

# RE: SBS SHared Printer Problem

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2007-09/msg03149.html>

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  - *Date:* Fri, 21 Sep 2007 08:51:06 GMT
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Hello Bill,

Thank you for posting here.

From your post, I understand that a printing issue is encountered.

Before we go any further, I would like to confirm following information:

1. Does this issue happen for all the client workstations? Or only for a certain workstation?
2. If you try printing on the SBS server, does the issue happen?
3. Please connect another printer to the server and check if it works properly.
4. Please connect the problematic printer to another server or a client workstation and check if it works properly.
5. Before the issue happened, did you do any operations?
6. Does the issue happen for all user accounts?

Meanwhile, I am would like to provide following general information for your reference:

1. How users use the network printer? How they added the printer to workstations? Please try to add the printer as the following:
  - a. Click Start, and click Printers and Faxes.
  - b. Click the link "Add a Printer" in the left panel to start the Add Printer Wizard.
  - c. In the Specify a printer page, please check the option "Connect to this printers (or to browse for a printer..)" to add the printer.
  - d. Then please follow the wizard to finish the process.

Then please test the issue and let me know the result.

2. Please also try to perform a clean boot on the SBS server to check if it is some third party antivirus/spam application scanning on the print task files. To do so:

RE: SBS SHared Printer Problem

- 1) Run MSCONFIG.EXE.
- 2) In the Services tab, click "Hide All Microsoft Services" and click "Disable All".
- 3) In the Startup tab, click "Disable All". Click OK. (This will temporarily prevent third-party programs from running automatically during start-up.)
- 4) Restart the computer and check whether the problem still persists.

3. Clear the registry keys and the driver on both the server and the client

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1. Click Start-->Run
  2. Type Regedit and click OK.

Then, please perform following steps:

a. For safe-keeping, please right click following registry keys and click Export to export them for backup purpose:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print  
HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Control\Print

b. Delete any sub-keys, if they exists, from:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-2

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-3

HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Control\Print\Environments\Windows NT x86\Drivers\Version-2

HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Control\Print\Environments\Windows NT x86\Drivers\Version-3

c. Delete any non-default sub-keys from:  
NOTE: Please do not delete the default keys.

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors  
HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Control\Print\Monitors

The default monitors are: (It is normal that some keys do not exist.)

- BJ Language Monitor
- Microsoft Shared Fax Monitor
- AppleTalk Printing Devices
- Local Port
- PJL Language Monitor
- Standard TCP/IP Port
- USB Monitor

RE: SBS SHared Printer Problem

Windows NT Fax Monitor

d. Delete any sub-keys from:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Printers  
HKEY\_LOCAL\_MACHINE\SYSTEM\ControlSet001\Control\Print\Printers

e. Exit the Registry Editor and restart the server.

f. Install the latest driver for the printer and check if the issue persists.

If the issue persists, please help me gather following information:

1. Please help me capture screenshots of all error messages you encountered and send them to v-mzhuan@xxxxxxxxxxxxxx (Especially the error message "driver was not installed")

To capture the image, we can perform the steps below:

(a) When the error message appears, press the Print Screen key several times (this key is located to the right of the F12 key on the keyboard)

(b) Open Paint ['start' => 'All Programs' => 'Accessories' => 'Paint'].

(c) Click Edit (menu) -> Paste or press Ctrl + V.

(d) Click File (menu) -> Save. Save it as a .jpg or .gif file and send it to me as an attachment.

2. Please download the MPS Report tool from the following link, reproduce the issue and then run it on both the SBS server and the client, then send the generated CAB file to my mailbox v-mzhuan@xxxxxxxxxxxxxx for further investigation so that we can find what the root cause is:

[http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT\\_SETUPPerf.EX](http://download.microsoft.com/download/b/b/1/bb139fcb-4aac-4fe5-a579-30b0bd915706/MPSRPT_SETUPPerf.EX)

For your information:

<http://www.microsoft.com/downloads/details.aspx?FamilyId=CEBF3C7C-7CA5-408F-88B7-F9C79B7306C0&displaylang=en>

Please try the above steps at your earliest convenience. If you have any concern, please feel free to let me know.

Best regards,

Manfred Zhuang(MSFT)  
Microsoft Online Newsgroup Support

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

RE: SBS SHared Printer Problem

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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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| From: "Bill Glidden" <billyg1943@xxxxxxxxxxxx>  
| Subject: SBS SHared Printer Problem  
| Date: Thu, 20 Sep 2007 08:26:37 +1000  
| Lines: 15  
| X-Priority: 3  
| X-MSMail-Priority: Normal  
| X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
| X-RFC2646: Format=Flowed; Original  
| X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3138  
| Message-ID: <OVpXyww#HHA.4880@xxxxxxxxxxxxxxxxxxxxxx>  
| Newsgroups: microsoft.public.windows.server.sbs  
| NNTP-Posting-Host: 203-206-187-213.perm.iinet.net.au 203.206.187.213  
| Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl  
| Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:64260  
| X-Tomcat-NG: microsoft.public.windows.server.sbs  
|

| User was unable to print to one particular sbs-shared auto-installed  
| printer. Had been working fine. Right click, Properties said driver was  
| not installed and offered to install. Pointed to correct driver folder  
| on server and selected the correct printer driver and install proceeded  
| without error except test page failed. Deleting printer from local  
| printers, rebooting PC causes printer to reappear in local printers,  
| but still gives the same error. Temporary work around was to install  
| as a local printer on the associated TCP/IP port. This allows the user

RE: SBS SHared Printer Problem

