

XEROX®

CentreWare® Release 7.2

Printer Drivers Guide

For Macintosh

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Chapter 1

CentreWare Printer Drivers for Macintosh

CentreWare is software that brings the power of your Xerox systems right to your desktop. With these interactive drivers, printing and faxing from the Macintosh is simple. Printing options are easy to find, select, and use.

This guide introduces you to the CentreWare printer drivers and helps you to install and set up the Xerox system for use. Once installed, you can begin using the numerous and robust printing options of the Xerox system.

Supported Features

The CentreWare 7.2 release provides support for Xerox WorkCentre printers. The following list highlights the latest features for these Xerox systems:

- PostScript for the following models:
 - WorkCentre 7328
 - WorkCentre 7335
 - WorkCentre 7345
- Save to Mailbox feature
- Improved user interface
- Hole punch capability: 2/4 hole and 3 hole punch
- Finishing options include stapling, hole punching, booklet making, booklet folding, post-process inserting, and offsetting. These options vary based on the finishing unit.

CentreWare Printer Drivers and Applications

Printer drivers for Macintosh OS X, PPDs for OS 9, the Xerox Font Management Utility, and Macintosh Printer Utility are available with this CentreWare release.

Some printer drivers also support faxing. Integrated fax capabilities vary with each Xerox system. Not all Xerox printers support both network printing and LAN fax submitted from the desktop. Check your product-specific literature for more details.

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 (and earlier versions) in this release. Generic Printer Description files (PPDs) are provided for OS 8.6 - 9.x which can be used with Adobe PostScript 8.x and Apple LaserWriter 8.x printer drivers.

Xerox Font Management Utility

The Xerox Font Management Utility is a tool for managing fonts and printer lists. Using this utility, fonts may be viewed, printed, or downloaded to printers, and downloaded (non-resident) fonts 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.

Obtaining CentreWare Printer Drivers

CentreWare Print and Fax Drivers CD

The installation .DMG files (OS X) and generic PPDs (OS 9) for the Xerox system printer drivers are available in the Mac folder on the CentreWare Print and Fax Drivers CD.

Downloading from the Web

CentreWare printer drivers can be downloaded from the Xerox Web site (www.Xerox.com). From the Xerox home page, click **Support & Drivers**. Follow the instructions on the Web page to locate the appropriate driver for your Xerox system.


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 *CentreWare Print and Fax Drivers CD* in electronic (PDF) format.

Help

OS X has a fully-featured help system that is accessed by clicking the  help button on the CentreWare printer driver dialogs or by choosing **Help** from the Macintosh Help menu. Included in the help system are feature descriptions, step-by-step procedures, Xerox system information, and support information.

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 from the **Support & Drivers** area.

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)
OTHER	

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 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:

- *Installing Printer Drivers* 2-2
- *Setting Up Printers* 2-3
- *Configuring Installable Options for Printers* 2-5
- *Removing Custom Printer Drivers* 2-5

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 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 (.pkg) 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.

► 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 2-5 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/Mac OS 10.3+ Universal PS/Xerox WorkCentre 7328_7335_7345.dmg*.
- 3 Double-click the .DMG icon. A virtual disk image is created on the desktop which is automatically opened to a .pkg 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 .pkg 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** or **Upgrade**.

You may be asked to Authenticate yourself before being allowed to install the driver.

- 5 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>.lproj

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

- 6 Close any open windows.

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. Use the Macintosh Printer Setup Utility to perform these tasks for your Xerox system.

OS X (10.3 and above) supports the following protocols:

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

Adding Printers with the Printer Setup Utility


► To add a printer in OS X 10.3:

- 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 **Xerox** and select your 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.

► To add a printer in OS X 10.4:

- 1 Open <hard drive> > Applications > Utilities and double-click **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.
- 5 Type the printer IP Address.
- 6 Type a name for the printer and, if desired, a location.
- 7 From Print Using, select a Xerox driver to configure.

- 8 From the *Printer Model* pop-up menu, choose **Auto Select**.


NOTE: If choosing **Auto Select** fails to locate a driver, select **Xerox > Xerox WorkCentre 7328/7335/7345** from the **Print Using** menu.

- 9 Click **Add**. The Installable Options sheet appears.
- 10 Choose other options in the dialog, such as Paper Tray, Output options, Hole Punch Unit, or LAN Fax options from the pop-up menus.
- 11 Click **Continue**.
- 12 Open and print a document in an application to test the printer and printer driver.

Configuring Installable Options for Printers

Depending on the Xerox system, additional options are available for configuration, such as a Finisher or Hole Punch unit.


► 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 Paper Tray, Output options, Hole Punch Unit, or LAN Fax options from the pop-up menus.
- 6 When you are finished, click **Apply Changes** and close the Printer Setup Utility.

Removing Custom Printer Drivers

You remove OS X drivers 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 Printer List appears.
- 2 Select the Xerox system that you want to remove and click the  **Delete** icon.
- 3 Quit the Printer Setup Utility.
- 4 Locate the `/Library/Printers/Xerox/PDEs` folder on the Macintosh hard drive and drag the plug-in files (.plugin) associated with the Xerox system being removed to the Trash can.

You may be asked to Authenticate yourself before being allowed to remove the plug-in file.

NOTE: Plug-ins for Xerox printers have file names such as *WorkCentre<model number>.plugin*, and *XeroxWatermark.plugin*. If you are not removing all Xerox printers, be careful not to remove plug-ins needed by an active printer.

- 5 Close any open windows and empty the Trash.

Chapter 3

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 drop-down menu. The features are arranged on the following dialogs: Paper/Output, 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.

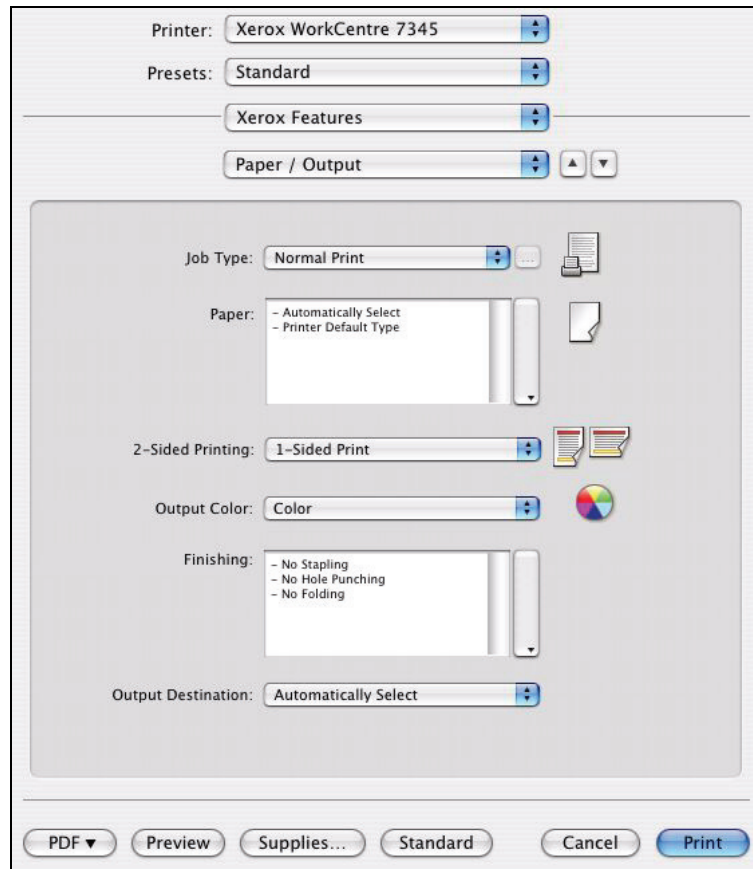


Figure 3-1: Printer Driver Dialog

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 most are temporary.

Paper/Output

The *Paper/Output* dialog includes the most frequently used features. For example, you can choose two-sided printing, specific media on which to print, or delay your print job to a time specified by you. The Paper/Output dialog also contains finishing options, which may include staple, booklet creation, booklet fold, folding, hole punch, or post-process insertion options, depending on the type of finisher you have installed.

Image Options

The *Image Options* dialog groups together features that are related to image manipulation within the print driver.

Layout/Watermark

The *Layout/Watermark* dialog includes features for page layout, such as Booklet Layout, and features for creating and printing watermarks. The Watermark Editor, which is accessed from this dialog, 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 Feed Orientation.


Accounting

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

About

The *About* dialog displays information about the printer driver such as version number and copyright date.

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 Page Inserts*.

Chapter 4

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 8.6 - 9x 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 and earlier Macintosh workstations.

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

- 4 MB of memory
- 6.2 MB of hard disk space (500 KB for each installed PPD and plug-in.)
- CD-ROM drive or access to a network
- OS 8.6 - 9.x

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 */Mac/OS9.x_PPD/<language>/<Xerox system name>/GenericPPD_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 */Apple Extras/Apple LaserWriter Software*.
- 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 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

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

► To remove PPDs from OS 9:

- 1 Select the desktop icon for the associated Xerox system you are removing and drag it to the Trash.
- 2 Open the */System Folder/Extensions/Printer Descriptions* folder.
- 3 Select the PPD files for the Xerox system and drag the files to the Trash.
- 4 Empty the Trash.

The Xerox generic PPD is removed.

Chapter 5

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* 5-2
- *Known Issues for OS X* 5-3

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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