

RE: RWW Printer Problems

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-08/msg00244.html>

- *From:* v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
 - *Date:* Mon, 04 Aug 2008 10:49:20 GMT
-

Hi Richard,

Thank you for your update. I'm sorry for the delay response due to the weekend.

I apology that I unable to help you to find the root cause of this issue till now. This is really a strange issue. However, it is great we make improving on this issue.

In regards to
Suggestion 1: Read-only attribute

This behavior can occur if the print job's spool file has the read-only attribute. To prevent this behavior from occurring, do not change the attributes of a spool file while it is in the %Systemroot%\System32\Spool\Printers folder.

1. To work around this behavior, remove the read-only attribute and then delete the spool file from the %Systemroot%\System32\Spool\Printers folder.
2. To remove the read-only attribute, right-click the spool file in Windows Explorer or My Computer , click Properties , click to clear the Read-only check box, and then click OK .

Suggestion 2: Check permission

It is reported that if users does not have enough permission they will be unable to delete the print jobs. Please ensure that the Creator Owner account is assigned the Manage Documents permission. For test purpose, you may grant Everyone Full Control permission to test this issue again.

Print Jobs May Not be Deleted When Printed by Non- Administrator User
<http://support.microsoft.com/?id=172288>

In addition, please refer to the following Microsoft Knowledge Base article to ensure the permission on Spooler folder is correct:

244600 Default NTFS Permissions in Windows 2000

RE: RWW Printer Problems

<http://support.microsoft.com/?id=244600>

Suggestion 3: Disable "Enable bidirectional support"

For some HP printer, it is a known issue that the print job will remain in the print queue if you enable the "Bidirectional support" feature. Please ensure that the "Enable bidirectional support" option is unchecked.

1. Open Control Panel > Printers
2. Right-click on the default printer icon and then choose Properties.
3. Click the Ports tab
4. Clear the check box for "Enable bidirectional support"
5. Click Apply and OK
6. Try to print a page again

Suggestion 4: Disable third party printer monitors

Some third party printer monitors may interfere the operation of printers. If this problem continues, I suggest that you refer to the following Microsoft Knowledge Base article to remove all third party printer monitors by checking the
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors],
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Providers] and
[HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Print Processors] registry keys.

How to troubleshoot printing problems in Windows 2000 and in Windows Server 2003

<http://support.microsoft.com/kb/260142>

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

Microsoft CSS Online Newsgroup Support

Get Secure! – 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

RE: RWW Printer Problems

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.

=====

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

Newsgroups: microsoft.public.windows.server.sbs
From: v-terliu@xxxxxxxxxxxxxxxxxxxxxx (Terence Liu [MSFT])
Organization: Microsoft
Date: Mon, 04 Aug 2008 10:48:30 GMT
Subject: RE: RWW Printer Problems
X-Tomcat-NG: microsoft.public.windows.server.sbs
MIME-Version: 1.0
Content-Type: text/plain
Content-Transfer-Encoding: 7bit

Email from customer:

=====

Terence,

Some more strange things but we are further along. We can do a remote session now and see drives and printers. When the Office1 computer prints to the Home1 computer printer (HPLJ P1005) it does print, BUT the job

still

sits in the Home1 printer queue as "Remote Desktop Redirected Printer Doc" after it has printed. When I send a 2nd job it just queues up after the first one. The first one will not go into a "deleting" stage thus the queue sits. When I manually go in and delete the job (after it is

printed)

the next item in the queue prints and he does the same thing in getting caught in the queue and not going to a "deleting" stage after it has printed.

RE: RWW Printer Problems

I'm losing patience on the issue since so many hours have gone into this, but we are further along. I chalk all of this up to something unique

about

the Home1 computer that does not function well in RWW. Let me know if you have any thoughts on what I have seen today.

-Richard