

# RE: RWW Printer Problems

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<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg02716.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Wed, 30 Jul 2008 10:35:28 GMT
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Email from customer:

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Terence,

Attached is the .cab file you needed from the problem (Home1) computer. Here are some additional pieces of information.

1. I tried to have Home1 connect to not only Office1 but Office2 (another Windows XP computer on another SBS domain) and still get the same results. I've also tried connecting to Office1 from another remote computer (Home2) and all works fine. It's definitely something with Home1 computer.

2. I tried the msconfig to change the startup and disable all of the non-microsoft services. When it rebooted the RPC service was not working so there was no IP address and I could not get out to the internet. I had to backtrack. But in the process though I was able to shut down her McAfee anti-virus/firewall to eliminate that as a problem. There was also a warning about needing to be an "administrator" in order to change the service settings. There are no other users than Owner and Administrator, they are both in the local admin group, and the user is not prompted for a login/password telling me they are either Owner or Administrator so that is a strange one.

3. She is running SP3 right now so some of the software updates you suggested are older than what she has now. But upon running the (C:\InetPub\wwwroot\TSWeb\default.htm) link to load up the ActiveX I getting a warning message about the ActiveX and click here. I did that and got a warning about ActiveX. I still tried to install. The "Connect" button is never enabled so I restarted a new IE7 and get the same message. When I have seen this before it tells me the ActiveX is not registered since the "Connect" button is disabled. Not sure what I am missing here because I'm doing everything I know of to install it.

Please let me know what I can do next. Thanks for your help! This one is stumping me

-Richard

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