Install/Uninstall/Reinstall Xerox® Windows® Print Drivers Best Practices Customer Tip

Purpose

This document contains the procedure to install, uninstall, and reinstall Xerox Windows Print Drivers on Windows 7, Windows Server 2008, Windows 2003, Windows XP, and Windows Vista operating systems.

We do not recommend upgrading a print driver, rather the recommendation is removing and reinstalling the updated driver.

Prerequisites

- The print driver files must be placed in a location accessible from the workstation in which the print driver will be installed.

- Administrator rights may be needed to accomplish some of the steps within this document.
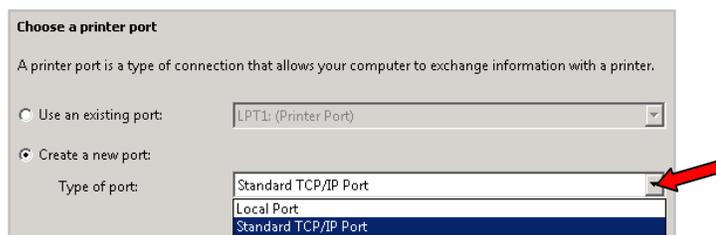
Windows 7
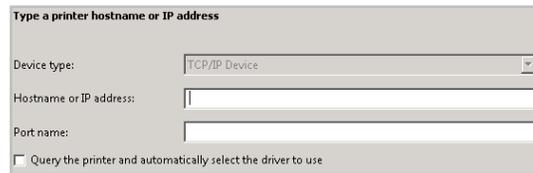
Installation Procedure via 'Devices and Printers'

1. From the operating system click on '**Start→ Control Panel**'.

2. Click on '**Devices and Printers**'. If that selection is not available search for '**Printers**' in the '**Search Control Panel**' field. If the selection is still not available please consult Microsoft support.
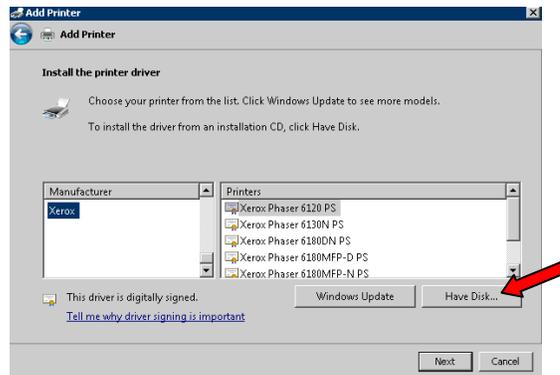

3. Select '**Add a printer**' and then '**Add a local printer**'.

4. Within the '**Choose a printer port**' window select '**Create a new port**'.

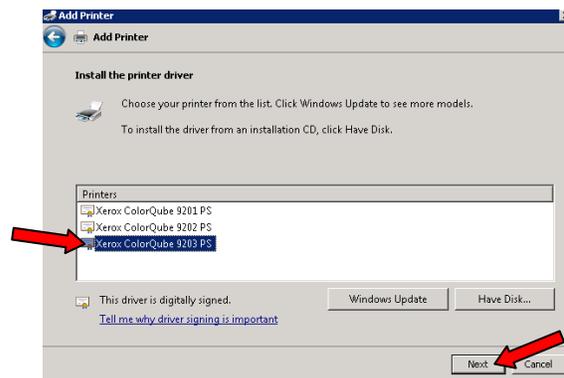5. Choose '**Standard TCP/IP Port**' from the '**Type of port**' pull-down.

6. Within the '**Type a printer hostname or IP address**' window enter the '**Hostname or IP Address**' of the printer.

   Note: The '**Port name**' will mirror the IP address or Hostname. You may change the Port name in this step to something you can identify easier.

7. Ensure that the "**Query the printer and automatically select the driver to use**" checkbox is <u>NOT</u> selected and select **[Next]**.

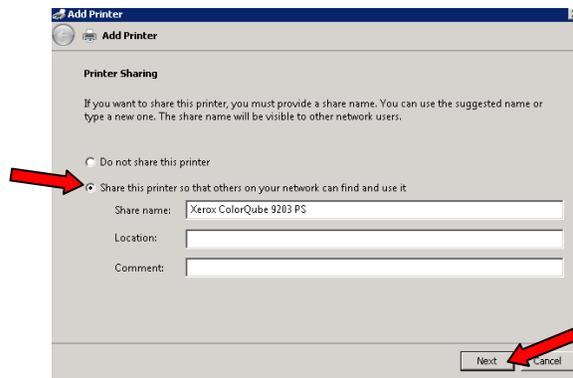8. In the '**Install the printer driver**' window select **[Have Disk…]**.

9. Browse to the location where the Print Driver files were saved. Select the print driver and then the **[Open]** button and then **[OK]**.

10. In the '**Install the printer driver**' window choose the desired printer and select **[Next]**.

11. Within the '**Type a printer name**' window you can manually enter a printer name or accept the default provided. Select **[Next]** which will start the print driver installation.

   Note: You may receive a message from the operating system verifying the installation of an un-certified driver. Select the appropriate button to confirm the installation of the Xerox print driver and proceed to the next step.

12. Within the '**Printer Sharing**' window choose to either share the printer or not, and select **[Next]**.
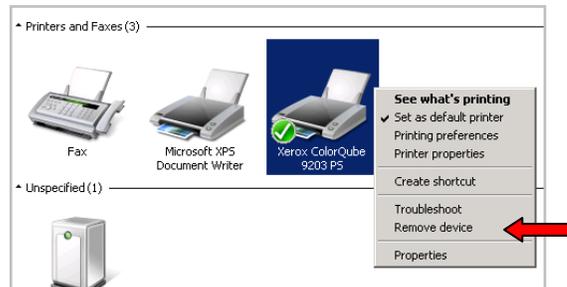

13. Select **[Finish]**

14. You'll notice that the printer is now included in the '**Printers and Faxes**' section within the Control Panel.

15. You have successfully installed the print driver.
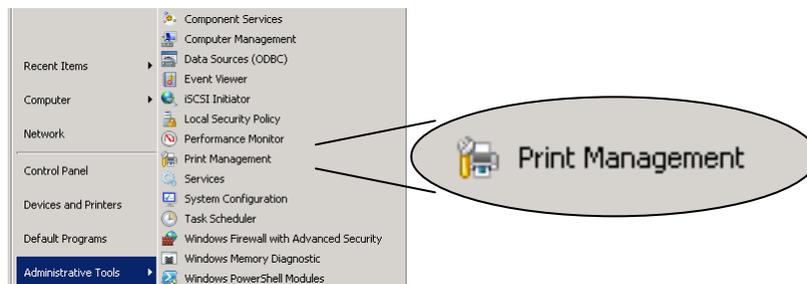
Print Driver Uninstall Procedure

1. Within the Windows operating system click on '**Start→ Control Panel**'.

2. Select '**Devices and Printers**'.

3. Find the device you would like to uninstall and right click on the printer icon.
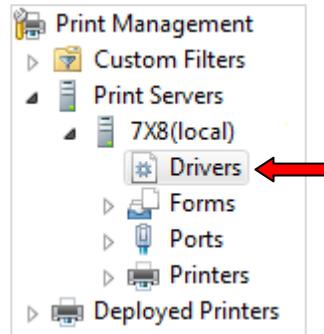
4. Select '**Remove device**'.

5. Select **[Yes]** when asked "**Are you sure you want to remove this device?**" The device will disappear from the '**Printers and Faxes**' section. Close the '**Control Panel**' window.

6. From Windows 7 select '**Start → Administrative Tools → Print Management**'.

    Note: If the Print Management feature is not available please contact your system administrator.

7. Within the '**Print Management**' window select '**Print Servers** ➔ <the appropriate Print Server> ➔ **Drivers**'.
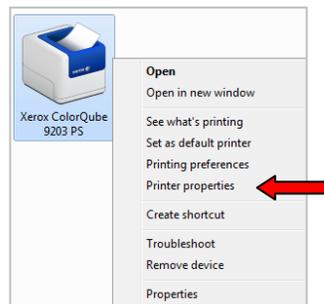

8. Right click the print driver you want to delete and select '**Delete**'.
9. Click **[Yes]** when asked to confirm you want to delete the driver.
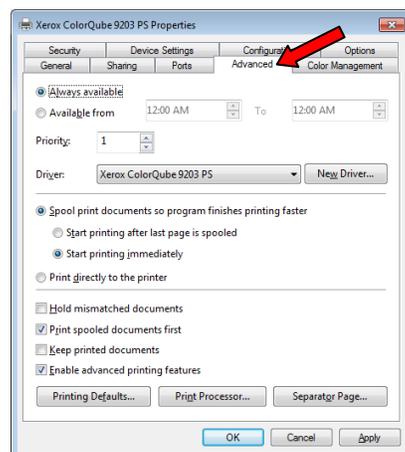10. You have successfully uninstalled the print driver.

Print Driver Reinstall (Upgrade) Procedure

You must have a printer object installed before proceeding.

1. Within the Windows 7 operating system select '**Devices and Printers**'.
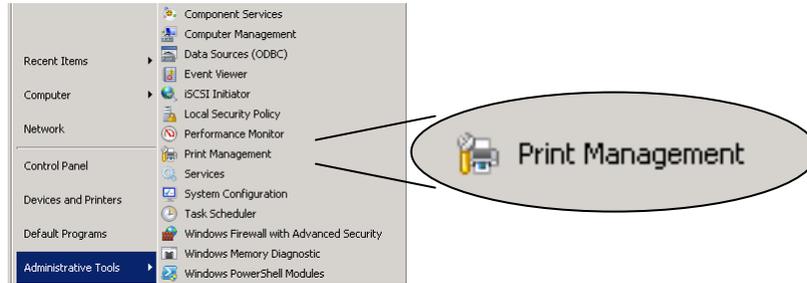2. Right click on a Xerox printer and select '**Printer properties**'.
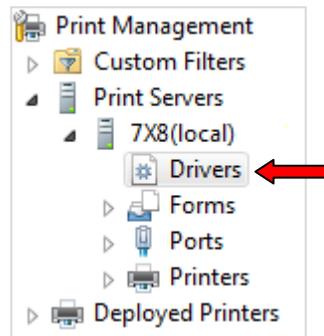

3. Select the '**Advanced**' tab.

4. In the '**Driver**' pull-down menu select the '**Generic / Text Only**' driver and click **[Apply]**.

Note: If the '**Generic / Text Only**' driver does not exist select the '**New Driver**' button and click on **[Next]**. In the Manufacturer section select '**generic**' and then the '**Generic / Text Only**' printer. Select **[Next]** and then **[Finish]**.
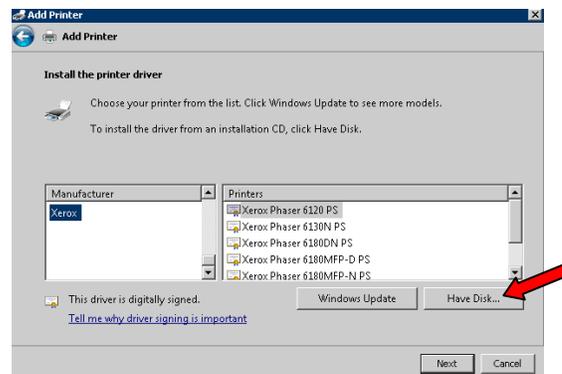
5. From Windows 7 select '**Start → Administrative Tools → Print Management**'.

6. Within the '**Print Management**' window select '**Print Servers →** <the appropriate Print Server> **→ Drivers**'.
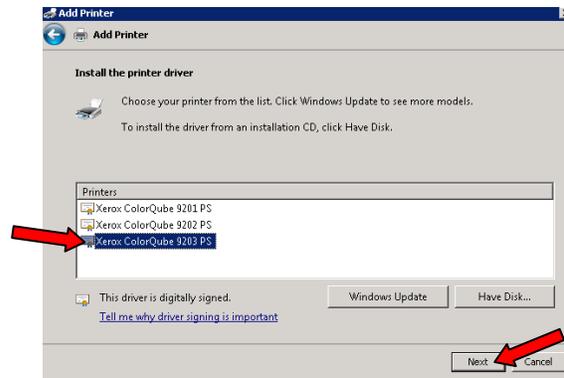

7. Right click the print driver you want to delete and select '**Delete**'.

8. Click **[Yes]** when asked to confirm you want to delete the driver.

9. You have successfully uninstalled the print driver.

10. Within the same '**Print Management**' window from the menu bar select **Action → Add Driver**

11. Select **[Next]** at the '**Welcome to the Add Printer Driver Wizard window**'.

12. Select the appropriate processor. The current processor is selected by default. Select **[Next]**.

13. In the '**Print Driver Selection**' window select **[Have Disk…]**.

14. Browse to the location where the Print Driver files were saved. Select the print driver and then the **[Open]** button.

15. Select **[OK]** in the **'Install From Disk'** window.

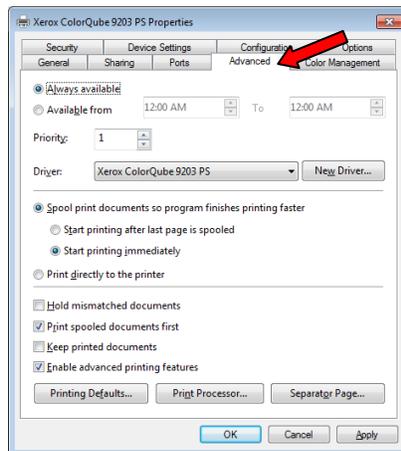16. In the '**Install the printer driver**' window choose the desired printer and select **[Next]**.

17. Within the '**Completing the Add Printer Driver Wizard**' window select **[Finish]**.

18. You have successfully installed the print driver, close the '**Print Management**' window.

19. Within the Windows 7 operating system select '**Devices and Printers**'.

20. Right click on the printer and select '**Printer properties**'.

21. Select the '**Advanced**' tab.

22. In the '**Driver**' pull-down select the driver you have just installed and click **[Apply]**.
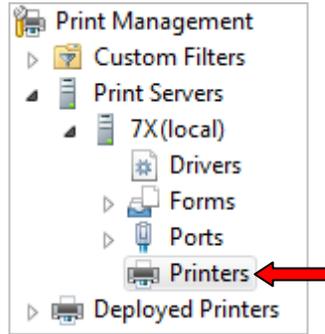
23. You have successfully reinstalled (upgraded) the print driver.
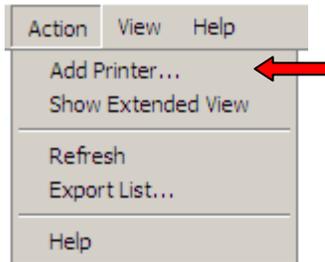
Windows Server 2008

To install a cross architecture driver, if the print server is running an x64-based edition of Windows, select the **x86** check box to install 32-bit version printer drivers for client computers running 32-bit versions of Windows.

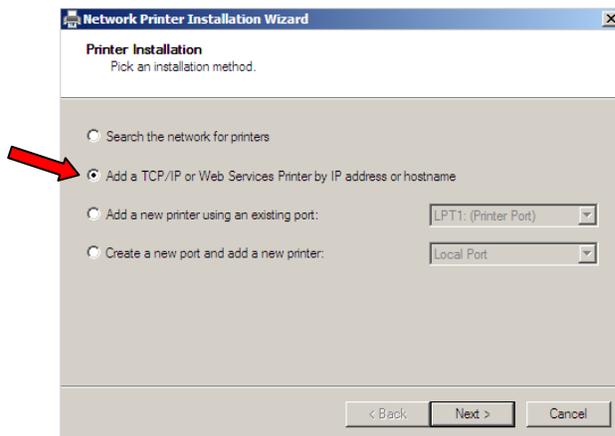## Installation Procedure via 'Print Management'

1. From Windows click on '**Start→ Programs → Administrative Tools → Print Management**'.

2. In the left pane, select '**Print Servers →** <click the applicable print server> **→ Printers**'.
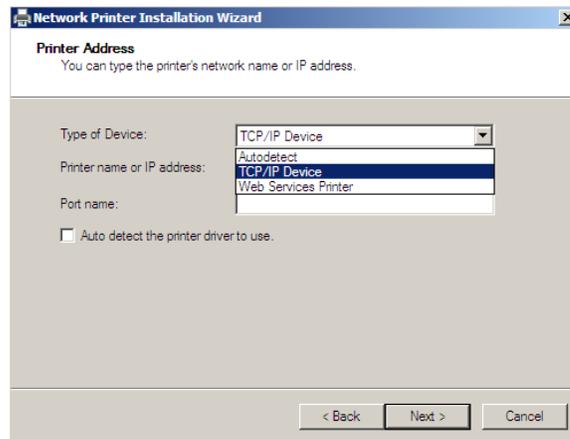
3. From the menu bar select **Action → Add Printer**.

4. Within the Printer Installation window select '**Add a TCP/IP or Web Services Printer by IP address or hostname**'

5. With the '**Printer Address**' window select **TCP/IP Device** from the **Type of Device** pull-down menu.
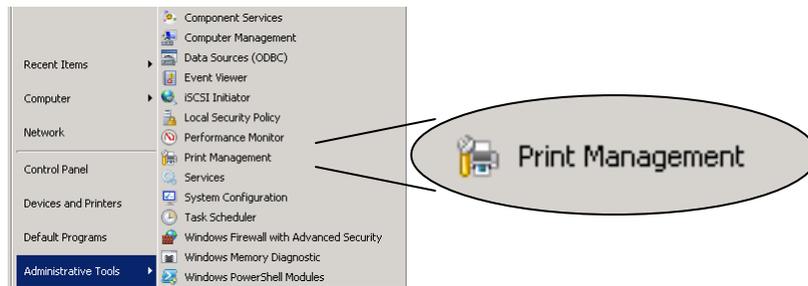

6. Include the **Printer name or IP address**.

7. Change the **Port name** to something more descriptive if you desire.

8. Ensure that the '**Auto detect the print driver to use**' box is NOT checked.

9. From the **Printer Driver** window select '**Install a new driver**' and click **[Next}**.

10. Select **[Have Disk]** in the **Printer Installation** window.

11. Browse to the location where the print driver files are stored and select the appropriate file and then click **[Open]**.

12. Select **[OK]** from the **Install From Disk** window..

13. Choose the appropriate print driver and select **[Next]**.

14. Within the **Printer Name and Sharing Settings** window decide whether to share the printer or not and check or uncheck the '**Share this printer**' box accordingly. Select **[Next]**.

15. Within the **Printer Found** window verify that the print driver information is accurate. If the information is correct select **[Next]**.

    Note: If the information is not correct select the **[Back]** button as many times as needed to change the incorrect information. Once changed follow the steps above to arrive at the '**Printer Found**' window.
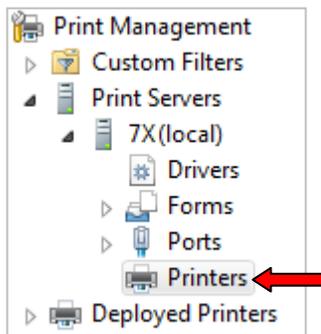
16. The print driver will now install.

    Note: You may receive a message from the operating system verifying the installation of an un-certified driver. Select the appropriate button to confirm the installation of the Xerox print driver and proceed to the next step.

17. Select **[Finish]** to complete the installation process.
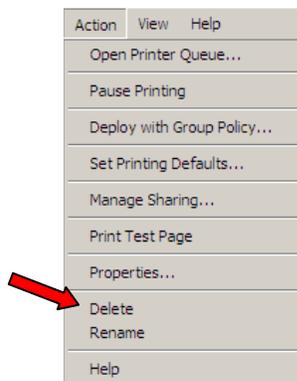
Print Driver Uninstall Procedure

1. From Windows 2008 select 'Start → Administrative Tools → Print Management'.
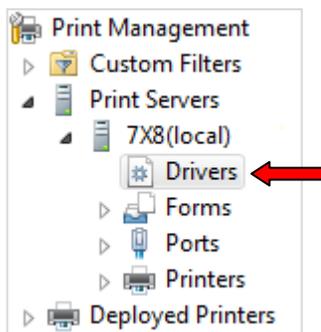

2. In the left pane, select 'Print Servers → <click the applicable print server> → Printers'.

3. Select the Printer you would like to uninstall.
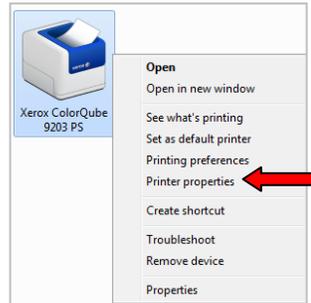
4. Select Action → Delete from the menu bar.

5. Select **[Yes]** when asked to verify that you want to delete the printer.

6. Within the 'Print Management' window select 'Print Servers → <the appropriate Print Server> → Drivers'.
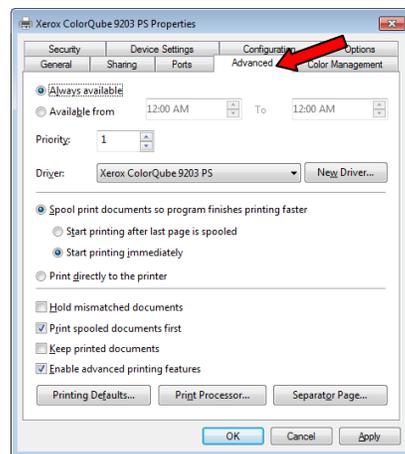
7. Right click the print driver you want to delete and select '**Delete**'.

8. Click **[Yes]** when asked to confirm you want to delete the driver.

9. You have successfully uninstalled the print driver.

Print Driver Reinstall (Upgrade) Procedure

1. Within the operating system select '**Devices and Printers**'.

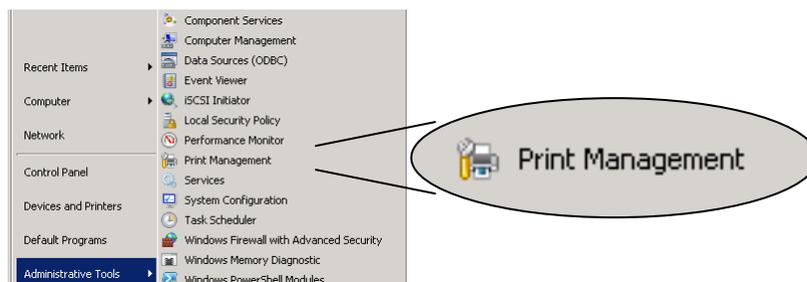2. Right click on a Xerox printer and select '**Printer properties**'.
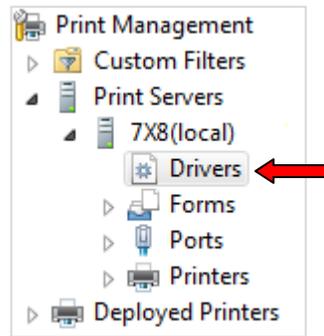

3. Select the '**Advanced**' tab.

4. In the '**Driver**' pull-down select the '**Generic / Text Only**' driver and click **[Apply]**.

   Note: If the '**Generic / Text Only**' driver does not exist select the '**New Driver**' button and click on the **[Next]** button. In the Manufacturer section select '**generic**' and then the '**Generic / Text Only**' printer. Select **[Next]** and then **[Finish]**.
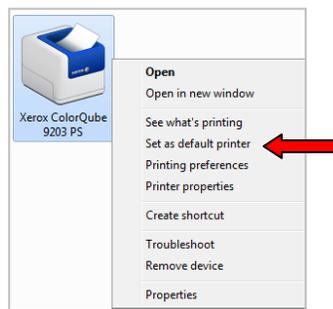
5. From Windows 2008 select '**Start → Administrative Tools → Print Management**'.
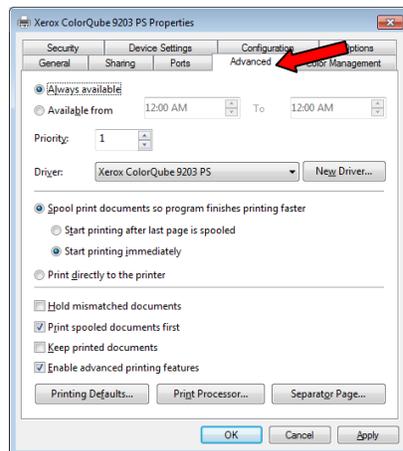
6. Within the '**Print Management**' window select '**Print Servers** → <the appropriate Print Server> → **Drivers**'.

7. Right click the print driver you want to delete and select '**Delete**'.

8. Select **[Yes]** when asked to confirm you want to delete the driver.

9. You have successfully uninstalled the print driver.

10. Install the appropriate print driver as described in the Installation Procedure via 'Print Management' section above.

11. Within the operating system select '**Devices and Printers**'.

12. Right click on the printer and select '**Printer properties**'.

13. Select the '**Advanced**' tab.

14. In the '**Driver**' pull-down select the driver you have just installed and click **[Apply]**.

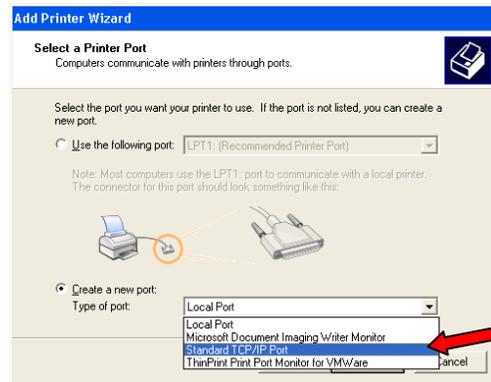15. You have successfully reinstalled the print driver.

Windows 2003/XP

Installation Procedure via 'Devices and Printers'

1. From the operating system click on '**Start → Settings → Control Panel → Printers and Faxes**'.

2. Select '**Add a printer**' within the '**Printer Tasks**' section on the left hand side of the window. This will cause the '**Add Printer Wizard**' to appear.

3. Within the '**Add Printer Wizard**' window select the **[Next]** button.

4. Select the '**Local printer attached to this computer**' radio button and select the **[Next]** button.
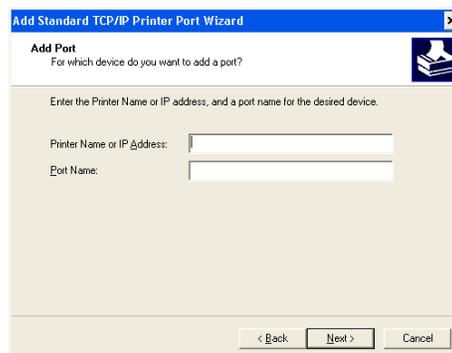

5. Select '**Create a new port**' option.

6. From the '**Type of port**' drop-down menu select '**Standard TCP/IP Port**' and select the **[Next]** button.
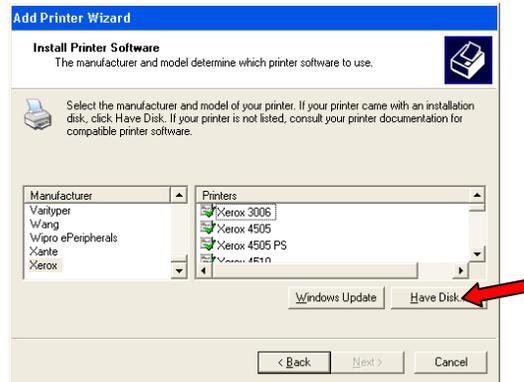

7. Within the '**Add Standard TCP/IP Printer Port Wizard**' select the **[Next]** button.

8. Enter the '**Printer Name or IP Address**' of the printer and select the **[Next]** button.
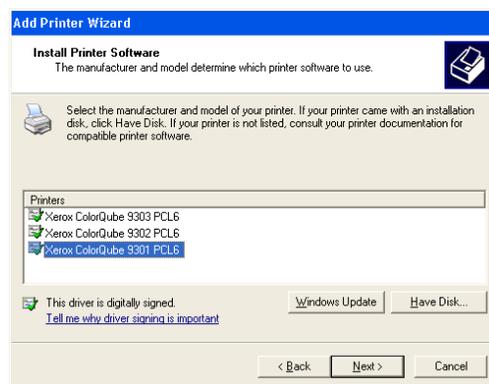
   Note: The '**Port name**' will mirror the IP address or Hostname. You may change the Port name in this step to something you can identify easier.
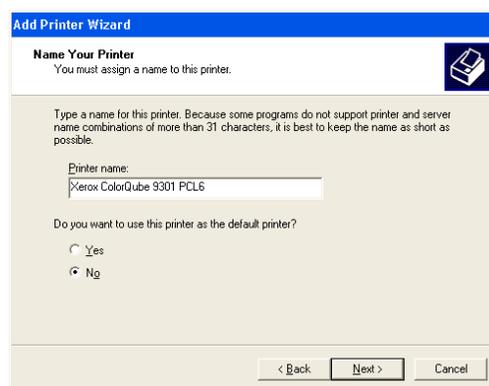
9. In the '**Completing the Add Standard TCP/IP Printer Port Wizard**' window select the **[Finish]** button.

10. In the '**Install Printer Software**' window select **[Have Disk...]**

11. Browse to the location where you saved the Print Driver files and select **[Open]** and then **[OK]**.

12. Select from one of the printers listed and select the **[Next]** button.

13. Within the '**Name Your Printer**' window you may choose to change the default '**Printer name**' to something you feel is more recognizable.

14. In the same window decide if you would like to make this device your default printer. Make the desired selection and select the **[Next]** button.
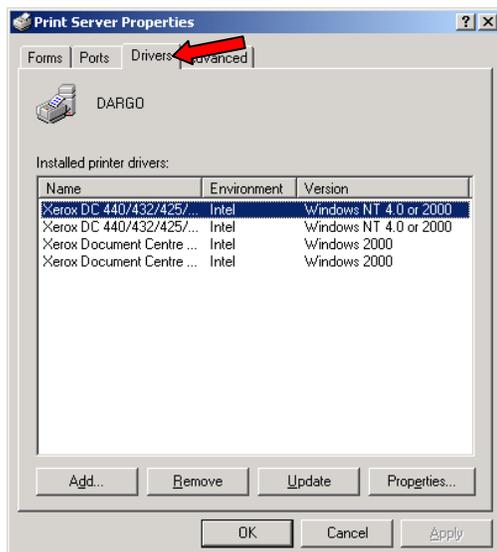

15. Within the '**Printer Sharing**' window choose to either share the printer or not, and select the **[Next]** button.

    a. If choosing to share the printer, include the share name and select **[Next]**.

    b. Within the '**Location and Comment**' window enter the location of the printer and a comment, if so desired. Select the **[Next]** button.

16. Select if you would like to print a test page and select the **[Next]** button. If you decide to print a test page, follow the instructions within the Add Print Wizard to verify the successful completion of the test page.

17. In the '**Completing the Add Printer Wizard**' window select the **[Finish]** button. This will initiate the installation of the print driver.

    Note: You may receive a message from the operating system verifying the installation of an un-certified driver. Select the appropriate button to confirm the installation of the Xerox print driver and proceed to the next step.

18. Once the installation is complete you'll notice that the printer is now included in the '**Printers and Faxes**' window.

19. You have successfully installed the print driver.
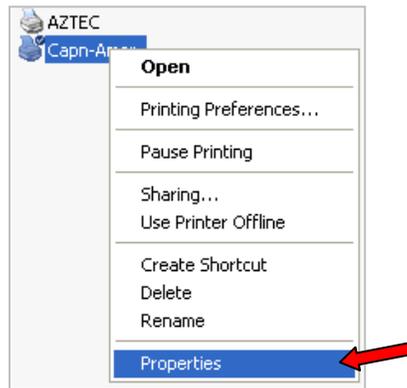
Print Driver Uninstall Procedure

1. Select **[Start, Settings, Printers]** and delete all the printer objects associated with the printer driver you want to uninstall.

2. In the printers folder select **[File, Server Properties]**.

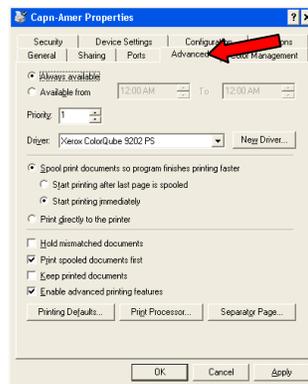3. Select the **[Drivers]** tab to display all the drivers currently installed on the system.

4. Highlight the driver you would like to uninstall and click **[Remove]** to uninstall the driver files.

Print Driver Reinstall (Upgrade) Procedure

1. From the operating system click on '**Start → Settings → Control Panel → Printers and Faxes**'.

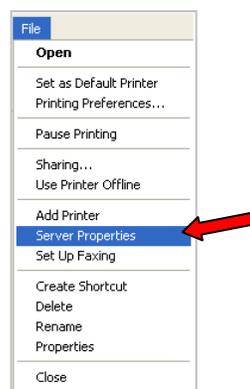2. Right click on a Xerox printer and select '**Properties**'.
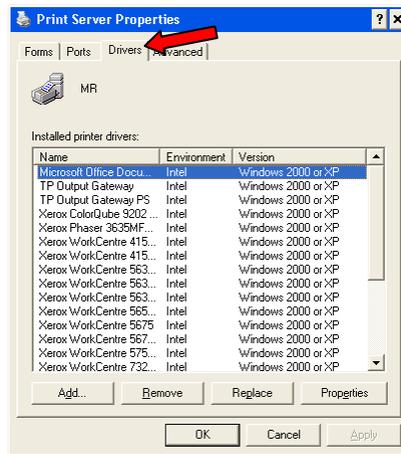

3. Select the '**Advanced'** tab.

4. In the '**Driver:**' pull-down select the '**Generic / Text Only**' driver and click **[Next]**.

    Note: If the '**Generic / Text Only**' driver does not exist select the '**New Driver**' button and click on the **[Next]** button. In the Manufacturer section select '**Generic**' and then the '**Generic / Text Only**' printer. Select the **[Next]** button and then the **[Finish]** button.
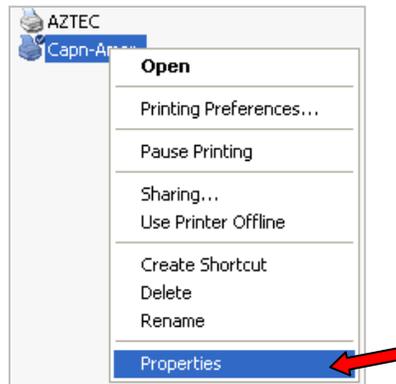
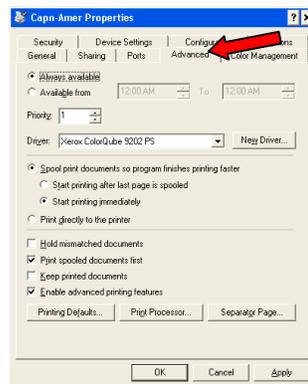5. Within the '**Printers and Faxes**' window select '**File → Server Properties**' .

6. Within the '**Print Server Properties**' window select the '**Drivers**' tab

7. Select the print driver you want to delete and select the **[Remove]** button.

8. Select **[Yes]** when asked to confirm the driver removal.

9. You have successfully uninstalled the print driver.

10. Select **[Add]** to install your new driver through the Microsoft driver wizard.

11. From the operating system click on '**Start → Settings → Control Panel → Printers and Faxes**'.

12. Right click on a Xerox printer and select '**Properties**'.
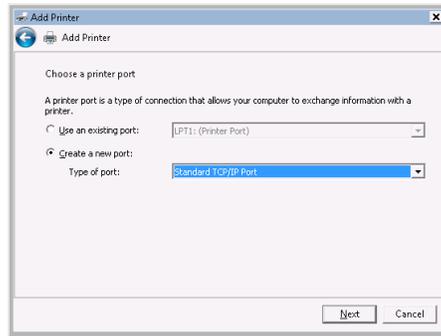

13. Select the '**Advanced**' tab.

14. In the '**Driver**' pull-down select the newly installed print driver and select the **[Next]** button.

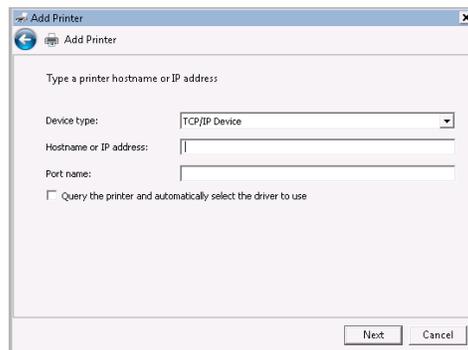15. You have successfully reinstalled (upgraded) the print driver.

Windows Vista

Installation Procedure

1. From the '**Control Panel**' select the '**Printers**' icon.

2. Select '**Add a printer**' within which will cause the '**Add Printer Wizard**' to appear.

3. Within the '**Add Printer**' window select '**Add a local printer**'.

4. Select the '**Create a new port**' radio button.

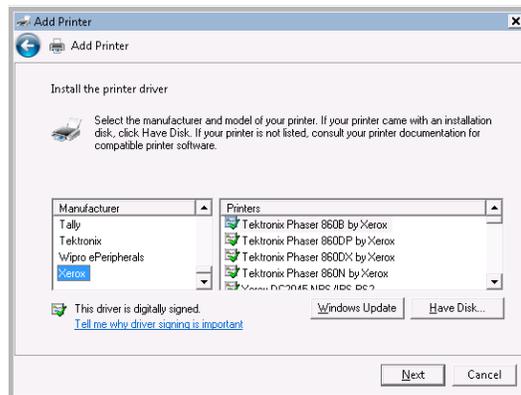5. From the '**Type of port**' pull-down menu select '**Standard TCP/IP Port**' and select the **[Next]** button.

6. Select '**TCP/IP Device**' from the '**Device type**' pull-down menu.

7. Enter the '**Hostname or IP address**' of the printer and select the **[Next]** button.

Note: The '**Port name**' field will mirror the Hostname or IP address field. You may change the Port name in this step to something you can identify easier.
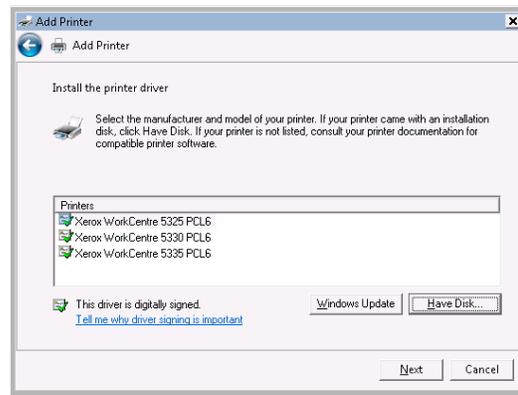
8. In the '**Install the printer driver**' window select **[Have Disk…]**

9. Browse to the location where you saved the Print Driver files and select **[Open]** and then **[OK]**.
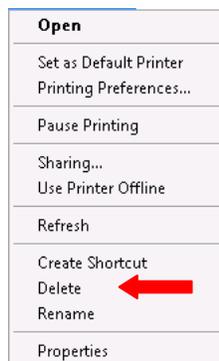
10. Select the device you are installing the driver for and select **[Next].**

11. In the '**Type a printer name**' name window either accept the default name or change the '**Printer name**' and select **[Next]**.

12. The print driver will install.

13. Once the print driver is installed choose if the printer will be shared or not. Select the **[Next]** button.

14. Print a test page to ensure that the print driver has installed successfully.

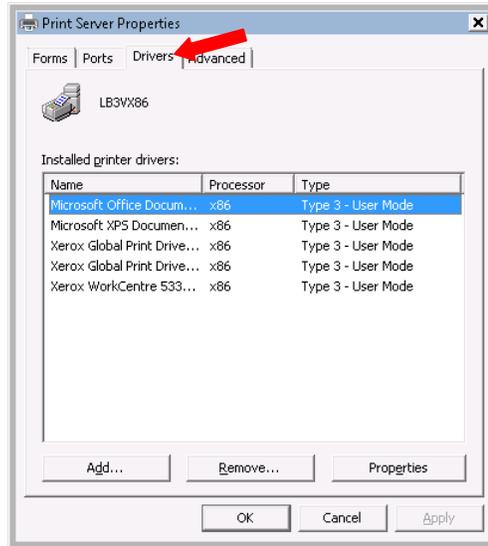15. If the test page prints successfully select the **[Finish]** button.

Uninstall Procedure

1. Within the '**Control Panel**' select '**Printers**'.

2. Right click on the driver you would like to remove and select '**Delete**'.

3. Right click on a white space within the '**Printers**' window and select '**Server Properties**'.

4. Select the **[Drivers]** tab to display all the drivers currently installed on the system.
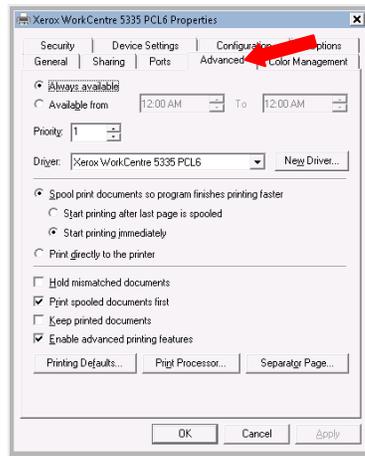

5. Highlight the driver you would like to uninstall and select the **[Remove]**.
6. Select the '**Remove driver and driver package**' option and select **[OK]**.
7. Select **[Yes]** when asked to verify your action.
8. Select **[Delete]** within the Remove Driver Package window.
9. When the driver is removed select the **[OK]** button.
10. You have successfully uninstalled the print driver.

Print Driver Reinstall (Upgrade) Procedure

1. From the '**Control Panel**' select '**Printers**'.
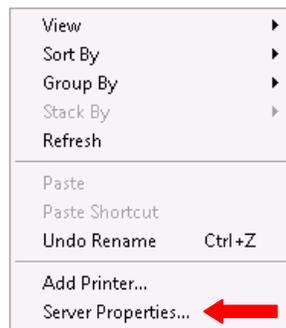2. Right click on a Xerox printer and select '**Properties**'.
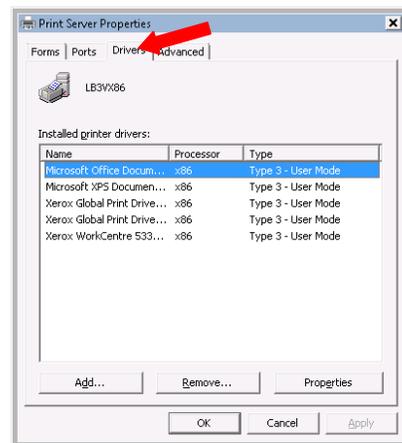
3. Select the '**Advanced**' tab.

4. In the '**Driver**' pull-down select the 'Generic / Text Only' driver and click **[Next]**.

   Note: If the '**Generic / Text Only**' driver does not exist select the **[New Driver]** button and click on the **[Next]** button. In the Manufacturer section select '**Generic**' and then the '**Generic / Text Only**' printer. Select the **[Next]** button and then the **[Finish]** button.

5. On a white space within the '**Printers**' window right click and select '**Server Properties**'.
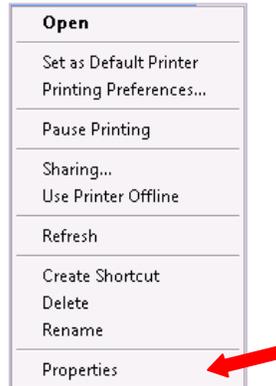

6. Within the '**Print Server Properties**' window select the '**Drivers**' tab.
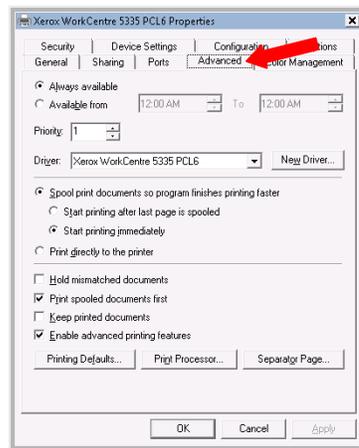

7. Select the print driver you want to delete and select the **[Remove]** button.

8. Select '**Remove driver only**' and select **[OK]**.

9. Select **[Yes]** when asked to confirm the driver removal.

10. You have successfully uninstalled the print driver.

11. Select the **[Add]** button to install the print driver through the Microsoft driver wizard.

12. After successfully installing the new print driver from the '**Control Panel**' select '**Printers**'.

13. Right click on a Xerox printer and select '**Properties**'.

14. Select the '**Advanced**' tab.

15. In the '**Driver**' pull-down select the newly installed print driver and select the **[Next]** button.

16. You have successfully reinstalled the print driver.

Additional Information

You can reach Xerox Customer Support at http://www.xerox.com or by calling Xerox Support in your country.

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

Other Tips about Xerox multifunction devices are available at the following URL: http://www.office.xerox.com/support/dctips/dctips.html.