Xerox® Smart Start

Customer Tip

Preface

Xerox® Smart Start Software is a Windows installer designed for administrators and standard users. It allows them to pick which print driver to install and will make recommendations on which driver provides the best experience.

Xerox® Smart Start performs the following:

- Printer Discovery
- Allows administrators to pick which printer(s) they want to install
- Make recommendations on which driver provides the best experience
- Downloads the best driver from https://www.support.xerox.com and then creates a printer
- Upgrades existing printers if new drivers are available
- TWAIN and WIA Scan Driver installation

Xerox® Smart Start supports Microsoft's Type 3 and Type 4 print systems. Xerox® Smart Start can install the Xerox V3 Global Print driver or the V4 product specific driver and supporting companion applications. Xerox® Smart Start can also install Xerox TWAIN and WIA scan drivers. Xerox® Smart Start installs the Xerox® Print and Scan Experience app automatically regardless of the print system selected.

Xerox® Smart Start software supports the following Windows Operating Systems:

- Windows 11
- Windows 10

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Xerox® Smart Start Software

Where can I find Xerox® Smart Start?

Xerox® Smart Start is a stand-alone installer. Download it from www.support.xerox.com. Follow the below produce to access the software.

1. Select All Support and Drivers
2. Select Printers
3. Select desired Product Family (example AltaLink®)
4. Select the desired Model (example Xerox® AltaLink® C8030/ C8035/ C8045/ C8055/ C8070 Color Multifunction Printer)
5. Select Xerox® Smart Start – Agree to the Terms and Conditions
6. Select Download

How Does Xerox® Smart Start Software Work?

PRINTER DISCOVERY

Xerox® Smart Start searches the local subnet for supported printers using SNMP. It will also detect subnets used by existing printers and search those networks for new printers.

Xerox® Smart Start also allows users to search for specific network printers using hostname or IP address.

INSTALLATION

Xerox® Smart Start can be utilized by both standard users and administrators to **install printers**, but it requires elevation to an administrator to **install print drivers and scan drivers**.

- Administrators can use Smart Start to install printers without having print or scan drivers pre-installed on an OS.
- Standard users can use Smart Start to install printers on an operating system where an administrator has pre-installed Xerox print drivers.

  Examples:

  - If the Xerox® AltaLink C8130 V4 PS print driver is already installed on the client and a user would like to create a print queue for an AltaLink® C8130 device, the Quick Install will not display the shield icon. In other words, a standard user can create the queue without elevated rights.
  - If the Xerox® AltaLink C8130 V4 PCL6 print driver is already installed on the client and a user would like to create a print queue for an AltaLink® C8130 using the V4 PCL6 driver, the Install button (found on the Advanced Install dialog) will not display the shield icon. In other words, a standard user can create the queue without elevated rights.
  - If the Xerox® Global Print Driver PCL6 or Xerox® Global Print Driver PS is already installed on the client and a user would like to create a print queue for a device which does not have a V4 print driver or would like to install a V3 print queue, then

the Quick Install or Install button (found on the Advanced Install dialog) will not display the shield icon. In other words, a standard user can create the queue without elevated rights.

- Standard users can use Smart Start to install printers, upgrade existing print drivers, and install scan drivers without pre-installed drivers if Smart Start is running with elevated rights.

When Xerox® Smart Start needs to elevate to perform an installation, it will display a shield icon on the Quick Install/Install button.

When the user selects an install button with a shield icon, a Windows User Account Control (*UAC*) prompt will appear.

To continue, the user must select **Yes** and supply administrator credentials. When the user has supplied administrator credentials, Xerox® Smart Start will close and re-open with elevated privileges.

What happens if I do not have administrator credentials?
If Smart Start displays a UAC prompt and the user does not have administrator credentials, then the user will not be able to install a printer. Select **No** to close Smart Start. Please contact an administrator to install a compatible Xerox print driver on your PC.
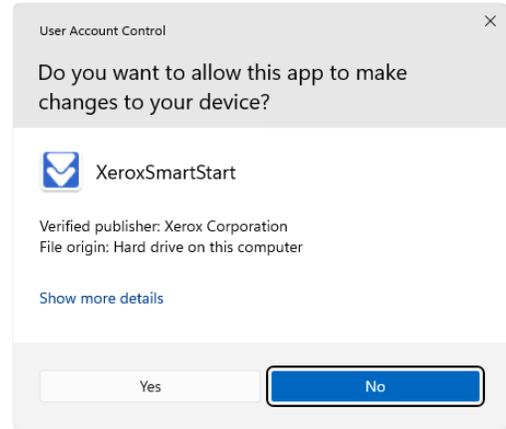
The user can choose between two different kinds of installations.

- **Quick Install** – Xerox® Smart Start will automatically install drivers based on the user's operating system and printer model. Quick install does not install scan drivers.
- **Advanced Install** – Xerox® Smart Start will allow the user to choose which print system, PDL, and scan driver they want to install. Xerox® Smart Start will recommend which options provide the best print experience.

Installing a Printer with Xerox® Smart Start

Install

1. Launch XeroxSmartStart.exe.
2. Agree to the EULA.
3. Xerox® Smart Start will scan for printers.
4. Select the printer you want to install and choose either **Quick Install** or **Advanced Install.**
5. If Xerox® Smart Start did not find the printer you want to install, select **Don't See Your Printer**.
   - Enter the printer's hostname or IP address and select **Continue**. If Xerox® Smart Start detects your printer, you will then have the option to select Quick Install or Advanced install.
6. When the installation finishes, Xerox® Smart Start will display a confirmation screen. You can **Install Another Device** or exit by selecting **Done**. There is also the option to print a test page and register the device.

Quick Install

If you do not see a 🛡 shield icon next to Quick Install, you do not need to admin rights to install the printer.

- Select **Quick Install** and you are done.

If you do see a 🛡 shield icon next to Quick Install, then Smart Start needs to elevate to install a print driver.

- Select **Quick Install**.
- Windows will display a UAC prompt, select **Yes** to elevate.
- Enter administrator credentials to continue.
- Smart Start will re-open on the Ready to Install Screen for the selected printer, with administrator permissions.
- Select **Quick Install** to install the printer.

Advanced Install

On the Advanced Install screen, a set of install options is presented. There is also an "**i**" button next to each option. Selecting the "**i**" displays recommendations on what value to select for each option.

Print System
A user can choose between Microsoft's Type 3 and Type 4 print systems.

- If you select Type 4, Smart Start will create a V4 printer with a product specific driver.
- If you select Type 3, Smart Start will create a V3 printer with the Xerox® Global Print Driver.

Driver PDL
A user has the option of selecting either PostScript, PCL6, and for printers that support it, PCLm.

TWAIN/WIA Scan Drivers
Optionally, a user can choose to install scan drivers. By default, Xerox® Smart Start does not install scan drivers.

If you do not see a 🛡 shield icon next to Install, you do not need to elevate to install the printer.

- Select **Install** to install the printer.

If you do see a 🛡 shield icon next to Install, then Smart Start needs to elevate to install a print driver or a scan driver.

- Select **Install**.
- Windows will display a UAC prompt, select **Yes** to elevate.
- Enter administrator credentials to continue.
- Smart Start will re-open with administrator permissions.
- Select **Advanced Install**, select the options you want, then select **Install** to install the printer.

Offline Printer Installation

Xerox® Smart Start can be used to create printers even when the device is offline. During the install process, the user needs to supply Xerox® Smart Start with the device's hostname or IP address. Once the device is back online you will be able to print to it.

Note Xerox® Smart Start will not install scan drivers for offline printers.

1. Run Xerox® Smart Start and let it finish discovering printers.
2. Select **Don't See Your Printer**.
3. Enter the printer's hostname or IP address and select **Continue**.
4. If Xerox® Smart Start cannot find the printer, it will prompt you to install an offline printer.

No Printer Found at Network Location

No printers were found at the network location you entered. Please recheck your entry and try again or Manually install an offline printer.

Install an Offline Printer   Try Again
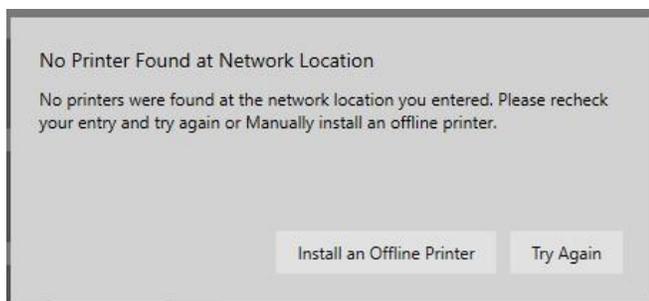
5. Select Install an Offline Printer.
6. Select a printer model.

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Xerox AltaLink B8045   Select this Model

Xerox AltaLink B8055   Select this Model
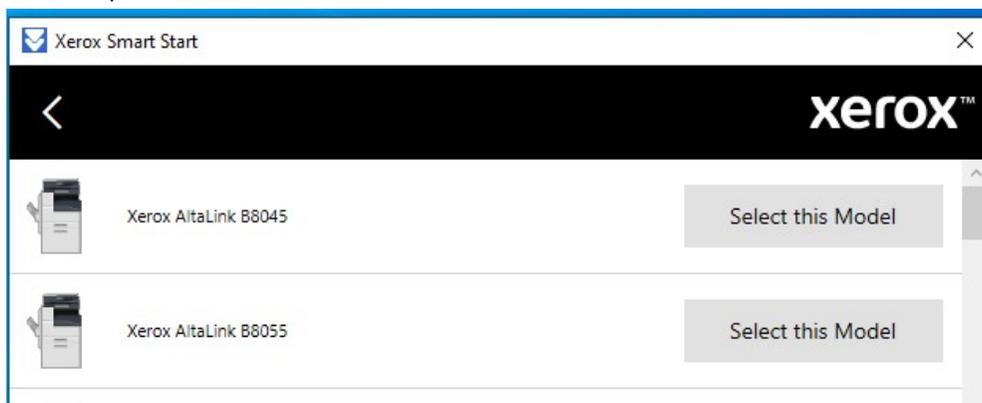
7. If you do not see a 🛡 shield icon next to Quick Install or Install (found on in Advanced Install), continue to the next step.

If you see a 🛡 shield icon next to Quick Install or Install, this means one needs elevated rights are needed to complete the print driver installation.

- Select either Quick Install or an Advanced Install.
- Enter administrator credentials to continue in the UAC dialog.
- Select Yes to elevate.
- Smart Start will re-open to the '*Don't See Your Printer*' screen with administrator permissions.
- Enter the printer's hostname or IP address and select Continue.
- If Smart Start cannot find the printer, it will prompt you to install an offline printer.
- Select Install an Offline Printer.
- Choose your printer model.

8. Select **Quick Install** or **Advanced Install** and complete the printer installation.

Install Printers with Xerox® Smart Start and the Xerox® Quick Link App

With the Xerox® Quick Link App, an administrator can download a custom Xerox® Smart Start installer that already has your printer's network address. This allows you to skip printer discovery entirely and immediately install your printer with Xerox® Smart Start.

The Xerox® Quick Link App is supported by Xerox® ConnectKey® technology enabled devices. Before you can use Xerox® Quick Link you will need to add it to your printer. This

Connect with Quick Link
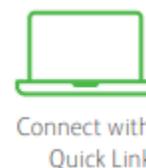
is done in the Xerox® App Gallery found on your printer's home screen. Once Xerox® Quick Link is installed, follow these instructions to start printing.

1. From the home screen select the Xerox® Quick Link app on your printer.
2. Xerox® Quick Link App will ask if you are connecting to a computer or mobile device. Select **Computer.**
3. In the next screen, enter your email address and select **Send.**
4. Your printer will send you an email containing a Xerox® Smart Start download link.
5. Open the email and select the **Microsoft Windows** link.
6. This will launch your default web browser and download a custom Xerox® Smart Start installer.
7. Run the installer.
8. Agree to the EULA.
9. Xerox® Smart Start will present you with a Ready to Install screen. Select **Quick Install** or **Advanced Install** to begin.

   Note: If you see a 🛡 shield icon next to Quick Install or Install (within the Advanced dialog)**,** then Smart Start needs administrator privileges to install a print driver. Selecting Quick Install or Install will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. Once Xerox® Smart Start relaunches select the desired Install method (Quick or Advanced)
10. After the installation is finished, the Install Complete confirmation screen is displayed.

Upgrading the Print Driver with Xerox® Smart Start

When Xerox® Smart Start scans for printers it checks to see if there are print driver updates available for existing printers. If Xerox® Smart Start finds an update, it will present the user with an **Update** button.

Note: If a shield icon appears next to Update, then Smart Start requires administrator privileges to update a print driver. Selecting Update will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. From there a user can continue with the update.

To upgrade to the recommended option, select the **Update** button. To see upgrade options, select the "**i**" button.

If your printer is using an out-of-date Type 3 print driver and your operating system supports Type 4 print drivers, then Xerox® Smart Start presents you with the following window after selecting **Update**.
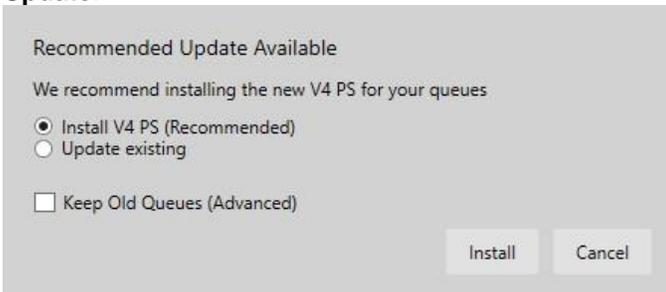
If you choose **Install V4,** then Xerox® Smart Start will delete the old Type 3 printer and replace it with a new printer using the Type 4 print driver.

- If you choose **Install V4** and check **Keep Old Queues,** then Xerox® Smart Start will keep the old Type 3 printer and create a new printer with the Type 4 driver. You will end up with two printers, one Type 3 the other Type 4.
- If you choose **Update existing,** then Xerox® Smart Start will upgrade your printer to the latest Type 3 Xerox® Global Print Driver.

Note: Whichever option you choose Xerox® Smart Start will not delete the old V3 print driver.

Additional Considerations

ARM64 Support

Xerox® Smart Start can create IPP printers on ARM64 versions of Windows 10 & 11 using the Microsoft® IPP Class Driver. Installation of Xerox V3/V4 print drivers, the Xerox® Desktop Print Experience, the Xerox® Print and Scan Experience, and installation of the scan drivers are not supported.

- Smart Start only supports Quick Installs on ARM64 versions of Windows.
- Smart Start must be run under administrator credentials to create IPP printers.
- Smart Start can only create printers for Xerox devices that support IPP.

Xerox® Print and Scan Experience Installation

Xerox® Smart Start will automatically install the Xerox® Print and Scan Experience app through either the Quick or Advanced Install workflow. The app will be installed for both Type 3 and Type 4 printers.

Notes:

- There is no option to decline the installation of the app.
- Smart Start must be run under Administrator credentials to install the Xerox® Print and Scan Experience.
- Installation of the Xerox® Print and Scan Experience is not supported on 32-bit versions of Windows 10.
- Installation of the Xerox® Print and Scan Experience is not supported on ARM64 versions of Windows 10 & 11.

Supported Operating Systems

Xerox® Smart Start will automatically install the Xerox® Print and Scan Experience on these operating systems.

- Windows 11 21H2 22000 or higher.
- Windows 10 x64 21H2 19044.1806 or higher.

Troubleshooting

XEROX® SMART START DOES NOT DISCOVER MY PRINTER

- Xerox® Smart Start uses SNMP to discover printers. Ensure SNMP v1/v2c is enabled on your printer. Check network settings on the device's web page.
- The printer may be on a different subnet than the PC running Xerox® Smart Start. Select **Don't See Your Printer** and enter the printer's hostname or IP address to search for it.
- The printer must use the default SNMP read-only community name string for Xerox® Smart Start to discover it. Select **Don't See Your Printer** and enter the printer's hostname or IP address to find and install it.

XEROX® SMART START FAILS TO DOWNLOAD PRINT/SCAN DRIVERS

- Xerox® Smart Start downloads print drivers from the Internet. Check your PC's proxy settings and ensure you are connected to the Internet.

XEROX® SMART START TAKES A LONG TIME TO DISCOVER PRINTERS ON MY NETWORK

- Xerox® Smart Start uses every printer in Devices and Printers to search for new printers. Try deleting any old unused printers.
- Remove any old TCP/IP ports from your PC that are no longer assigned to a printer. To remove unassigned TCP/IP ports follow the procedure below:

Caution: Please perform a backup for your Print Management settings prior to preforming this procedure.

1. Select Start, **Settings**
2. Open **Devices** and select **Printers & scanners.**
   - Scroll down until you see **Related Settings**.
   - Select the **Print server properties**.
3. In Print server properties select the **Ports** tab.
4. Select the **Change Port Settings** button.
   - You will be required to elevate to an administrator account.
5. Scroll down the list of printer ports and look for any port described as a *Standard TCP/IP Port* that does not have a printer associated with it.
6. Delete any of these ports.