

Printing Nightmares

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Hi

Setup:

2 x Windows 2000 Terminal Servers
1 x Windows 2000 Server – Domain Controller

60 (and rising) remote users, with varying cheap multi-function printers.

I am currently using a combination of the 'Terminal Services Printer Redirection Wizard', and manually editing the ntprintsups.inf file that it creates, in order to provide our remote users with printing functionality through TS. Printing is essential to them, and the application we host for them is useless without printing.

So, currently we get a new user onboard. More often than not, they then call me to say they cannot print. So, I check the Event Viewer, run the TSPRDW program, and map what I think could be a decent printer driver match. Most of the time the printer works, but on the odd occasion the end-user gets garbled print or nothing at all. This is where I then have to start trying all different drivers, and eventually I just give up and install the manufacturers bloated drivers, which I know is very bad practice.

I would appreciate some advice on a quicker, more reliable way of handling this. I have come to the conclusion that I have these options:

- upgrade the Terminal Servers to W2k3. Will the driver rollback feature help me with this problem? There's the additional TSCAL license cost I will have to consider too if I do this. All my clients are Win2k or XP so they don't have to pay for a TSCAL when I'm using 2000 Server.
- third-party printer management software. I've downloaded APM from <http://www.dabcc.com/apm/>. I'll try and have a look at this this week, but I'm a bit worried about installing this in a live environment. I have no real test environment.
- carry on with the massive overhead of maintaining printer drivers across x number of TS'. This server 'farm' will probably grow to around 6 servers

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before the end of the year. I really don't want to do this!

– Citrix? Would Citrix help me in any way here?

I'd appreciate any advice or pointers, before I tell all our end-users that we don't support anything except Laserjet 1200's :)

Thanks

Dan

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Talent hits a target no one else can hit. Genius hits a target no one else can see.

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