

# Printing with Windows on ARM

Customer Tip Document

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# Preface

This document is intended to provide an overview of the compatibility of Xerox® print and scan software with Windows systems powered by ARM64 processor-based devices (such as MS Surface Pro X, Lenovo Flex 5G, and Acer Spin 7).

ARM-based devices are becoming more popular as individuals and enterprises increasingly recognize the potential cost benefits. Microsoft's® offering of Windows on ARM has especially driven adoption of ARM for many. This document is to help those users get up and printing with their Windows on ARM devices. For more on MS support of this new processor class, refer to <https://docs.microsoft.com/en-us/windows/arm/>.

If you experience problems that cannot be resolved by following the tips in this document, then please contact [Xerox customer support](#).

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# 1. Printing with Windows on ARM

## Limitations of ARM

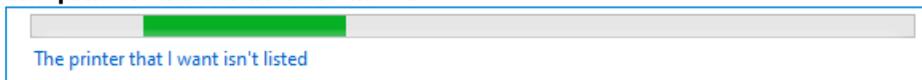
According to Microsoft, Windows on ARM can only utilize drivers that have been compiled to match the ARM64 architecture; it cannot use drivers built for the x86 or x64 processor architectures. This means that most of the print drivers designed for other versions of Windows will not work for Windows on ARM. However, Printer Class Drivers can offer basic printing capabilities for Windows on ARM.

## Overview of Class Drivers

Class Drivers are V4 print drivers which are embedded in the Windows operating system. These drivers offer limited functionality and rely on the Microsoft User Interface (UI). They do not have the Xerox® Printer Driver interface. These drivers can be identified by the words 'Class Driver' in their name.

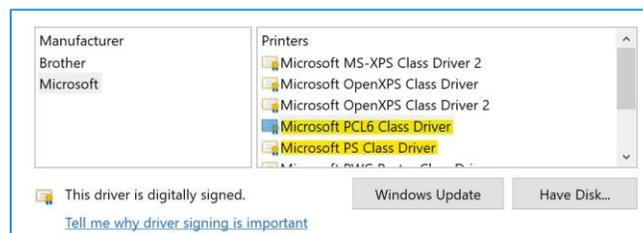
### ADDING A PRINTER USING WINDOWS ADD PRINTER WIZARD:

1. Open **Control Panel > Hardware and Sound > Devices and Printers**
2. Select **Add a printer** which will search for printers on the network.
  - a. If none are found, you will be able to add the printer by selecting **The printer that I want isn't listed**



3. Select **Add a local printer or network printer with manual settings**
  - a. Select **Create a new Port > Standard TCP/IP Port**.
  - b. Enter the IP address of the printer you'd like to install.
  - c. Uncheck **Query the printer and automatically select the driver to use**.
4. On the **Install the printer driver** page, under **Manufacturer**, click **Microsoft** and select the desired Microsoft Class Driver.
  - a. Choose the class driver that most closely matches the printer you are installing. The most widely compatible is the **Microsoft IPP Class Driver**. Other widely compatible drivers are:
    - Microsoft PCL6 Class Driver
    - Microsoft PS Class Driver

**Note:** If no applicable Class Drivers are listed, selecting **Windows Update** will refresh the list of available drivers from the Windows Update server.



## 2. Xerox® Software Compatibility

The following table provides details of Xerox software components compatibility on systems running Windows powered by ARM processor.

Xerox Software Component	Compatible	Notes
<b>Xerox® Smart Start Software</b>	No	The Smart Start installer will immediately display an Unsupported System dialog and gracefully exit the installation process upon acknowledgement.
<b>V3 &amp; V4 print driver</b>	No	Xerox does not currently offer fully featured ARM64 drivers.
<b>Xerox® Desktop Print Experience App</b>	No	The Xerox Desktop Print Experience (.MSI) installer will immediately display an Unsupported System dialog and gracefully exit the installation process upon acknowledgement.
<b>Xerox® Print and Scan Experience App</b>	Yes / Limited	Xerox Print and Scan Experience will auto-install with the installation of printer when using either Xerox Class driver or MS IPP Class driver.
		Install Printers – executes Xerox Smart Start which will immediately display an Unsupported System dialog and gracefully exit the installation process upon acknowledgement.
		Printers installed with a Class driver will not be shown in the “Xerox Print and Scan Experience”.
		When user launches the “Xerox Print and Scan Experience” using any applications like MS Photos, the print-time UI appears with limited features available.
<b>XML Editor Tool</b>	No	The XML configuration settings are not enforced in Xerox Class drivers.
<b>FMU</b>	Yes	There is no difference in behavior or functionality of the tool and will work as expected as that of Windows on x86 and x64 bit processor.
<b>Scan Management Utility</b>	No	ARM64 Scan drivers are not supported.