

HP DeskJet 850C Series Release Notes, version 9.0

This document contains the latest information about your new HP DeskJet 850C Series printer.

Contents

- Printer Software Installation Problems
- Conflicts With Specific Software Programs
- Network Problems and Information
- Other Known Problems

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Printer Software Installation

- [Installing Through the Control Panel](#)
- [Special Network Installations](#)
- [Installing on Computer Systems with FaxWorks 3.0](#)
- [Reinstalling the HP DeskJet printer software after reinstalling Windows 3.1](#)
- [Gateway ATI Mach 32 Driver 3.10 \(ATIKey\)](#)

Installing Through the Control Panel

HP DeskJet printer software cannot be installed through the Control Panel (see note below). Use the SETUP.EXE program on disk 1 that came with your printer (from the Program Manager, select File, Run..., then type a:\setup).

Shared Windows for Workgroups users note:

Control Panel installation is available in this environment.

[Click here !\[\]\(cbe80b694ebd74fcfe136a095b608235_img.jpg\) for installation instructions.](#)

Installing on Computer Systems with FaxWorks 3.0

Before installing the HP DeskJet printer software, edit the SYSTEM.INI file as follows:

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

To edit the SYSTEM.INI file, select File, Run... from the Program Manager, then type "sysedit" and click OK. Click on the window labeled "C:\WINDOWS\SYSTEM.INI", edit the file, then select File, 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.

Reinstalling the HP DeskJet printer software after reinstalling Windows 3.1

If you re-install Microsoft Windows after installing the HP DeskJet printer software, you must also re-install the printer software to ensure correct printer operation.

Gateway ATI Mach 32 Driver 3.10 (ATIKey)

ATIKey is a program that comes with ATI ultra cards installed on Gateway P5-60 Pentium machines. A General Protection fault will occur in ATIKey when installing the printer software. Press the Continue key after the GP fault to continue install. Restart Windows when installation is complete. The driver will be installed correctly.

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](#)

[Print Shop Deluxe Companion](#)

[Publisher](#)

[RAM Doubler](#)

[SuperQueue](#)

[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.



ATM

ATM versions earlier than 3.0 (Adobe)

- The HP DeskJet version 9.0 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.

Click here 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
- 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

Print Shop 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.
- 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 (Novell Corporation)

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

Special Network Installations

Installation of .DLLs for Novell networks

The following .DLLs must be in your WINDOWS\SYSTEM directory in order to use your printer on a Novell network:

NWCALLS.DLL
NWIPXSPX.DLL
NWNET.DLL
NWLOCALE.DLL
NWPSRV.DLL

During the standard printer software installation, the file HPRNWI03.EXE is copied to the WINDOWS/SYSTEM directory. Running this program will install the .DLL files, if needed.

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 HPRNWI03.EXE into the temporary directory,
- 4) Double-click the file HPRNWI03.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) If any of the extracted files do not already exist in the \WINDOWS\SYSTEM directory, move them there. You can delete the temporary directory and any of the unmove files.

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 DeskJet 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 program and the files 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]

.:HPRDJC03.DRV,HP DeskJet 850 Series,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.

NOTE: When either the system administrator or local user installs the printer software in a Shared Windows environment, the FontSmart program is placed in the local C:\HP\FONTS directory and any fonts chosen are copied to the local C:\WINDOWS directory (instead of C:\WINDOWS\SYSTEM).

To prevent local users from installing FontSmart on their systems, the system administrator must modify the HPRST103.INI file and remove the entire [FONTSMART] section.

Network Problems and Information

■ Notes About Network Configurations

■ Special Network Installations

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

Netware 4.X limitations:

■ In Netware 4.X, only Bindery Emulation Mode is supported. Netware Directory Services is not supported.

Whenever the printer is used on a network:

■ The Two-sided Printing feature is disabled.

■ If your network connection is setup for FormFeed and/or Banner Pages, one or more extra pages will feed through the printer during a Clean or Align procedure.

When the printer is locally shared:

■ When the HP DeskJet 850C Printer is connected directly to a computer and then shared on the network, the computer that is directly connected is the only one that will receive printer-related messages.

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 hang. If this happens, turn the printer off, then on again.

Notes About Network Configurations

The following topics give details for supported network configurations:

- [Windows 3.1 Network Configurations](#)
- [Windows 95 and Windows for WorkGroups Configurations](#)

Windows 3.1 Network Configurations

Netware 3.12 and 4.X support (recommended)

■ Netware 3.12 and 4.X support printing to the HP DeskJet 850C printer. In Netware 4.X, only Bindery Emulation Mode is supported and Netware Directory Services is not supported.

Locally shared connection

The printer cannot be locally shared in Windows 3.1.

HP JetDirect EX print server connection

When the printer is connected to the network using a JetDirect EX, EX Plus or EX Plus3 print server, any user connected to the printer will receive *limited status information* about the printers online/offline status and the ability to perform print cartridge services, such as cleaning and aligning, from their individual workstation. Depending on the model and version of the HP JetDirect EX print server connected to the printer, users may also receive *enhanced status information*, offering messages related to print cartridges, paper, printer status and communication status (see the table below.)

	HP JetDirect EX Plus	HP JetDirect EX Plus3
Limited Status Information	No Firmware versions prior to E.05.00	Yes Firmware versions prior to D.05.00
Enhanced Status Information	Yes Firmware versions E.05.00 and later	Yes Firmware versions D.05.00 and later

Windows 95 and Windows for Workgroups Configurations

Netware 3.12 and 4.X support (recommended)

■ Netware 3.12 and 4.X support printing with the HP DeskJet 850C printer. In Netware 4.X, only Bindery Emulation Mode is supported and Netware Directory Services is not supported.

Locally shared connection

The printer can be locally shared in both Windows 95 and Windows for Workgroups. When the printer is locally shared, the user who is directly connected to the printer will receive the full status messaging available whenever the printer is directly connected to a computer, as well as the print cartridge services for cleaning and aligning. Users sharing the printer from the network will not receive any messaging or services. During periods of heavy printer usage, the workstation that is directly connected will probably experience slower performance and print times will increase noticeably.

HP JetDirect EX print server connection

When the printer is connected to the network using a JetDirect EX, EX Plus or EX Plus3 print server, any user connected to the printer will receive *limited status information* about the printers online/offline status and the ability to perform print cartridge services, such as cleaning and aligning, from their individual workstation. Depending on the model and version of the HP JetDirect EX print server connected to the printer, users may also receive *enhanced status information*, offering messages related to print cartridges, paper, printer status and communication status (see the table below.)

	HP JetDirect EX Plus	HP JetDirect EX Plus3
Limited Status Information	No Firmware versions prior to E.05.00	Yes Firmware versions prior to D.05.00
Enhanced Status Information	Yes Firmware versions E.05.00 and later	Yes Firmware versions D.05.00 and later

Other Known Problems

- The driver will not install to an HP Omnibook (Models 300 and 425)
- "Incompatible Print Manager" error message
- "Printer Port Problem" error message
- Conflicts with other printer drivers
- Large fonts print incorrectly - ATM

The driver will not install to an HP Omnibook (Models 300 and 425)

HP Omnibooks have a subset of Microsoft Windows. Windows on HP Omnibooks do not have the file LZEXPAND.DLL in the WINDOWS\SYSTEM directory. This file is required in order to install the HP DeskJet 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.

"Incompatible Print Manager" error message

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

"Printer Port Problem" error message

If the selected printer is connected to FILE (instead of an LPT port), the message "Printer Port Problem" will appear. When this happens, the HP DeskJet 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.

Conflicts with other printer drivers

The Print Manager allows only one queue processor on a port to be recognized. The HP DeskJet printer driver has its own unique queue processor identity in the [spooler] section of the WIN.INI file. This identity is 'qp.lpt1=hprqpr03.dll'.

Other printers that use a queue processor have their own unique identities, denoted by a file 'xxxqp.dll'. If you are using a printer driver besides the HP DeskJet printer driver, either hook the other printer up to a separate LPT port, or modify the 'qp.lptx=' line in the WIN.INI file to reflect that printer's queue processor identity.

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/csserv/>

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/connect/tech.html>

Corel

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

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/support.html>

HP (Hewlett-Packard)

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

internet: http://www.hp.com:80/cposupport_guide.cpoguide.html

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

SuperQueue Technical Support
(714) 851-2191 (U.S.)

e-mail: doni@zeno.mhs.com
internet: <http://www.zeno.com/support.html>

Meca

Managing Your Money Technical Support
(203) 255-7562 (U.S.)

Banner Blue Software

Family Tree Maker Technical Support
(510) 794-6850 (U.S.)

internet: <http://www.familytreemaker.com/suptop.html>

Locally Shared

In a locally shared configuration, the printer is connected directly to the parallel port of a selected computer (or server) on the network. The printer can then be shared by others on the network through a Windows network printer connection.

