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## Printer Support

Posted by jp - 2004/04/27 19:28

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Are there any known problems with configuring printers? I am having difficulty with an HP 845c. After going through the configuration I get a message saying that the printer could not be configured.

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## Re: Printer Support

Posted by willow - 2004/04/28 17:05

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Thank you for posting to our forum.

Without doing further diagnostics, it's difficult to say exactly what is causing the problem but you could try a workaround of installing the driver directly on the server. If this is a Win2000 server, you should install a Win2000 version of the driver. Make sure that the version isn't a combined driver, i.e., the driver properties should list as "Windows2000," not as "Windows NT4.0 or Windows 2000".

If we need to investigate the issue further, please send email to [ggws@graphon.com](mailto:ggws@graphon.com) and I will send you a document on how to increase verbose logging, and get further details on the problem.

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