

# Re: Clustered printing issue

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.clustering/2006-08/msg00161.html>

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- *From:* "Mike Rosado [MSFT]" <[mikeros@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:mikeros@xxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Mon, 24 Jul 2006 17:46:59 -0500
- 

Jeff,

We've seen this exact same issue with HP Standard TCP/IP ports, so check the PM log to see if there are other ports it's complaining about.

—  
Regards,

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Mike Rosado | Microsoft Support Engineer | Cluster Technologies  
Hours: Mon. ~ Fri. 8:00 AM ~ 5:00 PM Central (GMT-06:00)

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-----Original Message-----

"Jeff M" <[JeffM@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:JeffM@xxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:26D892C0-8025-468D-BC41-F8CA46991754@xxxxxxxxxxxxxxxx>

Mike, I did notice this error in the event log. Event ID 24, printer x failed to initialize its ports, Win 32 error cod 1796, (0x704). I did a little digging into this one and all I can find is that this is a spooler message and its recommendation is to recreate its port monitor as a standard tcp/ip port. I have already done that and still no spooling of jobs or printing.

"Jeff M" wrote:

## Re: Clustered printing issue

I am using version 3.1. Here is what I did. I started up print migrator 3.1 and backed up my current, soon to be old Windows 2000, clustered print configuration to the cab file it creates. I then took this cab file and restored to my new 2003 cluster. Not all of the printers would restore due to third party monitors but I have excluded those for now and will focus on the ones it did restore. On the ones it did successfully restore every time you right click on one to look at its properties it says this: The driver is not installed on this computer. Some printer properties will not be accessible unless you install the printer driver. Do you want to install the driver now? Your options are obviously Yes or No. If I choose no the properties come up just a little less than if I installed the driver. I chose to install the driver and the properties come up ok but if I check the properties again it will prompt me for the drivers all over again. Once I install the driver I proceed to see if I can print a test page and the error I get immediately is "Test page failed to print. Would you like to view the print troubleshooter for assistance?" It does not even spool and error out, just a flat error. Why does it keep saying the drivers are not installed and then there is the issue with printing not even spooling for any of the printers restored via the print migrator tool.

"Mike Rosado [MSFT]" wrote:

Did you use PrintMig 3 or 3.1? This is important, because version 3 had some problems and version 3.1 is the most Cluster aware version we recommend using. What are the exact steps you're using to get the error and what is the exact verbatim of the error? How are you backing up the drivers and restoring them?

--  
Regards,

---

Re: Clustered printing issue

Mike Rosado | Microsoft Support Engineer | Cluster  
Technologies  
Hours: Mon. ~ Fri. 8:00 AM ~ 5:00 PM Central  
(GMT-06:00)

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-----Original Message-----

"Jeff M" <JeffM@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in  
message

[news:0E05EFB2-73B5-4024-BB9A-E27533A88A9C@xxxxxxxxxxxxxxxxxxxx](mailto:news:0E05EFB2-73B5-4024-BB9A-E27533A88A9C@xxxxxxxxxxxxxxxxxxxx)

Both of the new servers in the cluster are  
2003 R2 SP1. It is really  
odd.

When you open up one of the print Queues  
and then choose its  
properties to  
look at its port settings and configuration it  
says the driver is not  
installed et etc. This happens no matter how  
many time you  
re-install the  
printer. And it will not even spool anything.  
Just instantly errors  
out  
that it could not print. I am a little baffled at  
this point.

Jeff

"Mike Rosado [MSFT]" wrote:

Hi Jeff,

If SP1 for Windows Server

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2003 was not installed, then it should be.

Because the following fix was included that may resolve your issue:

891721 You receive a "Printer Driver was not installed" error message when you try to remotely install the first printer on a Windows Server 2003-based domain controller  
<http://support.microsoft.com/default.aspx?scid=kb:EN-US:891721>

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Hope this helps,

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Mike Rosado | Microsoft  
Support Engineer | Cluster  
Technologies  
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Re: Clustered printing issue

-----Original  
Message-----

"Jeff M"

<JeffM@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in message

[news:E8049F74-89D2-4087-BE95-F5FF0377E30F@xxxxxxxxxxxxxxxxxxxx](mailto:news:E8049F74-89D2-4087-BE95-F5FF0377E30F@xxxxxxxxxxxxxxxxxxxx)

Background:

we  
presently  
have a 2  
node  
Windows  
2000  
cluster. I  
have  
backed  
up the print  
config with  
the print  
migrator  
tool version  
3 per its  
instructions.  
All printers  
are installed  
in a virtual  
server  
within  
the  
cluster. We  
are planning  
on  
migrating  
all data and  
printers to a  
new 2  
node  
2003  
cluster.

I then  
imported  
that printer  
config file  
into a new  
virtual  
server  
within  
my

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new 2003  
cluster. Not  
all printers  
migrated  
due to some  
out of  
date  
drivers  
and 3rd  
party port  
monitors.  
We have  
since  
determined  
most of  
those  
are  
dead  
printers  
anyhow.

The issue is  
that the  
printers that  
did import  
cleanly will  
not  
print  
and  
when you  
try to bring  
up  
properties  
of one it  
always says  
that  
drivers  
are  
not installed  
and would  
you like to  
install them  
now for  
increased  
functionality.  
Why is this  
happening?

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