

Printing System Driver Information:

Driver Upgrades in Client-Server Environments

Overview

In a print server environment, older versions of the Printing System Driver need to be properly removed prior to installing a new version of the Printing System Driver. There is now a convenient driver removal tool that removes all Printing System Driver printer objects from the Devices and Printers control panel, deletes their registry entries, and deletes their printer driver files on the computer. The tool can be run as a standalone program or as part of the user's logon script (an example batch file is available).

To get the driver removal tool, please contact your regional service provider.

Note: The driver removal tool resets printer driver settings to their factory default. We strongly recommend saving printer driver settings as a profile prior to using the tool. Refer to the Driver User Guide for more information on creating and exporting profiles.

General Recommendations

1. Apply network printer driver upgrades during off-peak hours to minimize interruptions.
 - Apply upgrades in well-planned stages (especially in large, complex network environments) to minimize network traffic while clients download printer drivers.
2. Do not upgrade printer drivers on client computers from Windows Update, which can result in mismatching driver versions across the entire network.
 - All print servers and clients on the network should use the same driver version.
3. All print servers should use the same version of the Printing System Driver. Verify each device model's driver version by clicking the About button on the Device Settings tab of the device's Printer Properties. You can also find the driver version by clicking the About button in Printing Preferences.
 - You can install one printer driver version for multiple device models, but not multiple driver versions for one device model.
 - In a Citrix XenApp environment, the version of the printer driver installed on the Citrix XenApp server must match the version of the printer driver installed on the client. Printer objects are not automatically created or mapped if the printer driver versions do not match.