rockend

Guidance for Removing Invalid Redirected Printers in Rest

Overview

On some terminal server environments and computers accessed via remote desktop, copies of Redirected Printers may accumulate in the registry which can cause an error 5707 when trying to print from Rest. The below information may assist to remove these copies.

Please Note: *This information has been provided by our customer community and is being forwarded on to you for reference. It is your responsibility to ensure sufficient backups and offline testing is completed before modifying the registry.*

Microsoft Known Issue of Invalid Redirected Printers

The Microsoft knowledge base article below explains the known issue of invalid redirected printers affecting Windows Terminal Server users.

Article: http://support.microsoft.com/kb/2620656

From our observations so far, this issue has not been corrected in the latest Windows Operating Systems.

The issue affects each user separately, as noted in their registry location below:
HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Devices

Through feedback from some of our customers IT Providers, the following steps should resolve and maintain the issue.

Step 1.

Create a new batch file using the commands below, place the batch file is a central location available to all users

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reg delete "HKCU\Software\Microsoft\Windows NT\CurrentVersion\Devices" /f /va
reg delete "HKCU\Software\Microsoft\Windows NT\CurrentVersion\PrinterPorts" /f /va

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Step 2.

Ensure the batch file is run on the terminal server at logoff for all users, generally this is added to a domain GPO and applied to all users at logoff.

Alternatively add the batch file to the terminal servers Local GPO, to apply when all users Log Off.
(IE: gpedit.msc > User Configuration > Windows Settings > Scripts (Logon/Logoff))

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