



Windows Server 2003 32-bit and 64-bit Print Drivers

Prerequisites

A common challenge when attempting to install a 64-bit print driver on a Windows 32-bit print server is that there doesn't seem to be an option to install the driver.

The most likely reason is the Windows 2003 Server is running Service Pack 1. Once the system is updated to Service Pack 2 a x64 option will appear under the printer properties – Sharing – Additional Drivers dialog box.

Additional Drivers dialog box displaying a checkbox to add 64-bit drivers

If this option doesn't appear, the system must be updated to Service Pack 2



To obtain Windows Server 2003 SP2 from the Microsoft Download Center

To download Windows Server 2003 SP2 from the Microsoft Download Center, visit the following Microsoft Web site:

<http://technet.microsoft.com/en-us/windowsserver/bb229701.aspx>



Step 1 – Download the Latest Print Drivers

The following example uses the HP drivers. For other printer models, it's recommended to search for a WHQL signed driver at the printer manufacturer's Web site.

Note: Microsoft doesn't recommend printer drivers that are not WHQL signed because Microsoft has no compatibility test results about the quality of these printer drivers. Drivers that are not WHQL signed are also known as unsigned drivers. Drivers that are WHQL signed are also known as signed drivers.

It's important that the 32-bit driver and 64-bit driver are the SAME version number. To ensure compatibility, it's strongly recommended to download the latest drivers from the manufacturer's website.

Download the updated drivers from the manufacturer's website

HP Website

Select both Microsoft Windows 7 (64-bit) and Microsoft Windows Server 2003



HP's latest driver is the HP Universal Print Driver



Make note of the Current Version number and date to ensure they match.

PCL6 32-bit Driver – Version 5.26 Feb 18 2011

Driver - Universal Print Driver

Description	Current version	Size (MB)	Estimated download time	Previous version	
1 - HP Universal Print Driver for Windows PCL6	5.2.6 18 Feb 2011	15.5	56K: 37m 512K: 4m		Download »
2 - HP Universal Print Driver for Windows PostScript	5.2.6 18 Feb 2011	16	56K: 38m 512K: 4m		Download »
3 - HP Universal Print Driver for Windows PCL5	5.2.6 18 Feb 2011	14.8	56K: 36m 512K: 3m		Download »

PCL6 X64 bit Driver - Version 5.26 Feb 18 2011

Driver - Universal Print Driver

Description	Current version	Size (MB)	Estimated download time	Previous version	
1 - HP Universal Print Driver for Windows PCL6 x64	5.2.6 18 Feb 2011	15.9	56K: 38m 512K: 4m		Download »
2 - HP Universal Print Driver for Windows PostScript X64	5.2.6 18 Feb 2011	16.6	56K: 40m 512K: 4m		Download »
3 - HP Universal Print Driver for Windows PCL5 x64	5.2.6 18 Feb 2011	15.5	56K: 37m 512K: 4m		Download »

The actual downloaded executable file displays the full name:

- 64-bit driver: upd-PCL6-X64_5_2_6_9321.exe
- 32-bit driver: upd-PCL6-X32_5_2_6_9321.exe

Type:	Driver - Universal Print Driver
Version:	5.2.6 (18 Feb 2011)
Operating System(s):	Microsoft Windows 7 (64-bit), Microsoft Windows Server 2003 64-Bit Edition, Microsoft Windows Server 2008 x64, Microsoft Windows Vista (64-bit), Microsoft Windows XP x64
File name:	upd-PCL6-X64-5_2_6_9321.exe (16 MB) Download »

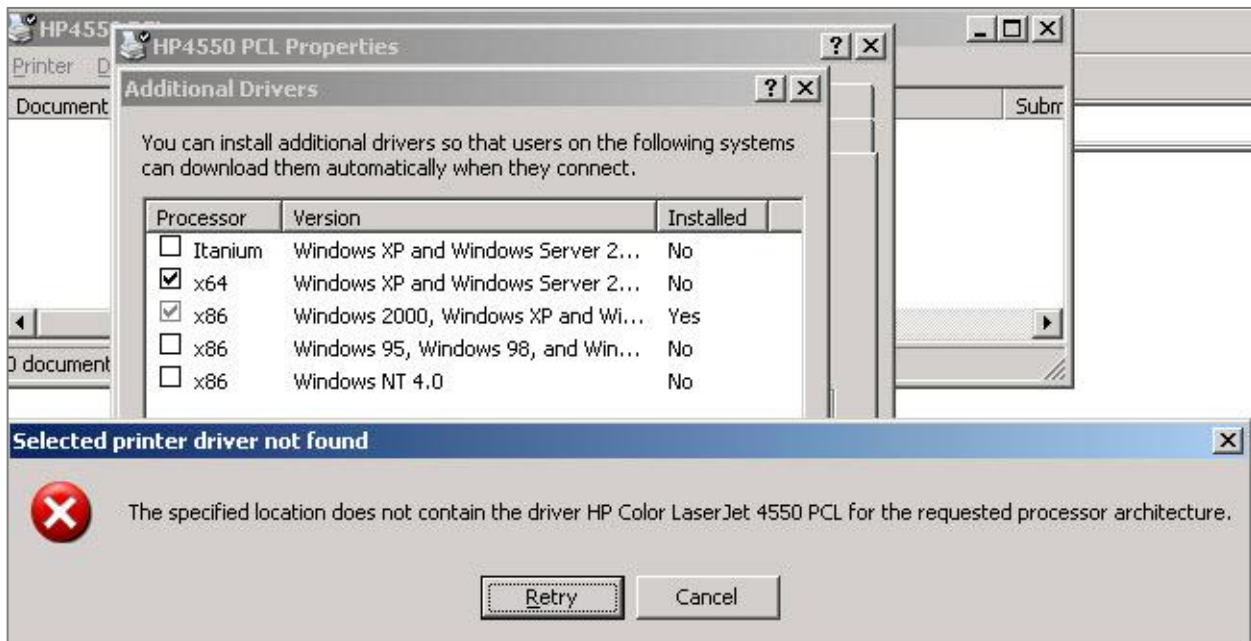


Step 2 - Update the current 32-bit print

Existing Printer

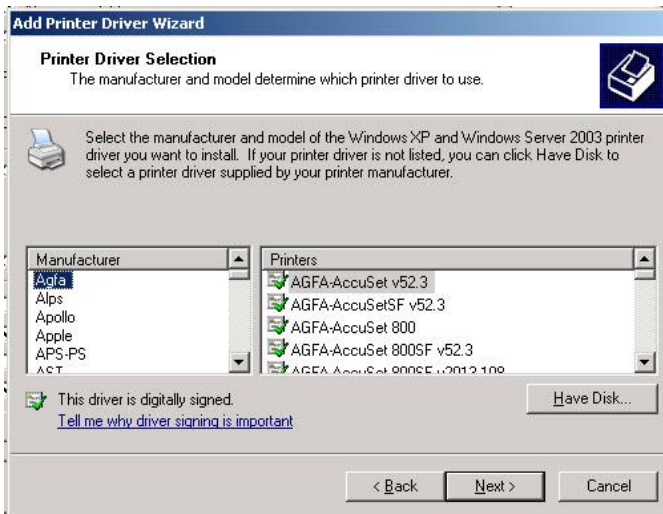
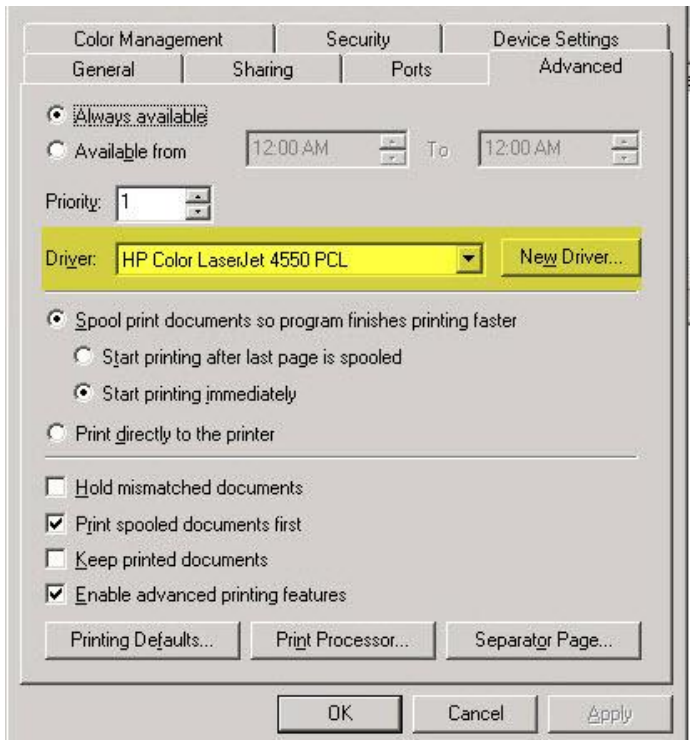
Important: If the 32-bit printer already exists, it's important to **FIRST** update this driver then add the 64-bit driver

Any attempt to install the 64-bit driver without first updating the 32-bit driver with the same version of the 64-bit driver will result in an error such as the one below:





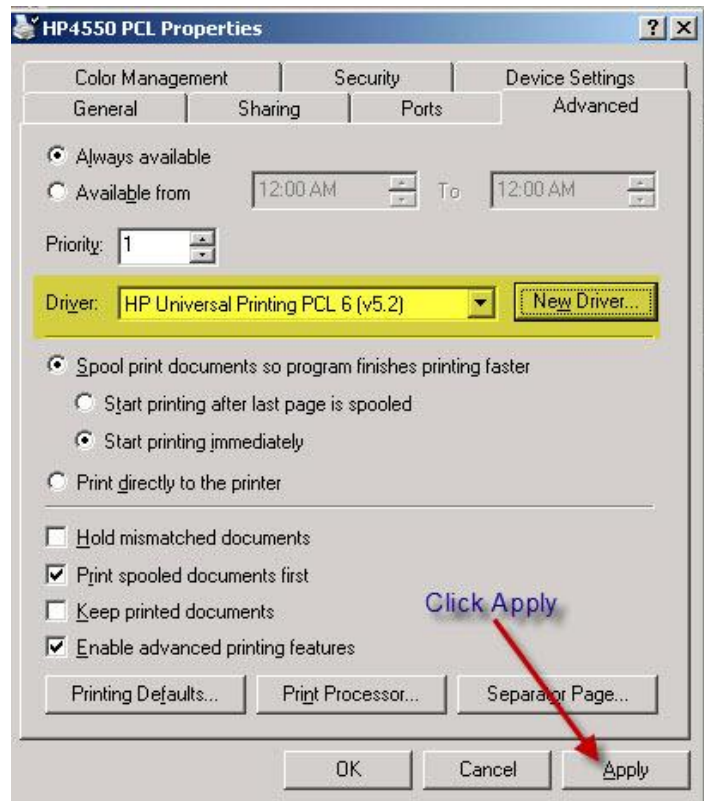
1. Navigate to the Printer Properties
2. Select Advanced tab and Click **NEW DRIVER**
3. Click Have Disk



Follow the remaining prompts to add the recently download driver

The updated driver should now be displayed

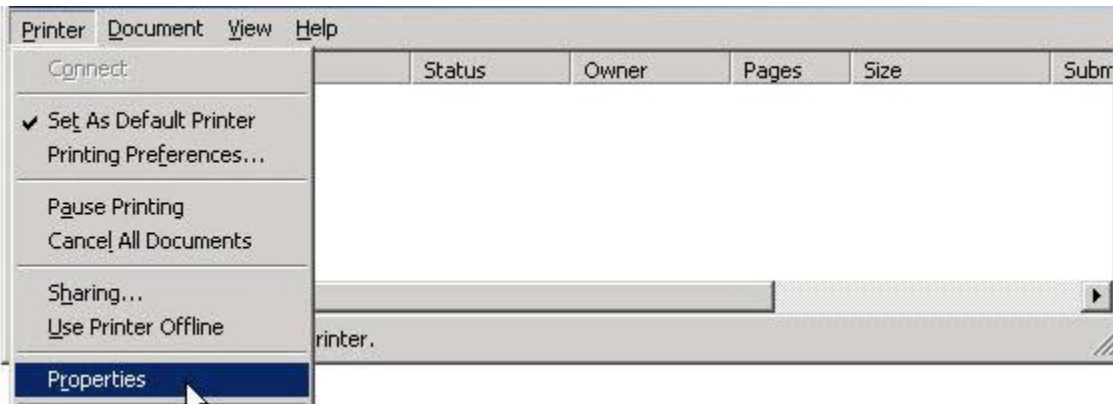
Click **Apply** to complete the task





Step 3 – Install the 64-bit Driver

1. Select the Print Properties



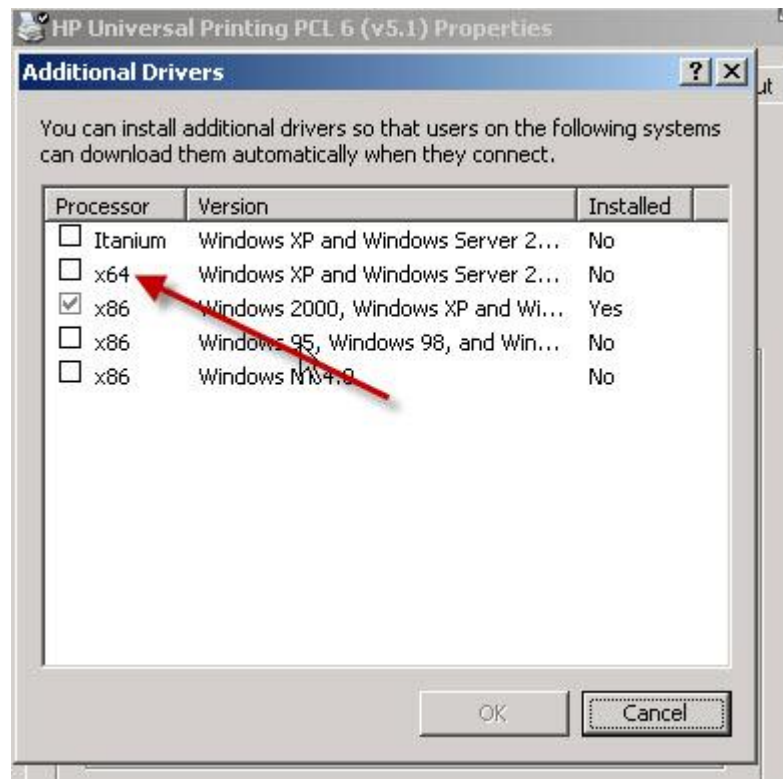
2. Select the Sharing tab and then



3. Additional Drivers

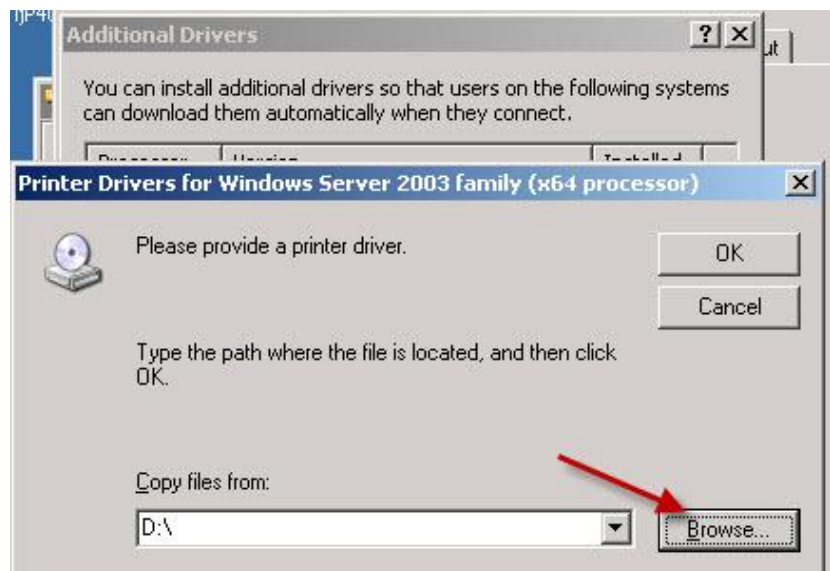


4. Check the x64 Checkbox



5. Press OK

6. Browse to the path to the downloaded 64-bit drivers



And follow the prompts to install the driver



Once completed, **YES** is displayed under the Installed column



Important: At this point, the 64-bit driver has been installed and all further 32-bit printer installations using the same driver will automatically install the 64-bit version as noted under Additional Drivers.