



## Steps Required to Ensure that Client Printers Autocreate Within ICA Sessions

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### Did this

**Document ID:** CTX681954  
**This solution pertains to:**

[Yes it did](#)[No, Keep](#)

- MetaFrame 1.8 for Microsoft NT Server 4.0, Terminal Server
- MetaFrame 1.8 for Windows 2000
- WinFrame 1.8
- WinFrame 1.7

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**Last modified:** Wed May 09 10:34:18 2001

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If your printer does not autocreate, verify the following:

1. In Citrix Connection Configuration double click the ICA listener port. Select the Client Settings button, ensure "Connect client printers at logon" is checked.
2. Also, ensure that the following boxes are not checked under the Client Settings Area:

Disable Windows Client Printer Mapping  
Disable Client LPT Mapping

Both of these settings prevent client printers from being autocreated on the system, and prohibit the client printer from being manually added during the session.

3. If "Inherent User Config" is checked in step 1, ensure that "connect client printers at logon" is selected in the UserConfig button for each user account within User Manager for Domains or the Environment Tab within Active Directory Users and Computers/Computer Management-Local Users and Groups.
4. From client machine, make custom ica connection directly to server desktop, logon, open printer folder inside ICA session, then add printer - network printer - expand client network - select client printer and try to add. What is the result? It may indicate a suitable driver needs added, it may say access is denied (rights issue), or you may not see the printer under client network (is the printer defined in the local client print folder?) or not see the client network at all . Refer to Citrix Document: [CTX748796](#) Users Unable to see the Client Network when in Print Manger or Connect to Printer
5. Ensure the latest compatible driver for its operating system is installed on the client computer. On the Citrix Server install the latest compatible driver for the base operating system (NT 3.51, NT 4.0 Terminal Server or Windows 2000). This is easily accomplished by installing a "phantom" printer on the server console. After the printer has been created

it can be deleted from the print manager. The driver itself and registry references to the driver will remain. Verify what drivers have been installed on the server in step 6.

**Note:** Because a printer driver is NT 4.0/ Windows 2000 compatible does not necessarily mean the driver is compatible with NT 4.0 Terminal Server Edition or Windows 2000 Terminal Server. Installing incompatible drivers may cause Blue Screens ( reference MicroSoft TechNet articles [Q191666](#) and [Q249917](#)), spooler CPU spikes, hangs, print jobs failing to print, and autocreated printers failing to delete upon logoff ( lack of AutoCreated Printer definition inside the printer properties comment field.) Issues of this type should follow TechNet [Q135406](#) article recommendation to remove the suspect driver from the system and to use the Ctxuprn.inf (WinFrame) or Wtsuprn.inf (MetaFrame) within the %systemroot%\system32 directory. Syntax, spacing, capitalization between the quotes, within the inf file is critical to success. Semi-colons are REM statements should not proceed a new entry. The driver chosen on the right side of the txt/inf file should also appear in the registry location noted in Step 5 (and should be a native/supported driver). In addition, a substituted print driver inside the txt/inf file may limit available printer functionality inside an ICA session with respect to the non-native/unsupported driver.

6. Verify what drivers have been installed ( in WinFrame, Windows NT 4.0 Terminal Server, and Windows 2000) on your Citrix server by checking the following registry key:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments  
\Windows NT x86\Drivers\Version-1 (WinFrame)

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments  
\Windows NT x86\Drivers\Version-2 (Terminal Server)

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments  
\Windows NT x86\Drivers\Version-3 (Windows 2000)

7. Verify that administrators can autocreate client printers. If administrators can autocreate and regular users cannot, confirm that users have at least Read, Write, and Execute permissions to the following files and directory:

%SystemRoot%\System32\spool  
%SystemRoot%\System32\printer.inf

8. For MetaFrame 1.x on NT 4.0 Terminal Server Edition, ensure users have change rights to ctxlogon.exe and ctxlogoff.exe.

9. Because WinFrame and MetaFrame base autocreation of printers on client name and printer driver name, it is recommended that each client has a unique name.

10. Be advised Hewlett-Packard has introduced a new architecture targeted for the home market called Print Performance Architecture (PPA). Microsoft is not supporting the PPA architecture on all it's operating systems therefore PPA will not be supported in a Citrix environment. Please refer to Microsoft article [Q153958](#) for more information.

11. Troubleshooting printer jobs that do not print or error. From client machine, make a custom ica connection directly to server desktop, logon, open the printers folder within the ICA session, **right click** the autocreated printer in question, **select** properties > pause printer. Do same technique for the printer object within the local client OS printers folder. Generate a print job from an application or test page within the ICA session. Does the print job hit the autocreated print queue in the ICA session? If so, release pause.

Does job then appear in local client print folder? If not, this is typically because of an unsupported printer driver. Try following step 12 using a different print driver mapping.

12. After verifying all of the above, if your printer still does not autocreate, confirm that the driver names are identical on the client and the server. Sometimes driver names differ marginally for Windows 95 and Windows NT 3.51/4.0. In such an instance, you need to map the names in the Ctxuprn.inf file (Wtsuprn.inf on a MetaFrame server). This file resides in the %SystemRoot%\System32 folder.

**Note:** For more information regarding the wtsuprn.inf file and a sample file please reference Citrix Document [CTX626451](#) Sample WTSUPRN.INF File for Use in Autocreation of Client Printers"

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