

# Re: Printers not clearing out

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*Source:*

[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2007-10/msg00271.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2007-10/msg00271.html)

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- *From:* "Joe" <joe@xxxxxxxxxxxxxx>
  - *Date:* Thu, 11 Oct 2007 13:08:44 +0100
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<siqdiz@xxxxxxxx> wrote in message  
<news:1192100213.545251.61770@xx>

On 11 okt, 12:14, "Joe" <j...@xxxxxxxxxxxxxx> wrote:

Hi,

We have a problem that when a user logs out from the terminal server the printers associated to their sessions don't delete. The only way we have discovered to remove the printer is to restart the printer spooler services on the TS.

Any suggestions as to what is wrong or what can be done to fix?

Thanks,  
Joe

Hi Joe,

The problem you are experiencing, does this behaviour occur with all of your printers? What printers do you use? Microsoft terminal services is quite picky on its printerdrivers. Best way to find out if the printerdriver is at fault here is to delete the printer on the local system and add it with the new hardware wizard using either the built in drivers or WHQL drivers provided by the manufacturer.

The following lists the type of printer drivers that can be used on a Windows Terminal Server, in order of preference from most preferred to not preferred

- Windows Built-in PCL or PS Drivers – Version "Windows 2000, Windows XP and Windows Server 2003"
- WHQL (Windows Hardware Quality Labs) Signed Drivers – include the "Designed for Windows" Logo"
- PCL or PS Drivers – certified (by the Manufacturer) for use on Windows Terminal Services or Citrix

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Windows Built-in PCL6 Drivers – Version "Windows 2000, Windows XP and Windows Server 2003"

Manufacturer's PCL or PS Drivers – Version "Windows 2000, Windows XP and Windows Server 2003"

Manufacturer's PCL6 – Version "Windows 2000, Windows XP and Windows Server 2003"

Manufacturer's PCL or PS Kernel Mode Drivers – Version NT4

Kind regards,

Oscar Disch

Hi Oscar,

There are three printer devices concerned. Two are HP LJ P2014 and the other is a HP LJ 1022n.

The drivers installed on all the PCs and the terminal server are the same and they are Manufacturers PCL version 2000, XP and 2003.

I've spent the last hour cleaning up the printers on the clients so I'm going to start testing again.

Thanks,  
Joe

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