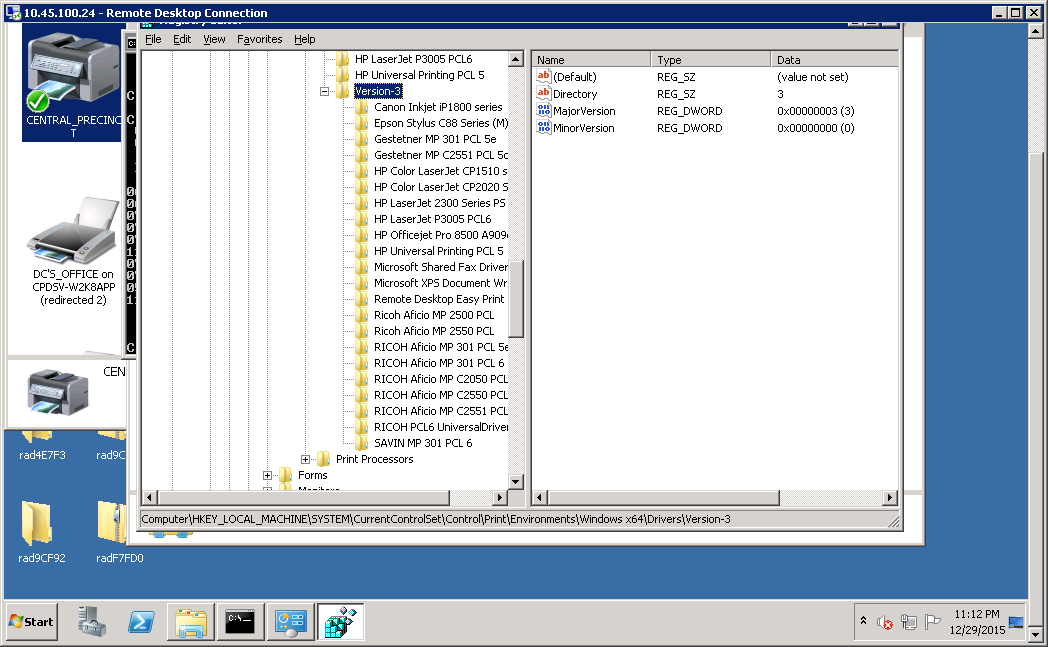
PROPRIETARY AND CONFIDENTIAL

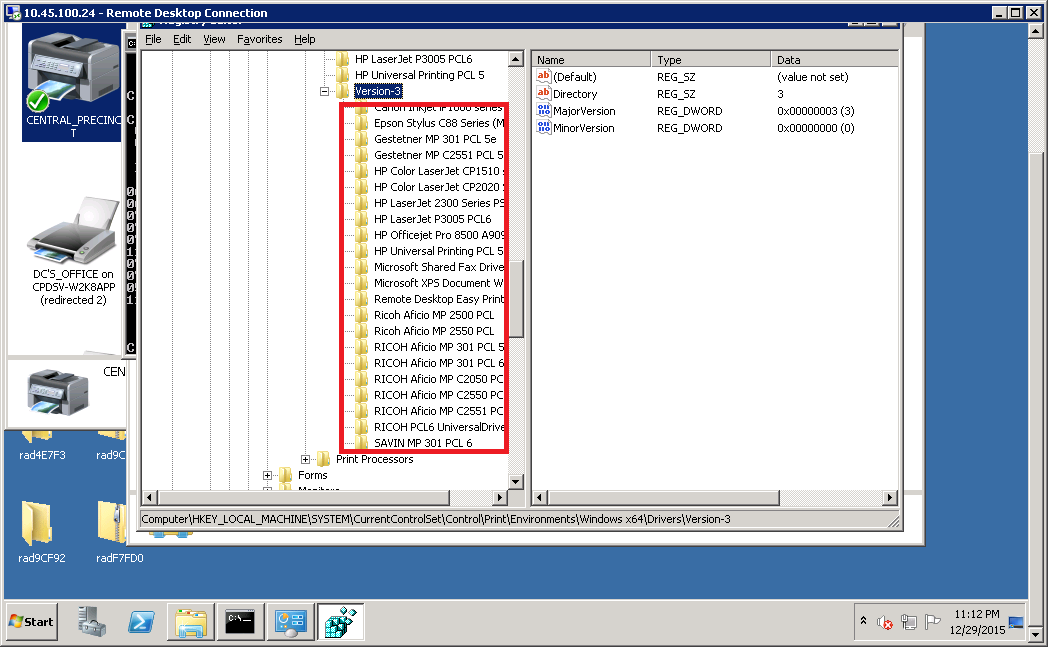
Clanton PD Printer Remediation for Windows 7 Workstations

IMPORTANT NOTE: THIS PROCEDURE IS RESTRICTED TO 64-BIT (x64) VERSIONS OF WINDOWS 7 ONLY. DO NOT RESTART THE PC BEFORE THIS PROCEDURE IS COMPLETE.

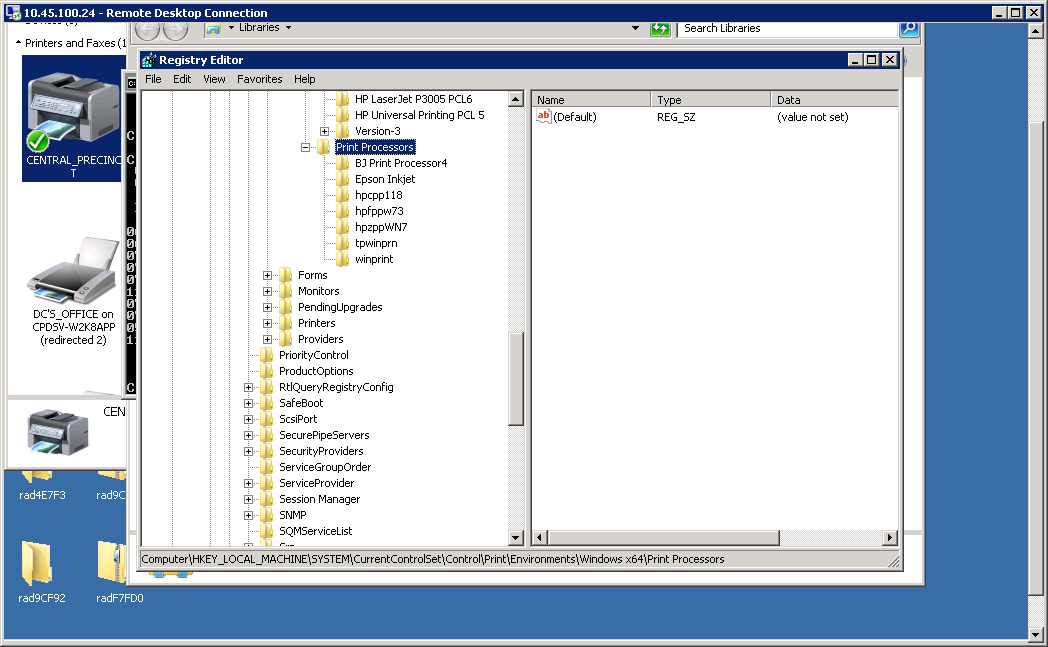
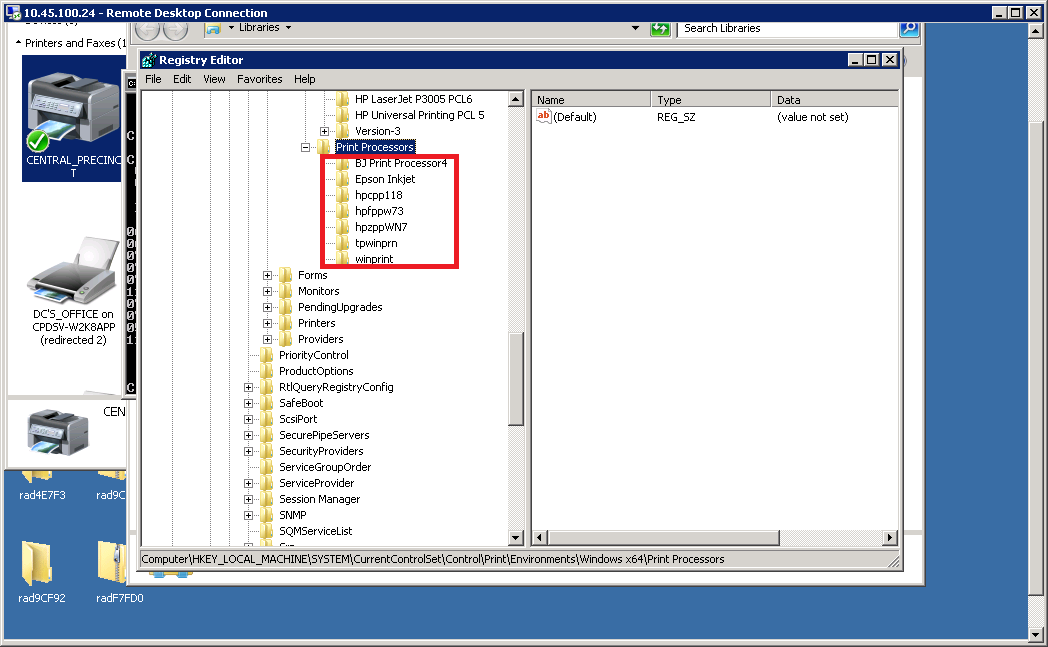
**PROCESS ONE—REMOVE ALL PRINT DRIVER/PROCESSOR FILES AND CORRESPONDING REGISTRY ENTRIES**

1. Logon to affected workstation (AW) with administrative user account
2. Stop the “Print Spooler” service
3. Open Windows Explorer
4. Navigate to: C:\Windows\System32\spool\drivers\x64\3\
5. Delete all files and folders in this directory
6. Navigate to: C:\Windows\System32\spool\prtprocs\x64\
7. Delete all files and folders in this directory
8. Open the registry editor (Click Start and type *regedit.exe* in search box)
9. In registry editor, navigate to: HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows x64\Drivers\Version-3  
     
   You will see entries similar to those shown below:

1. Delete all registry keys under “Version-3,” as shown below:



**PROCESS TWO – DELETE PRINT PROCESSORS FROM REGISTRY**

1. Remaining in the registry editor, navigate to: HKey\_local\_Machine\SYSTEM\CURRENTCONTROLSET\CONTROL\PRINT\ENVIRONMENTS\WINDOWS X64\PRINT PROCESSORS\ as shown below:  
     
   
2. Delete the keys below “Print Processors,” as shown below:  
     
   
3. Deletion of all print processors, drivers, and corresponding registry entries is now complete

**PROCESS THREE – RESTORE PRINT PROCESSORS AND CORRESPONDING REGISTRY ENTRIES**

1. Open RDP to .23
2. Open RDP session to affected workstation (AW)
3. On, AW, open Explorer and navigate to: C:\Windows\System32\spool\PRTPROCS\x64\
4. Copy folder on desktop of .23 named PRINTPROC to AW
5. Copy printproc.reg from desktop of .23 to AW
6. Copy contents from PRINTPROC folder to AW’s C:\Windows\System32\spool\PRTPROCS\x64\ directory
7. Right-click on printproc.reg and click “Merge”
8. Restart the Print Spooler service
9. Add a printer with Window’s “Devices and Printers” tool. For example, ”NORTH\_PRECINCT” There should be no installation errors
10. Logoff PC and logon as the workstation’s primary user
11. The logon script should execute, installing print drivers, without errors
12. Test printing

**\*\*\* END OF PROCEDURE \*\*\***

V1.0, 30-DEC-2015, GM