

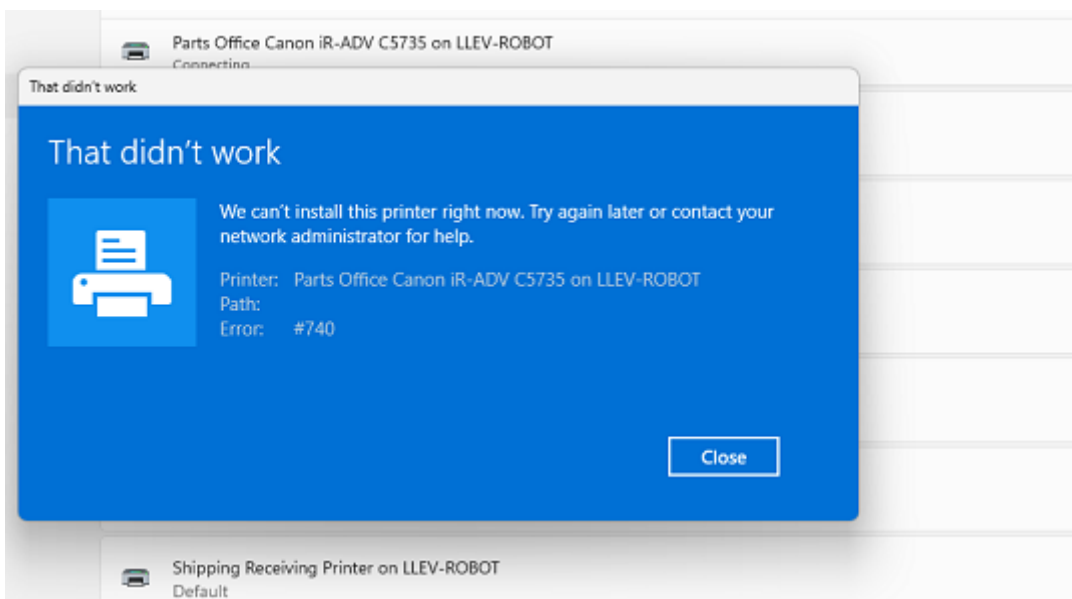
# Printers Need Driver Or Fail To Install

After installing software meant to enable cross-tenant cloud printing, which monopolized the print queues on the print server, re-establishing the relationship with the printers was necessary on some devices at LLEV.

1. Open Settings and navigate to Bluetooth & Devices > Printers & scanners
2. For any printer that says "New driver required" click the printer and then click "Remove"
3. Open terminal - as the user works just fine
4. Do a gpupdate: gpupdate /force
5. When the printers are re-added from the print server, they work properly again

## Additional Issues

If you see any of the following errors...



- Error 0x80070bcb during a gpresult/h

...this can be overcome by adding the printer as an admin. Open a terminal as admin and run this command:

```
rundll32 printui.dll,PrintUIEntry /il
```

This allows the printer to be installed as an admin, which downloads the driver. After this, the printer can be removed and a gpupdate run again to install the printer properly.

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