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# Install/Uninstall/Share Xerox<sup>®</sup> Print Drivers Best Practices for Windows Server<sup>®</sup> 2012 R2 Customer Tip



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#### Purpose

This document contains the procedure to install, uninstall and share Xerox<sup>®</sup> Print Drivers on Windows Server<sup>®</sup> 2012 R2. This document walks a user through a manual print queue/print driver install typically performed by a System Administrator.

Xerox also offers an Installer package for both Windows V3 and V4 print architecture to simplify the print installation.

For detailed information on Microsoft's V3 and V4 print architectures, please refer to Microsoft article 'Print and Document Services Architecture' available at <u>http://technet.microsoft.com/en-us/library/jj134171.aspx</u>

#### Prerequisites

- Administrator rights will be needed to accomplish some of the steps within this document.
- The print driver files must be placed in a location accessible from the server in which the print driver will be installed.
- Print Management Console must be installed on a Windows Server<sup>®</sup> 2012 R2
- Xerox offers 3 different print drivers which will run on a Windows Server<sup>®</sup> 2012 R2
  - Xerox<sup>®</sup> Class Drivers are V4 drivers which are embedded in Windows Server<sup>®</sup> 2012 R2. These drivers offer limited functionality and rely on the Microsoft User Interface (UI). They do not have the Xerox UI look and feel. These drivers can be identified by the words 'Class Driver' in their name. For example:

Xerox<sup>®</sup> ColorQube<sup>®</sup> 9300 Series Class Driver

Xerox<sup>®</sup> Office XPS Color Class Driver

Xerox<sup>®</sup> V4 drivers offer more functionality than a Class driver. Xerox offers product specific V4 drivers. These drivers can be identified by the V4 notation in their name. For example:

Xerox<sup>®</sup> WorkCentre<sup>®</sup> 7835 V4 PCL6

Xerox<sup>®</sup> WorkCentre<sup>®</sup> 7835 V4 PS

- Xerox<sup>®</sup> V3 drivers are the same drivers that are installed on Windows 7 (and older OSs.)

## Print Driver Installation Procedure via Print Management Console

- 1. Within Windows Server<sup>®</sup> 2012 R2 select **'Start'** then **'Print Management'**. If Print Management is not listed then search for the application
- 2. Open the Print Management Console

| 御   | Print Management  |   |  |  |  |                |  |
|---|---|---|--|--|--|----------------|--|
| File     Action     Yiew     Help       Image: State of the state of | Driver Name   | Environment   | Driver Version   | Driver Isolation   | Provider   | Actions        |  |
| <ul> <li>Custom Filters</li> <li>Print Servers</li> <li>Print Servers</li> <li>Printers</li> <li>Ports</li> <li>Ports</li> <li>Printers</li> <li>Deployed Printers</li> </ul>   | Microsoft enhanced Point and     Microsoft enhanced Point and     Microsoft enhanced Point and     Microsoft XPS Document Write     Remote Desktop Easy Print     Xerox Global Print Driver PCL6     Xerox GPD PCL V3.3.347.6.0     Xerox GPD PCL6 V3.4.377.6.0     Xerox GPD PCL6 V3.4.377.6.0     Xerox GPD PCL6 V3.4.377.6.0     Xerox GPD PC V3.3.347.6.0 | Windows x64<br>Windows NT x86<br>Windows x64<br>Windows x64<br>Windows x64<br>Windows x64<br>Windows x64<br>Windows x64<br>Windows x64<br>Windows x64 | 6.3.9600.16384<br>6.3.9600.16384<br>6.3.9600.16384<br>6.3.9600.16384<br>5377.600.0.0<br>5347.600.0.0<br>5347.600.0.0<br>5347.600.0.0<br>5347.600.0.0<br>5347.600.0.0 | None<br>None<br>None<br>Shared<br>Shared<br>Shared<br>Shared<br>Shared | Microsoft<br>Microsoft<br>Microsoft<br>Xerox<br>Xerox<br>Xerox<br>Xerox<br>Xerox<br>Xerox<br>Xerox | Drivers More > |  |

- 3. Expand the '**Print Servers'** section, and then expand your print server's section. Right click '**Drivers'** and select '**Add Driver**'
- 4. Select [Next] on the 'Welcome to the Add Print Driver Wizard' screen
- 5. Select a processor

Note: The Xerox<sup>®</sup> V4 driver will run on either processor. V3 drivers still require the appropriate processor to be selected and the x64bit drivers must be installed first

- 6. In the **'Print Driver Selection'** window select a Xerox<sup>®</sup> Class driver or select **[Have Disk...]**. If you choose a Xerox<sup>®</sup> Class Driver then proceed to step 9
- 7. Browse to the location where the Print Driver files were saved (V3 and V4 only). Select the print driver, then select **[Open]** and then select **[OK]**
- 8. In the 'Print Driver Selection' window choose the desired printer model and select [Next]
- 9. Select 'Finish'

You have successfully installed a Xerox<sup>®</sup> print driver

Note: If you are using V3 drivers and are planning to share the print queue down to a 32 bit client then you will need to install both the x64 bit drivers and the x86 drivers. The procedure is the same just remember to select the correct processor.

## Print Queue Creation via Print Management Console

- 1. Open the Print Management Console
- 2. Expand 'Print Servers', and then expand the Print Server name
- 3. Right click on 'Printers' and select 'Add Printer...'
- 4. Select **"Add a TCP/IP or Web Service Printer by IP address or hostname"** and select **[Next]**

| FIGK OF FISCOROUT FIREFING.                  |                      |   |
|--|----------------------|---|
| ○ Search the network for printers            |                      |   |
| Add a ICP/IP or Web Services Printer by IP a | ddress or hostname   |   |
| O Add a new printer using an gristing port:  | LPT1: (Printer Port) | ~ |
| C Create a new port and add a new printer:   | Local Port           | ~ |
|  |                      |   |
|  |                      |   |

5. Within the **'Printer Address'** window select TCP/IP Device for Device Type. 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 more easily.

- 6. Ensure that the **"Auto Detect the printer driver to use"** checkbox is **not** selected and select **[Next]**
- 7. Select [Next] at the "Add Port Information Required" window (if that window appears)
- 8. Select **"Use an existing printer driver on the computer"** and select the driver installed in previous procedure.

| ġ. | Network Printer Installa   | ation Wizard |   |  |
|----|--|--------------|---|--|
| Pr | tinter Driver<br>Pick a driver for the new printer.              |              |   |  |
|    | ) Use the printer driver that the wizard selected                |              |   |  |
|    | Compatible driver cannot be found.                               |              |   |  |
| •  | Use an existing printer driver on the computer                   |              |   |  |
|    | Microsoft XPS Document Writer v4                                 |              | ~ |  |
| C  | Microsoft XPS Document Writer v4<br>Ir Remote Desktop Easy Print |              |   |  |
|    | Xerox Office PS Color Class Driver                               |              |   |  |
|    |  |              |   |  |
|    |  |              |   |  |
|    |  |              |   |  |
|    |  |              |   |  |

- 9. On the 'Printer Name and Shared Settings' window select the **"Share this printer"** check box and then select **[Next]**. (If you switch the Printer Name and Share name make sure they match.)
- 10. Select **[Next]** on the **"Printer Found"** dialog. This will start the creation process for the print queue
- 11. Select **[Finish]**. If you would like to add another print queue or print a test page then select their respective check boxes before selecting Finish

You have successfully created a print queue

### Procedure to Delete a Print Queue

Caution: Deleting shared print queues from a print server will disable printing on any client where the print queue is loaded.

- 1. Open the Print Management Console
- 2. Expand Print Servers, and then expand the Print Server name and Select 'Printers'
- 3. Find the print queue you would like to delete and right click on the printer icon
- 4. Select 'Delete'

Note: You may be required to enter administrator credentials

- 5. Select **[Yes]** when asked **"Are you sure you want to delete the printer?"** The device will disappear from the 'Printers' list
- 6. Stop and Restart the print spooler
  - a. Open a command prompt as administrator (If **'Run'** is not listed on the start menu then search **'Run'** and then type in 'cmd')
  - b. Type "net stop spooler"
  - c. Select [Enter]
  - d. Once the spooler is stopped type "net start spooler"
  - e. Select enter

You have successfully deleted a print queue

#### Procedure to Uninstall the Print Driver

- Caution: Deleting shared print queues from a print server will disable printing on any client where the print queue is loaded.
- 1. Open Print Management Console
- 2. Expand Print Servers, and then expand the Print Server name
- 3. Select 'Drivers'
- 4. Find the print driver you wish to uninstall and right click on it. Select 'Delete'
- 5. Select 'Yes' to the question "Are you sure you want to delete the driver?"

You have successfully uninstalled the print driver.

### Sharing Between Windows Server<sup>®</sup> 2012 R2, Windows 8/8.1 or Windows 7 Overview

With the new v4 driver model the print server will no longer be a software distribution mechanism. Previous versions of Windows provided a method for print clients to obtain a driver from the print server. Microsoft removed this functionality to enhance security, compatibility, serviceability and reliability.

V4 print architecture on a Windows Server<sup>®</sup> 2012 R2 provides both a 64-bit and 32-bit compatible Microsoft enhanced Point and Print driver to clients running previous versions of Windows excluding Windows XP and older. The Microsoft enhanced Point and Print compatibility driver that interfaces with Windows Server<sup>®</sup> 2012 R2 print queues that are shared using v4 drivers, and emits XPS as its PDL.

Please refer to Microsoft article "Printer Sharing Technical Details" for additional information available at <a href="http://technet.microsoft.com/en-us/library/jj590748.aspx">http://technet.microsoft.com/en-us/library/jj590748.aspx</a>

Servers running Windows Server<sup>®</sup> 2012 R2 using V3 drivers will behave the same way that Windows Server<sup>®</sup> 2008 R2 behaves. No changes have been made to V3 printer sharing in Windows Server<sup>®</sup> 2012 R2.

### Procedure to Share a V4 Printer Object to a Windows 8/8.1 Client

- 1. On your Windows 8/8.1 client, select **'Control Panel'** from the start screen. If it is not listed perform a search for **'Control Panel'**.
- Open 'Control Panel' and select 'Devices and Printers'. If 'Devices and Printer' is not listed 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'
- 4. Select 'The printer that I want isn't listed' option.
- 5. Select "Select a shared printer by name"
- 6. Type in the name of the printer per the example provided or select **[Browse]**. If you have typed in the name of the printer then skip to step 10.
- 7. Search for the print server. If the print server is not listed then type the hostname or IP address of the server into the Network field
- 8. Once you have found the printer select it and then press [Select]
- 9. Select [Next] this will begin the install process of the driver/print queue

Note: While the V4 driver installs the user will see a printer installation indicator with a status bar

- 10. Select [Next] on the "You have successfully added the printer window"
- 11. Select [Finish]

You have successfully installed a Shared Printer.

### Procedure to Share a Print Queue to a Windows 7 Client using Enhanced Point and Print

- Note: The steps to install a shared printing using a V3 or V4 driver are the same. Only the resulting driver is different. Please refer to the Overview of the Sharing section or the note at the end of this procedure for more details.
- 1. Select **Start → Devices and Printers** (if this is not listed in the Start menu go to Start → Control Panel and search for Devices and Printers)
- 2. Select 'Add a Printer'
- 3. Select 'Add a network, wireless or Bluetooth printer'
- 4. Select 'The printer that I want isn't listed'
- 5. Select 'Select a shared printer by name' and enter the name of the printer. If you do not know the name of the printer **[Browse]**. If you entered the name of your printer please skip to step 10.
- 6. Select [Next]
- 7. Search for the print server

Note: If the print server is not listed then type the hostname or IP address of the server into the Network field

- 8. Once you have found the printer select it and then press [Select]. This will start the install process for the shared printer
- 9. Select [Next] on the 'you have successfully added the printer window'
- 10. Select [Finish]

You have successfully installed the network printer

Note: After the printer is installed, right click on the printer and select Printer Properties

Select the Advanced tab and notice the driver listed is the Microsoft enhanced Point and Print compatibility driver instead of the V4 Class Driver or Model Specific driver that is installed on the server. This driver has a similar look and feel to the Xerox<sup>®</sup> Class driver. It will not have the same look and feel as a Xerox<sup>®</sup> V3 driver. Please contact Microsoft for questions regarding the Microsoft Enhanced Point and Print compatibility driver.

| 🕾 Xerox Office PS Color Class Driver on 12sadr Properties                |  |  |  |  |  |  |
|--|--|--|--|--|--|--|
| General Sharing Ports Advanced Color Management Security Device Settings |  |  |  |  |  |  |
| Always available   |  |  |  |  |  |  |
| Available from 12:00 AM To 12:00 AM                                      |  |  |  |  |  |  |
| Priority: 1  |  |  |  |  |  |  |
| Driver: Microsoft enhanced Point and Print comp                          |  |  |  |  |  |  |
| ● Spool print documents so program finishes printing faster              |  |  |  |  |  |  |
| Start printing after last page is spooled                                |  |  |  |  |  |  |
| Start printing immediately   |  |  |  |  |  |  |
| Print directly to the printer  |  |  |  |  |  |  |
| Hold mismatched documents  |  |  |  |  |  |  |
| ✓ Print spooled documents first  |  |  |  |  |  |  |
| Keep printed documents   |  |  |  |  |  |  |
| ☑ Enable advanced printing features                                      |  |  |  |  |  |  |
| Printing Defaults Print Processor Separator Page                         |  |  |  |  |  |  |
| OK Cancel Apply  |  |  |  |  |  |  |

## Additional Information

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

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: <u>USA.DSSC.Doc.Feedback@xerox.com</u>.

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

