Windows 2000/XP Network

This section provides installation and troubleshooting steps for Windows 2000/XP:

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Preliminary steps

The preliminary steps given below must be accomplished for all printers regardless of the method that is selected.

1. Print the Configuration Pages and retain them for reference.
2. Verify that the printer is plugged in, turned on, and connected to an active network.
3. Verify that the printer is receiving network traffic by monitoring the LED’s on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network receiving traffic, its link LED is green, and its traffic LED (amber) is flashing rapidly.
4. Proceed to the Quick CD-ROM install steps or Other methods of installation sections for the installation method desired.

Quick CD-ROM install steps

1. Insert your printer’s Printer Installer and Utilities CD-ROM into your computer’s CD-ROM drive. If your PC is set to autorun, a Xerox installer should automatically start. If it does not start, do the following:
   a. Click Start and Run.
   b. In the Run window, type: <CD drive>:\INSTALL.EXE.
2. Select your desired language from the list.
3. Install the printer drivers for your printer. Within the Xerox installer, select Printer Drivers, and then select Install Xerox Phaser 4400 Laser Printer Drivers.
4. Click Yes to accept the Xerox Software License Agreement.
5. The Xerox installer searches the network and displays the first printer found. Click Next to accept this printer.
6. Click **Next** to accept the printer's default name or enter an alternate name, and then click **Save Changes** before clicking **Next**.

7. The information dialog box displays the files to be copied to your system. Click **Next** to install the files and **Finish** to complete the installation.

### Other methods of installation

Your printer can also be installed on a Windows 2000/XP network using one of these methods:

- Microsoft TCP/IP protocol
- AppleTalk protocol
- You can use Xerox TCP/IP Port Monitor to add or remove TCP/IP ports for installations using the PCL driver.

The following methods can also be used to install or configure your printer:

- The CentreWare DP program on your Advanced Printer Management Tools CD-ROM can also be used to monitor and configure the printer.
- If your printer is connected to a Windows 2000/XP network with the TCP/IP protocol enabled, you can use a web browser to monitor and configure your printer through CentreWare IS.
- For installing or managing multiple printers on a Windows 2000/XP network with TCP/IP protocol enabled, you can use the Xerox CentreWare MC snap-in to Microsoft Management Console. Refer to the Xerox CentreWare MC User Guide on the Advanced Printer Management Tools CD-ROM.

The above methods are not discussed in this section. For more information concerning CentreWare IS, CentreWare DP, or CentreWare MC, refer to the **Printer Management** section.

### Quick install steps (Microsoft TCP/IP protocol)

**Note**

For Windows XP, switch to **Classic Look** using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

1. At the Desktop, right-mouse-click the **My Network Places** icon and select **Properties**.
2. Right-mouse-click the **Local Area Connection** icon inside the **Network and Dial-up Connections** window. Select **Properties**.
3. Select the **General** tab and verify that **Internet Protocol (TCP/IP)** is loaded.
4. If the TCP/IP software is not present, install it using the documentation provided by Microsoft, and then return to this document.
5. Open the **Control Panel** and double-click the **Printers** icon.
6. For Windows 2000, double-click **Add Printer**; the **Add Printer Wizard** starts.
   
   For Windows XP, Select the **Printer Tasks** menu and click **Add a Printer**.
7. Click **Next**.
8. Click the **Local Printer** radio button.
9. Click **Next**.
10. Click the **Create a New Port** radio button.
11. Select **Standard TCP/IP Port** from the **New Port Type** pull-down menu.
12. Click **Next**.
13. The wizard now starts the TCP/IP port wizard, click **Next**.
14. Click in the **Printer Name or IP Address** edit box, and type in the IP Address of the printer you want to use.
15. Click **Next**.
16. On the **Confirmation** window, click **Finish** if the data is correct. If the data is not correct, click the **<Back** button to correct any errors.
17. Insert your printer’s **Printers Installer and Utilities CD-ROM** into your computer’s CD-ROM drive and click **Have Disk**.
18. Click the **Browse** button and select the directory containing the Windows 2000 or XP drivers.
19. Select the ***.INF** file, then click **Open**.
20. The Wizard returns you to the previous dialog. Verify that the path and filename are correct, and click **OK**.
21. At the next dialog, enter a name for the printer and select whether you want that printer to be the default, and then click **Next**.
22. If the printer is not shared, click **Next**. To share the printer, enter a **Share Name**, check the share checkbox, and then click **Next**.
23. At the next dialog, it is recommended that you print a test print. Click **Next**.
24. The **Completing the Add Printer Wizard** window appears. If all the data presented is correct, click the **Finish** button. If not, click the **<Back** button to correct any errors.
25. Wait for the test print to print. A new dialog asks for confirmation of the test print; click **Yes**.
26. Send a print job to the printer.
27. Check the print job for print-quality. If print-quality problems exist or if the job does not print, refer to the **Troubleshooting Guide** on the Interactive Documentation CD-ROM to correct the problem or access PhaserSMART from the **Troubleshooting** tab of your printer driver.

**Quick install steps (AppleTalk protocol)**
1. At the Desktop, right-mouse-click the **My Network Place** icon and select **Properties**.
2. Right-click the **Local Area Connection** icon inside the **Network and Dial-up Connections** window. Select **Properties**.
3. Select the **General** tab, and verify that **AppleTalk Protocol** is loaded.
4. If the AppleTalk software is not present, install it using the documentation provided by Microsoft, and then return to this document.
5. Open the **Control Panel** and double-click the **Printers** icon.
6. Double-click **Add Printer**; the **Add Printer Wizard** starts.
7. Click **Next**.
8. Click the Local Printer radio button.

9. Click Next>.

10. Click the Create a New Port radio button.

11. Select the AppleTalk Printing Devices from the New Port Type pull-down menu.

12. You are now presented with a list of zones discovered on the network. Double-click the Zone Name your printer is on to expand the list. Now select your printer from the list, and click OK.

13. You may now capture the AppleTalk Device. With this action, you prevent others from printing to this device. In most applications it is best to select No. If you are installing the printer port on a server that acts as a single print queue for this device, then click Yes.

14. Insert your printer’s Printer Installer and Utilities CD-ROM into your computer’s CD-ROM disk drive and click Have Disk.

15. Click the Browse button and select the directory containing the Windows 2000/XP drivers: <CD Drive>:\instal\win2k or <CD Drive>:\instal\winxp, and then click Open.

16. Select the *.INF file, then click OK.

17. The Wizard returns you to the previous dialog. Verify that the path and file name are correct, and click OK.

18. At the next dialog, enter a name for the printer and select whether you want that printer to be the default, and then click Next>.

19. If the printer is not shared, click Next>. To share the printer, enter a Share Name, check the share checkbox, and then click Next>.

20. At the next dialog, it is recommended that you print a test print. Click Next>.

21. The Completing the Add Printer Wizard window appears. If all the data presented is correct, click the Finish button. If not, click the <Back button to correct any errors.

22. Wait for the test print to print. A new dialog asks for confirmation of the test print; click Yes.

23. Send a print job to the printer.

24. Check the print job for print-quality. If print-quality problems exist or if the job does not print, refer to the Troubleshooting Guide on the Interactive Documentation CD-ROM to correct the problem or access PhaserSMART from the Troubleshooting tab of your printer driver.

Xerox TCP/IP Port Monitor

The Xerox installer for Windows automatically installs Xerox TCP/IP Port Monitor for those installations using the PCL driver. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

Adding a port using Xerox TCP/IP Port Monitor

1. To add a TCP/IP port, open the Printer Properties dialog box for the printer you would like to attach the new TCP/IP port.
   a. Click Start, scroll to Settings, and click Printers.
   b. Click your right-mouse button on the printer to which you want to attach the new TCP/IP port, and select Properties.

2. Select the Details tab, and click the Add Port button.
3. In the **Add Port** dialog box, select **Other**.

4. From the list of available printer port monitors, select the **Xerox TCP/IP Port**, and then click the **OK** button.

5. At this point, you enter the **Xerox TCP/IP Printer Port Wizard**. The wizard guides you step-by-step through the following procedures:
   a. Choosing a name for the new port.
   b. Identifying a printer by its DNS Name or IP Address.
   c. (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature. Click **Next** to proceed with the port installation.

6. The wizard verifies the port name and printer address, and automatically configures the remaining port settings for you. Any errors detected in printer identification displays a dialog box requesting **Additional Information**.

   In the **Add Xerox TCP/IP Port** window:
   a. Under **Enter a Port Name**, enter a unique name for the port being added.
   b. Under **Enter a printer name or IP address**, enter the printer’s host name or IP Address.
   c. Click **Next**.

**Note**

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, and then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list and click **OK**.

7. After all the port settings have been configured and verified, a **Completing** dialog box appears summarizing all of the settings. You have the opportunity to change any of the settings by clicking the **Back** key. Otherwise, click the **Finish** key to complete the port setup.

8. Click **OK** to exit from **Printer Properties**. This completes the installation of the Xerox TCP/IP Port.

**Windows 2000/XP troubleshooting (TCP/IP)**

**Note**

For Windows XP, switch to **Classic Look** using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PCL or PostScript print driver.
- You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the **Front Panel** section of the **Features Guide** on the **Interactive Documentation CD-ROM**.

1. Verify these items in the TCP/IP area of the Configuration Pages:
   - IP Address Source is set to DHCP, Front Panel, BOOTP, or Auto IP (depending on your network configuration).
Current IP Address is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)

Subnet Mask is set correctly (if used).

Default Gateway is set correctly (if used).

The LPR setting must be enabled. Check the LPR and AppSocket settings and verify they are set as desired.

2. Verify the Language in the LPR area of the Configuration Pages:
   - Interpreters: Auto, PCL or PostScript (depending on your driver).

3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.

4. From the server desktop, use the right-mouse button and select My Network Places. Use the right-mouse button to select Properties from the cascade menu. Select Local Area Connection.

5. The Local Area Connection Properties dialog should appear. Select the General tab.

6. Check the list of installed network protocols for TCP/IP Internet Protocol. Verify the TCP/IP is configured. For more information, contact your network administrator.

7. As required, click Install and install any components not listed and restart the system.

8. Once rebooted, select the Start button and Settings, then select the Printers folder. The printers window should appear.

9. Right-mouse-click on the printer icon and select Properties.

10. Click on the Advanced tab. Verify that you have loaded and selected the correct driver for your printer.

11. Select the Ports tab.

12. Verify that the IP Address in the Print to the following ports list is the same as the one from the Configuration Pages. You may need to click on the Configure Port button to see the IP dress. If necessary, re-select the TCP/IP number used for your printer.

13. Click on the General tab, then click Print Test Page. If the printer still does not print, access PhaserSMART from the Troubleshooting tab of your printer driver or refer to the Xerox web site at: www.xerox.com/officeprinting/support.

Windows 2000/XP troubleshooting (AppleTalk)

Note

For Windows XP, switch to Classic Look using the Taskbar and Start Menu Properties dialog box. Otherwise, Windows XP procedures do not match the steps below.

This troubleshooting section assumes you have completed the following tasks:

- You have loaded a Phaser printer PostScript print driver.

- You have printed and retained a current copy of the Configuration Pages. For information on printing Configuration Pages, refer to the Front Panel section of the Features Guide on the Interactive Documentation CD-ROM.

1. Verify that the EtherTalk Name is correct in the EtherTalk area of the Configuration Pages:
2. Verify these items in the EtherTalk area of the Configuration Pages:
   - Enabled is set to Yes.
   - Zone contains the desired zone name or * (* = means default local zone).
3. Verify that the client is logged into the network and printing to the correct print queue. Also verify that the user has access to the Phaser printer queue.
4. From the server desktop, use the right-mouse button and select My Network Places. Use the right-mouse button to select Properties from the cascade menu. Select Local Area Connection.
5. The Local Area Connection Properties dialog should appear. Select the Configuration tab.
6. Check the list of installed network components for AppleTalk Internet Protocol.
7. As required, install any components not listed and restart the system.
8. Once rebooted, select the Start button and Settings, then select the Printers folder. The Printers window should appear.
9. Right-mouse-click on the printer icon and select Properties.
10. Select the Advanced tab. Verify that you have selected the correct driver for your printer.
11. Select the Ports tab.
12. Verify the AppleTalk name in the Print to the following ports list. If necessary, re-select the correct name or, if not listed, Add a new port, selecting the Zone, then the name, from Steps 1 and 2 above.
13. Click on the General tab, then click Print Test Page. If printer still does not print, access PhaserSMART from the Troubleshooting tab of your printer driver or refer to the Xerox web site at www.xerox.com/officeprinting/support.