

November 9, 2018



# Install/Uninstall/Share Xerox® Print Drivers Best Practices for Windows Server® 2012 R2 & 2016

## Customer Tip



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# Table of Contents

Overview .....	4
Prerequisites.....	4
Print Driver Installation .....	5
Print Queue Creation .....	6
Print Queue Deletion.....	7
Procedure to Uninstall the Print Driver .....	7
Sharing Between Windows Server 2012R2 or 2016 to Windows 8.1, Windows 10 or Windows 7.....	8
Sharing a V4 Print Queue to a Windows 7 Client - Enhanced Point and Print.....	9
Additional Information.....	10

# Overview

This document contains the procedure to install, uninstall and share Xerox® Print Drivers on a Windows Server® 2012 R2 or a Windows Server® 2016. This document walks an Administrator through the process to manually create a printer queue using a Xerox print driver.

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

Xerox offers 3 different print drivers which will print from a Windows Server® 2012 R2 or Windows Server® 2016.

- Xerox® Class Drivers (V4 architecture) are embedded in the Windows Server operating system (Inbox).  
These drivers offer limited & basic 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® WorkCentre® 7800 Series Class Driver
  - Xerox® Office PCL6 Color Class Driver V1.2
- Xerox® V4 drivers (v6.x.x or v7.x.x) offer printer specific functionality vs. a Class driver when the Xerox Print Experience Application(s) are installed. These drivers can be identified by the V4 notation in their name. For example:
  - Xerox® WorkCentre® 7835 V4 PCL6
  - Xerox® WorkCentre® 7835 V4 PS
- Xerox® V3 drivers (v5.x.x) are the same platform drivers that are installed on Windows 7 (and older OSs.)

For detailed information on Microsoft's V3 and V4 print architectures, please refer to Microsoft article 'Print and Document Services Architecture' available at:

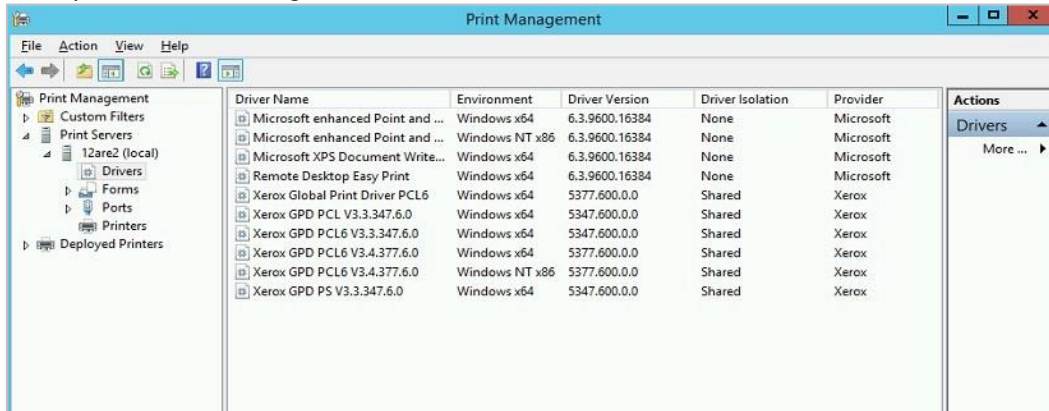
<http://technet.microsoft.com/enus/library/jj134171.aspx>

## Prerequisites

- Administrator rights are needed to accomplish some of the steps within this document due to rights/permissions set by a customer's IT department.
- The print driver files must be placed in a location accessible to the server in which the print driver will be installed. These drivers can also be placed locally on the workstation or on physical media.
- Print Management Console must be installed on the Windows Server® 2012 R2 or Windows Server® 2016 to perform these installs.

# Print Driver Installation

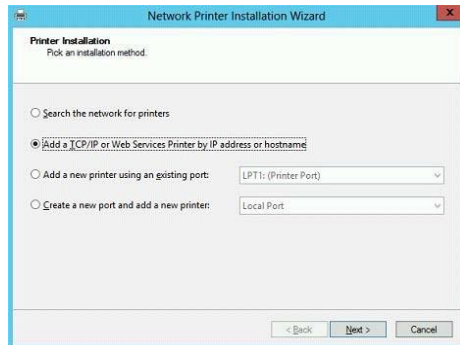
1. Within Windows Server, select **'Start'** then **'Print Management'**. If Print Management is not listed then search for the application.
2. Open the Print Management console.



3. Expand **'Print Servers'** and then expand the desired print server. 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® V4 driver can be shared to client machines running on either processor, as it uses the 'Microsoft enhanced Point and Print driver' as an interface between the server and client. So, choose the processor architecture that matches your server when installing Xerox® V4 Print Drivers.  
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 the x64 bit drivers first and then the x86 drivers.
6. In the **'Print Driver Selection'** window select a Xerox® Class driver or select **[Have Disk...]**. If you choose a Xerox® Class Driver then proceed to step 10.
7. Browse to the location where the (V3 or V4) Print Driver files were saved.
8. Select the desired print driver, then select **[Open]** and then select **[OK]**.
9. In the **'Print Driver Selection'** window choose the desired printer model and select **[Next]**.
10. Select **'Finish'**. You have successfully installed a Xerox® print driver.

# Print Queue Creation

1. Open the Print Management Console.
2. Expand **'Print Servers'**, then expand the desired Print Server.
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]**.



5. Within the **'Printer Address'** window select **'TCP/IP Device'** for Device Type. Enter the **'Hostname or IP Address'** of the printer.

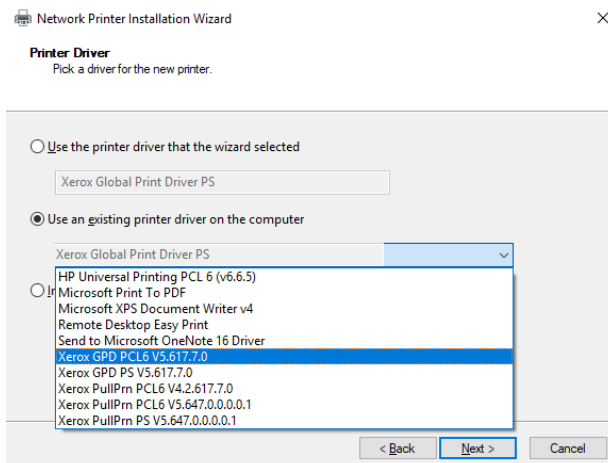
**Note:** The **'Port name'** will mirror the IP address or Hostname. You may change the Port name in this step to something you can identify more easily.

**Caution:** If Device Type is set to "Autodetect" then Microsoft determines what type of device the printer is. This can lead to the printer being installed as a Web Services Device or configured with the incorrect port monitor. Both variables can negatively impact device communications.

6. Ensure that the **"Auto Detect the printer driver to use"** checkbox is **not** selected and select **[Next]**.

**Note:** If the "Additional port information required" dialog appears leave it set for **"Standard"** and select **[Next]**.

7. Select **"Use an existing printer driver on the computer"** and select the driver installed in previous procedure.



8. On the 'Printer Name and Shared Settings' window select the “**Share this printer**” check box and then select **[Next]**.

**Caution:** If you switch the Printer Name make sure Share name matches.

9. Select **[Next]** on the “**Printer Found**” dialog. This will start the creation process for the print queue.
10. 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.

## Print Queue Deletion

**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 and expand Print Servers.
2. Expand the desired Print Server and select '**Printers**'.
3. Find the print queue you would like to delete and right click on the printer icon.
4. Select '**Delete**'. (You may be required to enter administrator credentials.)
5. Select **[Yes]** when asked “**Are you sure you want to delete the printer?**”
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.

The device will disappear from the 'Printers' list. You have successfully deleted a print queue.

## Procedure to Uninstall the Print Driver

**Caution:** Deleting print drivers cannot occur until all print queues have been deleted.

1. Open Print Management Console and expand Print Servers.
2. Expand the desired Print Server and select '**Drivers**'.
3. Find the print driver you wish to uninstall and right click on it and select '**Delete**'.
4. 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 2012R2 or 2016 to Windows 8.1, Windows 10 or Windows 7

## Overview

The V3 print architecture provides a method for print clients to obtain a driver from the print server. Microsoft removed this functionality when they introduced the V4 print architecture. With the new V4 print architecture, the print server is no longer a software distribution mechanism. Microsoft made this change to enhance security, compatibility, serviceability and reliability to the Windows OS.

V4 print architecture on a Windows Server® 2012 R2 & Windows Server® 2016 provides both a 64-bit and 32-bit compatible 'Microsoft enhanced Point and Print compatibility driver' to clients running previous versions of Windows, excluding Windows XP and older. The 'Microsoft enhanced Point and Print compatibility driver' interfaces with Windows Server® 2012 R2 & Windows Server® 2016 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 <http://technet.microsoft.com/en-us/library/jj590748.aspx>

**Note:** No changes have been made to V3 printer sharing in Windows Server® 2012 R2 or Windows Server® 2016.

## Procedure to Share a V4 Printer Object to a Windows 8.1 or Windows 10 Client

1. On your Windows 8/8.1 or Windows 10 client, select '**Control Panel**' from the start screen. If it is not listed perform a search for '**Control Panel**'.
2. 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 “\\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]**.

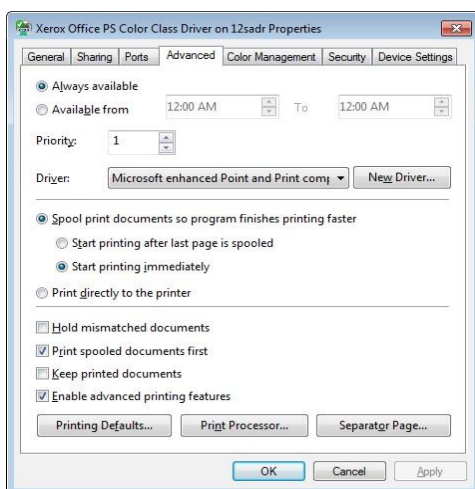
You have successfully installed a Shared Printer.

**Note:** To get the full functionality of the V4 print driver the Xerox Print Experience Applications (Desktop and Modern UI) need to be installed on the client. The Xerox Print Experience Desktop Application can be installed via Xerox.com. The Xerox Print Experience Modern UI Application must be downloaded from the Microsoft Store.

## Sharing a V4 Print Queue to a Windows 7 Client - Enhanced Point and Print

### Overview

Windows 7 does not support print using V4 print drivers on the local client; however, you can still connect to a V4 print driver queue that is shared from a server. Selecting the Advanced tab in Printer Properties will show that the driver shared from the Server 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. The driver will not have the same look and feel as the Xerox® V3 drivers. Please contact Microsoft for questions regarding the Microsoft Enhanced Point and Print compatibility driver.



## Procedure

**Note:** The steps to install a shared printer using a V3 or V4 print driver are the same.

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:** If the 'Xerox Desktop Print Experience' application is installed on the Windows 7 client, then the 'Microsoft enhanced Point and Print compatibility driver' queue will display the Xerox® V4 Print Driver interface.

## 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@xerox.com](mailto:USA.DSSC.Doc.Feedback@xerox.com).

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

