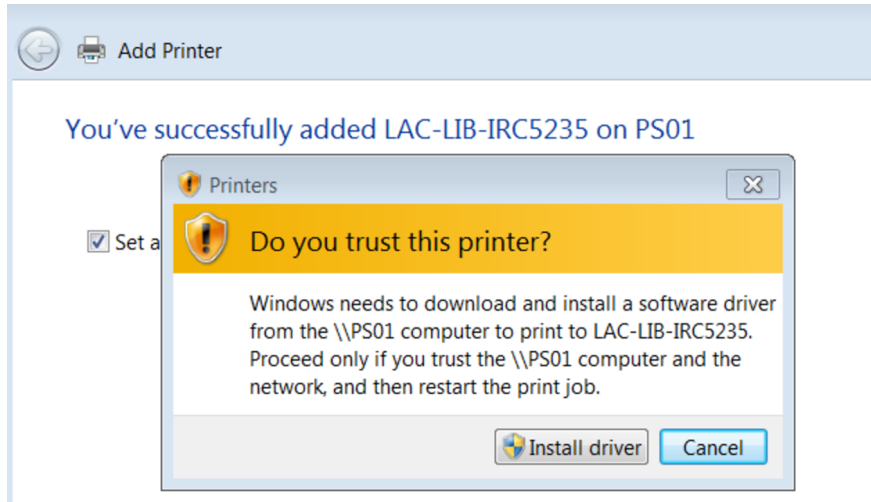


Prompted for Printer Driver Update, but Update Fails

Symptom:



After clicking install driver it fails or the prompt appears again after reboot.


Workaround:

Uninstall and Reinstall the printer.

go to printers and devices, delete the printer, go to list of printers, re-install

Then have Help Desk ask EUT for packaged driver for the Printer Model and let them know which domain (AD or UAD), as well as the OS of the computer with the error.

Related

 These pages are not publicly available, but are references for IT.

[Printer Drivers aren't Trusted](#)

[RT# 220175](#) 5235 Printer driver problems in the LAC Library new EUT Nobody in particular

[RT# 219944](#) Printing to iR 5xxx printers down for staff - printers show clients need to install drivers