

Upgrading the Support Tool - Windows

You may have previously installed an old version of the Support Tool, which was then called the Print Client Refresh Tool. This version did not support auto-update, so you should uninstall this version and download the latest installer.

Open Settings

Windows 11: Right-click the Start button and choose "Installed apps" (or open Settings > Apps > Installed apps).

Windows 10: Right-click Start and choose "Apps and Features", or go to Settings > Apps > Apps & features.

Find Print Client Refresh Tool

In the list of installed apps, type "Print Client Refresh Tool" into the search box to filter the list and locate it quickly.

Uninstall it

Windows 11: Click the three-dot menu next to the app and select "Uninstall."

Windows 10: Click the app, then click the "Uninstall" button that appears below it.

Confirm any prompts (including a User Account Control/UAC prompt) to proceed.

Wait for uninstall to finish

A separate uninstaller window may open and run automatically. Let it complete, then close any leftover windows. A restart is not usually required, but restart if prompted.

Install the new version

Next, follow the steps in this article to install the latest version of the Support Tool: [Support Tool Installation - Windows](#)

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