

XEROX®

CentreWare®

Printer Drivers Guide



For Macintosh
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Xerox Corporation

Global Knowledge and Language Services

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Printer Drivers for Macintosh

The printer drivers enable printing from a Macintosh workstation to a Xerox system in a network environment. They contain a variety of feature options that enable you to customize your print jobs.

The CentreWare 6.0 release provides support for Xerox WorkCentre 232/238/245/255, WorkCentre 265/275, WorkCentre Pro 232/238/245/255, and WorkCentre Pro 265/275 printers.

Supported Features

Features supported in this release of the custom OS X printer drivers include stapling, folding, hole punching, faxing, booklets, Special Pages, and Watermarks.

OS X Printer Drivers

Custom printer drivers are available for OS X (10.3 and above). The printer drivers consist of a disk image file (.DMG) that includes the following components:

- Custom PostScript Printer Description files (PPDs)
- Filters
- Plug-ins (Printer Dialog Extension/PDEs)

OS 9 PPDs

There are no custom printer drivers available for OS 9 in this release. Generic Printer Description files (PPDs) are provided for OS 9 which can be used with Adobe PostScript 8.x and Apple LaserWriter 8.x printer drivers.

Macintosh Printer Utility

The Macintosh Printer Utility (provided for OS 9) is an application that enables network administrators to:

- Rename and rezone Xerox systems that are configured for AppleTalk connectivity.
- Query the characteristics of a printer.
- Print a list of fonts installed on a printer.
- Send PostScript files or portions of PostScript code to a printer.


Documentation

The CentreWare printer drivers include the following documentation, designed to get you up and running quickly and easily.

Printer Drivers Guide for Macintosh (This Guide)

The guide is intended for administrators who install and configure printer drivers. It is available on the *Print And Fax Drivers* CD in electronic (PDF) format.

Help

OS X has a fully-featured help system that is accessed by choosing **Help** from the Macintosh Help menu or clicking the  help buttons on the printer driver dialogs.

Macintosh OS 9 supports balloon help. Enable balloon help on your system and individual help for features for the configured PPD will be available.

Support

Support for your CentreWare printer drivers is available both online and by telephone.

Internet Support

Please visit the Xerox Web site (www.Xerox.com) for product support information, product overviews, updates, and links to specific product sites. Printer drivers and PPDs can also be downloaded by clicking **Support & Drivers**.

Telephone Support

For additional assistance, you may contact the Xerox Welcome Center by telephone to speak with a Product Support Analyst. Locate your product's serial number, and record it in the space below for future reference before you make your call.

Xerox System Serial Number

The Xerox Welcome Center telephone numbers are listed in the following table. If the Welcome Center telephone number for your country is not listed, it will be provided to you when your Xerox system is installed. For future reference, please record the telephone number in the space provided below.

Welcome Center Telephone Numbers	
UNITED STATES	800-821-2797
UNITED STATES (TTY)	800-855-2880
CANADA	800-939-3769 (800-93-XEROX)

Additional Tips

Additional tips and technical information for printer drivers are available at the Xerox Web site. Click **Support & Drivers**, then locate your product and access the documentation section. The documents listed in this section cover specific issues that may require special procedures or application notes regarding the operation and configuration of your Xerox system.



Installing and Configuring Printer Drivers in OS X

The *CentreWare Print and Fax Drivers* CD contains disk image (.DMG) files that support printing to Xerox systems from a Macintosh workstation running OS X versions 10.3 and above.

This chapter explains how to install and set up the Macintosh custom printer drivers for a Xerox system.

What's in this chapter:

- *Workstation Requirements* 2-2
- *Installing Printer Drivers*..... 2-3
- *Setting Up Printers*..... 2-4
- *Removing Custom Printer Drivers*..... 2-6

Workstation Requirements

The following are the minimum system requirements for Macintosh OS X workstations.

NOTE: The Macintosh printer drivers will not operate on Macintosh 68K computers.

- 4 MB of memory.
- 6.2 MB of hard disk space.
- CD-ROM drive or access to a network.
- OS X version 10.3 or higher.

Installing Printer Drivers

Custom printer drivers for OS X consist of the following elements:

PPD—a PostScript Printer Description file is a readable text file that provides a uniform approach for specifying special features and installable options for printer drivers that interpret PostScript.

PDE—a Printer Dialog Extension is used for printers with features that the standard Macintosh interface does not support.

Filters—a filter or converter that accepts input in one format and converts it into another format that the printer can interpret.

Printer drivers for OS X combine these elements into one disk image file (.DMG) that contains package (.mpkg) files. An installer provided by Xerox is used to install the printer driver elements.

NOTE: Installing printer drivers on a Macintosh running OS X requires administrator privileges with Root access.

► To install printer drivers in OS X:

- 1 If applicable, remove any previous versions of the printer drivers you are installing. See *Removing Custom Printer Drivers* on page 2-6 for the procedure.
- 2 Browse the *Print and Fax Drivers* CD to locate the .DMG (disk image file) for the printer driver. The drivers are located in `/Mac OSX/custom_<printer model number>_Xv10.3`.
- 3 Double-click the .DMG icon. A virtual disk image is created on the desktop which is automatically opened to a .mpkg file (installer file). This file will install the PPD, filters, and plug-ins associated with the printer you want to install and configure.
- 4 Double-click the .mpkg icon and follow the instructions in the installer. Click **Continue** at the prompts to proceed with the installation. When you are prompted to install the driver, click **Install**.

The printer driver files are copied to the drive in the following folders:

`/Library/Printers/Xerox/filter`

`/Library/Printers/Xerox/PDEs`

`/Library/Printers/PPDs/Contents/Resources/<language>`

After installation, the printer driver is available for configuring with the Printer Setup Utility.

Setting Up Printers

Printer setup includes adding a printer, connecting a workstation to the printer, assigning a printer driver or PPD, and configuring installable options for the printer. These tasks are accomplished for Xerox systems using the Macintosh Printer Setup Utility.


OS X version 10.3 and higher, supports the following protocols:

- AppleTalk
- Bluetooth
- IP Printing
- Open Directory
- Rendezvous
- USB
- Windows Printing (Windows print queue)

Adding Printers with the Printer Setup Utility

Access the Printer Setup Utility in Macintosh OS X (10.3 and higher) from **System Preferences > Print & Fax > Set Up Printers**.

► To add a printer in OS X:

- 1 Open the Printer Setup Utility.
- 2 Click **Printers > Add Printer** or click the  **Add** icon.
- 3 Choose a protocol from the top pop-up menu.
- 4 Make any other selection(s) required for the specified protocol. (For example, choose AppleTalk, then choose an AppleTalk zone.) When finished, a listing of available printers appears.
- 5 Select a Xerox system to configure.
- 6 From the *Printer Model* pop-up menu, choose **Auto Select**.

NOTE: If choosing **Auto Select** fails to locate a driver, click **Manually Select > Xerox** and select a Xerox system model.

- 7 Click **Add**.
- 8 Configure the Xerox system's installable options. See *Configuring Installable Options for Printers* on page 2-5 for the procedure.
- 9 Open and print a document in an application to test the printer.

Configuring Installable Options for Printers

The Macintosh Printer Setup Utility is also used to view and set up options for your Xerox System. Depending on the system, additional options are available for configuration, such as LAN Fax or Hole Punch.


► To configure installable options in OS X:

- 1 Open the Printer Setup Utility.
- 2 Choose the Xerox System to configure.
- 3 Click the ⓘ **Show Info** icon.
- 4 Choose *Installable Options* from the pop-up menu.
- 5 Choose other options in the dialog, such as LAN Fax and Finisher/Output Tray options, from the pull-down menu.
- 6 When you are finished, click **Apply Changes** and close the Printer Setup Utility.

Removing Custom Printer Drivers

Removing OS X drivers is done by manually deleting the files from the workstation. Always remove existing printer drivers prior to installing new/updated versions.

► To remove Xerox printer drivers in OS X:

- 1 Open the Printer Setup Utility. The Printers List appears.
- 2 Select the Xerox system that you want to remove and click the  **Delete** icon.
- 3 Exit the Printer Setup Utility.
- 4 Open the hard drive of the Macintosh workstation and locate the *Library* folder.
- 5 From the */Library/printers/ppds/contents/resources/<language>* folder (for example, *<language>* is en for English), remove all of the language ppd.gz (gzip compression) files associated with the Xerox system by dragging the files to the Trash.
- 6 From the */Library/printers/xerox/filter* folder, remove the Xerox PostScript filter (XeroxPSFilter).
- 7 From the */Library/printers/Xerox/PDEs* folder, remove the plug-in files (.plugin) associated with the Xerox system being removed.

NOTE: Plug-ins for Xerox printers have filenames such as XeroxAccounting.plugin, XeroxBooklet.plugin, XeroxFeatures.plugin, or XeroxWatermark.plugin. If you are not removing all Xerox printers, be careful not to remove plug-ins needed by an active printer.

- 8 From the */Library/Receipts* folder, delete Xerox driver installation packages (.pkg).
- 9 From the *<user home>/Library/Preferences* and */Library/Preferences* folders, remove any file that begins with *com.xerox*.
- 10 From the *Library/Application Support* folder, remove the *Xerox* folder.
- 11 Empty the Trash.
- 12 Restart the workstation.



About OS X Printer Drivers

CentreWare Macintosh OS X printer drivers provide the printing tools to help save you time and increase your productivity. These drivers offer many feature options for you to easily choose how your document will look and print.

What's in this chapter:

- *Custom Driver Features* 3-2
- *Dialogs* 3-3
- *Driver Help System* 3-4

Custom Driver Features

OS X printer driver features are contained in the Xerox Features pop-up menu. The features are arranged on the following dialogs: Paper/Output, Special Pages, Image Options, Layout, Watermark, and Advanced.

NOTE: Some printer driver features are only supported by specific printers or finishers and are not available on all Xerox systems.

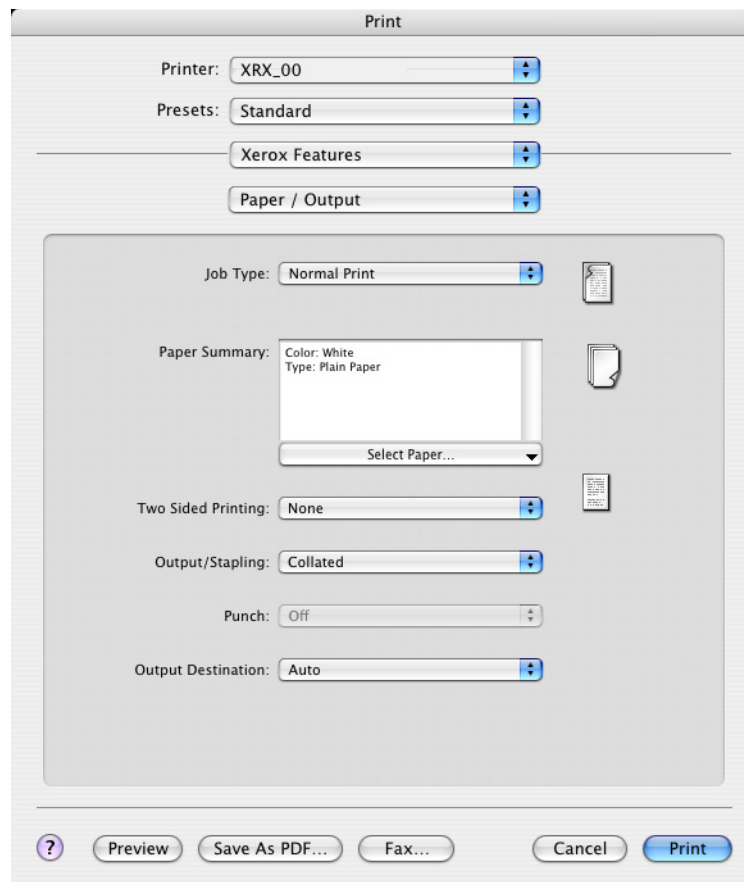


Figure 3-1: Printer Driver Dialog

The features on the dialogs are organized for your convenience with the most frequently used options available to you when you open the driver. Icons appear next to key features so that you can quickly locate them.

Dialogs

Printer driver dialogs are accessed through your application's print dialog. Changes to the features apply to the open document and application, and are temporary.

Paper/Output

The *Paper/Output* dialog includes the most frequently used features. For example, you can choose duplexing, specific media on which to print, fax (WorkCentre Pro models only) or delay your print job to a time specified by you. The Paper/Output dialog also contains finishing options, which may include—depending on the type of finisher you have installed—collate, staple, fold, booklet creation, or hole punch options.

Special Pages

The *Special Pages* dialog includes features for adding Covers, Inserts, and Exceptions to your print document.

Image Options

The *Image Options* dialog groups together features that are related to image manipulation, such as Resolution, Lighten/Darken or Invert Image.

Layout

The *Layout* dialog includes features for page layout, such as Booklet Layout.

Watermark

The *Watermark* dialog contains features for creating and printing watermarks. The Watermark Editor is accessed from this dialog, which enables you to create and customize text or graphic watermarks.


Advanced

The *Advanced* dialog includes features that infrequently change once the options are set, such as Banner Sheet and Request Set Offset.

Accounting

The *Accounting* dialog contains the Xerox Standard or Auditron and Xerox Network Accounting (WorkCentre Pro models only) options. This dialog is accessed from the top pop-up menu (the same as *Xerox Features*) in your application's printer driver dialog.

Driver Help System

The Help system is the primary source for information about using the printer drivers. Access help by clicking the  Help button in the driver dialog.

Help contains information about each of the features available in the printer drivers. *How do I* procedures explain how to access and use specific features, for example, *How Do I Select Paper Options* and *How Do I Specify Output/Stapling Options*.



Installing and Configuring PPDs in OS 9

The *CentreWare Print and Fax Drivers* CD contains PostScript Printer Description (PPD) files that support printing to a Xerox system from an OS 9 Macintosh workstation.

This chapter explains how to install and configure PPDs for your Xerox system.

What's in this chapter:

- *Workstation Requirements* 4-2
- *Installing Generic PPDs* 4-3
- *Configuring Generic PPDs* 4-3
- *Configuring LPR Printing* 4-4
- *Removing Generic PPDs* 4-4

Workstation Requirements

The following are the minimum system requirements for OS 9 Macintosh workstations.

NOTE: The Macintosh printer drivers will not operate on Macintosh 68K computers.

- 4 MB of memory.
- Approximately 6.2 MB of hard disk space. (500 KB of disk space for each PPD and plug-in to be installed.)
- CD-ROM drive or access to a network.
- OS 9 and higher.

Installing Generic PPDs

NOTE: There is no installer for generic PPDs. The files must be manually copied to the appropriate folder.

A PostScript Printer Description (PPD) file is a readable text file that provides a uniform approach for specifying special features for printer drivers that interpret PostScript. An appropriate Xerox PPD is necessary to send jobs to the printer using the AdobePS or LaserWriter printer driver.

► To install PPDs for configuration:

- 1 Browse the *Print and Fax Drivers* CD to locate the `/<language>/Drivers/Mac/<Xerox system name>/GenericPPD<Xerox system name>_8.6-9.x` folder.
- 2 Copy the appropriate Xerox system PPD file(s) to the following folder on the drive:
`/System Folder/Extensions/Printer Descriptions`
The PPD is now available when configuring a printer using the Apple Chooser.

Configuring Generic PPDs

► To configure generic PPDs in OS 9:

- 1 In the Apple Chooser, select the AdobePS or LaserWriter 8 printer driver.
- 2 Ensure that the appropriate AppleTalk zone is selected. If the computer is connected to a network with only one zone, there will not be any zones available.
- 3 From the *Select a PostScript Printer* list, select the Xerox system.
- 4 Click **Create**.
- 5 Choose a PPD for the Xerox system. Click **Select**.
- 6 Click **Setup**.
- 7 Click **Configure**.
- 8 From the Installable Options list, select the hardware options available on the printer. When finished, click **OK**.
- 9 Click **OK** to close the dialog and return to the Chooser.
- 10 Close the Chooser. A new printer icon appears on the Desktop.
- 11 Access an application and select the printer to view print options and test the printer.

Configuring LPR Printing

LPR printing is set up using the Desktop Printer Utility in OS 9.

► To set up LPR printing in OS 9:

- 1 From the drive, access */Applications/Apple Extras/Apple LaserWriter Software* or */Applications/Utilities* folder. (The location may vary based on the version of OS 9 installed.)
- 2 Double-click the **Desktop Printer Utility**. The New Desktop Printer dialog appears.

NOTE: If the Desktop Printer Utility icon is grayed out, restart your computer and begin again with Step 1.

- 3 Select a printer driver to use for LPR printing from the pull-down menu.
- 4 Select Printer (LPR) from the options to create a desktop printer using LPR printing. Click **OK**.

A dialog appears that enables you to:

- confirm or change the PPD file. Click **Change** to locate and select a PPD.
- confirm or change the LPR printer selection.

If you have not specified the LPR printer to which you are printing (using domain name or IP address), click **Change**. A dialog opens for you to type in the domain name or IP address and queue for your printer. Click **Verify**, then click **OK**.

- 5 Click **Create**. Type a name for the printer.
- 6 Click **OK**.
- 7 Click **Save**. A desktop printer icon appears on your desktop.
- 8 Access an application and select the printer to view print options and test the printer.

Removing Generic PPDs

Removing PPDs requires deleting them from the system manually. Always remove PPDs prior to installing updated/new versions.

► To remove PPDs from OS 9:

- 1 Drag the desktop icon for the associated Xerox system you are removing to the Trash.
- 2 Select the files to be removed and drag them to the Trash.
- 3 Open the */System Folder/Extensions/Printer Descriptions* folder and select the PPD files for the Xerox system.
- 4 Drag the files to the Trash.
- 5 Open the */System Folder/Preferences/Printing Preferences* folder and drag any *Xerox Printing Prefs* files associated with the Xerox system to the Trash.
- 6 Empty the Trash.

The Xerox generic PPD is removed.



Macintosh OS 9 Printer Utility

The Macintosh Printer Utility is an application that enables network administrators to rename and rezone Xerox systems that are configured for AppleTalk connectivity. With this utility, you may also query the characteristics of a printer, print a list of fonts installed on a printer, and send PostScript files or portions of PostScript code to a printer. Use the Macintosh Printer Utility any time you want to make changes to the AppleTalk Zone and Printer Name from an OS 9 Macintosh workstation.

What's in this chapter:

- *Workstation Requirements* 5-2
- *Installing the Macintosh Printer Utility* 5-2
- *Using the Macintosh Printer Utility* 5-3
- *Removing the Macintosh Printer Utility* 5-4

Workstation Requirements

The following are the minimum requirements for the installation and operation of the Macintosh Printer Utility.

- At least 800 KB available drive space.
- Macintosh Operating Systems 7.6 through 9.x.
- CD-ROM drive or access via a network.

Installing the Macintosh Printer Utility

Use the following procedure to install the Macintosh Printer Utility. The installation consists of copying the utility to your workstation.

► To install the Macintosh Printer Utility:

- 1 Place the *Print and Fax Drivers* CD into the appropriate drive.
- 2 Browse to the *<language>/Drivers/Mac/Printer Utility Mac 8.6-9.x* folder on the CD.
- 3 Locate the **Xerox Printer Utility** and **puReadMe** files.
- 4 Copy these files to the desktop or drive.

Using the Macintosh Printer Utility

► To use the Macintosh Printer Utility:

- 1 Double-click the **Xerox Printer Utility** icon on your desktop to start the Printer Utility.
- 2 Click on the desired AppleTalk Zone to obtain a list of the known PostScript printers.

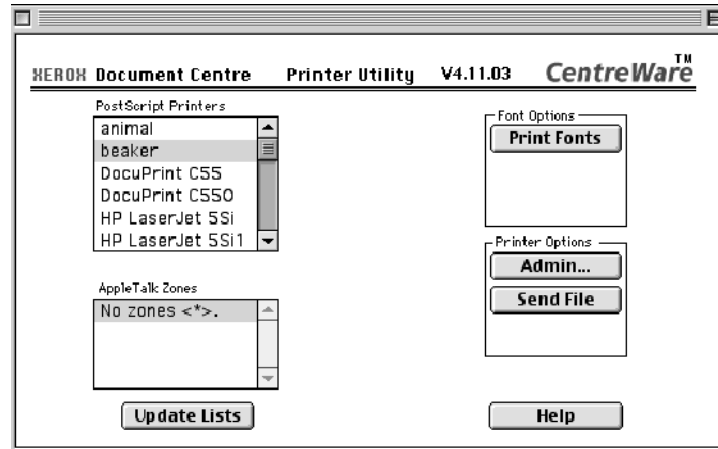


Figure 5-1: Macintosh Printer Utility

- 3 Click **Help** to access more information about the utility features. In general, the utility allows you to:
 - Query the characteristics of the printer
 - Print a list of fonts installed on the printer
 - Send PostScript files or portions of PostScript code to the printer
 - Change the AppleTalk zone to which the printer responds
 - Rename the printer

NOTE: Use only alphanumeric characters when renaming the printer. The characters: # TAB . () - ; are not supported. If they are used for the name, the printer will be unavailable.

You must restart the Xerox system if you make any changes to the settings.

Removing the Macintosh Printer Utility

► **To remove the Macintosh Printer Utility:**

- 1 Locate the **Xerox Printer Utility** files on your desktop or drive.
- 2 Select the **Xerox Printer Utility** and **puReadMe** files and drag them to the **Trash**.
- 3 Access the *System/Preferences* folder, and delete the Xerox system Utility Preferences.

NOTE: If you have not used the Macintosh Printer Utility, the Xerox system Utility Preferences will not have been created in the Preferences folder and you will not have to delete the utility file.

- 4 Empty the **Trash**.



Problem Solving

Application, device, and network errors can occur in a variety of printing situations. In many cases, simply restarting the application, the workstation, or the printer will resolve the problem.

What's in this chapter:

- *Troubleshooting a Problem* 6-2
- *Known Issues for OS X* 6-3

Troubleshooting a Problem

When a problem persists, document the error messages and gather information to define the problem. The following problem-solving procedures are recommended:

- Accurately define the problem. When, where, and how does the problem occur?
- Reproduce the problem. Can the problem be reproduced consistently or is it an intermittent problem?
- Ask other users if they have encountered the problem, and keep a log to track problem occurrences.
- Examine the data for trends and the common attributes that may be related to the problem. For example, does the problem occur only with a specific printer or on a specific workstation/network configuration?
- Review the product documentation, including the README files and the Known Issues information, to see if any similar problems are documented.

If a cause and solution to the problem cannot be identified, call the Xerox Welcome Center to report the error information. Provide the support representative with the documentation that you have gathered to define the problem.

Known Issues for OS X

The following general issues pertain to OS X printer drivers and are not application specific.

Unable to Use Bitmap Watermarks

When using a bitmap watermark, the entire folder path must have appropriate Read access, so that the bitmap may be used. Although you may browse or view a bitmap, it cannot be used as a watermark unless the watermark application has identical permissions to the same path.

Solution

To avoid this problem, place bitmaps that you want to use as watermarks on the drive in the */Home/Public* folder.

Cover Page (After Document) Not Printing with Generic PPD

The cover page does not print after the document when printing using the Generic PPD. Printing the cover page before the document works properly.

Solution

Use the custom printer driver or print cover pages before the document.

Reset Page Setup after Changing Printers

When you change printers in an application, choose **File > Page Setup** and reset the page size before printing.

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