

HP DeskJet 870C Series Release Notes, version 9.2

This document contains the latest information about your new HP DeskJet 870C Series printer.

Contents

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

Lotus(R)1-2-3(R) are U.S. registered trademarks of Lotus Development Corp.
Microsoft is a U.S. registered trademark of Microsoft Corporation.
PageMaker is a U.S. registered trademark of Adobe Corporation.
WordPerfect is a U.S. registered trademark of Novell Corporation.
Windows is a trademark of Microsoft Corporation.

Printer Software Installation

- [Installing Through the Control Panel](#)
- [Installing the HP DeskJet Printer Software While Installing Windows 95](#)
- [Problems Installing on a System with an ATI Mach 64 Video Card](#)

Installing Through the Control Panel

HP DeskJet printer software can be installed through the Control Panel. From the Printers folder, choose Add Printer, then Have Disk. When prompted, insert disk 1 and follow the installation instructions.

Installing the HP DeskJet Printer Software While Installing Windows 95

Do not attempt to install the HP DeskJet printer software while installing Windows 95 on a system for the first time. This may result in an incorrect printer software installation or system problems. Install the printer software after the Windows 95 installation is complete using the Add Printer option.

Problems Installing on a System with an ATI Mach 64 Video Card

When a Windows 95 system has an ATI Mach 64 Video Card installed, using the Add Printer utility to install the HP DeskJet printer software may cause the system to halt midway through the installation procedure. When this happens, the printer driver is improperly installed. If this occurs, do the following:

- 1) Shut down the computer and then restart Windows 95.
- 2) Run an MS DOS window by choosing "MS DOS Prompt"
- 3) At the prompt, type:
cd /
then press the **Return** or **Enter** key
- 4) At the C:/ prompt, type:
cd /windows/system
then press the **Return** or **Enter** key
- 5) At the C:/WINDOWS/SYSTEM prompt, type:
hprst103.exe -a "HP DeskJet 870C Series" "LPT1:"
(NOTE: If the printer is connected to a port other than LPT1:, be sure to type in the correct port.)
then press the **Return** or **Enter** key

Doing this will manually restart the installer and properly complete the printer installation.

Conflicts With Specific Software Programs

- Upgrading your software programs to Windows 95 versions is the best way to avoid Windows 95 system conflicts.

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

Family Tree Maker

Print Shop Deluxe Companion

Publisher

SuperQueue

WordPro

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 (Adobe)

Some characters do not print correctly (Adobe)

- ATM displays all document text correctly on the screen, but some characters print incorrectly (another character is substituted). This problem occurs for a number of different fonts, especially when using non-standard characters such as the copyright symbol.

All versions of ATM cause this conflict which can be solved by turning ATM off when printing.

Users of ATM version 4.0 can also solve this problem by adding the following line under the [Settings] section of the ATM.INI file:

```
MaskCharCode=off
```

Then save changes and reboot.

ATM versions earlier than 3.0 (Adobe)

- The HP DeskJet version 9.2 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

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](#)

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 printer's 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.
- When printing envelopes, the return address may be clipped. Shift the return address to the right approximately 1" (25mm) from where the return address should be.
- 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.
- When printing envelopes, the return address may be clipped. Shift the return address to the right approximately 1" (25mm) from where the return address should be.
- 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 95

- Objects with graduated fills take noticeably longer to print than objects with solid fills.
- [Publisher Technical Support](#)

SuperQueue 3.01, 3.02 (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

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 unmoved files.

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.

■ When pen cartridges are replaced a pen alignment notice appears. If you immediately do the pen alignment, the HP DeskJet Toolbox may stop responding. To avoid this problem wait for approximately a minute before aligning cartridges.

■ 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 in Windows 95:

■ When the HP DeskJet 870C Printer is connected directly to a computer and then shared on the network, 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 DeskJet Toolbox open to the Printer Services tab (even when minimized or inactive), other users will not be able to print to the printer. Either select another tab on the Toolbox or close it.

When using Microsoft programs:

■ When Background Printing is disabled through MS Tools/Options/Printing is disabled, 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 870C 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 printer's 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	Yes 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 870C 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.

Peer to Peer connection

The printer can be shared Peer to Peer (Direct Mode DLC) in Windows for Workgroups. This type of connection does not support printer status information correctly. The HP DeskJet Toolbox can be used to perform printer services and for information, but any popup error messages received during printing will be erroneous and should be ignored.

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 printer's 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	Yes 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)
- Problems with the Printer Spooler
- "Incompatible Print Manager" error message
- "Printer Port Problem" error message
- Conflicts with other printer drivers
- Incorrect characters are substituted on printed page - ATM
- 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.

Problems with the Printer Spooler

If you cancel printing in the Printer Spooler while the status is "Printing", the spooler will stop responding.

"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

When printing to file

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.

When using HP JetAdmin

If you use both HP JetAdmin and the HP DeskJet 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 DeskJet Toolbox at the same time.

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

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.

