xerox ®

Install/Uninstall Xerox® Print Drivers & Apps Best Practices for Windows® 8, 8.1, and 10
Customer Tip

Table of Contents

[This page left intentionally blank]

Purpose

This document contains the procedure to install and uninstall Xerox® Print Drivers for Windows as well as Xerox® Applications on the Windows® 8, 8.1 and 10 operating systems. This document walks a user through a manual printer/print driver install typically performed by a System Administrator.

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

If you would like detailed information about the Windows® V3 and V4 print architectures, please refer to the following Microsoft articles:

- Print and Document Services Architecture

  http://technet.microsoft.com/en-us/library/jj134171.aspx

- Overview of Printing in Windows® 8

  http://msdn.microsoft.com/en-us/library/windows/hardware/hh852373.aspx

Prerequisites

- Administrator rights may be needed to accomplish some of the steps within this document.

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

- Xerox offers 3 different print drivers which will run on a Windows® 8, 8.1 and 10 client

  – Xerox® Class Drivers are V4 drivers which are embedded in the Windows 8, 8.1 and 10 operating system. 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® ColorQube® 9300 Series Class Driver

    - Xerox® Office XPS Color Class Driver

- Xerox® V4 drivers offer more functionality than a Class Driver. A V4 driver is required in order to run the Xerox® Desktop Application as well as the Xerox® Print Experience App - Modern UI. Xerox only offers product specific V4 drivers. 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 are the same drivers that are installed on Windows® 7 (and older operating systems). These drivers offer full functionality when printing via the desktop, but have limited functionality when printing from the Modern UI. V3 drivers will not support the Xerox® Print Experience App - Desktop or the Xerox® Print Experience App - Modern UI (Available through the Windows Store).

Installation Procedure for Windows 8, 8.1, and 10 Printer/Print Driver

1. Within Windows 8, 8.1 and 10 select 'Control Panel' from the start screen.

   Note: If Control Panel is not listed perform a search for 'Control Panel'.

2. Select 🖶 Devices and Printers

   Note: If 'Devices and Printers' 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]
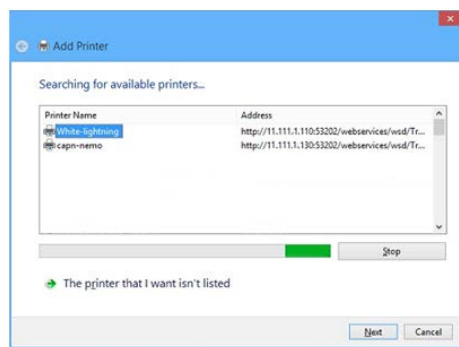
4. Select [The printer that I want isn't listed]

5. Select 'Add a printer using a TCP/IP address or hostname' and select [Next]

6. From the 'Device Type' pull-down select 'TCP/IP Device'.

7. 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 easily identify.

8. Ensure that the 'Query the printer and automatically select the driver to use' checkbox is not selected and select [Next].

9. Perform one of the following:

   - If a class driver is desired, in the 'Install the printer driver' window select the Xerox® Class driver and continue to step 12.

   - For V3 or V4 driver installation, select [Have Disk…]
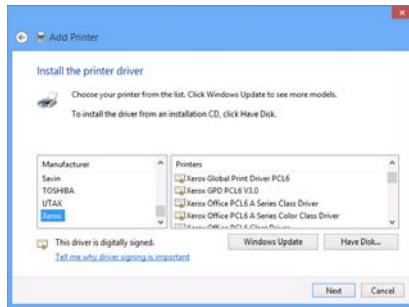
10. Browse to the location where the Print Driver files were saved (V3 and V4 only). Select the print driver and then select [Open] and then select [OK].

11. In the 'Install the printer driver' window choose the desired printer model and select [Next].

12. Within the 'Type a printer name' window you can manually enter a printer name or accept the default provided. Selecting [Next] starts 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.
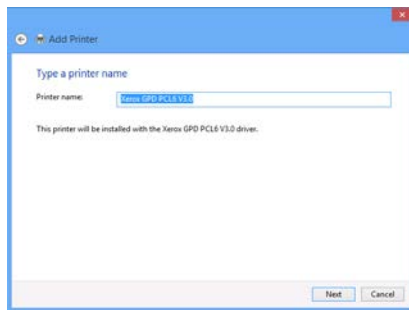
13. In the 'Printer Sharing' window choose to either share the printer or not, and select [Next].

14. Select [Finish]

15. You'll notice that the printer is now included in the 'Devices and Printers' section within the Control Panel.

   You have successfully installed the printer and print driver.

Install Procedure for Xerox® Print Experience App - Desktop

The Xerox® Print Experience App - Desktop provides the ability to select additional features when utilizing the Xerox® V4 architecture to print from the desktop.

Note: A user can print without this application installed, however, the feature set is limited.

Prerequisites

• A printer using the Xerox® V4 print driver needs to be installed prior to installing Xerox® Print Experience App - Desktop.

• Administrator rights may be needed to accomplish some of the steps within this procedure.
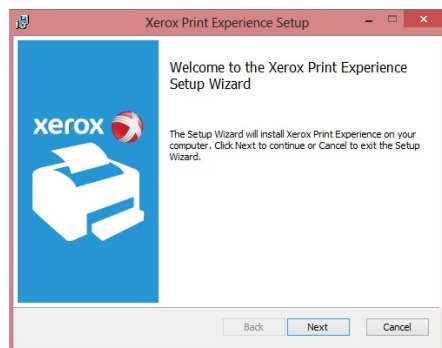
Installation

1. Download the application from http://www.support.xerox.com/ and place it in a location accessible from the workstation. The Xerox® Print Experience App can be found by entering the product name and selecting 'Driver & Downloads'. The application can be found in the Utilities & Applications section when the Windows 8, 8.1 or Windows 10 operating system is selected.

   Note: If you selected 'Run' from the web browser then please proceed to step three.
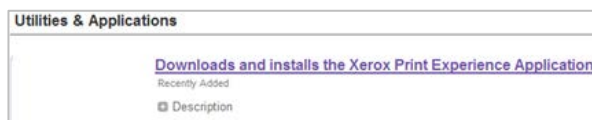
2. Browse to the directory where you saved the application and run
   • 'XrxSetup_6.xx.yy.zz_x86.msi' - for 32-bit operating systems
   • XrxSetup_6.xx.yy.zz_x64.msi' - for 64-bit operating systems

3. Select [Next] from the "Welcome" screen.

4. Read the 'License Agreement' and if you agree, select the License Agreement check box

5. Select [Next]

6. Select [Next] on the Destination Folder screen

7. Select Install, which will install the Xerox® Print Experience App - Desktop

8. Select Finish

9. Once the Printer Experience Desktop Application has finished installing go to 'Control Panel'

10. Open 'Control Panel' and select 'Devices and Printers'.

    Note: If 'Devices and Printers' is not listed search for 'Printers' in the 'Search Control Panel'
            field.

11. Right click on the Xerox® V4 printer previously installed and select 'Xerox Printer Properties'

    Note: Ensure the printer is powered on. If the printer is not powered on the synchronization
            will not work.
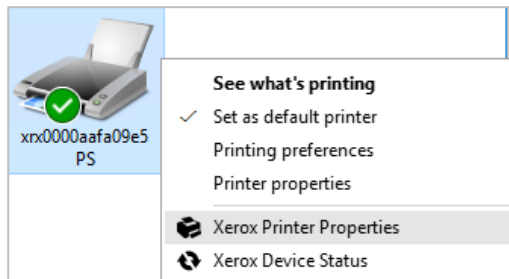
12. Select the refresh icon to synchronize the Xerox® Print Experience App - Desktop with
    the Xerox® printer.

13. Once you receive the Synchronization Complete confirmation select [OK].

14. Select [OK] to close the 'Xerox Printer Properties window.

    Note: If you successfully installed the Xerox® Print Experience App - Desktop your Xerox®
            V4 print driver dialog will look similar to the image below when printing from the
            Windows 8, 8.1 and 10 Desktop. The color of the window may vary depending on the
            Windows 8, 8.1 and 10 desktop theme.

Install Procedure for Xerox® Print Experience App - Modern UI

This application provides the ability to select additional features when utilizing the Xerox® v4 architecture to print from the Modern UI. The Xerox® Print Experience App - Modern UI is only available through the Microsoft (Windows App) Store.

Note: A user can print without this application installed however, the feature set is limited.

Prerequisites

- Access to the Microsoft Store is required to download this Application. Work with your System Administrator to gain access to the Store/Internet.

- A printer using the Xerox® V4 print driver needs to be installed prior to installing Xerox® Print Experience App - Modern UI

- Administrator rights may be needed to accomplish some of the steps within this procedure.

Installation

1. Select the Store icon from the Windows 8, 8.1 and 10 Modern UI
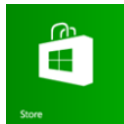
2. Search for Xerox

3. Select the Xerox® Print Experience App

Note: You may need to enter valid Microsoft Account information to complete the install of the application.

Note: If you receive an error message from Microsoft when attempting to download the application, please contact your system administrator or help desk. If they cannot resolve the issue contact Microsoft Support.

4. Select Install

5. The application will download with no further information required. When the install is
    complete the store will display "You own this app"

    Note: If you successfully installed the Xerox® Print Experience App - Modern UI the
    following dialog will appear when printing with a Xerox® V4 print driver from a
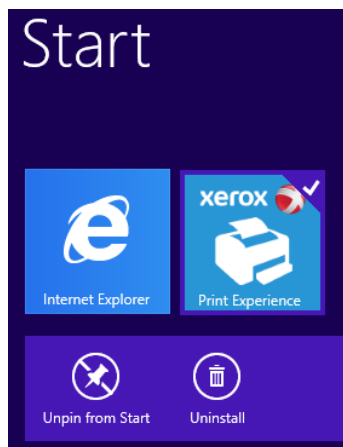   Modern UI App

Uninstall Procedure for the Xerox® Print Experience App - Desktop

1. Select 'Control Panel' from the start screen. If it is not listed perform a search for 'Control Panel'.

2. Select ![Programs and Features]

3. Select ![Xerox Print Experience]

4. Select Uninstall

5. Select Yes to the "Are you sure you want to uninstall Xerox® Print Experience App?" question.
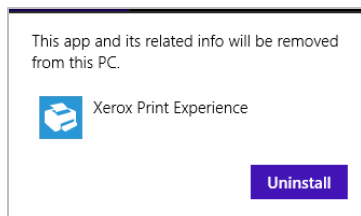
You have successfully uninstalled the Xerox® Print Experience App - Desktop

Uninstall Procedure for Xerox® Print Experience App - Modern UI

1. In the Modern UI Start screen, scroll through the apps until you find the Xerox® Print Experience App. If it is not listed perform a search for Xerox.

2. Right-click on the app and select 'Uninstall'

3. Select 'Uninstall' when you are presented with a confirmation window.

You have successfully uninstalled Xerox® Print Experience App - Modern UI

Printer and Print Driver Uninstall Procedure

1. In Windows 8, 8.1 and 10 select 'Control Panel' from the start screen.

   Note: If Control Panel is not listed perform a search for '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 'Devices and Printers' section.

   Note: All printers using the desired print driver need to be removed before removing the print driver

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 [OK]

   d. Once the spooler is stopped type net start spooler.

   e. Select [OK]

7. Within the Device s and Printers window select a different printer and select "Print server properties"
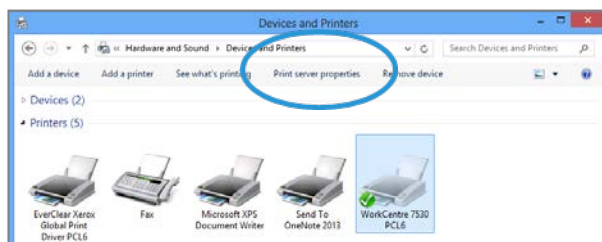
8. Select the 'Drivers' tab.

9.   Select the print driver you want to delete and select 'Remove'.
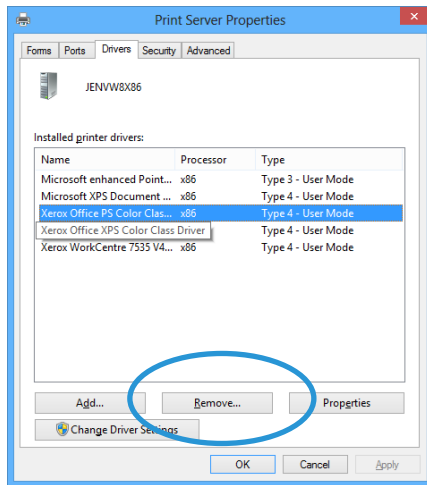
10. Select 'Remove driver only' and select OK

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

You have successfully uninstalled the printer and the print driver.