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Printer Drivers in Cluster Environment

Distribution: Public, HP and Customer Viewable,
Date Written/Updated: Sept 21, 2007
Document Number:
<u>Document Summary</u>
a   Include tips for installing printer drivers in cluster environment

What is it?

This document outlines best practices for using HP LaserJet printer drivers in the Microsoft Cluster Server environment. It also details known issues relating to printer drivers and cluster environment.

Description

<u>Support</u>
Host-based drivers are not supported in a cluster environment. Aside from host-based drivers, all other LaserJet drivers are supported in a cluster environment.

<u>Set-up:</u>
When setting up a print cluster environment, it is recommended that the following document be used as reference: Creating Highly Available Printers with Windows 2003 Server Cluster.
http://www.microsoft.com/windowsserver2003/techinfo/overview/availableprinter.mspx

It is recommended that the hotfixes associated with the MS KB articles listed below also be applied.

KB article 822553 – associated with slow printing performance
KB article 838337 – associated with an issue where the recently installed printer is not published.
KB article 835609 – associated with the issue that results in the error "Unable to Install Printer. The Print Processor does not exist."

<u>Best practices:</u>
Outlined below are two methods for installing drivers to a cluster environment. It also covers installing product specific drivers and the Universal Print Driver.

Installing a Product Specific Driver:

When installing product specific drivers, it is recommended that the latest driver be used. The latest version of the driver can be found at hp.com. Also, the driver should be installed onto every node in the cluster prior to being installed onto the Virtual Print Server.

Method 1: Log into the active node of the cluster and install the drivers to the Virtual Print Server from the active node. A potential issue with using this method is that older files might overwrite newer files (more details in Known Issue section).

Steps:
1. Install the driver to each node in the cluster prior to installing driver to the Virtual Print Server

2. Install driver to the Virtual Print Server
   1. Log into the active node of the cluster. This can be done physically at the machine or remotely via Remote Desktop.
   2. Access the Virtual Print Server by going to Start à Run and entering \\virtualserver name
   3. Go into the Printers and Faxes folder.
   4. Run Add Printer Wizard and install the driver.

Method 2: Access the Virtual Print Server from a remote machine (i.e. a machine that is not part of the cluster) and install the product specific drivers. A potential issue with using this method is that you may see the error "Unable to Install Printer. Print Processor does not exist." if the proper MS hotfix has not been applied. More details are available in the Known Issues section.

1. Install the driver to each node in the cluster prior to installing the driver to the Virtual Print Server

2. Install the driver to the Virtual Print Server
   1. From the client, access the Virtual Print Server by going to Start à Run and entering \\virtualserver name
   2. Go into the Printers and Faxes folder.
   3. Run Add Printer Wizard and install the driver

Installing the Universal Print Driver

 The Universal Print Driver version 3.1 or higher is supported in Microsoft Cluster environments. If you are running an earlier version of the UPD driver, please visit www.hp.com/go/upd to download the latest version of the UPD driver.

It is required that the UPD be installed on each and every node that will be used to make up the Virtual Server prior to installing the UPD on the Virtual server itself. This is to ensure that EXE based Com objects get registered properly. We recommend installing the UPD in Traditional Mode on the Cluster server by the following methods.

Repeat Step 1 for each and every node prior to proceeding onto the Step 2 Installing the UPD on the virtual server.

Step 1   Install the UPD on each Node using Add Printer Driver Wizard

1. Download the latest version of UPD from www.hp.com/go/upd
2. Log on to or remotely connect to one of the nodes.
3. Go to the Printers and Faxes folder
4. Click on File, then Server Properties
5. Click on the Drivers tab
6. Click Add, then click Next. The Add Printer Driver Wizard will be launched
7. Click on Have Disk, and browse to the location where the UPD drivers reside
8. Select the hpmcpdpc.inf file then complete the driver installation process

Repeat these steps for each of the nodes that will make up the Virtual Server before proceeding on to step 2.

Alternate methods for installing UPD on the nodes is to use the Add Printer Wizard or the Install.exe utility. Additional details for these methods can be found in the Service Administrators Guide available at www.hp.com /go/upd.

Step 2 Install the UPD on the Virtual server

Installing the UPD on the virtual server is similar to installing the UPD on any print server. Be sure to install the Traditional Mode of the UPD using any of the following methods… Add Printer Wizard, Add Printer Driver Wizard, Install.exe

1. Access the Virtual Server either remotely, or through the Active Node by the steps provided above for the Product specific drivers
2. Use Add Printer Wizard to install the UPD driver in Traditional mode and create print queues on the virtual server.

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You can also install the UPD and create queues using the Install.exe utility

<u>Known Issues:</u>

When you try to install the driver onto the cluster, you get the error " Unable to install Printer. The Print Processor does not exist."
This issue may be encountered when Method 2 mentioned above is used to install printer drivers to the cluster. This issue is document in Microsoft KB article 906752. The hotfix may be obtained from Microsoft.

Note: the hotfix must be applied to the cluster server as well as the client machine from which the printers are being installed.

When you install multiple drivers, older files replace newer files versions.
This issue may be encountered if Method 1 is used when installing drivers to the cluster. This is due to the behavior of the Add Printer Wizard. There is no fix for this issue. The recommend workaround for this issue install the drivers using method 2.

<u>Document Attributes</u>
Author: LaserJet Printer Driver CPE Team
Product Models: all laserjet models

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