Printing to Xerox Devices with Windows on ARM

Customer Tip Document

Preface

This document is intended to provide an overview of the compatibility of Xerox print and scan software with Windows systems powered by ARM64 processors. It will help users start using Xerox solutions on their Windows ARM-powered devices. For more on Microsoft support of this 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.

Contents

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, Xerox does offer printing solutions for Windows ARM64 devices.

ARM64 Printing Solutions

XEROX® GLOBAL PRINT DRIVER

Xerox offers an ARM64 version of the Xerox® Global Print Driver. This driver is identical to the x64 version but will run on Windows 10/11 ARM devices.

Supported operating systems

- Windows 11 ARM x64
- Windows 10 ARM x64

Download the ARM64 Xerox® Global Print Driver onto an ARM64 device
1. Open https://www.support.xerox.com
2. Select Printers - Xerox Global Print Driver - Software
3. Select the Platform menu and choose Windows 11 ARM 64, then select **Apply Filters**

4. Xerox has two PDL options available for download PostScript or PCL6.
5. Check, "I agree to the Terms and Conditions", then select **Download**
   This will download a .zip file containing the driver
6. Go to your downloads folder and extract the zip file

Create a print queue using the ARM Xerox® Global Print Driver
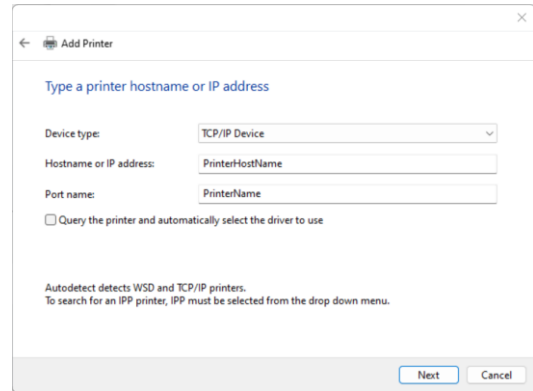Windows 10

1. Open **Settings** > **Devices** > **Printers & scanners** > **Add a printer or scanner**
2. Select '**The printer that I want is not listed'** to launch the Add Printer Wizard
3. To create the printer, follow the steps in the '*Add Printer Wizard'* section below

Windows 11

1. Open **Settings** > **Bluetooth & devices** > **Printers & scanners** > **Add device**
2. Select '**Add manually'** to launch the Add Printer Wizard
3. To create the printer, follow the steps in the '*Add Printer Wizard'* section below

Remaining steps are the same for both OSes

4. Choose **Add a printer using an IP address or hostname**
5. Select **Next**
6. Set device type to **'TCP/IP Device'**
7. Enter the printer's IP address or Hostname
8. Uncheck '**Query the printer and automatically select the driver to use**
9. Select **Next**
10. When the Wizard prompts you to install a print driver select, **'Have Disk…'**
11. In Install from Disk, select **'Browse…'**
12. Browse to the folder containing the Xerox® Global Print Driver's .INF file, **x3UNIVX.inf** for PCL6 or **x3UNIVP.inf** for PS
13. Select the .INF file then select OK
14. Choose either print driver model, then select **Next**
15. Enter a printer name, or use the default name, then select **Next**
16. Windows will create the printer
17. Choose to share or not share the printer, then select **Next**
18. Select **Finish** to close the wizard

MICROSOFT® IPP CLASS DRIVER

Windows on ARM devices can print to Xerox printers that support Internet Printing Protocol (IPP) using the Microsoft® IPP Class Driver. This print driver is embedded in the operating system, so there is no need to download and install a Xerox print driver.
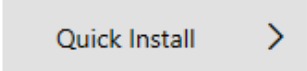
Supported operating systems

- Windows 11 ARM
- Windows 10 ARM (*Note – Windows 10 ARM will be limited to basic printing features*)

IPP printers can be created with the Xerox® Smart Start installer or with the Add Printer Wizard available in Windows Settings.

How to install an IPP printer with Xerox® Smart Start

Xerox® Smart Start can create IPP printers for Xerox devices on Windows 10 ARM and Windows 11 ARM.

1. Run Xerox® Smart Start
2. Agree to the EULA
3. Smart Start will discover local printers
4. If you see your printer, select it, then select **Quick Install** to complete the installation
5. If your printer is not in the list, select **Don't See Your Printer**
6. Enter the printer's IP address or hostname, then select **Continue**
7. If Smart Start discovers your printer, select **Quick Install** to complete the installation
8. If Smart Start cannot find your printer, select **Try Again,** and check the IP address or hostname

The Xerox® Smart Start installer supports a limited feature set when run on an ARM64 device. Keep the following points in mind before you install printers with it.

- Quick Install is the only installation type available.
- Smart Start will not create printers with the Xerox® Global Print Driver. It will only create printers with the Microsoft IPP® Class Driver.

- Administrator permissions are required to create IPP printers with Xerox® Smart Start. When a user selects Quick Install, they will be prompted to elevate Smart Start with administrator credentials.

How to install an IPP printer through Windows Settings

The steps to create an IPP printer are a little different in Windows 10 and Windows 11.

Windows 10

1. Open **Settings** > **Devices** > **Printers & scanners** > **Add a printer or scanner**
2. Select '**The printer that I want is not listed'** to launch the Add Printer Wizard
3. To create the printer, follow the steps in the '*Add Printer Wizard'* section below

Windows 11

1. Open **Settings** > **Bluetooth & devices** > **Printers & scanners** > **Add device**
2. Select '**Add manually'** to launch the Add Printer Wizard
3. To create the printer, follow the steps in the '*Add Printer Wizard'* section below

Remaining steps are the same for both OSes

4. Choose **Add a printer using an IP address or hostname**
5. Select **Next**
6. Set device type to **'IPP Device'**
7. Enter the printer's IP address or Hostname and select **Next**
8. The wizard will create the IPP printer
9. Select **Finish** to close the wizard

MICROSOFT® UNIVERSAL PRINT

If your IT organization uses Microsoft® Universal Print, then Windows on ARM devices can print to Xerox printers that are registered with Universal Print.

For a list of Xerox printers that are compatible with Microsoft® Universal Print refer to https://www.xerox.com/en-us/office/software-solutions/universal-print

Supported operating systems

- Windows 11 ARM
- Windows 10 ARM (*Note – Windows 10 ARM will be limited to basic printing features*)

How to install a Universal Print cloud printer

Windows 10

1. Open **Settings** > **Devices** > **Printers & scanners** > **Add a printer or scanner**
2. Select **Search for devices**
3. Choose **Work or school printer & scanner**
4. Enter a search string to filter the list of printers
5. When you find your printer select '**Add device**' to install it

Windows 11

1. Open **Settings** > **Bluetooth & devices** > **Printers & scanners** > **Add device**
2. Select **Search for devices**
3. Choose **Work or school printer & scanner**
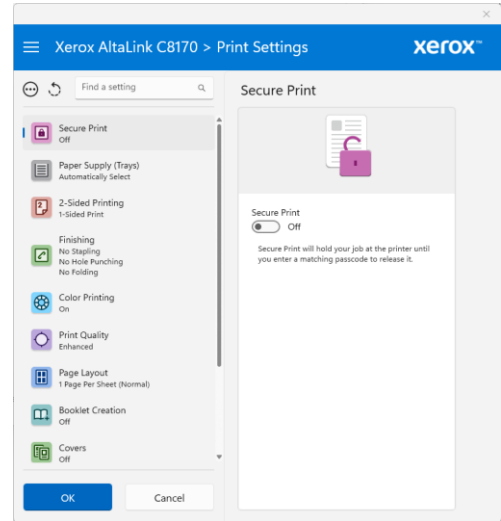4. Enter a search string to filter the list of printers

5. When you find your printer select '**Add device**' to install it

The Xerox® Print and Scan Experience app enhances and extends printing with IPP and Universal Print in Windows 11 ARM 22H2 and higher Operating systems. The app adds additional print and scanning capabilities in addition to those provided by Microsoft® Class drivers.

Installation is simple. When a compatible printer is installed, Windows will automatically download the Xerox® Print and Scan Experience app from the Microsoft® Store. This automatic installation happens in the background and may take a few minutes to complete.

If app wasn't automatically installed users can manually install it from the store. To find the app search the Microsoft® Store for "Xerox Print and Scan Experience". Open the app's store page and then select the '**Get**' button.

2. Xerox Software Compatibility

The following table provides details of Xerox software component's compatibility with systems running Windows powered by an ARM64 processor.

Xerox Software Component	Compatible	Notes
Xerox® Smart Start Software	Yes	The Xerox® Smart Start installer can create IPP printers for Xerox devices on Windows 10 ARM and Windows 11 ARM.
V3 print driver	Yes	Xerox offers an ARM64 compatible version of the Xerox® Global Print Driver.
V4 print driver	No	Xerox does not currently offer ARM64 Type 4 print drivers.
Xerox® Desktop Print Experience App	No	The Xerox Desktop Print Experience (.MSI) installer will immediately display an Unsupported System dialog and gracefully exit the installation process upon acknowledgement.
Xerox® Print and Scan Experience App	Yes / Limited	On ARM64 devices running Windows 11 22H2, the Xerox® Print and Scan Experience app will enhance print and scan capabilities of IPP and Universal Print printers. The Xerox® Print and Scan Experience app cannot enhance IPP and Universal Print printers on Windows 10 ARM, Furthermore, these printers will not appear in the app.
		The Install Printers option available within the app executes Xerox® Smart Start which can create IPP printers for Xerox devices
XML Editor Tool	Yes / Limited	The Xerox® Global Print Driver will detect and enforce XML configuration settings. XML configuration settings are not enforced for printers using the Microsoft® IPP Class driver or the Universal Print Class driver.
Xerox® Font Management Utility	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.
Xerox® TWAIN and WIA scan drivers and Scan Management Utility	No	ARM64 Scan drivers are not supported.