

## KX Driver Information:

### Driver Upgrades in Client-Server Environments

#### Overview

In a print server environment, older versions of the KX Driver need to be properly removed prior to installing a new version of the KX Driver. KYOCERA Document Solutions offers a convenient driver removal tool that removes all KYOCERA printer objects from the Devices and Printers control panel, deletes their registry entries, and deletes their printer driver files on the computer. The tool can be run as a standalone program or as part of the user's logon script (an example batch file is available).

To get the driver removal tool, please contact your regional KYOCERA Document Solutions service provider.

Note: The driver removal tool resets printer driver settings to their factory default. We strongly recommend saving printer driver settings as a profile prior to using the tool. Refer to the Driver User Guide for more information on creating and exporting profiles.

#### General Recommendations

1. Apply network printer driver upgrades during off-peak hours to minimize interruptions.
  - Apply upgrades in well-planned stages (especially in large, complex network environments) to minimize network traffic while clients download printer drivers.
2. Do not upgrade printer drivers on client computers from Windows Update, which can result in mismatching driver versions across the entire network.
  - All print servers and clients on the network should use the same driver version.
3. All print servers should use the same version of the KX Driver. Verify each device model's driver version by clicking the KYOCERA logo on the Device Settings tab of the device's Printer Properties. You can also find the driver version by clicking the KYOCERA logo in Printing Preferences.
  - You can install one KYOCERA printer driver version for multiple device models, but not multiple driver versions for one device model.
  - In a Citrix XenApp environment, the version of the printer driver installed on the Citrix XenApp server must match the version of the printer driver installed on the client. Printer objects are not automatically created or mapped if the printer driver versions do not match.