

HP Color LaserJet 1600 and 2600n Series Printers - Errors in Windows Vista after Install of the Printer and During Printing



Security Level: Customer Viewable

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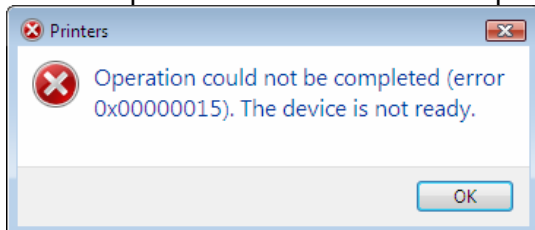
Document Summary

- ✓ Include tips for troubleshooting and fix or workaround for the issue.
- ✓ Uninstall and install the Windows Vista specific printer driver from www.hp.com

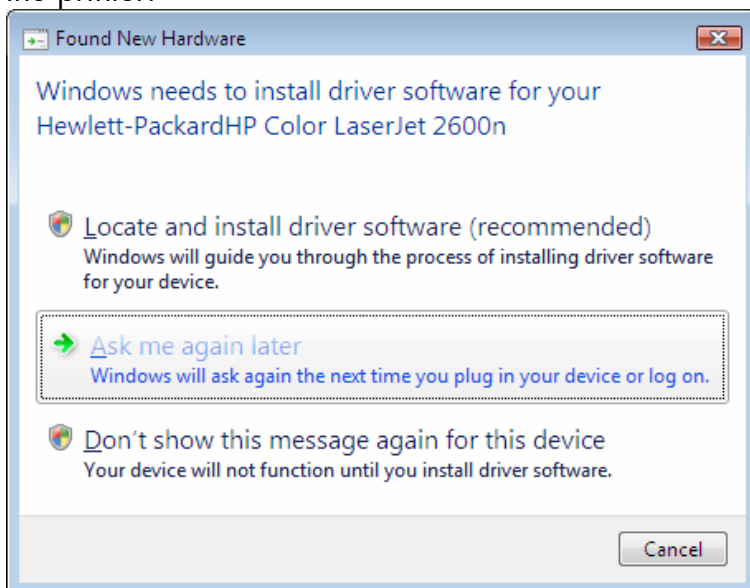
Issue Description: Error messages appear during the installation of the HP Color LaserJet 1600 or 2600n CD. In addition, error messages may appear when printing or when a status alert message attempts to pop-up on the screen.

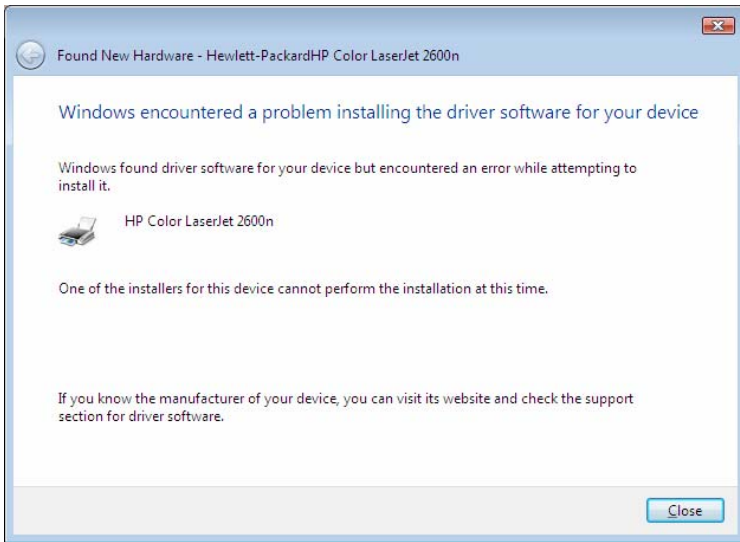
Possible install errors may be as follows:

- Operation could not be completed (error 0x00000015). The device is not ready.

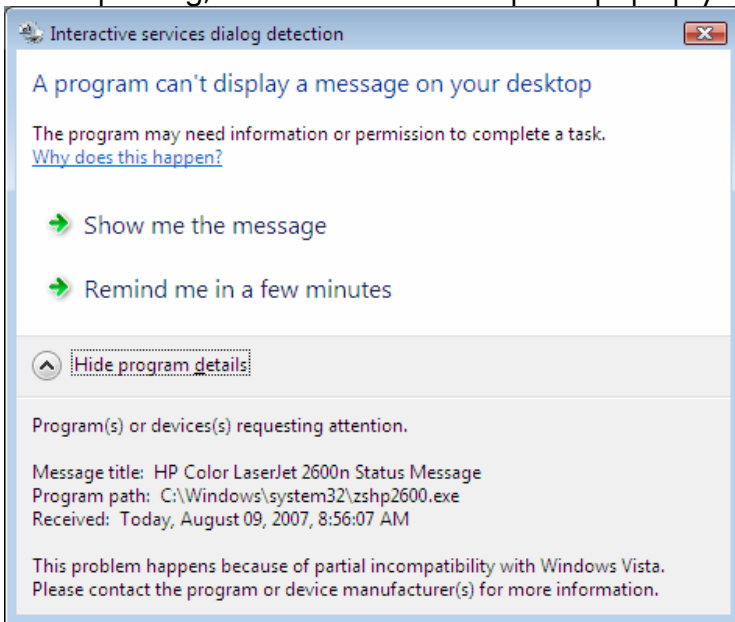


You may then be prompted by a "Found New Hardware" dialog to locate the driver for the printer:

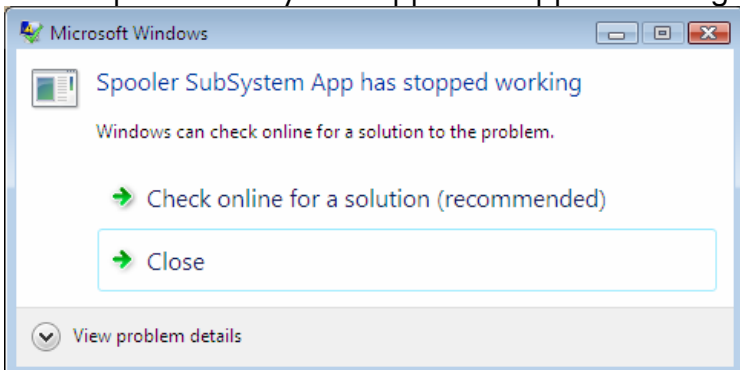




While printing, if a status alert attempts to pop-up you may see the following:



Or a "Spooler SubSystem App has stopped working" error message.



Solution: Early CDs that shipped in box with the HP Color LaserJet 1600 and HP Color LaserJet 2600n did not ship with Windows Vista specific software drivers. However, the software will install in Windows Vista. Use the steps below to uninstall the software and install the Windows Vista specific software.

- 1) Disconnect the USB cable from the printer if connected.
- 2) In Windows Vista click the Start button.
- 3) Select All Programs
- 4) Click the HP folder
- 5) Select "Uninstall Color LaserJet 1600" or "Uninstall Color LaserJet 2600n".
- 6) At the end of the uninstall choose "Yes" to reboot the computer.
- 7) Download and install the Windows Vista specific driver for your printer.
- 8) Go to www.hp.com/go/clj2600n_software or www.hp.com/go/clj1600_software.
- 9) Select Windows Vista and download and install the driver via the plug and play Package or the print driver package.
- 10) Follow the installation instructions found in the Readme. The readme is found by clicking the link under the "Description" heading.

Background Information: The CD's that have shipped with the HP Color LaserJet 1600 and the HP Color LaserJet 2600n do not contain Windows Vista specific drivers. However, the CDs will install in Windows Vista, which can lead to various errors during install and printing. If you have used one of the CDs listed below for the HP Color LaserJet 1600 or HP Color LaserJet 2600n to install the printer software in Windows Vista you should follow the instructions provided in the Solution section of this document to remove the software and obtain the Windows Vista specific driver from HP.com.

Color LaserJet 1600		Color LaserJet 2600n		
CD Version 1.0	CD Version 2.0	CD Version 1.0	CD Version 2.0	CD Version 3.0
CB373-60101	CB373-60106	Q6455-60101	Q6455-60109	Q6455-60114
CB373-60102	CB373-60107	Q6455-60102	Q6455-60110	Q6455-60115
CB373-60103	CB373-60108	Q6455-60103	Q6455-60111	Q6455-60116
CB373-60104	CB373-60109	Q6455-60104	Q6455-60112	Q6455-60117

Document Attributes

Product Models: HP Color LaserJet 1600, HP Color LaserJet 2600n

Product Numbers: CB373A, Q6455A