

HP 2000C Printer Release Notes

Version 1.1 for Windows 3.1X

This document contains detailed software installation instructions, guidelines for network printer setups and the latest information about your new HP 2000C printer.

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Network Printer Information

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Contents of the CD ROM

Printer driver	The HP 2000C printer driver for Windows is the main software component that allows the printer to print from Windows software programs.
HP 2000C Toolbox	The HP 2000C Toolbox is an essential part of the printer software. It provides printer status, ink level status, printer performance utilities, instructions for using the printer and problem-solving information in one easy-to-use location.
Printer software installation	The printer driver software installation program. This program does not remain on the hard disk after it is run. The installer is available from the CD ROM main menu, which autoruns in Windows 95 or Windows NT 4.0 when the CD ROM is inserted in the drive. The installer can also be run from the CD by double-clicking SETUP.EXE in the \DRIVERS directory on the CD ROM.
Make-floppy utility (Creates installation disks for Windows 3.1 and Windows 95 only)	A software utility that must be used to produce a floppy disk version of the printer driver software for installations on computers that do not have a CD ROM drive. This option is available from the main CD ROM menu.
Copy file utility	A software utility that can be used to copy the printer driver software onto network drives to allow the software to be installed from the network.
TrueType fonts	A wide variety of font types are provided with your new HP 2000C printer.
HP FontSmart utility	The HP FontSmart utility is a font management program that offers HP LaserJet font compatibility. It also allows you to conveniently and easily select which fonts you will use frequently. Since each font uses system memory, this utility will help you store the less frequently used fonts where they can be quickly accessed without using valuable system memory.
Optional software	Some models of the HP 2000C Printer provide supplemental software from the main menu of the CD ROM.
DOS Control Panel	A DOS utility that allows access to basic printer default settings from DOS. The Control Panel is not a DOS printer driver. 



Printer Software Installation and Uninstallation

A printer driver software installation is required as part of the setup process that prepares your computer to print to the HP 2000C printer. The Recommended Installation Instructions topic listed below is the best installation method to use. Detailed instructions are provided to help ensure a successful installation.

Information on other installation methods, including network printer setups, is provided for users who have specialized needs for driver installations. These alternate installation methods may not provide a complete setup.

- [Recommended Installation Instructions](#)
- [Alternate Installation Methods](#)
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- [Uninstalling or Reinstalling the Printer Software](#)
- [CD ROM and Installation Overview](#)
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Recommended Installation Instructions

- [Instructions for Windows 95](#)
- [Instructions for Windows NT 4.0](#)
- [Instructions for Windows 3.1X](#)



Recommended Installation Instructions Windows 95

[Click here !\[\]\(8af806fb1314382d09bc5ec5b767526c_img.jpg\) if you need instructions for installing the printer on a network.](#)

Printer software installation problems are usually avoided by carefully following these detailed steps:

1. Be sure that the computer is fully set up and that Windows 95 is running properly on the computer before attempting to install the printer software. Do not install the printer software during the installation of Microsoft Windows 95.
2. Be sure that there are at least 22 megabytes of free space on the hard disk. This is the minimum amount of hard disk space needed to install the printer software. For better printing performance, more free space is recommended.
3. **Properly set up the printer**, by following the instructions in the Setup Poster, before installing the printer software. All power and printer cable connections should be securely and properly made, the ink cartridges and printheads should be installed, the printhead latch and the access cover should be properly closed, and paper should be loaded in the printers IN tray.
4. **Check that the printer is turned on.** You should see a steady green light next to the printers power button.

If the amber Attention light is also on, follow the instructions in the Setup Poster to reinstall the ink cartridges and printheads and close the access cover.

If the printer will not turn on, check the power cable connection to the printer and then verify that the power outlet the printer is plugged into is working. If the printer fails to turn on after carefully checking the power connections, unplug the printer and contact HP Customer Support.

5. Be sure that the printer cable is the proper type and is firmly connected at both ends. The printer and printer software are designed to work best with a bidirectional printer cable. Most computer systems allow two-way (bidirectional) communication to occur between the computer and the printer when a bidirectional (IEEE-1284 compatible) printer cable is used.

IMPORTANT NOTE: Devices which are attached to the same parallel port as the printer, such as a switch box, fax device, scanner, external drive or any other pass-through parallel device can cause installation problems or interfere with two-way communication. When solving a printer software installation problem, be sure that the printer is connected directly to the computers parallel port.

6. **Close all software programs** that are running on your computer, including screen savers, virus protection programs and other system utilities, by following these steps:
 - a) Close the software programs that appear in the Windows Taskbar from each programs File menu.
 - b) Press Ctrl + Alt + Del on the keyboard.
 - c) Highlight a program on the Close Program list and choose End Task.
 - d) Repeat these steps until the only items listed are Explorer and Systray.
7. Insert the printer software CD ROM into the appropriate drive. The CD startup screen will automatically run when the CD is inserted unless CD autorun is not enabled on your system.

When the CD autoruns, it will detect whether the printer software has already been installed. If the software is already installed, the initial installation screen will not pop up and the CD ROM main menu will appear.

If the CD does not autorun, follow these steps to run the installation program:

- a) From the **Start** menu, select **Run...**
- b) Click **Browse**, and select the CD ROM drive.
- c) Select the **DRIVERS** directory, then select SETUP.EXE and click **OK**.
- d) Click **OK** to start the installation.

After carefully following the previous steps, the installation should be successful. If an installation problem persists,

call HP Customer Support.



Recommended Installation Instructions Windows NT 4.0

NOTE: On Windows NT 4.0 systems, only those who have Administrator privileges can install printers on the system

Click here if you need instructions for installing the printer on a network.

Printer software installation problems are usually avoided by carefully following these detailed steps:

1. Be sure that the computer is fully set up and that Windows NT 4.0 is running properly on the computer before attempting to install the printer software. Do not install the printer software during the installation of Microsoft Windows NT 4.0.
2. Be sure that there are at least 30 megabytes of free space on the hard disk. This is the minimum amount of hard disk space needed to install the printer software. For better printing performance, more free space is recommended.
3. **Properly set up the printer**, by following the instructions in the Setup Poster, before installing the printer software. All power and printer cable connections should be securely and properly made, the printheads and ink cartridges should be installed, the printhead latch and the access cover should be properly closed, and paper should be loaded in the printers IN tray.

4. **Check that the printer is turned on.** You should see a steady green light next to the printers power button.

If the amber Attention light is also on, follow the instructions in the Setup Poster to reinstall the ink cartridges and printheads and close the access cover.

If the printer will not turn on, check the power cable connection to the printer and then verify that the power outlet the printer is plugged into is working. If the printer fails to turn on after carefully checking the power connections, unplug the printer and contact HP Customer Support.

5. Be sure that the printer cable is the proper type and is firmly connected at both ends. The printer and printer software are designed to work best with a bidirectional printer cable. Most computer systems allow two-way (bidirectional) communication to occur between the computer and the printer when a bidirectional (IEEE-1284 compatible) printer cable is used.

IMPORTANT NOTE: Devices which are attached to the same parallel port as the printer, such as a switch box, fax device, scanner, external drive or any other pass-through parallel device can cause installation problems or interfere with two-way communication. When solving a printer software installation problem, be sure that the printer is connected directly to the computers parallel port.

6. **Close all software programs** that are running on your computer, including screen savers, virus protection programs and other system utilities, by following these steps:
 - a) Close the software programs that appear in the Windows Taskbar from each programs File menu.
 - b) Press Ctrl + Alt + Del on the keyboard.
 - c) Click on **Task Manager...**
 - d) Select the Applications tab. Highlight each program listed and click **End Task**.
 - e) Repeat these steps until all the listed programs are closed.

7. Insert the printer software CD ROM into the appropriate drive. The CD startup screen will automatically run when the CD is inserted unless CD autorun is not enabled on your system.

When the CD autoruns, it will detect whether the printer software has already been installed. If the software is already installed, the initial installation screen will not pop up and the CD ROM main menu will appear.

If the CD does not autorun, follow these steps to run the installation program:

- a) From the **Start** menu, select **Run...**
- b) Click **Browse**, and select the CD ROM drive.

- c) Select the **\DRIVERS** directory, then select SETUP.EXE and click **OK**.
 - d) Click **OK** to start the installation.
8. If the HP 2000C is your only printer, or if you want to **select the HP 2000C as the default printer**, be sure to follow these steps:
- a) From the **Start** menu, select **Settings** then **Printers**.
 - b) Highlight the HP 2000C printer icon.
 - c) From the **File** menu, select **Set As Default**.
 - d) Close the Printers window.

By carefully following the previous steps, the installation should be successful. If an installation problem persists, call HP Customer Support.



Recommended Installation Instructions Windows 3.1X

Click here [☐](#) if you need instructions for installing the printer on a network.

Printer software installation problems are usually avoided by carefully following these detailed steps:

1. Be sure that the computer is fully set up and that Windows 3.1x is running properly on the computer before attempting to install the printer software. Do not install the printer software during the installation of Microsoft Windows 3.1x.
2. Be sure that there are at least 7 megabytes of free space on the hard disk. This is the minimum amount of hard disk space needed to install the printer software. For better printing performance, more free space is recommended.
3. **Properly set up the printer**, by following the instructions in the Setup Poster, before installing the printer software. All power and printer cable connections should be securely and properly made, the printheads and ink cartridges should be installed, the printhead latch and the access cover should be properly closed, and paper should be loaded in the printers IN tray.
4. **Check that the printer is turned on**. You should see a steady green light next to the printers power button.
If the amber Attention light is also on, follow the instructions in the Setup Poster to reinstall the ink cartridges and printheads and close the access cover.
If the printer will not turn on, check the power cable connection to the printer and then verify that the power outlet the printer is plugged into is working. If the printer fails to turn on after carefully checking the power connections, unplug the printer and contact HP Customer Support.
5. Be sure that the printer cable is the proper type and is firmly connected at both ends. The printer and printer software are designed to work best with a bidirectional printer cable. Most computer systems allow two-way (bidirectional) communication to occur between the computer and the printer when a bidirectional (IEEE-1284 compatible) printer cable is used.
IMPORTANT NOTE: Devices which are attached to the same parallel port as the printer, such as a switch box, fax device, scanner, external drive or any other pass-through parallel device can cause installation problems or interfere with two-way communication. When solving a printer software installation problem, be sure that the printer is connected directly to the computers parallel port.
6. **Close all software programs** that are running on your computer, including screen savers, virus protection programs and other system utilities, by following these steps:
 - a) Close the software programs that appear in the Windows Taskbar from each programs File menu.
 - b) Press Ctrl + Esc on the keyboard.
 - c) Highlight a program on the Task List list and click **End Task**.
 - d) Repeat these steps until the only item listed is Program Manager.
7. Insert the printer software CD ROM into the appropriate drive.
 - a) From the **File** menu in the Program Manager, select **Run...**
 - b) Click **Browse**, and select the CD ROM drive.
 - c) Select the \DRIVERS directory, then select SETUP.EXE and click **OK**.
 - d) Click **OK** to start the installation.

After carefully following the previous steps, the installation should be successful. If an installation problem persists, call HP Customer Support.



Installing a Different Language from the CD ROM

When the printer driver software installation is run from the CD ROMs main menu, the software will be installed in the same language as the operating system. If you want to install the printer software in a language other than the language used by the system, close the main menu, then use the File Manager to locate the directory for the desired operating system and language on the CD ROM. To locate SETUP.EXE for the language you want to install:

- 1) In Windows File Manager, select the \DRIVERS\WIN31_95 directory.
- 2) Select the directory for your language..
 \ENG=English \FRA=French \ESP=Spanish \PTG=Portuguese
 \DEU=German \ITA=Italian \NDL=Dutch \SVE=Swedish
 \DAN=Danish \NOR=Norwegian \SUO=Finnish \RUS=Russian
- 3) In the language directory, select the \DISK1 directory and double-click SETUP.EXE.



Alternate Installation Methods

Control Panel installation

The HP 2000C printer software cannot be installed through the Windows Control Panel except in Shared Windows for Workgroups environments (see below). The software must be installed by running the SETUP.EXE program located on the printer software CD ROM in the \DRIVERS directory.

Shared Windows for Workgroups installation

Control Panel installation is available in this environment. Click here  for installation instructions

Floppy disk installation

The HP 2000C printer software can be installed using floppy disks that were created using the "Make Floppy" utility that comes with the HP 2000C printer software. The Make Floppy utility should always be used to produce a floppy disk version of the printer driver software for installation on computers that do not have a CD ROM drive. This option is available from the main CD ROM menu. To install from floppy disks, insert Disk 1 and run SETUP.EXE.



During Microsoft Windows Installation or Reinstallation

Do not attempt to install the HP 2000C printer software while installing the Windows operating system for the first time. This may result in an incorrect printer software installation or system problems. Install the printer software after the Windows installation is complete and the computer has been restarted.

If you reinstall Microsoft Windows after installing the HP 2000C printer driver software, you must also reinstall the printer software to ensure correct printer operation.

[Click here !\[\]\(bd1a142de767a21e5362c595f844a4ff_img.jpg\) for detailed instructions on installing the printer software.](#)



Installing on Computer Systems with FaxWorks 3.0

Before installing the HP 2000C printer software, edit the SYSTEM.INI file, located in the Windows directory, as follows:

Change the line `comm.driv=fx-comm.driv` to `comm.driv=comm.driv`

To edit the SYSTEM.INI file:

- 1) Select **File** then **Run...** from the Program Manager.
- 2) Type **SYSEDIT** then click **OK**.
- 3) Click on the window labeled "C:\WINDOWS\SYSTEM.INI" and edit the line in the file.
- 4) Save the file by selecting **File** then **Save**.

This problem is corrected in newer releases of FaxWorks. If FaxWorks came with your computer, contact the manufacturer for a newer dated copy of FaxWorks. Note: the newer copy you receive may still be labeled as version 3.0.



Network Support and Installations

General Network Support

- [Supported Network Configurations](#)
- [Special Instructions for Novell Networks](#)

Recommended Network Printer Installation Procedures

NOTE: Whatever configuration you are using to connect your printer to a network, you will need to install the HP 2000C printer software on each computer that will be printing to the HP 2000C printer.

- [Windows 95 Configurations](#)
- [Windows NT 4.0 Configurations](#)
- [Windows 3.1x Configurations](#)
- [Windows for Workgroups Configurations](#)



Supported Network Configurations

Windows 95 Configurations

Novell support

- Novells Intranetware client supports printing and services to the HP 2000C printer. Printer messaging is not available with this configuration.

Microsoft support

- MS Client for Netware supports printing, services and messaging.
- MS Client supports printing and services for Windows NT 4.0 servers. Printer messaging is not available with this configuration.

Locally shared connection

- The printer can be locally shared in Windows 95. Printer services and messaging are only available on the computer directly connected to the printer.

Peer to Peer connection

- When connected, Peer to Peer (HP JetDirect port) printing may not be reliable. Until the Client for Novell Networks is installed, it must be removed from the Network Neighborhood properties to enable peer-to-peer IPX printing. Printer messaging is available with IPX and is not available with TCP/IP..

Windows NT 4.0 Configurations

Novell support

- Novells Intranetware Client supports printing, services and messaging to the HP 2000C printer.

Microsoft support

- Microsofts Netware Client for Windows NT 4.0 supports printing and printer services, but messaging is not supported.
- Printing, printer services and printer messaging are supported with Simple TCP/IP Services. To set up a TCP/IP queue (LPR Port Monitor), Microsoft TCP/IP Printing must be added as a service.
- MS Client supports printing, services and messaging for Windows NT 4.0 servers.

Locally shared connection

- The printer can be locally shared in Windows NT 4.0, but messaging is not available.

Peer to Peer connection

- HP JetDirect port supports printing, services and messaging.

Windows 3.1 Network Configurations

Novell support

- Novells Intranetware client supports printing and services to the HP 2000C printer. Printer messaging is not available with this configuration.

Microsoft support

- MS Client for Netware supports printing, services and messaging for Novell print queues.
- MS Client 3.0 supports printing and services for Windows NT 4.0 servers. Printer messaging is not available with this configuration.

Locally shared connection

- Printers cannot be locally shared in Windows 3.1

Windows for Workgroups Configurations

Novell support

- Novells Intranetware client supports printing and services to the HP 2000C printer. Printer messaging is not available with this configuration.

Microsoft support

- MS Client for Netware supports printing, services and messaging for Novell print queues.
- MS Client 3.0 supports printing and services for Windows NT 4.0 servers. Printer messaging is not available with this configuration.

Locally shared connection

■ The printer can be locally shared in Windows for Workgroups. Only printer messaging is available for the computer directly connected to the printer.

Peer to Peer connection

■ The printer can be shared Peer to Peer (Direct Mode DLC) in Windows for Workgroups. Printer services will be available, but printer-related messages will be erroneous and should be ignored.



Special Instructions for Novell Networks

Installation of .DLLs for Novell networks on Windows 95 and Windows 3.1x

The following .DLLs must be in your WINDOWS\SYSTEM directory in order to get messaging from your printer on a Novell network on Windows 95 and Windows 3.1x systems:

NWCALLS.DLL
NWIPXSPX.DLL
NWNENET.DLL
NWLOCALE.DLL
NWPSRV.DLL
NWPNW.DLL

During the standard printer software installation, the file HPRNWI09.EXE is copied to the WINDOWS\SYSTEM directory. Running this program will extract the necessary .DLL files.

Follow these instructions:

1. Close all software programs.
2. Make backup copies of any .DLLs listed above that already exist in the WINDOWS\SYSTEM directory.
3. From the Windows Explorer, create a temporary directory in the WINDOWS\SYSTEM and copy the file HPRNWI09.EXE into the temporary directory.
4. Double-click the file HPRNWI09.EXE.
5. The screen will temporarily clear, the list of .DLLs will appear, and the prompt Do you want to extract these files now? will appear. Enter Y. The .DLLs will be extracted into the temporary directory and the screen will return to normal.
6. Move the extracted files into the \WINDOWS\SYSTEM directory, replacing any older .DLL files with the extracted files. Do not replace a file newer than an extracted file. You can then delete the temporary directory and any of the unextracted files.



Shared Windows for Workgroups Installation

Shared Windows for Workgroups - Control Panel installation

Do not attempt to install the printer while installing Windows for Workgroups. If you do, a PRINTER DRIVER PROBLEM message appears. Quitting the printer installation at this point allows the Windows for Workgroups installation to proceed normally. You can then install the printer software from Control Panel\Printers.

System administrator setup - Shared Windows for Workgroups

The following procedure (for system administrators) allows the HP 2000C printer driver to be installed by users from the Windows Control Panel applet:

- 1) Make sure the file attributes for SCONFIG.DLL, COMMCTRL.DLL and CONTROL.INF (in the Windows directory) are WRITEABLE.
- 2) Install the driver using the SETUP.EXE program in the \DRIVERS directory on the installation CD shipped with the printer.
- 3) Modify the file attributes for SCONFIG.DLL and COMMCTRL.DLL so the files are READ-ONLY (the system administrator may also choose to make all of the new files [HPR*] READ-ONLY).
- 4) Add the following line to the CONTROL.INF file (in the Windows directory):

```
[io.device]
.:HPRDJC09.DRV,"HP 2000C Printer","DEVICESPECIFIC"
```

- 5) Modify the file attributes for CONTROL.INF so the file is READ-ONLY. The name will then appear in the Control Panel applet Add Printer list for local users.



Network Problems and Troubleshooting

At the time this printer software was released, the following known network printing limitations existed:

Canceling print jobs

■ Print jobs do not cancel very well on networks; the user may get erroneous Printer Not Responding messages or the printer driver may crash and require a restart of the computer. Print jobs can be canceled from the printer keypad by quickly pressing the Pause/Cancel Print button on the printer twice while a job is printing. Note that the printer will continue to print pages that were spooled to the printer before the job was canceled. After the print job is aborted, the next job in the queue will print.

Whenever the printer is used on a network

- The Two-sided Printing feature is disabled when the printer is used on a network.
- If your network connection is setup for FormFeed and/or Banner Pages, do not use the Align the printheads printer service as several pages may print.
- If you experience problems printing to a network printer, uncheck the Bidirectional Communication box in the HP Configuration Program (HPRCFG09.EXE).

[Click here !\[\]\(c694a3ff3b077d76910920a6a1593ab4_img.jpg\) to change this now.](#)

When printing a large job

■ When a large print job is sent to a network printer from a Windows NT 4.0 computer, a partial page prints and then the job respools and starts over. This problem occurs when the printer is connected via a direct mode IPX/SPX HP JetDirect Port. The solution to the problem is to use the HP JetDirect Port with TCP/IP.

When using HP JetAdmin

- If you use both HP JetAdmin and the HP 2000C Toolbox to check the status of a printer connected directly to a computer (rather than on a network) the message "Printer Port Problem" will appear. Do not use both HP JetAdmin and HP 2000C Toolbox at the same time.
- If JetAdmin is uninstalled, you may not get printer status messages from the HP 2000C Toolbox at that computer. Re-installing the printer software will correct this problem.

When the printer is locally shared

- When the HP 2000C printer is connected directly to a computer and then shared on the network (locally shared), the computer that is directly connected (host computer) is the only one that will receive printer-related messages.
- When the host computer has the HP 2000C Toolbox open to the Printer Services tab (even when minimized or inactive), other users will not be able to print to the printer. Close the Toolbox on the host computer.

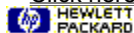
When using Microsoft programs

■ When Background Printing is disabled through MS Tools/Options/Print menus, clicking Cancel to stop the print job causes the printer to halt. If this happens, turn the printer off, then on again.

Network configuration limitations

Each network configuration has unique limitations for printer services and messaging.

[Click here !\[\]\(c1168d6a8b365d11e842ece304635fa7_img.jpg\) for configuration information](#)



Installation Procedures for Windows 95 Configurations

Local Connect

At the Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster. Follow the procedures to install the printer software.

[Click here !\[\]\(e2376d476d06eb31946dc01a69a4403a_img.jpg\) for installation instructions.](#)

2) Share the printer. For information on sharing the printer, refer to Sharing your printer with other people in the Windows 95 Help.

At the Client (the computer that needs to share the printer)

1) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) Select **Network** as the type of installation.

3) Either **Browse** or type in the network queue: [\\computer\shareName](#)

Network Connect

1) Set up the printer and make the cable connections to the print server and network.

2) The Administrator must establish a network name and location for the printer.

3) At each Client computer, run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

4) Select **Network** as the type of installation.

5) Either **Browse** or type in the network queue: [\\computer\shareName](#)

Peer to Peer Connect

These instructions assume you are using an HP JetDirect print server and the HP JetAdmin (version 3.0) printer management software utility.

1) Set up the printer and make the cable connections to the print server and network.

2) Install the HP JetAdmin software onto your computer.

3) At each Client computer, run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software. Complete the printer software installation using the local LPT1: parallel port as the printer connection.

4) In the Printers folder, highlight the HP 2000C printer icon then select **Properties** from the **File** menu.

5) Select the Details tab, then click **Add Port...**

6) Highlight the **HP JetDirect Port**, select **New Port** and browse to where the HP 2000C is located on the network. Use this port as the new port for the printer software.

Novell Server Connect

At the Novell Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster for a printer directly connected to the LPT1: port.

[Click here !\[\]\(135faf555a2da147cc447132eda26e60_img.jpg\) for installation instructions.](#)

At the Client (the computer that needs to share the printer)

1) At each Client computer, run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) Select **Network** as the type of installation.

3) Either **Browse** or type in the network queue: [\\computer\shareName](#)



Installation Procedures for Windows NT 4.0 Configurations

NOTE: On Windows NT 4.0 systems, only those who have Administrator privileges can install printers on the system

Local Connect

At the Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster. Follow the procedures to install the printer software.

[Click here !\[\]\(950a62bbddad88d64435fd35607dfc42_img.jpg\) for installation instructions.](#)

2) Share the printer. For information on sharing the printer, refer to To share your printer with other people in the Windows NT Help.

At the Client (the computer that needs to share the printer)

1) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) Select **Network** as the type of installation.

3) Either **Browse** or type in the network queue: `\\computer\shareName`

Network Connect

1) Set up the printer and make the cable connections to the print server and network.

At the Windows NT 4.0 Server (where the print jobs will be spooled to)

1) Set up the printer by following the instructions for a printer directly connected to the LPT1: port.

[Click here !\[\]\(b538fe54c1f3a7343e37e85cc2d00497_img.jpg\) for installation instructions.](#)

2) In the Printers folder, highlight the HP 2000C printer icon then select **Properties** from the **File** menu.

3) Select the Ports tab, then click **Add Port...** and configure the type of Port Monitor to be used for this network printer, such as LPR Port or HP JetDirect Port.

4) Share the printer.

At the Client (the computer that needs to share the printer)

1) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) Select **Network** as the type of installation.

3) Either **Browse** or type in the network queue: `\\computer\shareName`

Peer to Peer Connect

These instructions assume you are using an HP JetDirect print server and the HP JetAdmin (version 3.0) printer management software utility.

1) Set up the printer and make the cable connections to the print server and network.

2) Install the HP JetAdmin software onto your computer.

3) At each Client computer, run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software. Complete the printer software installation using the local LPT1: parallel port as the printer connection.

4) In the Printers folder, highlight the HP 2000C printer icon then select **Properties** from the **File** menu.

5) Select the Ports tab, then click **Add Port...**

6) Highlight the **HP JetDirect Port**, select **New Port** and browse to where the HP 2000C is located on the network. Use this port as the new port for the printer software.

Novell Server Connect

At the Novell Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster for a printer directly connected to the LPT1: port.

[Click here !\[\]\(a1c316f9470c4156616ce6ee54e71d17_img.jpg\) for installation instructions.](#)

At the Client (the computer that needs to share the printer)

1) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) Select **Network** as the type of installation.

3) Either **Browse** or type in the network queue: `\\computer\shareName`



Installation Procedures for Windows 3.1x Configurations

Local Connect

Not supported by the Windows 3.1X operating system.

Network Connect

- 1) Set up the printer and make the cable connections to the print server and network.
- 2) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.
- 3) When prompted for the printer name and port, choose **HP 2000C Printer** and choose **LPT1:** as the port. Click **OK** and complete the installation.
- 4) Restart Windows.
- 5) Select **Printers** from the **Control Panel**.
- 6) Click on the HP 2000C printer then click **Connect....**
- 7) Choose the port which the printer is connected to.
- 8) Click **Network...** then select the network path for the printer.

Peer to Peer Connect

Not supported by the Windows 3.1X operating system.

Novell Server Connect

[At the Novell Server \(the computer that is directly connected to the printer\)](#)

- 1) Set up the printer by following the instructions in the printer Setup Poster for a printer directly connected to the LPT1: port.

[Click here for installation instructions.](#)

[At the Client \(the computer that needs to share the printer\)](#)

- 1) Set up the printer and make the cable connections to the print server and network.
- 2) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.
- 3) When prompted for the printer name and port, choose **HP 2000C Printer** and choose **LPT1:** as the port. Click **OK** and complete the installation.
- 4) Restart Windows.
- 5) Select **Printers** from the **Control Panel**.
- 6) Click on the **HP 2000C Printer** then click **Connect....**
- 7) Choose the port which the printer is connected to.
- 8) Click **Network...** then browse to the queue name defined by the Administrator. To set up the printer as a permanent network printer on your system, check the **Permanent** box, then click **Connect**.



Installation Procedures for Windows for Workgroups Configurations

Local Connect

At the Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster for a printer directly connected to the LPT1: port.

Click here  for installation instructions.

- 2) Run **Print Manager** found in the **Main** program group.
- 3) Click on the **HP 2000C Printer**, choose **Printer** and **Share this printer as...**
- 4) Follow the instructions to complete the sharing of the printer.
- 5) Follow the instructions for installing.

At the Client (the computer that needs to share the printer)

1) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

2) When prompted for the printer name and port, choose **HP 2000C Printer** and choose **LPTx:** as the port. Click **OK** and complete the installation.

- 3) Restart Windows.
- 4) Select **Printers** from the **Windows Control Panel**.
- 5) Click on the **HP 2000C Printer** then click **Connect....**
- 6) Choose the port which the printer is connected to.
- 7) Click **Network...** then select the network path for the printer. To set up the printer as a permanent network printer on your system, check the **Permanent** box, then click **Connect**.

Shared Windows Connect - Administrator Setup

Click here  for Control Panel installation setup instructions.

Network Connect

1) Set up the printer and make the cable connections to the print server and network.

2) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

3) When prompted for the printer name and port, choose **HP 2000C Printer** and choose **LPTx:** as the port. Click **OK** and complete the installation.

- 4) Restart Windows.
- 5) Select **Printers** from the **Control Panel**.
- 6) Click on the **HP 2000C Printer** then click **Connect....**
- 7) Choose the port which the printer is connected to.
- 8) Click **Network...** then select the network path for the printer. To set up the printer as a permanent network printer on your system, check the **Permanent** box, then click **Connect**.

Peer to Peer Connect

Refer to the Software Installation Guide for the HP Jet Direct Family of Print Servers on Connecting the Printer to a Port in Windows for Workgroups.

Novell Server Connect

At the Novell Server (the computer that is directly connected to the printer)

1) Set up the printer by following the instructions in the printer Setup Poster for a printer directly connected to the LPT1: port.

Click here  for installation instructions.

At the Client (the computer that needs to share the printer)

1) Set up the printer and make the cable connections to the print server and network.

2) Run SETUP.EXE on the printer software CD ROM from the \DRIVERS directory or from a directory where a network administrator has provided the installation software.

3) When prompted for the printer name and port, choose **HP 2000C Printer** and choose **LPTx:** as the port. Click **OK** and complete the installation.

- 4) Restart Windows.
- 5) Select **Printers** from the **Control Panel**.
- 6) Click on the HP 2000C printer then click **Connect....**
- 7) Choose the port which the printer is connected to.
- 8) Click **Network...** then browse to the queue name defined by the Administrator. To set up the printer as a



permanent network printer on your system, check the **Permanent** box, then click **Connect**.

Tips and Other Information

Canceling a Print Job

You can cancel print jobs from the printer by quickly pressing the Pause/Cancel Print button on the printer twice while a job is printing. Note that the printer will continue to print pages that were spooled to the printer before the job was canceled.

Best Practices for Replacing Printheads

The four individual printheads for the HP 2000C printer are designed for long life and durability and should not require frequent replacement or attention. The individual ink cartridges are designed to be replaced with no need for accessing or aligning the printheads. With proper handling and installation, the individual color printheads should provide high quality printouts with no noticeable decrease in performance throughout their effective life.

- To avoid extra ink pressure which can lead to overspill, make sure that all four ink cartridges are properly installed before replacing one or more printheads.
- Avoid shaking or rough handling of the printheads during installation. This can temporarily cause the ink nozzles to ingest air which results in printed output that looks streaked or improperly filled. If this occurs, leaving the printer idle for a few hours will correct the problem. Running the first two levels of the Clean Printheads procedure (from the HP 2000C Toolbox) can also correct this problem if a faster solution is necessary.
- Be sure to remove all of the transparent protective tape that covers the copper-colored areas on new printheads before installing them. This ensures proper connection of the printhead contact areas and allows the printer to detect, use and monitor the new printhead(s).
- Whenever one or more printheads are reinserted or replaced, aligning the printheads is recommended. Aligning the printheads is a software procedure that can be accessed from the Printer Services tab of the HP 2000C Toolbox.

Sounds that the Printer May Make

- Immediately after the initial setup of the printer (after shipment), you may notice unexpected sounds of operation while the printer is idle or before printing the first print jobs it receives. These are normal calibration, priming and adjustment actions that should only occur during the printers initial startup.
- The printer may periodically make a faint ticking sound when it has been idle for an extended period of time. This is due to normal diagnostic checks which are automatically performed in order to maintain optimal print quality. The diagnostic check will be canceled if a print job is received during this process.



The DOS Control Panel and DOS Printing

DOS users have access to many printer features through DOS drivers designed for specific software programs; however, many software manufacturers either do not develop printer drivers for their software programs or are no longer providing drivers for new models of printers. Therefore, HP provides a DOS Control Panel software utility for improved printer control when DOS printer drivers are not available or when certain print settings are not accessible from existing DOS software programs.

INSTALLING THE HP 2000C CONTROL PANEL

Properly set up the printer by following the instructions in the Setup Poster, before installing the HP 2000C Control Panel software:

- All power and printer cable connections should be securely and properly made
- The printheads and ink cartridges should be installed
- The printhead latch and the access cover should be properly closed
- Paper should be loaded in the printer's IN tray
- The printer should be turned on.

To install the HP 2000C Control Panel:

- 1) Insert the Printing Essentials CD ROM into the CD ROM drive
- 2) From the DOS prompt (or in a DOS Window), change to the \DRIVERS\WIN31_NT directory
- 3) Select the directory for your language:
 \ENG = English \FRA = French \ESP = Spanish \PTG = Portuguese
 \DEU=German \ITA=Italian \NDL=Dutch \SVE=Swedish
 \ DAN=Danish \ NOR=Norwegian \SUO=Finnish \RUS=Russian
- 4) In the language directory, go to the \DJCP directory
- 5) Type **INSTALL** and follow the directions on the screen to complete the installation.

Accessing the Control Panel

To open the Control Panel, type **DJCP** at the DOS (C:\DESKJET>) prompt.

NOTE: If the \DESKJET directory is listed in the directory PATH in the AUTOEXEC.BAT file, you can access the Control Panel from any directory.

USING THE HP 2000C CONTROL PANEL TO CONTROL PRINTING

Selecting Print Settings

Use the Control Panel to select print settings that are not available from some DOS programs. Duplicate print settings that are selected from within the DOS software program may override print settings selected in the Control Panel.

The following print settings are available from the HP 2000C Control Panel:

- Page Orientation
- Paper Size
- Paper Type
- Font Size
- Character Set
- Lines Per Page
- Carriage Return Definition
- Reset All Settings

USING A SPECIFIC DOS DRIVER TO CONTROL PRINTING

Choosing the Correct Printer Driver

Printer drivers are supplied by the manufacturers of DOS software programs. Most of these manufacturers are no longer supporting new printer drivers. When specific printer drivers are not available, an earlier HP driver can be substituted. The HP DeskJet 560C printer driver is a good substitute driver for color printing when available, however other HP DeskJet 500 series drivers will work.

Known Problems

[Changing Print Settings While a Document is Printing](#)

If print settings are changed through the Control Panel while a document is currently printing, the printout may be corrupted, and the printer may not receive the new settings.

Printing in Landscape Orientation

The landscape printing feature is provided for use with programs that do not provide the capability of printing in landscape. If your program supports printing in landscape, make sure that the orientation in the Control Panel is set to Portrait.

NOTE: Some programs will print incorrectly if the printer is set to landscape orientation in the Control Panel. These include Microsoft Word for DOS, Microsoft Works for DOS, Harvard Graphics for DOS, and AutoCAD. To print in landscape from these programs, set the orientation in the program, NOT in the Control Panel.



CD ROM and Installation Overview

This information is provided for reference only.

Which Software to Run

The CD ROM contains a number of files named SETUP.EXE in various locations:

Running the Software Installation from the CD ROM Main Menu

SETUP.EXE in the root directory of the CD ROM runs the Main Menu for the CD ROM contents. This is the screen that will automatically run when the CD ROM autoruns. When the CD ROM autorun detects that the printer software has not been installed, a dialog box will pop up to allow you to choose the software installation first. Otherwise, the CD ROM Main Menu offers font installations and other useful software that are not part of the printer driver software installation.

Running only the Printer Software Installation

\\DRIVERS\\SETUP.EXE is the program that runs the printer driver software installation. This installation automatically detects the Windows operating system, the language the system is running and other system-related information and is the same installation which runs from the CD ROM Main Menu.

Running a Language-Specific Printer Software Installation


\\DRIVERS\\<SYSTEM>\\<LANGUAGE>\\DISK1\\SETUP.EXE runs an installation for a specific language. This installation should only be used when you want the printer software to appear in a language other than the one the system is running under.

What the Printer Software Installation Does

The printer software files are copied to the \\WINDOWS directory, the \\WINDOWS\\SYSTEM or the \\WINDOWS\\SYSTEM32 directory and some underlying directories. The files are named in group as **HPR???09.XXX** for easy selection. The type of installation process that is used determines what happens during the installation.


The Recommended Software Installation

When the printer software is installed from the CD ROM Main Menu, from \\DRIVERS\\SETUP.EXE or from floppy disks, the complete installation is provided:

- All printer driver files are copied to the \\WINDOWS and \\WINDOWS\\SYSTEM or \\WINNT\\SYSTEM32 directories.
- A communication test runs to establish bidirectional communication, if possible, between the computer and the printer.
- The HP 2000C Toolbox, a utility designed to monitor the printer and provide assistance, is installed.
- An \\HPR09 directory is created in the root directory of your computer.
- Windows .INI or Registry files are updated to include printer information.
- An uninstaller file is created which allows the printer software to be cleanly uninstalled.
-  **HEWLETT
PACKARD** An HP 2000C Utilities program group is created in Windows.
- A utility to place an HP 2000C Toolbox icon in the Windows Tasktray is installed in the Startup directory for Windows 95 or NT 4.0.

Alternate Software Installations

When the printer software is installed using alternate installation methods such as Add Printer or Plug and Play (Windows 95):

- Required printer driver files are copied to the \\WINDOWS\\SYSTEM or \\WINDOWS\\SYSTEM32 directory.
- The HP 2000C Toolbox, a utility designed to monitor the printer and provide assistance, is installed.
- Windows registry files may be partially updated.
- An uninstaller file is not created (see also Uninstalling or Reinstalling the Printer Software).
- An HP 2000C Utilities program group is created in Windows.
-  **HEWLETT
PACKARD**

Uninstalling or Reinstalling the Printer Software

Reinstalling the Printer Software

Whenever the printer software is reinstalled, due to problems that occur or after reinstallation of the operating system, the existing printer software should first be removed from the computer.

Uninstalling the Printer Software

Windows 3.1x

- 1) Restart Windows.

NOTE: It is **very important** to close all software programs and restart Windows before running the HP 2000C Uninstaller. You may also be asked to restart Windows again once the uninstaller has finished in order to complete the uninstallation successfully.

- 2) Run the HP 2000C Uninstaller (C:\WINDOWS\HPRULG09.EXE)
In the Windows File Manager, browse to the \WINDOWS directory and look for the file named HPRULG09.EXE. Double-click on this file to run the uninstaller.

Windows 95/Windows NT 4.0

The method to use for uninstalling the printer software depends upon how the software was originally installed:

When the HP installation program is used to install the software (recommended), an Uninstaller program is created which will remove all printer files, icons and information written to the registry files.

When Add Printer, Plug and Play or Point and Print is used to install, a different uninstallation method must be used.

Determine which uninstallation method is required

Look for the \HPR09 directory

On the root directory of the hard drive, look for a directory named \HPR09.

If the \HPR09 directory exists, the printer software was installed using the HP installation program and the HP 2000C Uninstaller program must be used to remove the printer software. Deleting the HP 2000C printer icon from the Printers folder will not remove any files or clean up the registry.

If the HPR09 directory does not exist, then the printer software must be removed using the alternate procedures described.

Use the appropriate method below to remove the printer software

If the \HPR09 directory exists (see above), use the HP Uninstaller to remove the printer software.

- 1) Restart Windows.

NOTE: It is **very important** to close all software programs and restart Windows before running the HP 2000C Uninstaller. You may also be asked to restart Windows again once the uninstaller has finished in order to complete the uninstallation successfully.

- 2) Run the HP 2000C Uninstaller

In Windows Explorer, browse to the \HPR09 directory and double-click on the Uninstaller icon to run the uninstaller. If more than one copy of the printer driver is installed, there will be an uninstaller for each copy with a name that matches the name of its associated driver.

NOTE: If the uninstaller is unsuccessful, use the manual uninstallation method described at the end of this topic.

If the \HPR09 directory does not exist (Add Printer, Plug and Play or Point and Print Installations), then the following instructions should be followed to remove the printer software.

WINDOWS 95

- 1) Restart Windows.

NOTE: It is **very important** to close all software programs and restart Windows before running the HP 2000C Uninstaller. You may also be asked to restart Windows again once the uninstaller has finished in order to complete the uninstallation successfully.

- 2) Remove shortcuts (if present).

- a) In Windows Explorer or My Computer, open the \Windows\START MENU\PROGRAMS directory.

- b) Select the HP 2000C Utilities shortcut and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
- 3) Remove the Taskbar icon (if present).
- a) In Windows Explorer or My Computer, open the \Windows\START MENU\PROGRAMS\STARTUP directory.
 - b) If there is an HP 2000C Taskbar Icon shortcut, select it, and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
 - d) Close all open windows.
 - e) If there is an HP 2000C taskbar icon in the lower right corner of the desktop, click on it using the right mouse button and then click **Close**.
- 4) Delete the printer.
- a) Click **Start**, click **Settings**, then click **Printers**.
 - b) In the Printers folder, select the HP 2000C Printer icon and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
 - d) Click **Yes** to delete files used only for this printer and no longer needed .
- NOTE:** If you are removing multiple copies of the driver, this dialog will not be seen until the last HP 2000C Printer icon is removed.
- e) Click **OK** if warned that the default printer has been deleted.
 - f) Repeat steps b through e for each copy of the driver you want to remove.
 - g) Close the Printers folder.

NOTE: It is **very important** to restart Windows after removing the HP 2000C software files to successfully complete the removal process.

WINDOWS NT 4.0

- 1) Restart Windows.
- NOTE:** It is **very important** to close all software programs and restart Windows before running the HP 2000C Uninstaller. You may also be asked to restart Windows again once the uninstaller has finished in order to complete the uninstallation successfully.
- 2) Click **Start**, click **Settings**, then click **Printers**.
- 3) In the Printers folder, select the HP 2000C Printer icon and press the computers Delete key.
- 4) Click **Yes** to confirm deletion.
- 5) Click **OK** if warned that the default printer has been deleted.
- 6) Repeat steps 2 through 5 for each copy of the driver you want to remove.
- 7) Close the Printers folder.
- 8) Remove any remaining files.
- a) Restart Windows.
 - b) Click **Start**, click **Find**, and click on **Files or Folders**.
 - c) In the Named field of the Find: All Files dialog, type **HPR???09.*** and click **Find Now**.
 - d) Select all files found.
 - e) Press the computers Delete key, then click **Yes** to confirm that you want to send the items to the Recycle Bin.
 - f) Click **Yes to All** to delete all .EXE program files.
 - g) In the Named field of the Find: All Files dialog, type **HPR??09.*** and click **Find Now**.
 - h) Select all files found.
 - i) Press the computers Delete key, then click **Yes** to confirm that you want to send the items to the Recycle Bin (be sure to empty the Recycle Bin later).
 - j) Close the Find window.

NOTE: It is **very important** to restart Windows after removing the HP 2000C software files to successfully complete the removal process.

Manual uninstallation method - Use this method if the HP Uninstaller is unsuccessful at removing the printer software. Steps 5) and 6) below can also be used to ensure that the printer software is completely removed.

- 1) Restart Windows.

NOTE: It is **very important** to close all software programs and restart Windows before running the HP 2000C Uninstaller. You may also be asked to restart Windows again once the uninstaller has finished in order to complete the uninstallation successfully.

- 2) Remove shortcuts (if present).
 - a) In Windows Explorer or My Computer, navigate to one of the following locations:
Windows 95 - \Windows\START MENU\PROGRAMS
Windows NT 4.0 \WINNT\PROFILES\ALL USERS\START MENU
 - b) Select the HP 2000C Utilities shortcut and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
- 3) Remove the Taskbar icon (if present).
 - a) In Windows Explorer or My Computer, navigate to the one of the following locations:
Windows 95 - \Windows\START MENU\PROGRAMS\STARTUP
Windows NT 4.0 \WINNT\PROFILES\ALL USERS\START MENU\STARTUP
 - b) If there is an HP 2000C Taskbar Icon shortcut, select it, and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
 - d) Close all open windows.
 - e) If there is an HP 2000C taskbar icon in the lower right corner of the desktop, click on it using the right mouse button and then click **Close**.
- 4) Delete the printer.
 - a) Click **Start**, click **Settings**, then click **Printers**.
 - b) In the Printers folder, select the HP 2000C Printer icon and press the computers Delete key.
 - c) Click **Yes** to confirm deletion.
 - d) Click **Yes** to delete files used only for this printer and no longer needed .
NOTE: If you are removing multiple copies of the driver, this dialog will not be seen until the last HP 2000C Printer icon is removed.
 - e) Click **OK** if warned that the default printer has been deleted.
 - f) Repeat steps 2 through 5 for each copy of the driver you want to remove.
 - g) Close the Printers folder.
- 5) Remove any remaining files.
 - a) Restart Windows.
 - b) Click **Start**, click **Find**, and click on **Files or Folders**.
 - c) In the Named field of the Find: All Files dialog, type **HPR???09.*** and click **Find Now**.
 - d) Select all files found.
 - e) Press the computers Delete key, then click **Yes** to confirm that you want to send the items to the Recycle Bin.
 - f) Click **Yes to All** to delete all .EXE program files.
 - g) In the Named field of the Find: All Files dialog, type **HPR???09.*** and click **Find Now**.
 - h) Select all files found.
 - i) Press the computers Delete key, then click **Yes** to confirm that you want to send the items to the Recycle Bin (be sure to empty the Recycle Bin later).
 - j) Close the Find window.
- 6) Clean the Windows registry (optional)

The above procedures may not remove all printer information from the Windows registry. The registry is a sensitive area of the Windows system which should not be accessed by anyone that does not understand its contents. Advanced users can delete HP 2000C information from the registry using a search and delete procedure for registry entries **HPR???09.*** and **HP 2000C**.

NOTE: There will be some registry entries referring to HPR that are not associated with the printer and should not be deleted. If unsure, do not remove an entry.

NOTE: It is **very important** to restart Windows after removing the HP 2000C software files to successfully complete the removal process.

Other Known Problems

- [Conflicts with Other Devices on the Same Port](#)
- [The Printer Software Will Not Install on an HP Omnibook \(Models 300 and 425\)](#)
- [Problems Canceling a Print Job](#)
- ["Incompatible Print Manager" Error Message](#)
- ["Printer Port Problem" Error Message](#)
- [Conflicts with Other Printers on the Same Port](#)
- [Large Fonts Print Incorrectly - ATM](#)



Conflicts with Other Devices on the Same Port

Devices which are attached to the same parallel port as the printer, such as a switch box, fax device, scanner, external drive or any other pass-through parallel device can cause installation problems, printing problems or can interfere with bidirectional communication.

Connecting the HP 2000C printer to its own separate parallel port is recommended. Otherwise, be sure that the printer is connected directly to the computers parallel port when solving a printing problem.



The Printer Software Will Not Install on an HP Omnibook (Models 300 and 425)

HP Omnibooks have a subset of Microsoft Windows. Windows on early HP Omnibooks do not have the file LZEXPAND.DLL in the WINDOWS\SYSTEM directory. This file is required in order to install the HP 2000C printer software and is included in the WINDOWS\SYSTEM directory on most desktop and laptop systems using Microsoft Windows 3.1 or later. Obtain a copy of the file and put it in the WINDOWS\SYSTEM directory of your HP Omnibook before installing the printer driver. The LZEXPAND.DLL file is shipped with HP Omnibook models 430 and later.



Problems Canceling a Print Job

If you try to cancel a print job from the Windows Print Manager, you may experience printing problems. Canceling print jobs from within the software program will avoid this problem.

You can cancel print jobs from the printer keypad by quickly pressing the Pause/Cancel Print button on the printer twice while a job is printing. Note that the printer will continue to print pages that were spooled to the printer before the job was canceled.



Incompatible Print Manager Error Message

If an HP LaserJet 4 printer driver is installed after the HP 2000C printer software is installed, an "Incompatible Print Manager" error message will appear. The HP 2000C printer software must be reinstalled.



Printer Port Problem Error Message

When printing to file

If the selected printer is connected to FILE (instead of an LPT port) and the Toolbox is active, the message "Printer Port Problem" may appear. When this happens, the HP 2000C Toolbox is attempting to communicate with the selected printer and is unsuccessful when the output is being sent to a file. Do not attempt to monitor the status of a print job that is being sent to a file.

When using HP JetAdmin

If you use both HP JetAdmin and the HP 2000C Toolbox to check the status of a printer connected directly to a computer (rather than on a network) the message "Printer Port Problem" will appear. Do not use both HP JetAdmin and HP 2000C Toolbox at the same time.



Conflicts with Other Printers on the Same Port

The Print Manager allows only one queue processor on a port to be recognized. The HP 2000C printer driver has its own unique queue processor identity in the [spooler] section of the WIN.INI file.

This identity is qp.lpt1=hprqpr09.dll.

Printers that use a queue processor have their own unique identities, denoted by a file xxxqp.dll. When two different types of printers are used on the same LPT port, their printer identities can be overwritten in the WIN.INI file and cause problems.

If you are using an additional printer driver besides the HP 2000C printer driver try one of these things:

- Uninstall and then reinstall the HP 2000C printer software
- Hook the other printer up to a separate LPT port
- Modify the qp.lptx= line in the WIN.INI file to reflect that printer's queue processor identity



Conflicts with Specific Software Programs

At the time this printer software was released, the following known software program limitations existed:

(Click on a software program for information on known conflicts.)

[Ami Pro](#)

[ATM \(Adobe Type Manager\)](#)

[Corel Draw](#)

[Excel](#)

[Family Tree Maker](#)

[Harvard Graphics](#)

[HP Explorer](#)

[Improv](#)

[Managing Your Money](#)

[PageMaker](#)

[Paintbrush](#)

[PowerPoint](#)

[Print Shop Deluxe](#)

[Printshop Deluxe Companion](#)

[Publisher](#)

[RAM Doubler](#)

[SuperQueue](#)

[WordPro](#)

[Word For Windows](#)

[WordPerfect](#)

[WordPro](#)

[Works](#)

[Write](#)



Ami Pro (Lotus) WordPro (formerly Ami Pro)

Ami Pro 3.0

- Background colors and fill patterns may not print correctly.
- Text spacing, bolding or special characters may print incorrectly when text is formatted using full justification. This happens randomly and the next printout will probably be correct. This problem is fixed in WordPro, which replaces Ami Pro.
- If you can only print one print job per reboot, disable the background spooler.

Ami Pro

- 1) Select User Setup from the Tools menu.
- 2) Click the Options button.
- 3) Uncheck the Print in Background checkbox under Speed Options.
- 4) Click OK.

WordPro

- 1) Select User Setup from the File menu.
- 2) Click the General tab.
- 3) Uncheck the Print Docs in Background checkbox.
- 4) Click OK.

 [Ami Pro/WordPro Technical Support](#)



ATM (Adobe Type Manager)

ATM versions earlier than 3.0 (Adobe)

■ The HP 2000C version 1.0 printer driver is only compatible with Adobe Type Manager version 3.0 or later. If your ATM version is earlier than 3.0, contact Adobe for an upgrade. Using TrueType fonts is one way to work around this problem.

Large fonts print incorrectly

■ When Best mode is selected, large fonts do not print correctly. To fix this problem select the Treat Black as... Graphics setting in the HP Configuration program (HPRCFG09.EXE).

[Click here !\[\]\(a03a7eb2f4046e1d3c76772003e549ea_img.jpg\) to change this now.](#)

 [Adobe Technical Support](#)



Corel Draw (Corel)

Corel Draw 4.0

- If fractal fills are printing slowly, check the CORELPRN.INI file in the directory COREL\CONFIG. If the line Rasterize=1 exists, delete it and save the file. Run Corel and try printing again.
- Portions of printed output may be rotated 180 degrees and enlarged. Restart Windows and try printing again.

Corel Draw 5.0

- Bitmaps print at low resolutions and colors may be very dark. This problem was fixed in version 5.0.F2.
- Color matching in printed output is incorrect. This version of Corel Draw installs a Printer Profile which is set at Generic CMYK printer profile by default and causes conflicts with the HP DeskJet printer driver. Turning off the color printer profile will fix the problem. To do this: open up a Corel document and click Print to get to the print dialog box. Uncheck the checkbox in the lower left corner. Print the document. To verify the setting, exit Corel Draw, open another document and click Print to get to the print dialog box. The checkbox should remain unchecked.

 [Corel Draw Technical Support](#)



Excel (Microsoft)

Excel 4.0

- After a print job is canceled, an error message may be displayed. Click OK to return to the software program. This is fixed in version 5.0.
- Some paths to HP's print settings dialog do not work correctly and settings are not retained. Use the following path to reach the print settings dialog that works:

For version 4.0: File, Page Setup, Printer Setup, Setup

For version 5.0: File, Page Setup, Options

- Documents formatted for printers other than HP DeskJet printers may shrink when printed. Changing print settings has no effect. This is fixed in version 5.0.

 [Excel Technical Support](#)



Family Tree Maker (Banner Blue Software)

Deluxe Edition, version 2.01

■ The HP Print Settings dialog box will cause the application to stop responding when accessed from within Family Tree Maker (File, Print Setup, Options **or** File, Print Family Page, Setup, Options). To change print settings, access the HP Print Settings dialog box from the Control Panel.

■ [Family Tree Maker Technical Support](#)



Harvard Graphics (SPC)

Harvard Graphics 2.0

- If you are using Harvard Graphics with SuperQueue version 3.01/3.02 and you get the error message "SuperQueue cannot continue-disk may be full" when printing TIF graphics, turn off SuperQueue and reprint the document. It is recommended that SuperQueue not be used with HP DeskJet printers.
- When the HP Print Settings dialog box is called from inside Harvard Graphics, orientation and paper size setting changes are ignored by Harvard Graphics.

 [Harvard Graphics Technical Support](#)



HP Explorer (Hewlett-Packard)

■ If you have the HP Explorer software for the HP LaserJet 4L running in background and you attempt to print with an HP DeskJet printer driver, you may get an error message "Not Enough Memory To Print." To print with the HP DeskJet printer driver, either turn off the HP Explorer Software or add the "/x" switch to the STAT4L.EXE command in your AUTOEXEC.BAT file. The command should then read:

STAT4L.EXE /x


Using the /x switch may increase the time it takes for HP Explorer to "Pop Up."

[HP Technical Support](#)



Improv (Lotus)

Improv 2.0

 Images with scaling factors greater than 100% will be clipped.

 [Lotus Technical Support](#)



Managing Your Money (Meca)

Changes in the HP Print Settings dialog box will not take affect. Some settings may work if selected through the Control Panel rather than the programs Print menu.

[Managing Your Money Technical Support](#)



PageMaker (Adobe)

PageMaker 5.0

- If Print Manager is turned off, a PM5APP error may be displayed during printing on the second print job. To fix this, turn Print Manager on.
- Color pattern fills do not always print with the correct pattern.
- Some documents created in version 4.0 may not print correctly in version 5.0.

 [PageMaker Technical Support](#)



Paintbrush (Microsoft)

■ When printing from Paintbrush with the video driver set to 32K or more, the error message "Not Enough Memory" will appear.

■ [Microsoft Technical Support](#)



PowerPoint (Microsoft)

■ If you are printing gradient fills or graphics, they may contain black horizontal lines. To fix this, uncheck the Rectangles checkbox in the HP Configuration program.

[Click here](#) to change this now.

[PowerPoint Technical Support](#)



Printshop Deluxe (Broderbund)

Printshop Deluxe 1.0

- Objects that go outside of the print region are clipped. The program does not provide a means of adjusting the bottom margin of the document to fit within the limits of the printer driver's margin settings. This problem is fixed in version 2.0.
- If a paper size other than Letter is selected in the printer driver when a document is sent to print, a message may display asking the user to select either Portrait or Landscape orientation. The selection has no effect on how the document is printed.

 [Print Shop Deluxe Technical Support](#)



Printshop Deluxe Companion (Broderbund)

■ When printing envelopes, make sure to set the position to Right and Top in the Print Shop Deluxe Companion Print dialog box. Also, make sure to insert envelopes with the top edge of the envelope facing left (180 degrees from the icon on the printers IN tray).

■ [Print Shop Deluxe Technical Support](#)



Publisher (Microsoft)

Publisher 1.0

- You cannot change the HP print settings from Microsoft Publisher 1.0. You must change them through the Control Panel.
- If you are printing cards and images are missing after you've printed, check the MS Publisher Printing checkbox in the HP Configuration program.

[Click here to change this now.](#)

Publisher 2.0

- Information at the bottom of a page may be clipped. Increase the bottom margin of your page. See the user's guide for print region specifications.
- Text formatted in shades of light gray or light colors may disappear in the Normal print mode. Try using Best mode to print.
- If you are printing cards and images are missing after you've printed, check the MS Publisher Printing checkbox in the HP Configuration program.

[Click here to change this now.](#)

- Printing Index Cards results in a Not Enough Memory error message.

[Publisher Technical Support](#)



RAM Doubler (Connectix)

■ Printing bitmap graphics while RAM Doubler is running will cause a general protection fault (GPF). This is fixed in version 1.02.

■ [RAM Doubler Technical Support](#)



SuperQueue (Zenographics)

SuperQueue 3.01 and 3.02

- SuperQueue is not recommended for use with HP DeskJet printers.
- When printing PageMaker 4.0 documents in PageMaker 5.0, If the message "Fail to Print" is displayed, turn off SuperQueue and reprint the document.
- If Print Manager is turned on while SuperQueue is running, documents will print incorrectly (meaningless characters will print).


 [SuperQueue Technical Support](#)



Word For Windows (Microsoft)

Word for Windows, versions 6.0 and earlier

- Edges of italic characters may be clipped in version 2.0. This problem is fixed in version 6.0.
- If the copies setting for a document is changed in the HP Print Settings dialog box, the change will not happen for that print job, however, the change will happen when the next document is sent to print.
- When printing to a file, the path and filename must be shorter than 30 characters. Otherwise, the file that is created will be empty.

 [Word for Windows Technical Support](#)



WordPerfect (Corel)

WordPerfect 6.0

■ WordPerfect reads the minimum print margins only when it is first started. These margins are determined by the paper size and orientation settings in the driver. If you are unable to set the margins to the minimum values for the printer, exit WordPerfect and make sure that the correct paper size and orientation settings are set in the driver through the Windows Control Panel. Then restart WordPerfect. This problem has been fixed in version 6.0a. Contact WordPerfect for upgrade information.

■ HPs duplex printing feature is not available through WordPerfect.

 [WordPerfect Technical Support](#)



Works 2.0A, 3.0, 3.1 (Microsoft)

Works 2.0A, 3.0 and 3.1

- Charts print incorrectly when the Automatic ColorSmart setting is selected in the HP Print Settings dialog box.

■ [Works Technical Support](#)



Write 3.1 (Microsoft)

■ When printing envelopes, the left and right margins are switched with each other. If clipping occurs when printing envelopes, switch the left and right margin settings.

 [Microsoft Technical Support](#)



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Beijing University 100871
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(10) 62648620
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Lotus

Ami Pro/WordPro Technical Support
(508) 988-2500 (U.S.)

Lotus Technical Support
(508) 988-6400 (U.S.)

e-mail: support@lotus.com
internet: <http://www.lotus.com/>

Adobe

Adobe Technical Support
(408) 986-6530 (U.S.)

PageMaker Technical Support
(206) 628-4531 (U.S.)

email: techdocs@adobe.com
internet: <http://www.adobe.com/>

Connectix

RAM Doubler Technical Support
1-800-839-3627
(415) 571-5195 (U.S.)
FAX (415) 571-5195 (U.S.)

e-mail: support@connectix.com
internet: <http://connectix.com/>

Corel

Corel Draw Technical Support
(613) 728-7070 (U.S.)
e-mail: custserv@corel.ca
internet: <http://www.corel.ca/support/>

WordPerfect Technical Support
1-800-451-5151 (U.S.)
e-mail: wptech@corel.ca
internet: <http://www.corelnet.com>

Microsoft

Excel Technical Support
(206) 635-7070 (U.S.)

Paintbrush Technical Support
Write Technical Support
(206) 454-2030 (U.S.)

PowerPoint Technical Support
(206) 635-7145 (U.S.)

Publisher Technical Support
(206) 635-7140 (U.S.)

Word for Windows Technical Support
(206) 462-9673 (U.S.)

Works Technical Support
(206) 635-7130 (U.S.)

internet: <http://www.microsoft.com/support/>

SPC (Software Publishing Corporation)

Harvard Graphics Technical Support
(608) 274-9715 (U.S.)

internet: <http://www.spco.com/support/>

HP (Hewlett-Packard)

Explorer Technical Support
(208) 323-2551 (U.S.)

internet: <http://www.hp.com/>

Broderbund

Print Shop Deluxe Technical Support
(415) 382-4700 (U.S.)
1-800-521-6362 (U.S. only)

e-mail: support@broderbund.com

or

America On-Line Users: Bbund Tec1@aol.com

Zenographics

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Meca

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Banner Blue Software

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(510) 794-6850 (U.S.)

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