



# CONNECTING CLIENTS TO SERVERS USING V4 DRIVERS - STAPLING & OTHER FEATURES ARE NOT DISPLAYED

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## OVERVIEW

Installing a v4 XPS-based print driver on the server in a Point and Print environment, all of the printer features in the print driver are available on the server. However, when the client connects to the server, features such as stapling are not shown in the print driver.

## ROOT CAUSE

Since a corresponding v4 XPS-based print driver could not be located on the client, MS installed the Microsoft enhanced Point and Print compatibility driver onto the client, thus replacing the client's previously assigned print driver.

## SOLUTION

Pre-install the same version print driver using the same name on the client as the one installed on the server prior to the client making a connection to the server. This will automatically place the Driver Store. If needed, install a 32-bit driver on a 32-bit client. However, it must be the same model print driver with the same name and version.

### Pre-installing the driver

1. Open the Devices and Printers dialog on the client
2. Select a print queue
3. Click **Printer server properties** at the top of the dialog
4. Click the **Drivers** tab
5. Click **Add**
6. Click **Next**
7. Select **x64** to install a 64-bit driver on a 64-bit client or **x86** to install a 32-bit driver on a 32-bit client

NOTE: Only select one selection

8. Click **Next**
9. Click **Have Disk**

10. Browse to the location of the print driver with the same version and name as the one installed on and shared by the server
11. Select the appropriate inf file
12. Click **Open** and then click **OK**
13. Select the print driver with the same version and name as the one installed on and shared by the server
14. Click **Next**
15. Click **Finish**
16. Click **Close**
17. Connect the client to the shared print queue on the server

## BACKGROUND

This is not so much of an issue, as it is a design or configuration change by Microsoft. With the v4 architecture across all vendors, in a point and print environment (client/server), you must pre-load the print driver on the client prior to connecting to the server if you do not want to possibly use Microsoft's enhanced driver on the client.

With v3 GDI-based drivers, the driver is automatically vended from the server. These print drivers support Windows 7 and later operating systems.

V4 XPS-based print drivers such as the v4 HP print drivers supports Windows 8.1 and later.

On v4 XPS-based print drivers, the client will first attempt to find a driver in the local driver store or through Windows Update. If a print driver cannot be found that matches the print driver name on the server, the Microsoft enhanced Point and Print compatibility driver is installed on the client.

The advantage of the MS enhanced driver is that it will support Windows 7 and later clients. Windows 7 does not support v4 XPS-based print drivers.

The disadvantage is that the MS enhanced driver does not have all of the HP features such as stapling.

To use the HP v4 XPS print driver, you must pre-install (pre-stage) the same version print driver using the same name on the client as the one installed on and shared by the server prior to the client making a connection to the server.

