



Security Level: Public

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Document Summary

- ✓ Windows 98/ME Support

ALERT! Printer Driver Support for Windows 98

Effective June 1, 2007, HP support for Windows 98 will end:

1. There will be no further support of the HP Windows 98 traditional printer drivers;
2. There will be no further development or enhancements of the Windows 98 printer drivers;
3. There will be no support for defect resolution for the Windows 98 printer drivers.

Effective June 30, 2007, all Windows NT 4.0 and Windows 98/ME printer drivers will be removed from hp.com:

1. HP's licensing agreement with third-party providers granting use of their components will expire.
2. HP's licensing agreement to redistribute Microsoft's USB files has expired.
3. Basic support for your HP product will be available through the use of prior printer or 'legacy' printer drivers.

ALERT! HP LaserJet P2010 Series printers must be in compliance with Microsoft. Therefore, HP has removed the Microsoft USB files in Windows 98. The Windows 98 driver is still on the in-box CD, and will work with Windows 98 if a HP printer driver has previously been installed successfully on the Windows 98 computer system via USB. The driver on the inbox CD can be installed now because the Microsoft files needed should already be on the computer system. **Please note:** The solution for printing using Windows 98 will work as long as the customer has previously installed an HP printer via USB on the computer system. We do not have a solution for customers that have never installed a HP printer via USB on their Windows 98 system.

Background

Microsoft discontinued Windows 98 shipments in June 2002 respectively.

HP's Windows 98 driver discontinuance is directly related to the fact that there is no longer Microsoft resources allocated to issue management.

Windows NT4.0 Operating System does not support any type of USB install so this will not affect Windows NT4.0.

Windows ME has MS USB installation files in the operating system so there is no problem installing any of our low end printers via USB on Win ME

FAQ's:

1. Can I print to my new LJ printer in Windows 98/ME without a printer-specific driver?

Answer: Yes, as long as it has PCL5 capability you will always be able to print using HP Legacy drivers with PCL5 capability, although you may not have complete functionality of your printer's new features. HP Legacy drivers are previous product drivers found both within the operating system, and on a previous printer driver CD's.

2. If I call the HP call center, will they be able to provide a Windows 98 driver?

Answer: No. There will be no further distribution of Windows 98 drivers.

3. What if I can't find a legacy driver?

Answer: The only other solution is to upgrade your operating system.

4. If my pc crashes and I have to reinstall Windows 98, what support can I expect?

Answer: HP WW support will direct you to either install a legacy driver or upgrade your operating system.

5. If I can't find a legacy driver, will HP buy back my printer?

Answer: No. There is simply no support of this operating system. If you cannot print, then you will need to upgrade your operating system.

6. Will printers using the host-based driver work with Windows 98?

Answer: No. Only if they have PCL5 capability.

Document Attributes

Product Models: HP LaserJet P1505, P2010 Series Printers