@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>References: <B279EB31-00E0-4D43-BC99-E35EF8D53267@xxxxxxxxxxxxxxxx>  
<4uO8826zFHA.3216@xxxxxxxxxxxxxxxxxxxxxxxx>  
>Subject: RE: Printing problem  
>Date: Thu, 13 Oct 2005 05:26:03 -0700  
>Lines: 111  
>Message-ID: <C66B0C03-E034-4DC4-BC26-D48270ABA9BB@xxxxxxxxxxxxxxxx>  
>MIME-Version: 1.0  
>Content-Type: text/plain;  
> charset="Utf-8"

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>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:161056  
>X-Tomcat-NG: microsoft.public.windows.server.sbs

>

>hi Jenny,

>

>thanx for replaying, see below. From you Qs it should work ok. The DNS on  
>the PC with the shared printer is pointing to external DNS servers. This i  
>think slows everything down?. The point is that i can print ok when i  
logon

>to the domain from the laptop

>

>Max

>

>""Jenny wu [MSFT]"" wrote:

>

>> Hi Max,

>>

>> Thanks for posting here!

>>

>> For your description, I understand that there is a laptop which can not  
>> print with the shared printer. If I am off base, please don't hesitate  
to

>> let me know.

>>

>> To troubleshooting the issue, let us do some test to isolate the issue:

>>

>> 1. Please double check the shared printer permissions and ensure  
Everyone

>> has Print permission.

>Yes that is the xase

>> 2. Please clear the printer queue and then try to test print again. How  
>> about the result?

>Done, no change

>> 3. If it is possible, please try to connect the printer directly to the  
>> laptop to test, how about the result?

>> 4. Does the issue happen when logon to domain on the laptop?

>No, prints ok when logon to the domain happens

>> 5. Try to reinstall the shared printer and printer driver and then  
shared

>> it again. How about the result?

>> 6. Could you get any error message when print on the laptop? If yes,  
please

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>> paste the accurate error information.  
>No error message. When i look at the document in the queue it is simple  
>sitting there. I try restart but no change  
>>  
>> I appreciate your time and efforts to perform test. I am happy to be  
>> further assistance and look forward to your reply!  
>>  
>> Have a nice day!  
>>  
>> Best Regards,  
>>  
>> Jenny Wu  
>> Microsoft CSS Online Newsgroup Support  
>> Get Secure! – [www.microsoft.com/security](http://www.microsoft.com/security)  
>> =====  
>> This newsgroup only focuses on SBS technical issues. If you have issues  
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>>  
>> -----  
>> >Thread-Topic: Printing problem  
>> >thread-index: AcXPcOSiNoSsdM61SDSME+rhk+jqKQ==  
>> >X-WBNR-Posting-Host: 210.49.85.89

RE: Printing problem

RE: Printing problem

>> >From: "=?Utf-8?B?TWF4d2VsbFJlaWQ=?=">  
>> <MaxwellReid@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>  
>> >Subject: Printing problem  
>> >Date: Wed, 12 Oct 2005 14:07:02 -0700  
>> >Lines: 8  
>> >Message-ID: <B279EB31-00E0-4D43-BC99-E35EF8D53267@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!TK2MSFTNGP08.phx.gbl!TK2MSFTNGXA03.phx.gbl  
>> >Xref: TK2MSFTNGXA01.phx.gbl microsoft.public.windows.server.sbs:160872  
>> >X-Tomcat-NG: microsoft.public.windows.server.sbs  
>> >  
>> >I have a laptop that is registered to the domain. I have another PC on  
the  
>> >same domain with a printer attached. I share the printer (Everybody).  
When  
>> i  
>> >log onto the laptop (not the domain) I want to print to the shared  
>> printer.  
>> >From the laptop i can add the printer in ok. When i do a test print, it  
>> >sticks in the queue. ie doesn't print. This works ok with other PCs.  
Where  
>> >should i start looking?  
>> >  
>> >Max  
>> >  
>>  
>>  
>

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• **References:**

- ◆ **RE: Printing problem**  
    ◇ From: "Jenny wu [MSFT]"
- ◆ **RE: Printing problem**  
    ◇ From: MaxwellReid

- Prev by Date: **RE: IIS error**
- Next by Date: **Re: Open Relay prevention**

RE: Printing problem

- Previous by thread: ***RE: Printing problem***
- Next by thread: ***Re: Sharepoint SP2 Update cannot be applied***
- Index(es):
  - ◆ ***Date***
  - ◆ ***Thread***