

Re: hp printers and CE operating systems

Source:

<http://www.tech-archive.net/Archive/WindowsCE/microsoft.public.windowsce.embedded/2007-12/msg00258.html>

- *From:* "Dean Ramsier" <ramsiernospam@xxxxxxxxxxx>
 - *Date:* Fri, 28 Dec 2007 16:47:02 -0500
-

No, you still don't understand. A device running WindowsCE is not something that a *user* can typically install operating system components to. It is not used to create general purpose computing devices, it is an embedded OS.

You haven't said if your kiosk is running WindowsCE. I'll assume for the moment that it is. In order for you to get printer support, you will need to build a new operating system image for the kiosk with the PCL printer drivers (a CE component) included. Then any printer that can function with the basic PCL printer support will work.

In order to do this, you'll need the BSP for the kiosk. That has to come from whoever built the kiosk. If you don't have it, then you can't do this. Only the OEM (the company building the kiosk and providing the software for it) can do this work.

If you haven't figured this out already, CE is completely different from big windows, linux etc. It is an embedded, componentized OS. You, the application developer, only get to do whatever the OEM that built the device supports on the device. If you need changes, you have to go back to the OEM.

—
Dean Ramsier – eMVP
BSQUARE Corporation

"Kung Xiong" <KungXiong@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message news:F19BA09C-B6A9-434C-A920-05F37302A8AF@xxxxxxxxxxxxxxxxxxxx

What I am trying to do is that we have a Kiosk that is suppose to just display an online promotion that my company is doing for other dealers. Yes we have it to the point where the internet works, e-mails and so on. But we cannot print anything from this kiosk because we cannot install any drivers to it. Yes, CE just means Windows CE. Yes i've heard about platform builder but that's for ver 5 of windowsCE and I have ver 4.2. But then again I

Re: hp printers and CE operating systems

don't
have platform builder in the computer so I can't even use it. The only
reason
why my company wants this kiosk to print so that if a customer wanted to
print a copy of an invoice (receipt) then they have the option to. But it
seems like my boss is going to get an vista refurbish slim tower to do the
job. If Windows CE is like this then it is pointless to even have it out
there, you should rather go to linux, then for hand coding.

"Dean Ramsier" wrote:

I think you are very, very confused. What do you mean you have a CE
operating system? That doesn't mean anything at all.

You may have a *device* that happens to have WindowsCE as it's operating
system. But that doesn't mean at all that it has the ability to print to
anything. CE is absolutely nothing at all like any desktop operating
system, at least from your perspective. You most likely aren't going to
be
able 'download a driver' and 'install it' to your device that has a CE
operating system.

What do you have exactly, anyway? Are you building the operating system
for
this device? Have you ever heard of PlatformBuilder and if you have, are
you using it? If the answer to any of these questions is no, then you
most
likely won't be able to print and we won't be able to help you.

—
Dean Ramsier – eMVP
BSQUARE Corporation

"Kung Xiong" <Kung Xiong@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in
message
news:03862074-6FF1-499F-815F-F6723692F15D@xxxxxxxxxxxxxxxxxxxx

I have a CE operating system and I've been trying to figure
out if I can
get
a HP D2430 printer to work on the CE. Then I ask for an
online support
but
it
didn't seem like I was getting anywhere. I was mainly trying
to find a
print
driver for it but they said that it was a windows issue (i'm
pretty

Re: hp printers and CE operating systems

sure
it
wasn't, more like HP needs to get the the program...) I
recorded the
first
message.

Koby: Hello Kung.

Kung Meng Xiong: hello?

Koby: Welcome to HP Total Care for HP Deskjet Products.

Koby: I am Koby, how may I assist you today?

Kung Meng Xiong: i have an old operating system. It's a CE.

Kung Meng Xiong: i'm trying to install print drivers (printer
D2430)

for

the

computer but it won't allow me because it's probably an new
printer

model.

Kung Meng Xiong: i was wondering if there was someway i
can install

without

networking the printer.

Kung Meng Xiong: are you there?

Koby: Yes, I am with you.

Kung Meng Xiong: ok

Koby: I understand that you are trying to install D 2430

Printer on

your

computer which has Windows CE operating system. AM I

correct?

Kung Meng Xiong: yes

Koby: I regret to inform you that Deskjet D 2430 Printer is

not

compatible

with Windows CE operating system, we can only use Printer

on Windows

2000,

XP

and Vista operating systems.

Koby: I regret for the inconvenience caused.

Kung Meng Xiong: is there a script or something i can use to

run the

printer? Because the funny thing is that if I network it with

some of

our

newer computers it'll read the printer but i just want the CE

and the

printer

to work together.

Koby: I am afraid to inform you that we cannot use Deskjet

Re: hp printers and CE operating systems

D 2430

Printer

on

Windows CE, as the Printer itself is not compatible with the operating system.

Kung Meng Xiong: ok thank you.

Then after that I gathered some more questions and tried it again.

(this

one

is much longer and more in depth)

Chris: HP Deskjet 6980dt Color Inkjet Printer is available.

Kung Meng Xiong: i know it's available but the whole name is 6980DT, correct?

Chris: Yes

Chris: Do you want to check its specifications?

Kung Meng Xiong: sure

Chris: I am sharing you with a Webpage Pop-up which will help us towards the issue.

The webpage titles: HP Deskjet 6980dt Color Inkjet Printer (C8972A#B1H)

Chris: The shared webpage will appear in your screen, behind the Chat

Window

we are conversing.

You will receive the shared page in the chat application page, in which

you

have typed first name, last name and e-mail ID and got connected to us.

Did you receive it?

Kung Meng Xiong: yes

Chris: You can check the printer

Overview, Specifications, Customer reviews, Rebates, Cartridges and

Paper,

Accessories.

Kung Meng Xiong: i'm mainly looking at the supported operating systems

but

it doesn't say anything for the Windows CE

Re: hp printers and CE operating systems

Chris: One moment.

Kung Meng Xiong: ok

Chris: I am sharing you an another webpage that titles:

Chris: Download drivers and software

Chris: you will receive it in the same page which you have receive before.

Chris: I am sharing you an another webpage that titles:

Chris: Download drivers and software

Chris: you will receive it in the same page which you have receive before.

Kung Meng Xiong: no

Kung Meng Xiong: oh yes

Kung Meng Xiong: i see it now

Chris: Scroll the page down, where you can see Select operating system

Kung Meng Xiong: i see the ME but not "CE"

Kung Meng Xiong: nothing for "CE"

Chris: HP Products – Software Downloads and Replacement CDs Are No Longer

Available for Windows 98, 98 SE, and Me

Kung Meng Xiong: ok

Kung Meng Xiong: I kinda figure

Chris: As I have said in the beginning, that there is no printer that

mentions it will support Windows CE .NET 4.2, Pocket PC 2002 in its product specifications.

Chris: However, Installing and Using Jetsend for Windows CE Devices we can print.

Kung Meng Xiong: oh so how do you know that the 6980 will work?

Chris: Also, new USB 2.0 printers may not print from Windows CE .NET

Chris: Old printers like 900 series printers which support Parallel Connectivity (Not USB) may printer.

Kung Meng Xiong: well the computer I'm using right now has CE but the parts are new with 2.0 USB.

Kung Meng Xiong: do those print black and white?

Kung Meng Xiong: or color?

Chris: Both color and black. Only Monochrome printer like Laserjet

Re: hp printers and CE operating systems

1018,
1020, 1022 printers print only Black (No color)
Kung Meng Xiong: oh ok
Kung Meng Xiong: many in stock? how much? Is it going to
run for 5
years?
Kung Meng Xiong: or is the products for the printer going to
run for
the
next 5 year I mean
Chris: There are many and enough in stock. Also Deskjet
6980 series
printer
are the best successfull printers.
Chris: So they will continue upto long time
Kung Meng Xiong: no i meant the 900 series
Chris: may be little modifications will be done in the printers
with
added
features and will be released with new deskjet 6980 xxx etc.
Chris: I see.
Chris: 600, 800, 900, 3000 series printers are not
manufactured now.
Chris: They are not available any where.
Kung Meng Xiong: oh ok hmm.... I know that you don't tell
if it's
available
with CE or NT but you're saying that the 6980 will work.
Just a
question
but
have you ever worked on a CE before?
Kung Meng Xiong: or do you know someone who has...
Chris: I am sorry. No.
Kung Meng Xiong: oh ok no problem
Chris: that is why, I suggested to contact Microsoft Support
to
recommend
a
best printer for Windows CE
Kung Meng Xiong: just a minute i'm going to see what other
printers are
available for the CE.
Chris: Thank you
Chris: I have shared an another page, which explains that
Windows CE
with
bluetooth connecitivities
Kung Meng Xiong: there is quite a few printers that i can
choose from
but

Re: hp printers and CE operating systems

with you saying that the 600, 800, 900, and 3000 is not available. I will have to take another look.

Chris: Yes.

Kung Meng Xiong: how about the 340 (monochrome)

Kung Meng Xiong: i know this might be an older model but if you get something just tell me.

Kung Meng Xiong: also try the 2230

Kung Meng Xiong: 2230 ink jet

Kung Meng Xiong: if possible

Chris: Sure

Kung Meng Xiong: it looks like they only have replacements for the 2230 because it's so old.

Chris: HP Business Inkjet 2230 printer is not available only compatible

print cartridges, paper, and support for your HP printer

Kung Meng Xiong: is there any possiblity that you can talk to another tech

person to see if they know what printers on stock would work for operating system CE.

Chris: I have been trying asking different experts on the floor and also searching the whole database we have.

Chris: Also Printer Drivers for Microsoft Windows CE .NET 4.2 are manufactured by Microsoft only.

Chris: If so, then any printer should print

Kung Meng Xiong: not necessary because there is no driver for the new printers that are out now and it doesn't seem you guys provide it for the CE.

Kung Meng Xiong: is it possible if you know anyone else who might be able to

help me with printers besides windows

Chris: Windows CE is latest and printers are manufactured with different operating systems like Micorosoft Windows, MAC OS, Linux etc like

Re: hp printers and CE operating systems

widely
used
operating systems by the users keeping in mind with the
business.

Chris: Check the below websites

Chris:

<http://msdn2.microsoft.com/en-us/library/ms919234.aspx>

<http://msdn2.microsoft.com/en-us/library/ms923123.aspx>

<http://msdn2.microsoft.com/en-us/library/ms923120.aspx>

<http://msdn2.microsoft.com/en-us/library/ms924804.aspx>

<http://msdn2.microsoft.com/en-us/library/ms921985.aspx>

msdn2.microsoft.com/en-us/library/ms894812.aspx

Chris: Windows CE only has a PCL printer driver, so the
following entry

is

hard-coded into the registry to load the PCL driver. This will
enable

testing

all USB printers that support PCL print format.

Chris: However, non-PCL printers still support ASCII-only
printing with

the

default PCL driver. Also, you can load third party printer
drivers so

you

can

use a different driver to support printing on non-PCL
printers.

Kung Meng Xiong: okay how does that work.

Chris: Kung, its better you contact Microsoft Corporation

Windows CE

support

team to recommend a printer that can print from Windows
CE and also

which

has

clearly mentioned that the printer will print from Windows
CE in its

product

specifications.

Chris: I appreciate your time, efforts, patience, and
co-operation.

If anyone or any techs out there can help me with this
horrible problem

please help. Just give me some steps or tips. I've even looked
if there

was

someone with the same problem or similar case as I did but I
have not

Re: hp printers and CE operating systems

seen
anything close.

Thank you.