Installing, Uninstalling & Sharing Xerox® Print Drivers on Windows Server® 2012 R2, 2016 or 2019

Customer Tip

xerox

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Preface

This document contains the procedure to install, uninstall and share Xerox® Print Drivers on a Windows Server® 2012 R2, a Windows Server® 2016, or a Windows® Server 2019. This document walks an Administrator through the process to manually create a print queue using a Xerox® Print Driver.

Xerox offers 3 different print drivers which will run on a Windows® Server 2012R2, 2016 and 2019.

- Class Drivers are V4 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® UI look and feel. These drivers can be identified by the words 'Class Driver' in their name.

    Xerox A4 Office PS Class Driver V1.2
    Xerox A4 Office PS Color Class Driver V1.2

- Xerox® V4 Print Drivers is one of three components required to get full functionality when printing through the Microsoft's V4 print architecture. The other two components are the Xerox® Desktop Print Experience App and the Xerox® Print and Scan Experience App store app) These drivers can be identified by the V4 notation in their name.

    Xerox WorkCentre 6605N V4 PS
    Xerox WorkCentre 6655 V4 PS

- Xerox® V3 Print Drivers are based on the older Microsoft v3 print architecture. These drivers can be installed on earlier Microsoft operating systems (Windows 7) and continue to be supported in the latest Microsoft operating systems as well. The Xerox® V3 Print Drivers offer full print features when printing from Windows applications (such as Microsoft Word) but not from Windows Store apps (such as Photos).

If you would like detailed information about the V3 and V4 print architectures, please refer to the following Microsoft article: Print and Document Services Architecture

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

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Print Queue Creation, Print Queue Removal and Print Driver Removal

Prerequisites

- Administrator rights are needed to accomplish some of the steps within this document.
- The print driver files must be placed in a location, locally on the server or on a network share, accessible to the server where the print driver will be installed.
- Print Management Console must be installed on the Windows Server® 2012 R2, Windows Server® 2016 or Windows Server® 2019. Print Management is installed when the Print Services Role is enabled on a Windows Servers.

Print Driver Installation

1. Select 'Start' - 'Print Management'. If Print Management is not listed, then search for the application.
2. Open the Print Management console.
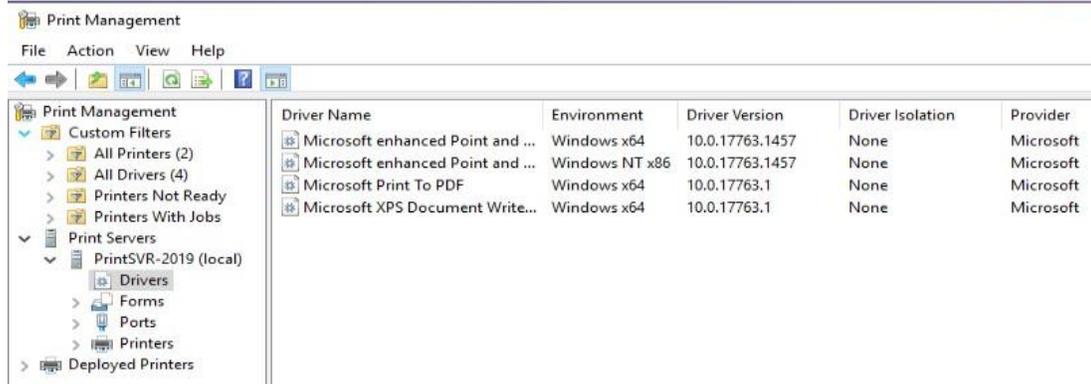
3. Expand 'Print Servers' and then expand the desired print server. Right click 'Drivers' and select 'Add Driver'.
4. Select [Next] on the 'Welcome to the Add Print Driver Wizard' screen.
5. Select a Processor.
- The Xerox® V4 Print Driver can be shared to client machines running on either processor, 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. Select [Have Disk…] and browse to the location where the (V3 or V4) print driver files were saved.
7. Select the desired print driver, then select [Open] and then select [OK].
8. In the 'Print Driver Selection' window choose the desired printer model and select [Next].
9. Select 'Finish'. You have successfully installed a Xerox® Print Driver.

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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.

*   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].
7. If the "Additional port information required" dialog appears leave it set for "Standard" and select [Next].
8. Select "Use an existing printer driver on the computer" and select the driver installed in previous procedure.
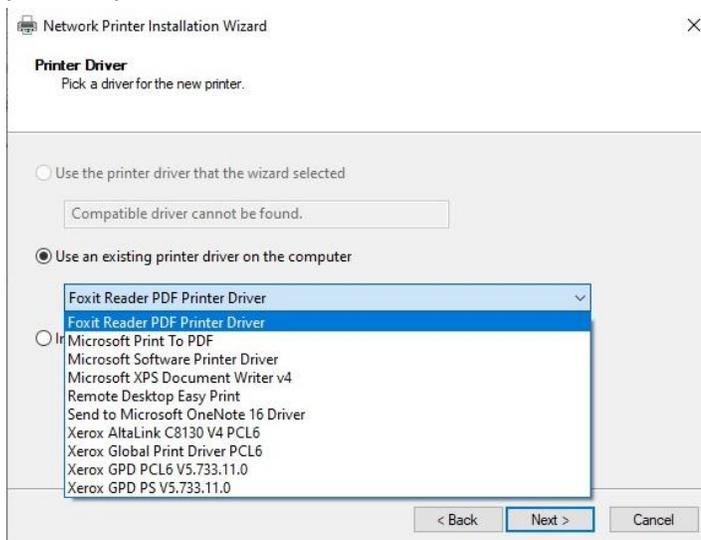
9. On the 'Printer Name and Shared Settings' window select the "Share this printer" check box and then select [Next].

Caution: The Printer Name and Share Name must match.

10. Select [Next] on the "Printer Found" dialog. This will start the creation process for the print queue.
11. 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.

Important: To get the full functionality of the V4 print driver, Xerox® Desktop Print Experience App (found on http://www.support.xerox.com) and the Xerox® Print and Scan Experience App (found in the Microsoft Store) must be installed on the server.

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?"

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 configured with the print driver have been deleted.

1. 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' and then select Enter.
   c. Once the spooler is stopped type 'net start spooler' and select Enter.
2. Open Print Management Console and expand Print Servers.
3. Expand the desired Print Server and select 'Drivers'.
4. Find the print driver you wish to uninstall and right click on it and select 'Remove Driver Package…'.
5. Select 'Yes' to the question "Are you sure you want to delete the driver?"

You have successfully uninstalled the print driver.

Sharing a V4 Print Queue Between a Windows Server® and Windows 8.1, Windows 10 Clients

Overview

With the new V4 print architecture, the Windows print server is no longer a software distribution mechanism for print drivers. Microsoft made this change to enhance security, compatibility, serviceability and reliability to the Windows OS.

Microsoft V4 print architecture on a Windows Server® 2012 R2 and newer Windows servers provides both a 64-bit and 32-bit 'Microsoft enhanced Point and Print compatibility driver' to Windows clients. 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 print queue sharing in Windows Server® 2012 R2, Windows Server® 2016 or Windows Server® 2019.

Procedure to Connect to a V4 Server Print Queue

Important: To get the full functionality of the V4 print driver, Xerox® Desktop Print Experience App (found on http://www.support.xerox.com) and the Xerox® Print and Scan Experience App (found in the Microsoft Store) must be installed on the client.

1. Select Settings – Devices – Printers and Scanners from the Start screen.
2. Note: If Settings is not listed in the Start Window search for Printers and Scanners.

🖶 Printers & scanners

3. Select [Add a printer or scanner]
4. Select [The printer that I want isn't listed]
5. Select "Select a shared printer by name".

⦿ Select a shared printer by name

[   ] Browse...

Example: \\computername\printername or

6. Type in the name of the printer per the example provided or select [Browse].
   a. If you selected Browser, search for the print server or type "\\<hostname> or <IP address>" of the server into the Network field.
   b. Once you have found the printer select it and then press [Select].
7. Select [Next] this will begin the install process of the driver/print queue.
8. Select [Next] on the "You have successfully added the printer window".
9. Select [Finish].

You have successfully installed a Shared Printer.

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

Overview

Windows 7 does not support printing via V4 print architecture, however, a user can still connect to a V4 print queue shared from a Windows server. Instead of utilizing the Xerox® V4 Print Driver from the server, the Windows 7 client uses the Microsoft Enhanced Point and Print driver.

The 'Microsoft enhanced Point and Print driver' does not have the same look and feel as the Xerox® V3 Print Drivers. However, if the Xerox® Desktop Print Experience App is installed on the Windows 7 client, then the 'Microsoft enhanced Point and Print compatibility driver' queue will have the same look and feel as a Xerox® V4 Print Driver.
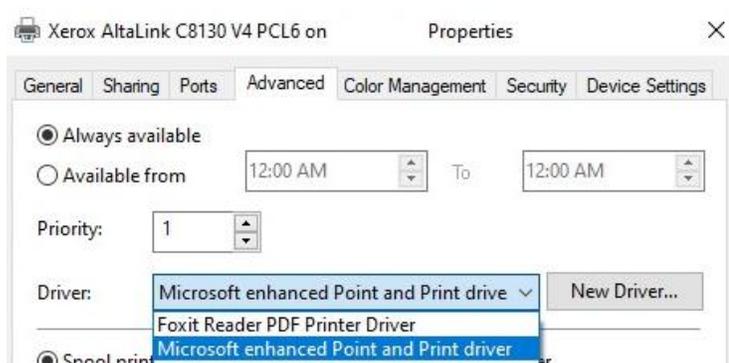
Procedure to Connect to a V4 Server Print Queue

1. Select Start then Devices and Printers. If this is not listed in the Start menu and search for Devices and Printers.
2. Select 'Add a Printer'.
3. Select 'Add a network, wireless or Bluetooth printer'.
4. Select [Add a printer or scanner]
5. Select [The printer that I want isn't listed]
6. Select "Select a shared printer by name".
7. Type in the name of the printer per the example provided or select [Browse].

    a. If you selected Browser, search for the print server or type "\\<hostname> or <IP address>" of the server into the Network field.

    b. Once you have found the printer select it and then press [Select].
8. Select [Next] on the 'you have successfully added the printer window'
9. Select [Finish].

You have successfully installed the network printer.