



Xerox Second Level Support Notice – Microsoft Spooler Update KB3170445 breaks the ability to Install Print Drivers in Some Environments.

September 6th/2016



Problem/Behavior;

When attempting to install a printer from a Microsoft Windows 2012 R2 print server on a client workstation, the printer installation will fail with error code 800f024b.

Can occur with the following environments;

Print Server – Server 2012 R2

Client – Windows 7, Windows 8.1, Windows RT 8.1, Windows RT, Windows 10.

Cause;

This notification is to explain the findings of Xerox/Microsoft investigation regarding the impact of installing valid signed print drivers after installing the Hotfix [KB3170455](#). Xerox Development along with Microsoft have determined the issue being seen, where one cannot install a signed, package aware, print driver is related to a missing hotfix on the print server (Server 2012 R2) prior to installing [KB3170455](#) on both the print server and client workstations. **Microsoft hotfix [KB300850](#) must be installed on the 2012 R2 print server prior to installing [KB3170455](#).**

When [KB300850](#) is not installed on your 2012 R2 print server prior to installing [KB3170455](#), a signed, package aware, print driver installation will fail on client work stations with the following error in your event viewer;

Level	Date and Time	Source	Event ID	Task C...
Error	7/26/2016 1:21:09 PM	PrintService	600	Client-...
Error	7/26/2016 1:21:07 PM	PrintService	600	Client-...
Error	7/26/2016 12:05:40 PM	PrintService	600	Client-...
Error	7/26/2016 12:05:35 PM	PrintService	600	Client-...
Error	7/26/2016 12:05:03 PM	PrintService	600	Client-...
Error	7/26/2016 9:26:35 AM	PrintService	600	Client-...
Error	7/26/2016 9:26:34 AM	PrintService	600	Client-

Event 600, PrintService

General Details

The print spooler failed to import the printer driver that was downloaded from [\\hlbprt\print\\$\x64\PCC\ntprint.inf_amd64_59246c3ac1bd3f2a.cab](#) into the driver store for driver Xerox GPD PS V3.8.496.7.0. Error code= 800f024b. This can occur if there is a problem with the driver or the digital signature of the driver.

Microsoft has committed to ensure they add information on [KB3170005](#) referring customers to [KB300850](#) if they see issues installing valid signed drivers.

Solution;

- Remove hotfix [KB3170455](#) from the 2012 R2 print server.
- Install hotfix [KB300850](#) on the 2012 R2 print server.
<https://support.microsoft.com/en-us/kb/3000850>
- Re-install hotfix [KB3170455](#) on the 2012 R2 print server.
<https://technet.microsoft.com/library/security/MS16-087>

****Note**** The procedure above will require a restart of the print server.

For additional information regarding the KB installation and/or questions around behaviors please contact Microsoft @ <http://support.microsoft.com/>