

XEROX®

**CentreWare**

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# Printer Drivers Guide

For Windows

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Release 7.0

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# Chapter 1

## CentreWare Printer Drivers for Microsoft Windows

CentreWare is software that brings the power of your Xerox systems to your desktop. The interactive drivers on CentreWare make printing from the desktop simple to perform and easy to understand.

With this guide, administrators can install and configure CentreWare printer drivers and general users can increase their productivity using the Xerox system's printing options.

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## What's Included in this Release?

The CentreWare 7.0 release of the WorkCentre printer drivers supports the following new features and / or hardware.

- PostScript and PCL drivers for the following models:
  - WorkCentre 5632
  - WorkCentre 5638
  - WorkCentre 5645
  - WorkCentre 5655
  - WorkCentre 5665
  - WorkCentre 5675
  - WorkCentre 5687
- Upgraded user interface and nomenclature for a consistent, coherent Xerox customer experience
- TIFF Submission Tool
- Font Management Utility
- Xerox Admin Config Wizard
- Xerox Printer Driver Installation Utility
- Unicode Printing Support - Unicode fonts are downloaded to the device and converted to appropriate PDL (PS or PCL) using the Font Management Utility. The downloaded fonts are resident on the device hard drive and do not need to be sent with each print job containing Unicode characters.
- Additional Covers functionality - Drivers now support Front Only, Back Only, Front and Back Covers, Imaged and Blank Covers, as well as all supported Media Types, Colors, and Sizes.
- Print quality improvements for multiple media. This feature provides optimal image quality adjustment for multiple medias requested within a print job
- PCL 1200dpi printing
- Ability to print on tabs
- New Media Type - Rough Stock
- Variable hole punch capability: 2/3 hole and 2/4 hole
- Support for four-position stapling (Letter LEF, A4 LEF, Ledger SEF, and A3 SEF)
- Support for High Volume Office Finisher and High Volume Professional Finisher
- Paper Feed Platform (PFP) - a high volume paper feed tray
- Finishing capabilities (optional on some models). Finishing options may include: Stapling, Hole Punching, Folding, Booklet Creation, and Offsetting. Features vary based on the finishing unit.
- Feature Facts and Feature Finder quick reference cards describe selected printing options and where to locate them in the printer drivers.
- Bi-Directional printer drivers that automatically configure the driver with the installable options, report the system's current status, provide information on active jobs, and a history of the last twenty-five jobs on your Xerox system.

**Note:** Windows 9x and NT drivers will no longer be delivered.

## Printer Driver Overview

A printer driver makes documents created with specialized software applications (word processing, spreadsheets, graphics) compatible with a specific printer. Each type of printer requires unique commands to print correctly and to enable special features. For these reasons, different types of printers require their own printer drivers to operate correctly.

With CentreWare printer drivers, you can print from your workstation to a Xerox system in a network environment. CentreWare drivers contain a variety of feature options that you can use to customize your print jobs.

## Types of CentreWare Printer Drivers

The CentreWare printer drivers are available in PostScript 3, PCL 5c, and PCL 6c printing formats.

### PostScript

PostScript gives you greater ability to scale and manipulate images; it offers more precision with high-end graphics. PostScript also provides you with different types of error-handling and font substitution options.

### PCL

PCL (Printer Command Language) generally has fewer advanced features than PostScript. However, using PCL enables you to process most jobs faster.

## Obtaining CentreWare Drivers

### CentreWare Print and Fax Services CD

The installation .inf files for the Xerox system printer drivers are available in the *Drivers* folder on the *CentreWare Print and Fax Services CD*. Browse to the *Drivers* folder and locate the drivers you need.

For updates and additional information, visit the Xerox Web site.

### Downloading from the Web

CentreWare printer drivers can be downloaded from the Xerox Web site at [www.xerox.com](http://www.xerox.com). The installation files for all Xerox system models are also available from the Web site.

For more information on downloading drivers, see Step 1 on page 2-4.

### Xerox System PPD Files

A PostScript Printer Description (PPD) file is a readable text file that provides a uniform approach to specifying special features for printer drivers that interpret PostScript.

Xerox provides PostScript PPDs for use with generic Windows 2000 / XP / Server 2003 / Vista PostScript printer drivers. These PPDs are available on the CentreWare CD or from the Xerox Web site.



## CentreWare Printer Driver Applications

The following applications are included on the *CentreWare Print and Fax Services CD*:

- Xerox Print Driver Installation utility
- Admin Config Wizard
- TIFF Submission Tool
- Xerox Font Management Utility

### Xerox Printer Driver Installation Utility

This utility is for anyone who would like to install printer drivers directly onto a PC or network server.

### Admin Config Wizard

The Admin Config Wizard is for system administrators who would like to set up standardized configuration files, enabling users to install printer drivers quickly and easily.

### TIFF Submission Tool

With the TIFF Submission Tool, you can submit TIFF (Tagged Image File Format) files directly to a Xerox system for printing. TIFF files print faster when they are sent to the Xerox system in this format.

**NOTE:** You must have a TIFF interpreter on your Xerox system to use this tool.

See *Installing the TIFF Submission Tool* on page 5-1 for more information.

### Xerox Font Management Utility

The Xerox Font Management Utility is a tool used for managing fonts and printer lists. Fonts may be viewed, printed, or downloaded to printers, and your downloaded (non-resident) fonts can be exported to a file. Printers can be added or deleted from a printer list which is used for adding and deleting fonts from one or multiple printers.

See *Installing the Xerox Font Management Utility* on page 4-2 for more information.

## Print and Fax Driver Documentation

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

### CentreWare Printer Drivers Guide for Windows (This guide)

This guide is intended for anyone who installs and configures CentreWare printer drivers and wants to know more about the features available in the printer drivers.

The CentreWare Printer Drivers Guide is available on the *CentreWare Print and Fax Services CD* in electronic (PDF) format. You can download a free Adobe Acrobat Reader from Adobe at [www.adobe.com](http://www.adobe.com).

### Help

The Help system is the primary source for information about using the printer drivers. You can access the Help system through the Help buttons in the driver. Included in the Help system are feature descriptions, step-by-step procedures, Xerox system information, problem-solving information, and support information.

### Quick Reference Cards for Printer Drivers

Included in this guide are Quick Reference Cards for printer drivers:

- Feature Finder Card - Two Quick Reference cards, one for PostScript and one for PCL, help you locate the many printing options available through the printer driver to make printing easier.
- Feature Facts Card - This single Quick Reference card describes selected printing options, such as Watermarks, Booklet Layout, and Stapling.

The Quick Reference Cards are provided in Adobe Acrobat PDF format and are included on the *CentreWare Print and Fax Services CD*.

## 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](http://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 Xerox system serial number, and record it in the space below before you make your call.


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.

<b>UNITED STATES</b>	800-821-2797
<b>UNITED STATES (TTY)</b>	800-855-2880
<b>CANADA</b>	800-939-3769 (800-93-XEROX)
<b>OTHER</b>	

### Additional Tips

Additional tips and technical information for printer drivers are available at the Xerox Web site. Click **Support & Drivers**, identify your product, and click the **Documentation** link. 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.



# Chapter 2

## Installing Windows Printer Drivers

The CentreWare printer drivers support the special features and functions of Xerox systems, enabling fast, efficient printing from your desktop. This chapter provides installation instructions for all current Windows environments.

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## Requirements

### Printer Drivers

The Xerox printer drivers require:

- A maximum of 32 MB of available hard disk space per CentreWare Windows printer driver.
- Internet Explorer 5.5 or higher installed on the workstation for Windows 2000, XP, Server 2003, or Vista drivers.

### Xerox Printer Driver Installation Utility

The Xerox Printer Driver Installation Utility and Admin Config Wizard require:

- Administrator privileges in Windows 2000 / XP / Server 2003 / Vista.
- Internet Explorer 5.5 or higher.
- Service Pack 2 installed on Windows XP systems.
- Service Pack 4 installed on Windows 2000 systems.

## Installing Printer Drivers on Windows Networks

In Windows environments, you can install a Xerox printer driver by using a direct installation, a custom installation, or a Point and Print installation.

### Direct Installation

Use the Xerox Printer Driver Installation utility to install Xerox printer drivers for your network printers quickly and easily. If you have the *CentreWare Print and Fax Services CD* or know the network location where the contents of the CD have been saved, you need only run the installer once per Xerox system to install the drivers for multiple page description languages (PDLs) directly onto a PC or print server.

### Custom Installation

System administrators can use the Admin Config Wizard to pre-configure the driver installation. Use this wizard to control settings such as printer detection method, default printer assignment, and network printer sharing. Set multiple installation configurations to distribute and apply the settings to individuals or groups, as appropriate.

Copy the contents of the *CentreWare Print and Fax Services CD* to your network. Then start the Admin Configuration Wizard to set up a configuration file. (See *Customizing the Installation* on page 2-7 to perform a custom installation.)

### Point and Print Installation

Copy the contents of the *CentreWare Print and Fax Services CD* to your network. Install the drivers locally and modify the device settings and document settings (see *Preconfiguring Default Driver Settings* on page 2-15). Then copy the new configurations to the server for enterprise use (see *Point and Print Installations* on page 2-14).

**NOTE:** It is possible to upgrade a Windows driver without uninstalling the previous version. However, the impact of such an upgrade on system performance can be unpredictable. The most reliable way to upgrade is to uninstall the old drivers and perform a clean installation of the new ones. For information on uninstalling drivers, see *Uninstalling Windows Printer Drivers* on page 2-20.

## Direct Installation

You can install the CentreWare printer drivers from the CD, from network location, from a URL, or intranet address.



### ► To install Windows printer drivers:

- 1 Do one of the following:

If installing from:	Then:
CD-ROM	Insert the <i>CentreWare Print and Fax Services</i> CD into the CD-ROM drive. The AutoRun program displays the available selections. Continue with Step 3. –or– If the AutoRun is disabled on the workstation, open My Computer and double-click the CD-ROM drive.
Internet	<ol style="list-style-type: none"><li>a) Open a browser window and access <a href="http://www.xerox.com">www.xerox.com</a>.</li><li>b) Click <b>Support &amp; Drivers</b>.</li><li>c) Identify your product.</li><li>d) Click <b>Drivers and Downloads</b> under the printer model.</li><li>e) Choose the desired operating system and language, then click <b>Go</b>. The available driver options are updated.</li><li>f) From the list of drivers, click the appropriate driver to download.</li><li>g) Read the End User License Agreement and click <b>Accept</b>.</li><li>h) Click <b>Save</b> from the File Download dialog.</li><li>i) Choose a location to download the file and click <b>Save</b>.</li></ol>
intranet	Open a browser window and type the appropriate intranet address, such as <a href="http://xyz.mycompany.com">http://xyz.mycompany.com</a> .
network location	Use Windows Explorer to find the CentreWare installation files.

- 2 Double-click **install.exe**. The AutoRun program displays the available selections.
- 3 Click **Install Drivers**.
- 4 An administrator may have created a screen containing customized instructions for the site. If such a screen appears, record and follow any posted instructions. Then click **Next**.
- 5 The installer scans supported direct connections as well as the local network subnet for printers. The results appear on the Select Printer screen.

Do one of the following:

- If the printer that you want to install appears in the list of discovered printers, click **Select From the Following Discovered Printers** and select the printer.
- If the printer does not appear in the list of discovered printers, do one of the following:



- Click **Advanced Search** and choose an **automatic** or **manual search method**.

Search	Action
Automatic	The installer detects and searches for all printers on all available subnets.
Manual	<ul style="list-style-type: none"> <li>■ Enter the gateway and subnet mask for the search directly, –or–</li> <li>■ <b>Use Previous Search.</b> Select a search that the installer has previously performed from a drop-down list.</li> </ul>

**After making your selections, click Search.**

- Choose **Enter Printer’s IP address, DNS name, or UNC path**. Enter the information or browse for one of those identifiers.

**NOTE:** Examples of printers that may not appear on the discovered printers list or search results, regardless of operating system, include printers connected to a different subnet or printers on a print queue.

Using the discovered printers list, IP address, or DNS name to identify the printer results in the creation of a local print queue, while using the UNC name associates the printer with an existing queue.

If you enter an invalid IP address or device discovery fails, the Select Printer Configuration dialog appears and enables you to choose the correct driver to install from the list of supported printers.

**6** Click **Options** to configure any of the following settings:

- **Language** - Select the language in which to run the installer.
- **Driver Selection (PDL)** - Choose at least one of the following PDLs: PCL 5e, PCL 6, or PostScript (all printers). The PostScript driver is the default selection. For more information on driver selection, see *Types of CentreWare Printer Drivers* on page 1-3.

- **Driver Settings** - Select any of the following options:
  - Share the printer on the network (requires Windows 2000 / XP / Server 2003 / Vista).
  - Convert the printer’s DNS name to an IP address.
  - Set the printer as your Windows default.
  - Download driver files from the Internet (You must be connected to the Web Site during installation).

Click **OK** to exit Options.

- 7 Click **Install**. The installer copies the driver files, edits the registry, and adds the printer to the workstation or server.

- 8 The Installation Complete screen appears to report a successful installation. Do any of the following:
  - Click **Set Contact/Location** to enter, review, or edit the Printer Administrator Name, Printer Administrator Phone Number, Printer Administrator Location, and Printer Location.
  - Click the support link to learn about using the printer.
- 9 Click **Finish** to end the installation.

**NOTE:** If the installation fails, an Installation Failed window, with applicable error messages and suggestions, appears. Click **Close** to end the installation attempt.

## Customizing the Installation

The Admin Config Wizard is for system administrators who would like to set up standardized configuration files to install printer drivers quickly and easily. Using the wizard, you can customize the driver installation process to meet your organization's needs.

The Admin Config Wizard preconfigures installer parameters and saves these settings to a script file. Use this file with tools such as .vbs scripts or management programs like Microsoft System Management Services (SMS) to automate, configure, and control the deployment of CentreWare on your network.

Start the wizard from the CentreWare CD, from a network location, or from a URL or intranet address. However, the resulting script files and configuration folders must reside on or be saved to the network.

### ► To customize the installation:

- 1 Open the CentreWare Software and Documentation AutoRun program. For further details, see *Direct Installation* on page 2-4.
- 2 Click **Tools and Utilities**.
- 3 Click **Xerox Install Script Utility**.
- 4 The Admin Config Wizard opens.
- 5 Select the location of the installation script file.
- 6 Click **Continue**. The Configuration Options dialog appears.
- 7 Configure the settings in the dialog box. See Table 2-1 on page 2-8 for a list of options.
- 8 Click **Save Script** to preserve your changes.

Table 2-1 contains the settings that you can customize with the Admin Config Wizard.

Field	Description
Install Screen Default	<p>Choose the default option for printer selection. This selection controls which printer detection option appears as the default choice. It does not dictate the printer to install. To set that, use the Port Value field described below.</p> <ul style="list-style-type: none"> <li>■ Let installer decide (based on the number of printers discovered).</li> <li>■ Default to Printer List.</li> <li>■ Default to specify port. (The user enters an IP address, DNS name, or UNC path.)</li> </ul>
Location Contact Info	<p>Enter location and contact information during installation.</p> <ul style="list-style-type: none"> <li>■ Do NOT prompt.</li> <li>■ Prompt for information (if not set).</li> <li>■ Always prompt.</li> </ul>
Set Printer As Default	<p>Make the printer being installed the default choice when submitting print jobs.</p> <ul style="list-style-type: none"> <li>■ Let installer/user decide</li> <li>■ Always set printer as default</li> <li>■ Never set printer as default</li> </ul>
Share Printer	<p>Make the printer being installed accessible to network clients.</p> <ul style="list-style-type: none"> <li>■ Let installer / user decide</li> <li>■ Always share the printer</li> <li>■ Never share the printer</li> </ul>
Launch Scanner Install	<p>Install a scanning component after printer installation has succeeded.</p> <ul style="list-style-type: none"> <li>■ Let installer decide (based on the results of the printer installation and the availability of scanner functionality on the printer)</li> <li>■ Do not launch scanner install</li> <li>■ Launch scanner install</li> </ul>
Force Web Download	<p>Select to require downloading driver files from the Internet during installation.</p>
Resolve DNS	<p>Select to use the device DNS name for identification if available.</p>
Local Search Type	<p>Select one or more of the following search methods:</p> <ul style="list-style-type: none"> <li>■ LPT Search</li> <li>■ USB Search</li> <li>■ Net Search</li> </ul>
PDL to use	<p>Install drivers that support one or more of the following PDLs:</p> <ul style="list-style-type: none"> <li>■ PostScript (available for all printers)</li> <li>■ PCL 5e (monochrome printers only)</li> <li>■ PCL 6 (monochrome printers only)</li> </ul>
Port Value	<p>Enter the IP address, DNS name, or UNC name of the printer to install.</p>
Single Instance Only	<p>Select to prevent multiple copies of the printer definition from installing on a client. This option allows automated printer deployment by incorporating the installation in a login script.</p>

**Table 2-1: Admin Config Wizard Dialog Box Options**

Field	Description
Save the Configuration Script file to	Enter the location to save the configuration script file. If this location matches the path entered in the opening screen, the wizard only saves changes to the XeroxInstallerAdmin.xml file. Otherwise, the wizard copies the entire contents of the original path to the path specified here.

**Table 2-1: Admin Config Wizard Dialog Box Options**

## XeroxInstallerAdmin.xml

The Admin Config Wizard writes the settings into the XeroxInstallerAdmin.xml file. The original version resides in the ... \Utilities\Installer folder. You may edit this file directly to configure installer settings that are beyond the scope of the Admin Config Wizard, such as an opening message screen or the default gateway and subnet mask for the Advanced search.

Table 2-2 lists the fields that you can configure directly in the XeroxInstallerAdmin.xml file:

XML Field	Description
<Admin_Defined_Dialog_Captions>	Window title bar for an optional custom message displayed at the beginning of the installation.
<Admin_Message>	Text of custom message displayed at beginning of installation.
<InstallScreenDefault>	Numeric value that sets the default method of printer selection. 0 - Let installer decide (based on the number of printers discovered). 2 - Default to Printer List. 3 - Default to Specify Port. 4 - Default to USB PnP.
<Printer_Port_Value>	The IP address, DNS name, or UNC name of the device to install.
<GatewayDefault>	Default gateway address for Manual Search.
<SubnetMaskDefault>	Default subnet mask for Manual Search.
<USBSearch> <LPTSearch> <NetSearch>	Numeric values that represent the availability of each search method. 0 - Search using this method. 1 - Do not search using this method.
<SetLocationContactInfo>	Numeric value that controls the input of location and contact information during installation. 0 - Do not prompt user for information. 1 - Only prompt user to set information if it is not already set within printer. 2 - Always prompt user to set information.
<ResolveDNS>	Numeric value that sets the preferred means for device identification. 0 - Use DNS name if available. 1 - Use IP address.
<SetPrinterAsDefault>	Numeric value that controls the use of the installed printer as default. 0 - Installer determines default printer status. 1 - Always set as default. 2 - Never set as default.
<SharePrinter>	Numeric value that controls sharing of the installed printer. 0 - Let installer/user decide whether or not to share printer. 1 - Always share printer. 2 - Never share printer.
<ForceWebDownload>	Numeric value that indicates the preferred source for device drivers. 0 - Do NOT get files from the Internet automatically.

**Table 2-2: XeroxInstallerAdmin.xml File Options**

XML Field	Description
<DriverToUse>	Numeric value that indicates which PDLs to install. 0 - Let the installer decide. 1 - PDL 1 (PostScript). 2 - PDL 2 (PCL 5e, PCL 5c). 4 - PDL 3 (PCL 6). 3 - PDL 1 and PDL 2. 7 - PDL 1, 2, and 3.
<AdminConfigurableStrings>	Define a field not listed above and its value.

**Table 2-2: XeroxInstallerAdmin.xml File Options**

## Considerations for Enterprise Technologies

Large organizations, or organizations with specialized requirements for security, reliability, or remote access frequently employ technologies that impact the installation process. This section briefly describes two technologies that CentreWare printer drivers support—clusters and Citrix MetaFrame—and the role of the Add Printer Driver Wizard in preparing these environments for successful printer definition.

### Clustering

Clustering is a technology that configures two or more servers ("nodes") to behave as one. Each node has access to a storage medium (the "cluster") that houses the supported application or data.

Clustering is usually employed to improve fault tolerance or to implement load balancing. Typical applications of clustering are applications or functions that require virtually uninterrupted service, such as production report generation in many manufacturing environments, where one server failure could have repercussions throughout the supply chain.

Print servers are one of many possible applications of clustering. Others include Web services, ftp services, file management, and even managing some aspects of Active Directory.

When a cluster houses a print server, only the print spooler folder resides on the cluster. The printer drivers reside on the nodes in their standard locations. When one node fails, printing continues using the drivers that are present on a surviving node. Should that node lack the appropriate drivers, consequences range from a lack of access to advanced driver features to a complete inability to print.

To ensure consistent printer availability in a cluster, use the Add Printer Driver Wizard (see *Add Printer Driver Wizard* on page 2-13) to install the same printer drivers on all nodes in a cluster before adding the printer to the cluster itself.

### Citrix MetaFrame

Citrix MetaFrame provides centralized application management and distribution to an enterprise. Applications that are published to users from a Citrix server have a single point of installation and maintenance, simplifying administration. Desktop hosting capabilities offer access to current operating platforms and applications to users running a wide range of hardware and operating systems, while providing administrators increased control.

A Citrix server can be configured to "auto-create" a printer or printers when a Windows client logs in. This procedure makes the client's Windows printers available within a Citrix session. If the appropriate drivers do not reside on the Citrix server, the Citrix server substitutes a "universal" driver. The user can still print, but many of the features associated with CentreWare printer drivers, such as accounting or booklet creation, are unavailable.

To prevent this, install the CentreWare drivers (See *Add Printer Driver Wizard* on page 2-13) on a Citrix server (or on all members of a Citrix server farm) before clients that use local printers based on these drivers log in.



## Add Printer Driver Wizard

This wizard loads the requested drivers on a Windows print server but does not create a queue or printer object.

### ► To run the Add Printer Driver Wizard:

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 2 Click **File > Server Properties**. The Print Server Properties dialog box appears.
- 3 Click the **Drivers** tab.
- 4 Click **Add**. The Add Printer Driver Wizard appears.
- 5 Follow the instructions on the screen.

## Point and Print Installations

This procedure assumes that a Xerox system on a network server has been installed with the appropriate CentreWare printer driver prior to performing Point and Print.

### ► To perform Point and Print:

- 1 At the client workstation, access the desired network Xerox system through **My Network Places**. Browse to the printer.
- 2 Do one of the following:
  - Double-click the Xerox system icon. At the prompt, select to install the printer driver.
  - or–
  - Right-click the Xerox system icon. At the prompt, select to install the printer driver.
  - or–
  - Click the Xerox system icon. Drag and drop the printer icon on the Printers folder.  
The Add Printer Wizard opens.
- 3 Follow the Add Printer Wizard instructions. The appropriate files for the selected Xerox system download to the client workstation.

## Installing Printer Drivers on Other Networks

The Xerox Printer Driver Installation utility supports Windows networks. To install drivers in other networks, follow the network operating system's procedures for creating print servers, printers, and queues. You may then be able to use Microsoft's Add Printer Wizard to install drivers on Windows clients and attach the clients to queues.

## Configuring Printer Drivers

To use the CentreWare printer drivers most effectively, configure the drivers to reflect options available on the Xerox system. You can configure the drivers in one of the following ways:

- Preconfigure standard *device* and *document* settings in the driver prior to distributing them for installation.
- Configure installable options directly at a workstation.

### Preconfiguring Default Driver Settings

You may want to standardize the default settings for the Windows printer drivers before making them available for installation on individual workstations. There are two categories of driver settings that you can preconfigure:

- **Device Settings** - These settings refer to installable options such as a High Capacity Feeder or a Finisher, accounting options, and so forth.
- **Document Settings** - These settings refer to document options, such as a banner sheet, portrait or landscape orientation, PostScript options, and so forth.

This preconfiguration process involves copying the printer driver files from the *CentreWare Print and Fax Services CD* to a server installation directory, installing a driver on a workstation, selecting the default device and document settings that you want to establish, saving those settings in the driver, and copying the configuration file to the installation directory on the server to overwrite the previous defaults.



#### ► To modify the driver default settings:

- 1 At a workstation, insert the *CentreWare Print and Fax Services CD* into the CD-ROM drive. The AutoRun program displays the available selections.  
–or–  
If the AutoRun is disabled on your workstation, open My Computer and double-click the CD-ROM drive. Double-click **install.exe**. The AutoRun program displays the available selections.
- 2 If necessary, chose a language and click **OK**.
- 3 Click **Browse** and locate the printer driver files for your Xerox system. For information about the driver files, see *Obtaining CentreWare Drivers* on page 1-4.
- 4 Copy the printer driver files for the Xerox system to the driver installation directory on the server.
- 5 Install the printer driver files for the Xerox system to the workstation.

**NOTE:** For more information about installing the printer driver with the Xerox Printer Driver Installation Utility, see *Direct Installation* on page 2-4 or use the Microsoft Add Printer Wizard.

- 6 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 7 Right-click the appropriate printer icon and select **Properties**.
- 8 Select the **Configuration** tab and choose the settings to be used as the default settings.
- 9 Select the **Device Settings** tab and choose the settings to be used as the default settings.
- 10 Select the **Options** tab and choose **Enabled** for the **Write Defaults To Driver Configuration File** feature.
- 11 Click **OK** to save the configuration and device settings as the default settings.
- 12 To modify the default document settings, continue with the following steps. Otherwise, close the Properties dialog and continue with step 16.

For 2000 / XP / Server 2003 / Vista drivers, select the **General** tab and click **Printing Preferences**. The Printing Preferences dialog opens.
- 13 Select the document options you wish to have as default settings from the **Printing Preferences** dialog (2000 / XP / Server 2003 / Vista).
- 14 As soon as you make a change on the **Printing Preferences** dialog, in the **Saved Settings** drop-down menu at the bottom of the dialog window, an asterisk (\*) appears beside **Driver Defaults**. Click **OK** to save any settings you have made as default settings.
- 15 Click **OK** to close the Printing Preferences dialog and the Properties dialog in 2000 / XP / Server 2003 / Vista..
- 16 Locate the *driver filename.cfg* file created on the workstation in the (*Windows/System32/Spool/Drivers/W32x86/3* directory (for 2000 / XP / Server 2003 / Vista).
- 17 Copy and paste the new *driver filename.cfg* file into the driver installation directory on the server to overwrite the old *driver filename.cfg* file with the new driver default settings. Any drivers installed from this directory will now contain the default settings you selected.

## Configuring Installable Options at the Workstation

You may want to configure installable options directly at a workstation. You may be able to configure the driver settings *automatically*, using the driver's Bi-Directional communication functionality, or make the selections *manually*, setting the options on the individual driver dialogs.

### Configuring Installable Options Automatically

If you have a TCP/IP network, the Windows printer drivers can, as an option, provide Bi-Directional capabilities. The printer driver communicates with the printer through your network and acquires information from the printer. See *About Bi-Directional Printer Drivers* on page 2-18.

► **To configure the Installable Options automatically:**

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 2 Right-click the appropriate printer icon and select **Properties**.
- 3 Select the **Configuration** tab.
- 4 Click **Bi-Directional Setup...**. The Bi-Directional Communication dialog opens.
- 5 Enter the Device Name or TCP/IP address.
- 6 Select **On** to enable Bi-Directional communication.
- 7 Click **OK**. Bi-Directional communication is enabled. A *Status* button appears on the Paper/Output tab of the printer driver. By clicking Status, you can access current information about the printer. See *About Bi-Directional Printer Drivers* on page 2-18.

### Configuring Installable Options Manually

If your network environment does not support Bi-Directional communication, you can configure installable options manually. See *Bi-Directional Driver Support* on page 2-18 to see if your network environment is supported.

► **To configure the Installable Options manually:**

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 2 Right-click the appropriate printer icon and select **Properties**.
- 3 Select the **Configuration** tab.
- 4 Click **Installable Options** and select the options that are available on your Xerox system.
- 5 Click **OK** twice to save the Installable Options settings and close the Properties dialog.
- 6 Close the Printers and Faxes window.

## About Bi-Directional Printer Drivers

With Bi-Directional communication, a printer driver communicates with the printer through the network. The Windows 2000 / XP / Server 2003 / Vista printer drivers can provide Bi-Directional capabilities for TCP/IP networks.

After an initial setup procedure, Bi-Directional communication automatically updates the printer driver with the printer's installed options and reports specific information about the printer's operational status, active jobs, completed jobs, and paper status in your Xerox system.

### Status Dialog

The Status dialog shows the status of the Xerox system as well as specific information about its print jobs. Check the status of up to 25 jobs currently in the print queue or verify the status of completed jobs. Use this dialog to check the properties of the paper loaded in different paper trays on your printer and also the current paper levels in those trays. You can also use this dialog to verify that your printer is functioning properly.

Click **More Status** on the bottom of any tab window to access the Status dialog.

### Bi-Directional Driver Support

#### Supported Operating Systems

Bi-Directional drivers are supported for the following Microsoft Operating Systems:

Windows 2000 (Professional, Server, Advanced Server)

Windows XP (Home, Professional)

Windows Server 2003 (Server, Enterprise Server)

Windows Vista (All versions)

#### Client-Based Implementations

Bi-Directional drivers installed on a client workstation communicate with Xerox systems via the following methods:

Device Settings	SNMP over TCP/IP
Job Monitoring	SNMP over TCP/IP
Job History	SNMP over TCP/IP
Device Status	SNMP over TCP/IP
Device Configuration	Microsoft Point and Print functionality

## **Server-Based Implementations**

Bi-Directional drivers installed on a server communicate with Xerox systems via SNMP over TCP/IP or SNMP over IPX/SPX.

The data available in server-based drivers will not update on a regular basis. When configuration changes are made, the driver must be reopened to detect the changes.

# Uninstalling Windows Printer Drivers

## For Windows 2000 / XP / Server 2003 / Vista

### ► To uninstall the Windows 2000, XP, Server 2003, and Vista printer drivers:

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 2 Right-click on the icon for the printer you want to delete and select **Delete**.  
A confirmation message appears.
- 3 Click **Yes** to delete the printer driver object.
- 4 Repeat steps 2 and 3 for all printer objects that use the driver being uninstalled. For example, suppose you are uninstalling the PCL 6 drivers for a particular Xerox system. If your Printers window includes icons for more than one instance of that printer, you must delete them all before continuing.
- 5 Rebooting your workstation is recommended.
- 6 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Settings > Printers
  - Windows XP - Start > Printers and Faxes
  - Windows Vista - Start button > Control Panel > Hardware and Sound > PrintersThe **Printers** or **Printers and Faxes** window appears.
- 7 Right-click in a blank area of the folder. A drop-down menu opens.
- 8 Select **Server Properties**. A Properties dialog opens.
- 9 Select the **Drivers** tab.
- 10 Select the printer driver to remove.
- 11 Select **Remove**. The printer driver is deleted.
- 12 Reboot the workstation.



# Chapter 3

## Printer Driver Features

With the CentreWare printer drivers, you have an invaluable tool to save time and increase your productivity. These drivers offer over thirty-five feature options, depending on the type of driver and the installable finisher options, for you to choose how your document will look and print.

The Help system is the primary source for information about using the printer drivers. At any time, you can access the Help system through the Help buttons on the driver.

Also available are quick-reference cards about printer driver features. They were developed so that you can print and post them for a handy reference.

### *What's in this chapter:*

- *Driver Structure* ..... 3-2
- *Tabs* ..... 3-3
- *Driver Help System* ..... 3-5
- *Quick Reference Cards* ..... 3-6

# Driver Structure

The driver arranges the features on the following tabs: Paper/Output, Special Pages, Layout/Watermark, Image Options, and Advanced.

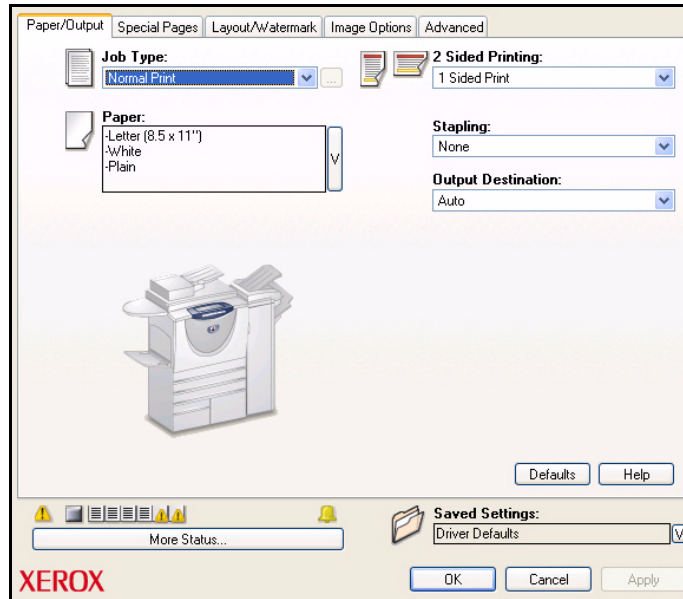



Figure 3-1: Printer Driver Interface

The features on the tabs are organized for your convenience with the most frequently used features available when you open the driver. Small icons are placed next to the features so that you can quickly find the features you want. By clicking on the icon you can go through the list of options for that feature. Or, use the drop down list to see the options.

 When chosen, certain features constrain other features. For example, if you set Finishing to *Booklet Fold*, *Booklet Layout*, an information icon on the printer driver near the 2 Sided Printing option appears, and 2 Sided Print, Flip on Short Edge displays in gray. When you click the information icon, a pop-up dialog appears explaining why the feature is not available or why it is constrained to a particular selection, as in this case, booklet printing requires 2 Sided Print, Flip on Short Edge.

## Tabs

Features vary on the driver tabs depending on the driver type and installable options.

### General Tabs

These driver tabs are accessed through the application's print dialog. Driver setting changes on these tabs apply to the open document and application, and are temporary.

### Paper/Output

The *Paper/Output* tab has the most frequently used features. For example, you can choose to print on two sides of the paper, select specific media on which to print, or delay your print job to a time you specify. The Paper/Output tab also presents the finishing options, which may include Staple, Fold, Hole Punch, or post-process insertion options, depending on the type of finisher you have installed.

### Special Pages

The *Special Pages* tab has features for adding Covers, Inserts, and Exceptions (specifying media / page characteristics on a per-page basis).

### Layout/Watermark

The *Layout/Watermark* tab contains all features that relate to Page Layout and Watermarks. The *Watermark Editor*, which is accessed from the Watermark dialog, enables you to create and customize text or graphic watermarks.

### Image Options

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

### Advanced

The *Advanced* tab contains features that infrequently change once the options are set, such as Banner Sheet, Request Offset, TrueType Font options, and Custom Paper Sizes.

### Status

If you have enabled the optional Bi-Directional communication for a printer driver, a *Status* area is added to the bottom of all tab windows. When you click *More Status*, the Status dialog opens and reports specific information about the printer's operational status as well as specific information about your print jobs. See *Status Dialog* on page 2-18.

## Default Tabs

These driver tabs are accessed through the Printers folder and may be available only with administrative rights. From the desktop select **Start > Settings > Printers** (Windows 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003 / Vista). Right-click on the printer icon and select **Properties** from the menu. The printer driver dialog appears. Driver settings from this dialog become the default settings. All of the *General Tabs* from your application's print dialog are available, as well as some other tabs such as the *Configuration* tab and the *Device Settings* tab.

The *Configuration* dialog contains several buttons (depending on your Xerox system model): Bi-Directional Setup, Installable Options, Accounting and About. Each button opens a dialog to configure your driver.

- *Bi-Directional Communication* allows you to enable bi-directional communication. You will then receive information through the driver about your print job, Xerox system, and paper status. See *About Bi-Directional Printer Drivers* on page 2-18.
- *Installable Options* lets you manually configure the driver with the number of paper trays and installable options - such as finishers and faxing - available on your Xerox system.
- *Accounting* lets you set up the driver to use accounting features. See the Accounting topic in the printer driver Help for more information.
- *About* shows the driver version number. Xerox personnel may request this number during support calls.

The *Device Settings* tab contains features that relate to font settings and PostScript settings.

## Driver Help System

The Help system is the primary source for information about using the printer drivers. Each driver tab has a Help button for easy access to the Help system. Through this Help button you can call up information on any feature on that tab or any other tab. Among the useful items in the Help system is a menu of *How To...* procedures for each feature, for example, How to print booklets, turn banner sheets on/off, print transparencies, or track printer use by account.

## Quick Reference Cards

- **Feature Cards** - Use these cards to find out what a printer driver is, where it is located, and how to use it. The card also contains the location on the printer driver of each feature. Print the cards to remind you of the many options you can use and where they are located on the printer driver.
- **Feature Facts** - Use these cards to learn what you can do with some selected features to enhance the printing of your documents. Print the cards and post them as a handy reference.

These Quick Reference Cards can be found on the CentreWare Print and Fax Services CD.

# Chapter 4

## Installing the Xerox Font Management Utility

The Xerox Font Management Utility is a tool used to maintain fonts on network printers. Font lists can be developed and modified for your printers. For example, if you have special fonts that are used in documents but are not readily available on your printer(s), use the Xerox Font Management Utility to download the required fonts to the printers. Using the utility, fonts may be viewed, printed, downloaded to printers, or your downloaded (non-resident) fonts exported to a file. You may also maintain printer lists for font management.

### *What's in this chapter:*

- *Installing the Xerox Font Management Utility* . . . . . 4-2
- *Accessing the Xerox Font Management Utility* . . . . . 4-2
- *Using the Xerox Font Management Utility* . . . . . 4-2
- *Uninstalling the Xerox Font Management Utility* . . . . . 4-3

## Installing the Xerox Font Management Utility

### ► To install the utility:

- 1 Insert the *CentreWare Print and Fax Services CD* into the appropriate drive. The AutoRun program starts.
- 2 Click **Tools and Utilities**.
- 3 Click **Install Font Management Utility**.
- 4 The installation wizard opens. Click **Next**.
- 5 Select the radio button to accept the license agreement. Click **Next**.
- 6 Type the user name and organization.
- 7 Specify who has access to the application. Click **Next**.
- 8 Select the Setup type: **Complete** or **Custom**. Click **Next**.
- 9 Click **Install** to install the utility on the workstation.
- 10 Click **Finish** to exit the install wizard.

The installation is complete.

## Accessing the Xerox Font Management Utility

### ► To access the utility in Windows environments:

From the desktop, select **Start > Programs > Xerox Font Management Utility > Font Management Utility** in Windows 2000 or **Start > All Programs > Xerox Font Management Utility > Font Management Utility** in Windows XP / Server 2003 / Vista.

## Using the Xerox Font Management Utility

The Help system is the primary source for information about using the Xerox Font Management Utility. You can access the Help system through the Help buttons. Included in the Help system are feature descriptions and step-by-step procedures.



## Uninstalling the Xerox Font Management Utility

To uninstall the Xerox Font Management Utility, use the *Add/Remove Programs* wizard in the Control Panel folder. If you have access to the *CentreWare Print and Fax Services CD*, you can modify and/or repair the Xerox Font Management Utility.

### ► To uninstall the utility:

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Control Panel > Add Remove Programs
  - Windows XP - Start > Control Panel > Add Remove Programs
  - Windows Vista - Start > Control Panel > > Programs > Programs and Features > Uninstall a programThe dialog for installing, changing, or uninstalling programs opens.
- 2 Select Xerox Font Management Utility.
- 3 Follow the procedures in the wizard to remove the Xerox Font Management Utility from your system.

### ► To repair the utility:

With this option, you can fix missing or corrupt files, shortcuts, and registry entries.

- 1 Insert the *CentreWare Print and Fax Services CD* into the CD-ROM drive.
- 2 Click **Management Services & Tools > Install Font Management Utility**. The installation wizard opens. Click **Next**.
- 3 Select **Repair**. Click **Next**.
- 4 Click **Install**.
- 5 Click **Finish** to exit the wizard.



# Chapter 5

## Installing the TIFF Submission Tool

With the TIFF Submission Tool, you can submit TIFF (Tagged Image File Format) and PDF (Portable Document Format) files directly to a Xerox system for printing.

The primary advantage of this application is that it does not add additional PostScript information to the submitted file (often referred to as a PostScript wrapper). Instead, the TIFF or PDF files are submitted as print-ready files. This enables the Xerox system RIP (Raster Image Processor) to process TIFF and PDF files very quickly.

### *What's in this chapter:*

- *Workstation Requirements* ..... 5-2
- *Installing the TIFF Submission Tool* ..... 5-3
- *Accessing the TIFF Submission Tool* ..... 5-3
- *Uninstalling the TIFF Submission Tool* ..... 5-4

## Workstation Requirements

The TIFF Submission Tool can be used on workstations that meet the following basic requirements:

- Windows 2000
- Windows XP
- Windows Vista
- 4 MB of hard drive space

## Installing the TIFF Submission Tool

Use the following procedure to install the TIFF Submission Tool software on a Windows workstation.

### ► To install the TIFF Submission Tool:

- 1 Insert the *CentreWare Print and Fax Services CD* into the appropriate drive. The AutoRun program starts.
- 2 Click **Tools and Utilities**.
- 3 Click **Install TIFF Submission Tool**.
- 4 Click **Next** on the opening dialog of the installation wizard.
- 5 Read the Software License agreement and click **Yes**.
- 6 Enter your user and company information. Click **Next**.
- 7 Click **Next** on the Choose Destination Location dialog.
- 8 Click **Next** on the Select Program Folder dialog.
- 9 Click **Finish**. The CentreWare TIFF Submission Tool is ready for use.

## Accessing the TIFF Submission Tool

### ► To access the application on your PC:

From your desktop, select **Start > Programs > Xerox CentreWare > CentreWare TIFF Submission Tool** (Windows 2000) or **Start > All Programs > Xerox CentreWare > CentreWare TIFF Submission Tool** (Windows XP / Server 2003 / Vista).

## Using the TIFF Submission Tool

The Help system is the primary source for information about using the TIFF Submission Tool. You can access the Help system through the Help buttons. Included in the Help system are feature descriptions and step-by-step procedures.

## Uninstalling the TIFF Submission Tool

Use the following procedure to uninstall the TIFF Submission Tool software on a Windows workstation.

### ► To uninstall the TIFF Submission Tool:

- 1 Using the appropriate path for your operating system, locate the list of printers:
  - Windows 2000 - Start > Control Panel > Add Remove Programs
  - Windows XP - Start > Control Panel > Add Remove Programs
  - Windows Vista - Start > Control Panel > > Programs > Programs and Features > Uninstall a program

The dialog for installing, changing, or uninstalling programs opens.
- 2 Follow the procedures in the application to remove the TIFF Submission Tool from your system.

# Chapter 6

## 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. This chapter includes some of the common problems and Frequently Asked Questions that pertain to CentreWare Printer Drivers and printing to your Xerox system.

### *What's in this chapter:*

- *Troubleshooting a Problem* ..... 6-2
- *Common Issues*. . . . . 6-3
- *Frequently Asked Questions*. . . . . 6-6

## 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 problem solving topics, 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.



## Common Issues

This section discusses some common application and printer driver functionality issues.

### Adobe Acrobat Printing

All versions of Adobe Acrobat have exhibited various forms of distorted output when printing from a PCL driver. Stray lines, random character spacing, and data loss have been observed on various PDF documents. A CentreWare PostScript driver is recommended for printing Acrobat PDF files.

### Booklet and Multiple-Up (N-Up) Printing

Some applications do not support booklet or N-up printing.

- Microsoft Word mail merge documents cannot be printed as booklets or N-up.
- You may need to reset the Booklet or N-Up settings before you save your documents. Some applications, such as Microsoft Word 97, will save the scaling setting with the document. When the document is reopened later, the text and graphics may print in a reduced format unless you reset the **N-Pages Up** option on the printer driver Layout/Watermark tab to 1-Up prior to printing. It is generally best to reset this option to 1-Up before you save and close your documents.
- N-up and booklet printing features may not work properly with Corel Draw version 8.
- Use PCL Raster mode to print large N-Up/Booklet documents that do not print properly in Vector mode.

### Euro Symbol

The Xerox Euro font family was created to support the imaging of the Euro currency symbol with fonts that do not yet support this character. The Xerox Euro font family consists of the Euro symbol in various styles and weights designed to work in conjunction with the most popular font styles. Many styles include a symbol at numeric width, which conforms to the standard design rules of the Euro symbol, as well as a designer version of the character, created to more closely resemble the original font. To use the symbol, set the font selection to Xerox Euro and type the keystroke that corresponds to the type style you are using.

- Xerox Euro Fonts are provided on the *CentreWare Print and Fax Services CD* within the ...\*Windows\Fonts* folder.
- Additional information and font installation instructions are available through the Internet on the Xerox Web site at [www.xerox.com](http://www.xerox.com).

- If the fonts on your printer are not updated to include the Euro, a box will be printed instead of the Euro symbol. A workaround for this problem is to send Euro fonts to the printer as bitmapped images.
- For PCL drivers, select the **Always Send to Printer** option in the CentreWare PCL driver when printing the Euro symbol. If problems persist when printing the Euro symbol, select the **Send as Graphics** option.

## PDF Printing

When printing a PDF, sending a large file may result in the printing of print limit check error sheets or only a banner sheet. If this occurs, print the PDF file using the PostScript printer driver or try printing the PDF file using LPR.

## Microsoft Applications

### *Excel*

- To change the job type options for any individual document, you must set the job type from within Microsoft Excel (Page Setup dialog). Job type changes for an individual document will not take effect if you invoke the CentreWare printer driver from the Printers folder.
- Excel will generate multiple print jobs instead of multiple copies of a single document. This behavior can result in performance degradation, as well as inoperability of features, such as Sample Set, which depend on multiple set printing. In Excel, deselect the Collate option. This allows the driver settings to collate correctly.
- Excel may have occasional problems with documents that contain a mix of portrait and landscape pages. Selecting a different printer driver, then reselecting the original printer driver may help to resolve this problem.

### *PowerPoint*

The Microsoft PowerPoint feature that optimizes black and white printing will produce undesired results when Raster output is selected as the Graphics Mode in the CentreWare PCL printer driver. Do not choose the black and white option in PowerPoint if Raster output is required.

## PCL Printer Driver

### *Print Colored Text in Black*

This feature may not work with some applications, or you may have to select the option from within the application if it is supported. Certain applications, such as WordPerfect and MS Publisher, always print text as graphics or may default to the graphics mode when memory is low or when the text is very complex. When these circumstances occur, the **Print Colored Text in Black** feature in the CentreWare PCL printer drivers will not work.

## Sample Set Not Supported in FrameMaker

Some applications generate print data that is intended for *page printers* rather than *document printers*, like the WorkCentre Pro and WorkCentre series. When the print data is sent in this format, both the WorkCentre Pro and the WorkCentre will print the first set of a **Sample Set** job, but the remaining sets of the document will be discarded. There is no known workaround for this problem.

## Watermarks

The Watermark preview image in the printer drivers may not provide an exact replica of the printed watermark under all conditions. This is primarily due to font and/or resolution differences between the display monitor and the printer. Using equivalent TrueType fonts instead of printer resident fonts will help minimize the differences.

With some applications, the CentreWare PCL drivers may appear to print watermarks in the foreground even when the background printing option is selected in the driver. This is due to the different methods that applications use to send data to the printer.

## WordPerfect

- If you encounter problems stapling multiple jobs as separate documents with WordPerfect 8.x, install the service pack available for WordPerfect at [www.corel.com](http://www.corel.com) to correct the issue.
- Sample Set job types will not work with WordPerfect 8.x for Windows.
- B4 JIS, B4 ISO, B6, and A6 paper sizes do not print with WordPerfect 8.x for Windows.
- The scaling option in WordPerfect versions 7, 8, and 9 will override the Reduce/Enlarge option in the CentreWare drivers. Use the scaling option in the Print/Customize property sheet to adjust scaling rather than the CentreWare printer driver Reduce/Enlarge option.
- With WordPerfect 6.1, the Playbill font may not print correctly when the Use Printer Fonts option is selected because the printer does not support the Playbill font.

## Frequently Asked Questions

- **How do I obtain printer drivers?**

Printer drivers are available on the *CentreWare Print and Fax Services CD* or from the Xerox Web site at [www.xerox.com](http://www.xerox.com). See *Obtaining CentreWare Drivers* on page 1-4 for more information.

- **How do I determine what printer driver is needed?**

The following information is necessary to determine the correct printer driver:

- Model of your Xerox system, for example, WorkCentre 5665
- Operating system environment, for example, Windows XP
- Type of printer driver, for example, PostScript or PCL

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