

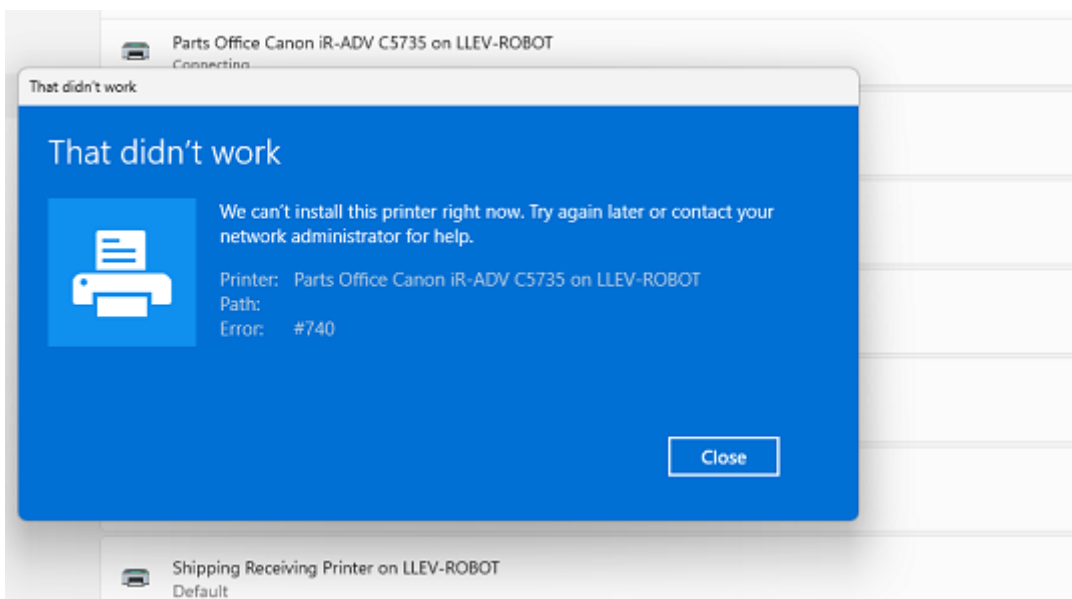
Printers Need Driver Or Fail To Install

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.

Revision #1

Created 15 January 2025 19:42:55 by Alex Gallegos

Updated 15 January 2025 19:53:53 by Alex Gallegos