THE DOCUMENT COMPANY

XEROX®

CentreWare®

Print and Fax Drivers Guide

For Windows

Release 5.50

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Table of Contents

What's New in this Release? viii
Print and Fax Driver Overview viii
CentreWare Printer Drivers ix
Enhanced View ix
Standard View x
PostScript xi
PCL xi
Obtaining CentreWare Print and Fax Drivers xi
CentreWare Print and Fax Drivers CD xii
Downloading from the Web xii
WorkCentre and WorkCentre Pro PPD Files xii
CentreWare Printer Driver Applications xiii
Xerox Printer Configuration Utility xiii
Xerox Printer Installation Utility xiii
TIFF Submission Tool xiii
Font Management Utility xiii
Print and Fax Driver Documentation xiv
CentreWare Print and Fax Drivers Guide for Windows xiv
Help xiv
Quick Reference Cards for Printer Drivers: xiv
Internet Support xv
Telephone Support xv
Customer Tips xv
Chapter 1 Installing Windows Printer Drivers 1-1
Requirements 1-2
Printer Drivers 1-2
Xerox Windows Driver Installer 1-2
Network Print Configurations 1-3

Peer To Peer 1-3
Through a Network print server 1-3
Installing Printer Drivers in Windows Networks 1-4
Direct Installation 1-5
Direct Installation with a Peer To Peer Connection 1-5
Direct Installation Through a Network Printer Server Connection . 1-10
Distributed Installation 1-13
Copying Files to the Network 1-14
Configuring Installation Files 1-15
Distributing Installation Files 1-21
Installing Printer Drivers on a PC 1-22
Managing Configuration Files for Multiple User Groups 1-23
Point and Print 1-25
Installing Printer Drivers in Other Networks 1-25
Configuring Printer Drivers 1-26
Configuring the Installable Options—Manually 1-26
Configuring the Installable Options—Automatically 1-28
Bi-Directional Printer Drivers 1-30
Status Dialog 1-31
Bi-Directional Driver Support 1-32
Supported Operating Systems 1-32
Client-Based Implementations 1-32
Server-Based Implementations 1-32
Locating Installation Files on the CD 1-33
Uninstalling Windows Printer Drivers 1-34
For Windows 9x and NT4.0 1-34
For Windows 2000/XP 1-34
Chapter 2 Getting the Most From Your Printer Driver 2-1
Driver Structure 2-2
General Tabs 2-3
Default Tabs 2-4
Driver Help System 2-5
Quick Reference Cards 2-5
Chapter 3 Installing the Font Management Utility 3-1
Installing the Font Management Utility 3-2
Accessing the Font Management Utility 3-2
Using the Font Management Utility 3-2

Uninstalling the Font Management Utility 3-3
Chapter 4 Installing the TIFF Submission Tool 4-1
Workstation Requirements 4-2
Supported Xerox Systems 4-2
Installing the TIFF Submission Tool 4-3
Accessing the TIFF Submission Tool 4-3
Using the TIFF Submission Tool 4-3
Uninstalling the TIFF Submission Tool 4-4
Chapter 5 Problem Solving 5-1
Troubleshooting a Problem 5-2
Common Issues 5-3
Adobe Acrobat Printing 5-3
Booklet and Multiple-Up (N-Up) Printing 5-3
Euro Symbol 5-4
PDF Printing 5-4
Microsoft Applications 5-5
PCL Printer Driver 5-6
Sample Set Not Supported in FrameMaker 5-6
Watermarks 5-7
WordPerfect 5-7
Frequently Asked Questions 5-8

Welcome to CentreWare Print and Fax Drivers for Microsoft Windows

CentreWare is software that brings the power of your Xerox systems to your desktop. CentreWare provides you with total access, viewing, and control of any Xerox system to any connected desktop. CentreWare's interactive drivers make printing and faxing 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.

What's in this chapter:

- *What's New in this Release?* viii
- *Print and Fax Driver Overview* viii
- *Obtaining CentreWare Print and Fax Drivers* xi
- *WorkCentre and WorkCentre Pro PPD Files* xii
- *CentreWare Printer Driver Applications*. xiii
- *Print and Fax Driver Documentation* xiv
- *Internet and Telephone Support* xv

What's New in this Release?

The CentreWare 5.50 release of the WorkCentre M and WorkCentre Pro printer drivers supports the following new features and hardware:

- WorkCentre M models 55/45/35
- WorkCentre Pro models 90/75/65, and 55/45/35, and 40 Color / 32 Color
- Color print and scan capability
- Color added to Accounting
- Finisher options
- Bi-Directional printer drivers that after an initial setup, automatically configure the driver with the installable options, report the current status of the device, provide information on the current job, and a history of the last twenty-five jobs on your Xerox system
- Xerox Printer Configuration Utility
- Xerox Printer Installation Utility

Print and Fax Driver Overview

A print and fax 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.

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. Other network fax options can be configured with different models, using third-party software applications.

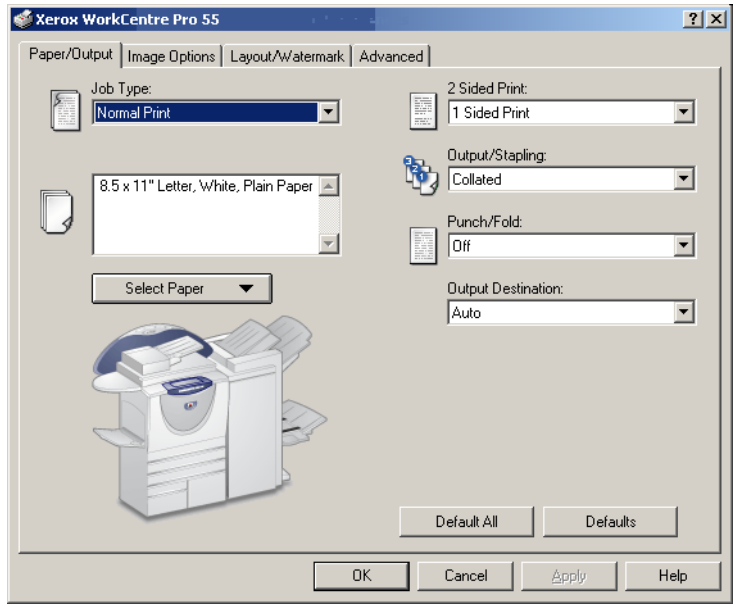
CentreWare Printer Drivers

There are two kinds of views for CentreWare printer drivers:

- Enhanced view
- Standard view

Enhanced View

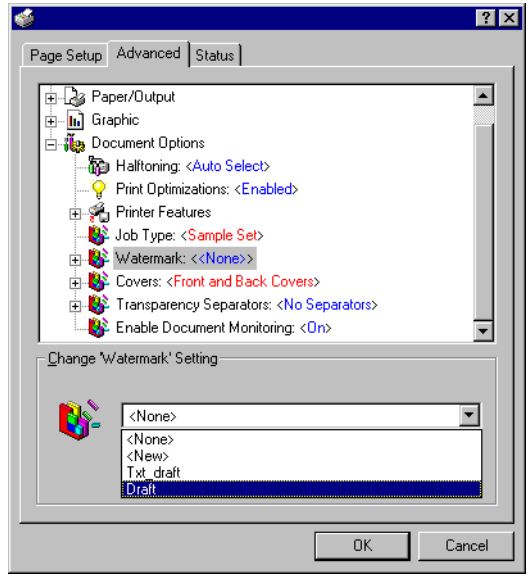
Printer drivers in enhanced view display the feature options on tabs within the driver. These printer drivers are designed specifically for Xerox products. CentreWare drivers in enhanced view are available for Windows 9x workstations. They are also available for NT4/2000/XP drivers when Internet Explorer 5.01 or higher is installed on your workstation. Please note that the driver graphic is representative. Driver options and mimics will vary slightly depending on the operating system and model.



Printer Driver—Enhanced View

Standard View

Printer drivers in standard view conform to the Microsoft Windows driver standards. The options are displayed in tree form, which is generic across many software products. With CentreWare printer drivers in a Windows NT 4, 2000, or XP environment, you can choose between enhanced and standard view by making your selection on the Configuration tab.



Printer Driver—Standard View

The CentreWare printer drivers are available in PostScript 3, PCL 5e, PCL 5c, and PCL 6 (XL) 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 Print and Fax Drivers

The following table shows the Xerox system models supported in this release of CentreWare and the printer drivers that are available for Windows 95/98/Me/NT/ 2000 and XP environments.

CentreWare Printer Drivers (Windows 95/98/Me/NT/ 2000/XP)	WorkCentre M and WorkCentre Pro (WCP) Models	Location
PostScript	WCP 90/75/65, 55/45/35, and 40 Color / 32 Color	CD/Web
PCL 5e	WorkCentre M 55/45/35, WCP 90/75/65 and 55/45/35	CD/Web
PCL 5c	WCP 40 Color / 32 Color	CD/Web
PCL 6 (XL)	WorkCentre M 55/45/35, WCP 90/75/65 and 55/45/35	Check availability on Web site: www.Xerox.com

CentreWare Printer Drivers for Xerox WorkCentre M and WorkCentre Pro

CentreWare Print and Fax Drivers CD

The installation files for the Xerox system printer drivers are available on the *CentreWare Print and Fax Drivers* CD.

For updates and additional information, check the Xerox Web site at www.Xerox.com.

Downloading from the Web

Xerox system printer drivers can be downloaded from the Xerox Web site at www.xerox.com. The installation files for all Xerox system models are available from the Web site.

To download printer drivers:

1. Access the Xerox Web site and click the **Drivers** link.
2. Select your Xerox product family from the product family drop-down list and click **Search**.
3. Select the desired Product, Operating System (Windows), and Language for the printer driver.
4. Click **Search**.
5. From the *Drivers* list, select a driver.
6. Select **Save** from the *File Download* dialog.
7. Choose a location to download the file and click **Save**.
8. After the printer driver is downloaded, follow the instructions presented in *Chapter 1* for installing drivers.

WorkCentre and WorkCentre Pro 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 all of the Xerox system models. They are automatically installed with the printer driver.

CentreWare Printer Driver Applications

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

- Xerox Printer Configuration Utility
- Xerox Printer Installation Utility
- TIFF Submission Tool
- Font Management Utility

Xerox Printer Configuration Utility

The Xerox Printer Configuration Utility is for System Administrators who would like to set up standardized configuration files to enable users to quickly and easily install their printer drivers.

Xerox Printer Installation Utility

The Xerox Printer Installation Utility is for users who would like to modify the printer driver settings sent by the System Administrator before installing the drivers. System administrators may also use this utility to install printer drivers directly onto a PC or network server.

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: A TIFF interpreter on your Xerox system is required for this tool.

See *Installing the TIFF Submission Tool* on page 4-1 for more information.

Font Management Utility

The Font Management Utility is a tool used for managing fonts and printer lists. Using this utility, fonts may be viewed, printed, downloaded to printers, and 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 Font Management Utility* on page 3-1 for more information.

Print and Fax Driver Documentation

CentreWare Print and Fax Drivers Guide for Windows

This guide is intended for administrators who install and configure CentreWare printer drivers and for users who want to know more information about printer drivers and their installation.

The CentreWare Print and Fax Drivers Guide is available on the *CentreWare Print and Fax Drivers* CD in electronic (PDF) format. If selected at the time of installation, the Drivers Guide is placed on the user's PC at ...\ Program Files \ Xerox \ WorkCentre Pro or \WorkCentre, depending on the printer model.

An English version of Adobe Acrobat Reader is provided on the *CentreWare Print and Fax Drivers* CD. This works on most workstations running a non-English version of Windows, except Windows 2000. You can download a reader for other languages from Adobe at www.adobe.com/products/acrobat/readstep2.html.

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 and *What's This?* context sensitive help. Included in the Help system are Quick Reference Cards for printer drivers, feature descriptions, step-by-step procedures, Xerox system information, problem-solving information, and support information.

Quick Reference Cards for Printer Drivers:

- **Feature Card**—a quick reference card to help you locate the many printing options that you can use through the printer driver to enhance the printing of your documents.
- **Feature Facts**—a quick reference card describing selected printing options, such as Watermarks, Booklet Layout, and Stapling.

The Quick Reference Cards are provided in Adobe Acrobat PDF format.

Internet Support

Visit Xerox on the Internet at www.Xerox.com. The Web site contains Xerox systems product information, product overviews and support, and the latest information about CentreWare printer driver releases.

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 on the metal frame behind the front door, and record it in the space below 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
CANADA	800-939-3769 (800-93-XEROX)

Customer Tips

Additional tips and technical information for printer drivers are available at the Xerox Web site, www.Xerox.com. Locate your product and access the Customer Tips link. *Customer Tips* cover specific issues that may require special procedures or application notes regarding the operation and configuration of your Xerox system.

Installing Windows Printer Drivers

The CentreWare printer drivers support the special features and functions of Xerox systems, enabling fast, efficient printing from your desktop. Installation instructions for all current Windows environments are provided in this chapter.

What's in this chapter:

- *Requirements* 1-2
- *Direct Installation* 1-5
- *Distributed Installation* 1-14
- *Managing Configuration Files for Multiple User Groups* 1-23
- *Supported Driver Languages* 1-24
- *Configuring Printer Drivers* 1-26
- *Bi-Directional Printer Drivers* 1-30
- *Locating Installation Files on the CD* 1-33
- *Uninstalling Windows Printer Drivers* 1-34

Requirements

Printer Drivers

- The minimum hardware requirements for the CentreWare printer drivers vary based on the specific printer driver you are installing. At the most, you will need 7 MB of available hard disk space for any of the CentreWare Windows printer drivers.
- Internet Explorer 5.01 or higher installed on the workstation for NT4.0, 2000, and XP drivers using Enhanced view.

Xerox Windows Driver Installer

The Xerox Windows Driver Installer consists of two utilities: the Xerox Printer Configuration Utility and the Xerox Printer Installation Utility.

These utilities require:

- Administrator privileges in NT4.0/2000/XP
- Internet Explorer 5.0 or higher
- LPR Port Monitor installed and running to connect Peer To Peer in a Windows NT4.0 environment
- Service Pack 2 installed on Windows 2000 systems
- Service Pack 4 installed on Windows NT4.0 systems

Network Print Configurations

Peer To Peer

In a Peer To Peer environment, a printer driver is installed on a workstation that is connected to a printer. The printer driver resides only on the workstation. In this setup, workstation users maintain their own printer defaults and configurations, allowing different printer settings for each user.

Through a Network print server

In a Through a Network print server environment, a printer driver is installed on a server and shared with other servers and workstations on the network. The printer driver is downloaded to the workstation from the server. In this network setup, a Network Administrator generally maintains the printer defaults and configuration.

Installing Printer Drivers in Windows Networks

You have two ways to install a Xerox printer driver and other components in Windows environments.

Direct Installation

Use the Xerox Printer Installation Utility to install Xerox printer drivers quickly and easily for your network printers. If you are a system administrator or user who has the *CentreWare Print and Fax Drivers* CD or knows the network location where the contents of the CD has been saved, you can configure settings for several printer drivers at one time and install the drivers directly onto a PC or print server.

Distributed Installation

Copy the contents of the *CentreWare Print and Fax Drivers* CD to your network. Then open the Xerox Printer Configuration Utility, set up a configuration file, and distribute a packet of installation files containing the configuration file to users to install the printer drivers on their PCs.

Direct Installation

With the Xerox Printer Installation Utility, you can configure and install printer drivers with a Peer To Peer connection or with a Through Network print server connection.

In an NT4.0/2000/XP environment, you need administrator rights to run the Xerox Printer Installation Utility. To install drivers onto a network server you must run the Xerox Printer Installation Utility at the network server. You cannot install the drivers remotely.

Direct Installation with a Peer To Peer Connection

To configure and install printer drivers with a peer to peer connection:

1. Insert the *CentreWare Print and Fax Drivers* 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 the *Setup.exe* file. The AutoRun program displays the available selections.

2. Click **Print and Fax Drivers > Install Your Windows Printer Driver**. The Xerox Printer Installation Utility opens.

3. Select a language on the *Welcome* tab to view the utility.

4 On the *Configuration* tab, select a language for your printer driver.

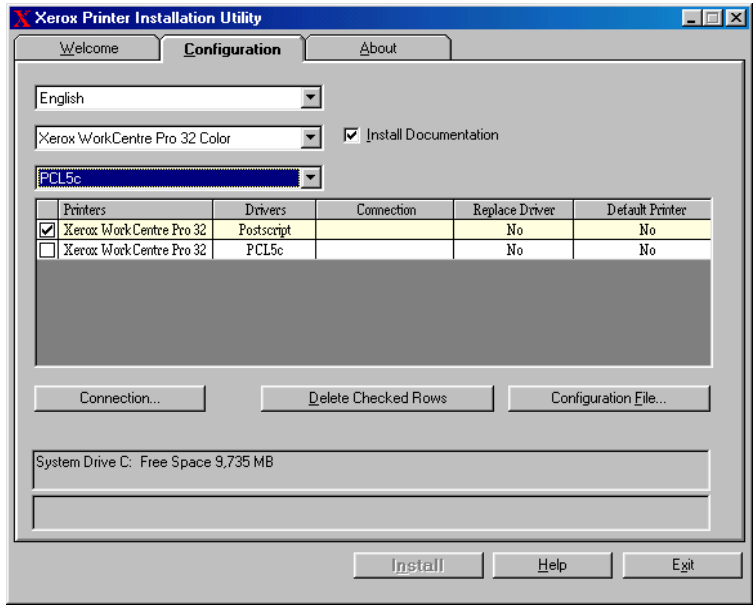


Figure 1-1: Xerox Printer Installation Utility, Configuration Tab

5 Select a printer model.

6 Choose one or more drivers. The printer and driver selections appear in the Configuration Information box.

7 Select **Install Documentation** to place on your workstation the *CentreWare Print and Fax Drivers Guide 5.50*, a user reference guide for printer driver overview and installation. Depending on the printer model you are installing, the documentation is placed at ..\Program Files\Xerox\WorkCentre Pro or \WorkCentre.

8 Select a printer from the Information box. Or, select more than one printer of the same model if you want to install a PS and PCL driver for this printer.

9 Click **Connection...**. The Connection dialog opens.

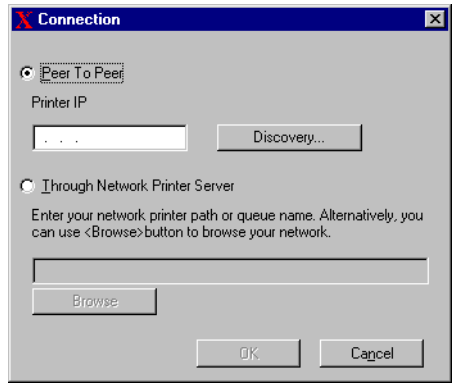


Figure 1-2: Connection Dialog. Peer To Peer Connection is selected.

10 Select **Peer to Peer**.

NOTE: The Xerox Printer Installation Utility does not support peer to peer printing in a Windows 9x environment. If the Xerox Printer Installation Utility detects a Windows 9x environment, the Peer To Peer option is grayed out.

11 Enter the IP Address of your Xerox system and click **OK**.
The printer is configured with a Peer To Peer connection and the printer's IP address is added to the *Connection* column of the Configuration Information box.

-or-

Click **Discovery...**. The Discovery dialog opens and the installer searches your local network for printers. The discovered printers appear in the Discovery list box.

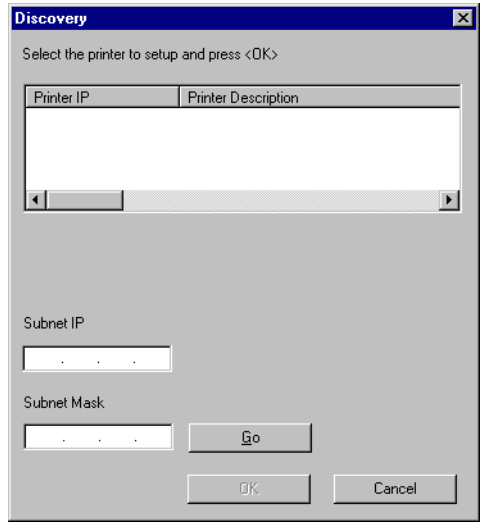


Figure 1-3: Discovery Dialog

12 Do one of the following:

a) If your printer is listed in the Discovery list box, select the printer.

b) Click **OK**. The printer is configured with a Peer To Peer connection and the printer's IP address is added to the *Connection* column of the Configuration Information box.

-or-

a) If your printer is not listed, enter a Subnet IP and Subnet Mask to search through more of your network.

b) Click **Go**. The installer searches for the printer and adds it to the Discovery list box.

c) Select the printer and click **OK**. The printer is configured with a Peer To Peer connection and the printer's IP address is added to the *Connection* column of the Configuration Information box.

NOTE: After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another printer to configure.

13 Make your *Replace Driver* and *Default Printer* selections. Click the cell to toggle between options.

14 Click **Install**. A message appears indicating when the installation is complete.

Direct Installation Through a Network Printer Server Connection

To configure and install printer drivers Through a Network Printer Server connection:

1 Insert the *CentreWare Print and Fax Drivers* 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 the *Setup.exe* file. The AutoRun program displays the available selections.

2 Click **Print and Fax Drivers > Install Your Windows Printer Driver**. The Xerox Printer Installation Utility opens.

3 Select a language on the *Welcome* tab to view the utility.

4 On the *Configuration* tab, select a language for your printer driver.

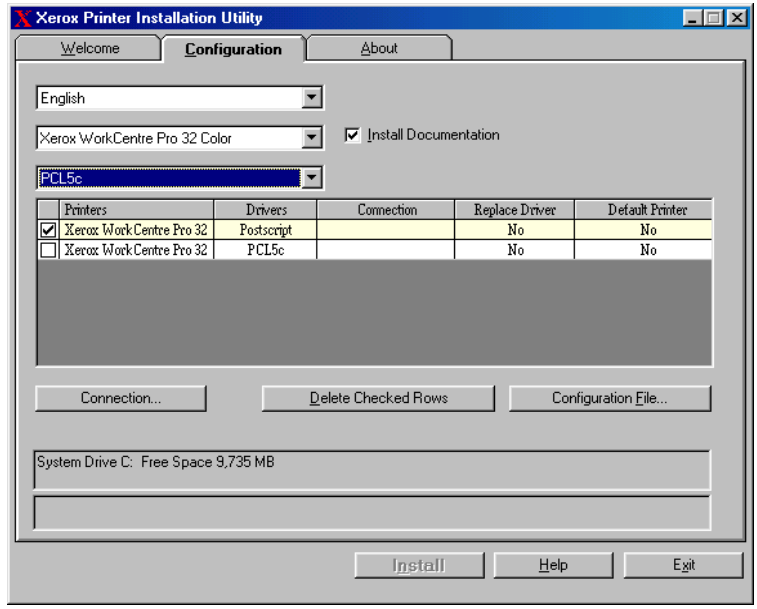


Figure 1-4: Xerox Printer Installation Utility, Configuration Tab

5 Select a printer model.

6 Choose one or more drivers. The printer and driver selections appear in the Configuration Information box.

7 Select **Install Documentation** to place the *CentreWare Print and Fax Drivers Guide 5.50*, a user reference guide for printer driver overview and installation, on your workstation. Depending on the printer model you are installing, the documentation is placed at ..\Program Files\Xerox\WorkCentre Pro or \WorkCentre.

8 Select a printer in the Information box.

NOTE: You may configure only one printer and driver at a time, for example WorkCentre Pro 32 PostScript. After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another driver for the same printer and configure a connection or you may select another printer to configure.

9 Click **Connection...**. The Connection dialog opens.

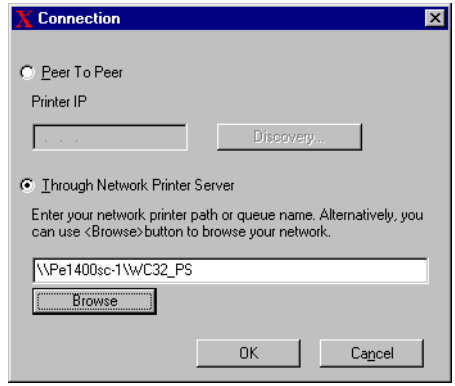


Figure 1-5: Connection Dialog. Through Network Printer Server is selected.

10 Select **Through Network Printer Server**.

11 Enter your network printer path or click **Browse** to browse to a shared printer. Click **OK**. The network path to the printer is added to the *Connection* column of the Configuration Information box and the printer is configured through the network print server.

> **NOTE:** After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another driver for the same printer and configure a connection or you may select another printer to configure.

12 Make your *Replace Driver* and *Default Printer* selections. Click the cell to toggle between options.

13 Click **Install**. A message appears indicating when the installation is complete.

Distributed Installation

The Distributed Installation procedures are for system administrators who would like to set up standardized configuration files for users to quickly and easily install their printer drivers. Using the Xerox Printer Configuration Utility, you can customize the driver installation process to meet your organization's needs:

- **Use the Preconfigured File**—Xerox provides a preconfigured file with the Configuration Utility that contains standardized settings for all the drivers of each supported printer model.
- **Customize Driver Settings**—Using the Configuration Utility, you can specify your own default settings for each driver.
- **Manage Different User Groups**—By creating and saving different configuration files, you can consistently manage driver distribution to different user groups.

NOTE: The Xerox Printer Configuration Utility supports only Windows NT4.0/ 2000/XP environments.

The Distributed Installation procedure has four components to it:

1. Copying files to the network
2. Configuring installation files
3. Distributing installation files
4. Installing printer drivers on a PC

Copying Files to the Network

To configure the installation packet that you send to users to install printer drivers on their PCs, the contents of the *CentreWare Print and Fax Drivers* CD must be saved to a location on your network.

To copy printer drivers:

1. Insert the *CentreWare Print and Fax Drivers* CD into the CD-ROM drive.
2. Copy the contents of the *CentreWare Print and Fax Drivers* CD to a location on your network.
3. Make the *Installer* folder and language folders (for example, English, Français) sharable on the network.

Configuring Installation Files

The Xerox Printer Configuration Utility provides a simple way to set up a configuration file that you send to users as part of a packet of installation files. With the Xerox Printer Configuration Utility, you can select printer drivers for each supported printer model, set up a network connection for a printer, choose whether to replace drivers, and whether to make this printer the default printer. You also have the option to configure the printer driver in several languages at the same time.

To set up the Configuration File, you can make your own selections, or you can decide to use the *Preconfigured File* provided by Xerox.

Preconfigured File

Initially, this file is preconfigured by Xerox with all the drivers for each supported printer model, with *No* as the option for Replace Drivers, and with *No* as the option to make this printer the Default Printer.

When you click the *Preconfigured File* button and choose one of the XeroxPrintersToInstall[Language].xml files, the preconfigured settings for each printer model are added to the Configuration Information box. You may then:

- Modify the preconfigured settings
- Delete printers
- Configure connection settings
- Configure a silent installation
- Choose to install documentation

For more information about the XeroxPrintersToInstall[Language].xml file and the supported printer driver languages, See *Supported Driver Languages* on page 1-24.

NOTE: Saving the file overwrites the preconfigured settings with your new settings.

Setting Up Connection Types

With the Xerox Printer Configuration Utility, you have the option to set up configuration files for multiple printers, which may have different connection types. For example, one printer may have a Peer To Peer connection and another printer a Through Network Printer Server connection. The following configuration procedures describe first the procedures for a Peer To Peer connection and then Through a Network Printer Server connection.

To set up a configuration file:

1. Insert the *CentreWare Print and Fax Drivers* CD into the CD-ROM drive. The AutoRun program opens.
2. Click **Utilities > Xerox Printer Configuration Utility**. The Xerox Printer Configuration Utility opens.
3. Select a language on the *Welcome* tab to view the utility.

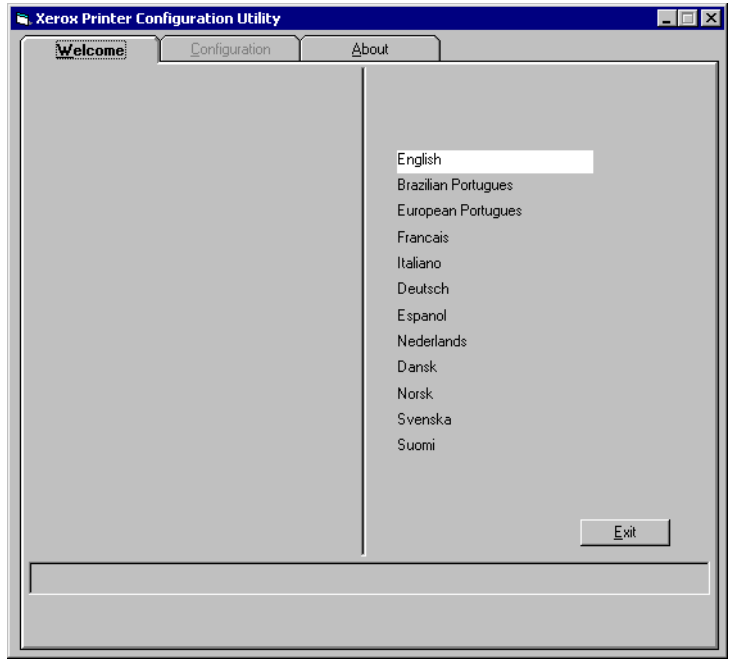


Figure 1-6: Xerox Printer Configuration Utility, Welcome Tab

4 On the *Configuration* tab, select one or more languages in which to configure a driver.

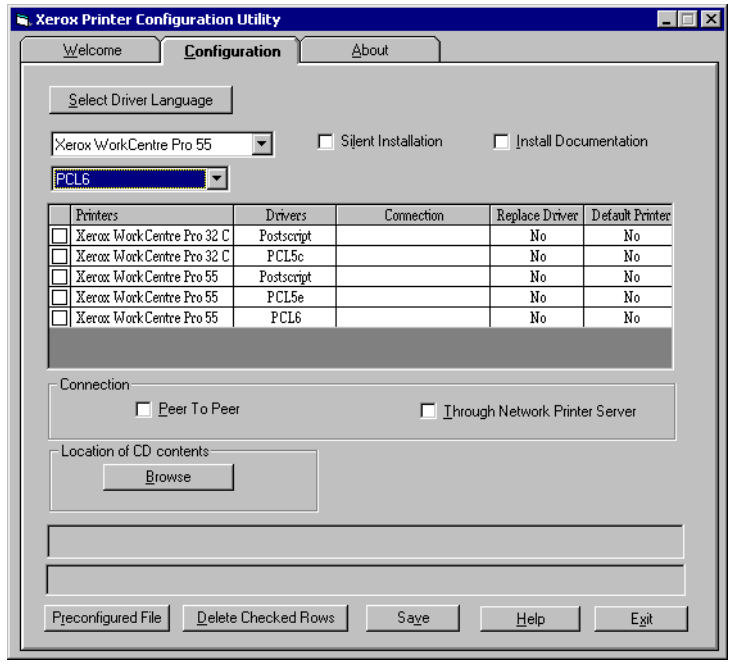


Figure 1-7: Xerox Printer Configuration Utility, Configuration Tab

5 Select a printer model.

6 Choose a driver. The printer model and driver information appear in the Configuration Information box.

You may choose other drivers for this printer and also select other printers and drivers at this time to add to the Configuration Information box.

7 Select from these options:

- **Silent Installation**—to simplify installation for the user. After the user opens the zip file you send containing the configuration and installation files and clicks the *Install.exe* file, the printer drivers are automatically installed on the user's workstation.
- **Install Documentation**—to place on the user's workstation the *CentreWare Print and Fax Drivers Guide 5.50*, a user reference guide for printer driver overview and installation. Depending on the printer model you are installing, the documentation is placed at ..\Program Files\Xerox\WorkCentre Pro or \WorkCentre.

8 Select a printer from the Information box.

> **NOTE:** You may configure only one printer and driver at a time. After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another driver for the same printer and configure a connection or you may select another printer to configure.

Choose either a **Peer To Peer** or **Through Network Printer Server** connection and complete the associated dialogs.

Peer to Peer

a) Choose **Peer To Peer** from the *Connection* group. The *Discovery* dialog opens.

> **NOTE:** The Xerox Printer Installation Utility does not support peer to peer printing in a Windows 9x environment. If the Xerox Printer Installation Utility detects a Windows 9x environment, the Peer To Peer option is grayed out.

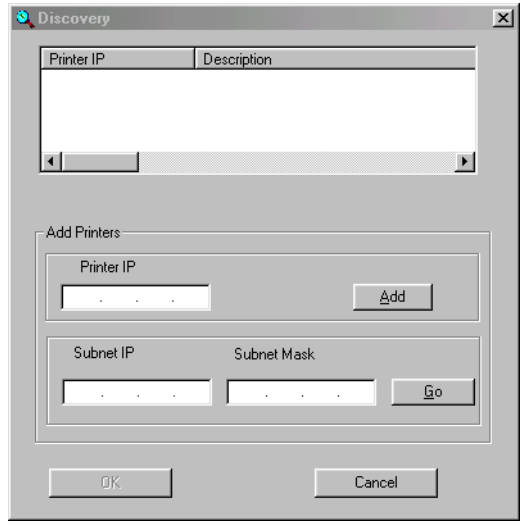


Figure 1-8: Discovery Dialog

b) Select a network printer using the *Discovery* dialog. Click **OK**. The printer is configured with a Peer To Peer connection and the printer's IP address is added to the Configuration Information box.

After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another printer to configure.

Through Network Printer Server

a) Choose **Through Network Printer Server** from the Connection group. The Network Printer Path dialog opens.

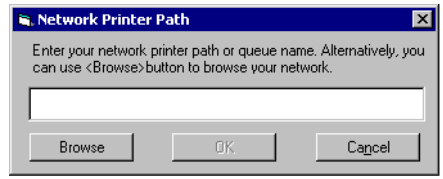


Figure 1-9: Network Printer Path Dialog

b) Enter the network printer path or click **Browse** to browse to a shared printer. Click **OK**. The network path to the printer is added to the *Connection* column of the Configuration Information box and the printer is configured through the network print server.

After the printer has been configured with a connection type, the printer's check box in the Configuration Information box is unchecked. You may select another driver for the same printer and configure a connection or you may select another printer to configure.

9 Make your *Replace Driver* and *Default Printer* selections. Click the cell to toggle between options.

10 Click **Browse** to open a dialog to browse to the location of the printer driver files on the network.

11 Click **OK** to add the location of the printer driver files to the configuration file.

12 Click **Save** when you are ready to save the configuration file. A *Save As* dialog opens. Choose a different folder than the default folder, otherwise you will overwrite the default *Preconfigured File*.

If you are managing configuration files for multiple user groups, see *Managing Configuration Files for Multiple User Groups* on page 1-23.

13 Click **Save**. Your settings are saved to the XeroxPrintersToInstall[Language].xml file in the folder ..\Packet.

If you have chosen to configure the driver in more than one language, save the configuration file for each language separately to the same Packet folder.

For more information about XeroxPrintersToInstall[Language].xml, see *Supported Driver Languages* on page 1-24.

Distributing Installation Files

When you have set up and saved your configuration file(s) to the *Packet* folder, you are ready to distribute the installation packet for users to install printer drivers. You may want to send one of the following notes depending on whether it will be a Silent Installation or User Installation.

Silent Installation - Note to User

I have attached a zip file that enables you to install printer drivers.

1. Save the file to a temporary folder or to a folder on the desktop.
2. Unzip the file.
3. Double-click the **Install.exe** file. The printer drivers install automatically.

User Installation - Note to User

I have attached a zip file that enables you to install printer drivers.

1. Save the file to a temporary folder or to a folder on the desktop.
2. Unzip the file.
3. Double-click the **XPIU.exe** file. The Xerox Printer Installation Utility opens.
4. On the *Welcome* tab, select a language to view the utility.
5. On the *Configuration* tab, select the language you want for your driver.
6. Click the **Help** button to open the Help system.
7. In the Table of Contents, open **How To Install a Xerox Printer Driver**.
8. Follow the procedure: **To install printer drivers using the configuration file defaults.**

Installing Printer Drivers on a PC

After the zip file has been sent from the system administrator containing the installation files, there are two ways to install printer drivers on your PC:

- Silent Installation
- User Installation

Silent Installation

Your system administrator sends you a zip file containing the installation files to automatically install your printer drivers.

To install printer drivers automatically:

1. Save the file to a temporary folder or to a folder on the desktop.
2. Unzip the file.
3. Double-click the **Install.exe** file. The printer drivers install automatically.

User Installation

Your system administrator sends you a zip file containing all the files you need to install your printer drivers. Included in these files is a configuration file with all your printer driver settings.

To install printer drivers using the configuration file defaults:

1. Save the installation zip file your system administrator has sent to you to a temporary folder or to a folder on the desktop.
2. Unzip the file and click **XPIU.exe**. The Xerox Printer Installation Utility opens.
3. Select a language on the *Welcome* tab to view the utility.
4. On the *Configuration* tab, select a language for your driver.
5. Click **Configuration File**.
6. Open **XeroxPrintersToInstall[Language].xml**. The printer drivers with the standardized settings preconfigured by the system administrator appear in the Configuration Information box. See *Supported Driver Languages* on page 1-24.
7. Click **Install**. The printer drivers are installed.

Managing Configuration Files for Multiple User Groups

To manage configuration files for different groups of users that use separate printers, you can create separate configuration files for each group.

To manage configuration files for multiple user groups:

1. Follow the procedures to set up a configuration file for users. See *Configuring Installation Files* on page 1-15.
2. Save the file for a group of users to a specific folder for that group.
3. Return to the Information box, repeat the configuration process for the next group of users, and save the file to a different folder for that group.

   For example, for Group A, save the configuration file to ...\Group A \ Packet \ *XeroxPrintersToInstall[Language].xml*. For Group B, save the configuration file to ...\Group B \ Packet \ *XeroxPrintersToInstall[Language].xml*.

> **NOTE:** There is only one configuration file for each supported language *XeroxPrintersToInstall[Language].xml.* Do not change the name. If you do, the Xerox Printer Installation Utility will not recognize the file. Saving a file with the same name to a common folder overwrites the previous configuration settings.

Supported Driver Languages

You may configure the printer driver in several languages at the same time. Choose the *Select Drivers Language* button on the *Configuration* tab. A list of supported languages opens. Make your language selections.

When you save your settings on the *Configuration* tab, you will have a configuration file, *XeroxPrintersToInstall[Language].xml*, for each chosen language.

For example, *XeroxPrintersToInstallSVE.xml* is the configuration file for a driver configured in Swedish or *XeroxPrintersToInstallDAN.xml* for a driver configured in Danish.

If you choose a language to configure the driver, but that language is not found on a user's operating system, the driver defaults to English. The supported languages are listed below with a list of the language abbreviations that are used in the configuration file, XeroxPrintersToInstall[Language].xml.

Supported Languages and Abbreviations

ENU English US

FRA Francais

DEU Deutsch

DAN Dansk (Danish)

ESN Espanol

ITA Italiano

NLD Nederlands

NOR Norsk

PTB Brazilian Portugues

PTE European Portugues

SUO Suomi (Finnish)

SVE Svenska

Point and Print

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 **Network Neighborhood** (Win 95/98/NT) or **My Network Places** (Me/2000/XP). Browse to your printer.

2 Double-click the Xerox system icon. At the prompt, select to install the printer driver. The Add Printer Wizard opens.

–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 in Other Networks

The Xerox Installer supports Windows networks. To install drivers in other networks use Microsoft's Add Printer Wizard.

Configuring Printer Drivers

After installing your Xerox system printer drivers, you need to configure your printer driver with the available options on your Xerox system. Each model can have different installable options, for example, a High Capacity Feeder or a Finisher.

There are two ways to configure your printer driver with the installable options:

- Manually—using the Installable Options dialog
- Automatically—using the Bi-Directional Communication dialog

Configuring the Installable Options—Manually

➤ **To configure the Installable Options:**

1. At the desktop, click **Start > Settings > Printers**.
2. Right-click the appropriate printer icon and select **Properties** (9x), **Document Defaults** (NT 4.0), **Printing Preferences** (2000/XP).
3. Select the **Configuration** tab.

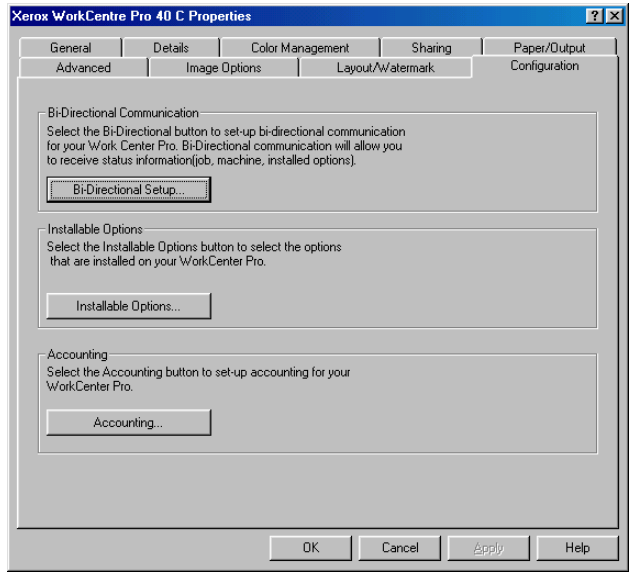


Figure 1-10: Configuration Tab on the Properties Dialog

4 Click **Installable Options** and select the options that are available on your Xerox system.

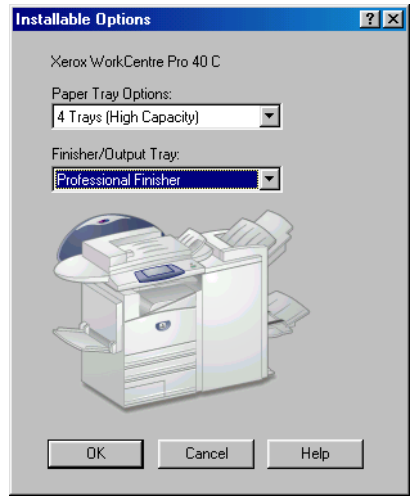


Figure 1-11: Installable Options Dialog

5 Click **OK** to save the settings and **OK** to close the Properties dialog.

6 Click **OK** to close the printer driver.

Configuring the 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 *Bi-Directional Printer Drivers* on page 1-30.

To configure the Installable Options automatically:

1 At the desktop, click **Start > Settings > Printers**.

2 Right-click the appropriate printer icon and select **Properties** (9x), **Document Defaults** (NT 4.0), **Printing Preferences** (2000/XP).

3 Select the **Configuration** tab.

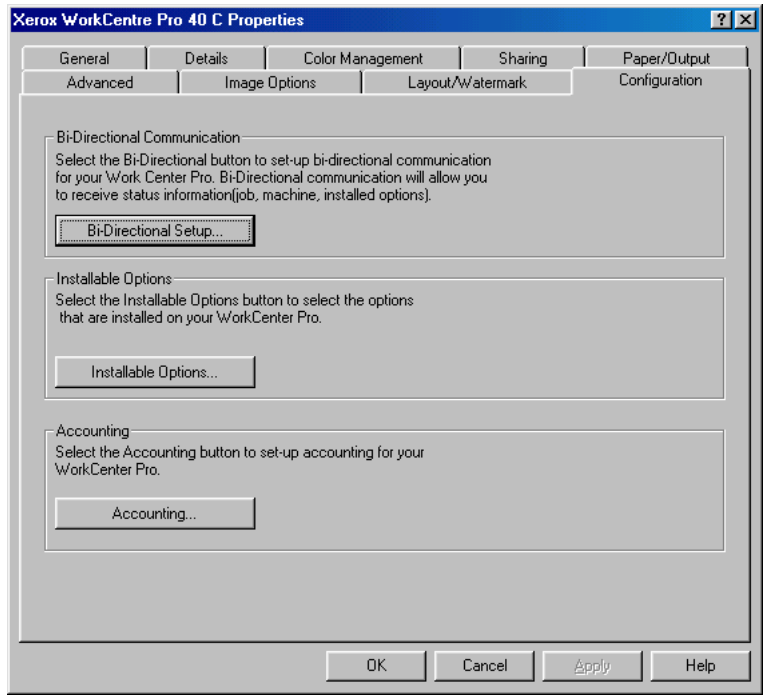


Figure 1-12: Configuration Tab on the Properties Dialog

4 Click **Bi-Directional Setup...**. The *Bi-Directional Communication* dialog opens.

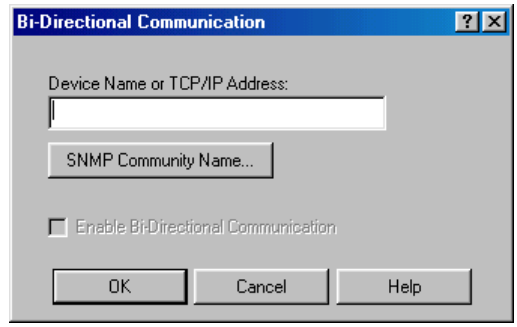


Figure 1-13: Bi-Directional Communication Dialog

5 Enter the Device Name or TCP/IP address.

6 Select **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 the *Status* button, you can access current information about the printer. See *Bi-Directional Printer Drivers* on page 1-30.

NOTE: Click the *SNMP Community Name* button to display the SNMP Community Name dialog and the server or client's default SNMP Community Name. If the name is not available, "Public" will appear. If neither item appears, you can enter the information.

If the SNMP Community Name is unknown, Bi-Directional communication will not be available for the drivers.

Bi-Directional Printer Drivers

If you have a TCP/IP network, the Windows NT4.0/2000/XP printer drivers can, as an option, provide Bi-Directional capabilities. With Bi-Directional communication, a printer driver communicates with the printer through your network.

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.

NOTE: If network communication is temporarily unavailable or is not configured properly for the printer, the network, or your workstation, the Bi-Directional information does not appear.

Status Dialog

The Bi-Directional printer drivers have incorporated some of the reporting functions of the CentreWare Conductor. These functions are reported on the *Status* dialog available to you through the *Status* button on the Paper/Output tab.

The Status dialog shows the status of your Xerox system as well as specific information about your print jobs. You can check the status of up to 25 jobs currently in the print queue or you can verify the status of completed jobs. You can 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.

The Status dialog is divided into two sections. The upper portion reports the general status of your Xerox system. The lower portion has three tabs and reports specific information about Active Jobs, Completed Jobs, and the Paper Status in your Xerox system.

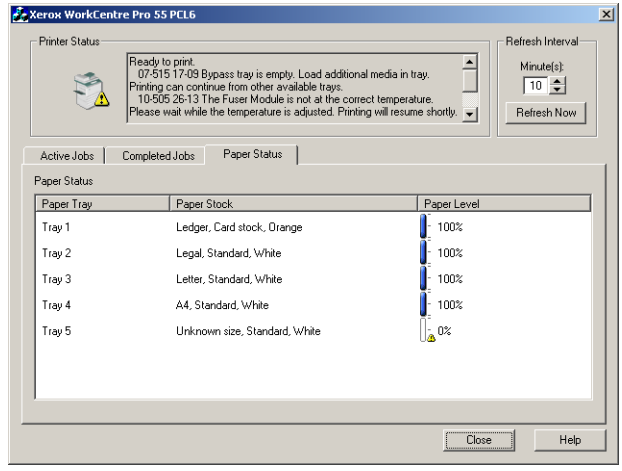


Figure 1-14: Status Dialog, Paper Status Tab

Bi-Directional Driver Support

Supported Operating Systems

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

Windows 95	Windows NT 4.0 (Workstation, Server, Enterprise Server)
Windows 98	Windows 2000 (Professional, Server, Advanced Server)
Windows Me	Windows XP (Home, Professional)
	Windows .NET (Server, Enterprise Server)

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.

Locating Installation Files on the CD

The installation .inf files for Windows Postscript (PS) and PCL printer drivers are located in the *Drivers* folder of the *CentreWare Print and Fax Drivers* CD. Locate the *Drivers* folder and open the *Windows* folder, as well as the folder for your particular Xerox system model, for example, *WCP55_WCP45_WCP35*.

The Xerox system model folder contains individual driver folders categorized by driver type—PS and PCL—and Windows operating system (9x, NT, 2000, or XP). Therefore, the installation files (.inf) for a Windows 2000 PostScript driver for a WorkCentre Pro 40 are located in:

\\...Drivers >

Windows >

WCP40C_WCP34C >

PS_40C_W2K_XP >

XW40CPS.inf

Uninstalling Windows Printer Drivers

NOTE: Before you uninstall CentreWare Windows printer drivers, ensure that the Xerox system you are deleting is not the default printer. If so, select another printer as the default.

For Windows 9x and NT4.0

➤ **To uninstall the Windows 9x and NT4.0 printer drivers:**

1. At the desktop, click **Start** > **Settings** > **Printers**.
2. Right-click on the icon for the Xerox system you want to delete and select **Delete**.
3. A confirmation message appears. Click **Yes** to delete the printer driver.
4. Rebooting your workstation is recommended.

For Windows 2000/XP

➤ **To uninstall the Windows 9x and NT4.0 printer drivers:**

1. At the desktop, click **Start** > **Settings** > **Printers**.
2. Right-click on the icon for the Xerox system you want to delete and select **Delete**.
3. A confirmation message appears. Click **Yes** to delete the printer driver object.
4. Rebooting your workstation is recommended.
5. Open the Printers folder. **Start > Settings > Printers.**
6. Right-click in a blank area of the folder. A drop-down menu opens.
7. Select **Server Properties**. A *Properties* dialog opens.
8. Select the **Drivers** tab.
9. Select the printer driver you want to remove.
10. Select **Remove**. The printer driver is removed.

Getting the Most From Your Printer Driver

With the CentreWare printer drivers, you have an invaluable tool to save you time and to increase your productivity. These drivers offer you 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. For help on a single item in some drivers, click on the question mark (?) at the upper right hand corner of the tab. If that is not available in your driver, right-click the feature title to access the pop-up help. Through the Help system, you also have access to two 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* 2-2
- *Tabs* 2-3
- *Driver Help System* 2-5
- *Quick Reference Cards* 2-5

Driver Structure

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

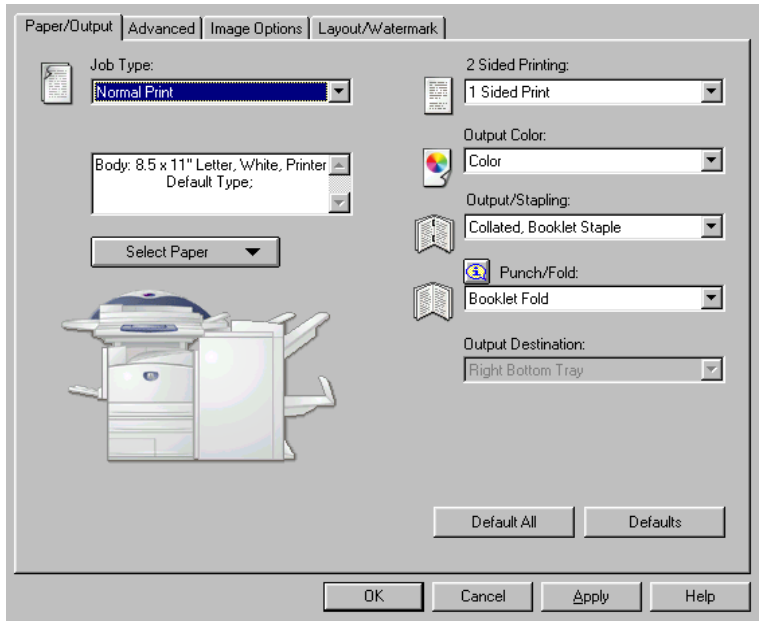


Figure 2-1: Printer Driver Interface

The features on the four tabs are organized for your convenience with the most frequently used features available to you 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 choose *Collated, Booklet Staple*, an icon appears on the printer driver next to the Punch/Fold selection. When you select the 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 Fold*.

Tabs

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

General Tabs

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

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 specified by you. The Paper/Output tab also presents the finishing options, which may include—depending on the type of finisher you have installed—collate, staple, fold, or punch options.

If you have enabled the optional Bi-Directional communication for your printer driver, a *Status* button is added to your Paper/Output tab. When you choose this button, 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 1-31.

The *Image Options* tab groups together those features that are related to image manipulation, such as Reduce/Enlarge, Lighten/Darken, or Mirror Image, a feature that flips the image from left to right, thereby reversing the image and all associated text.

The *Layout/Watermark* tab contains all features that relate to Booklet Layout and Watermarks.

The *Advanced* tab contains those features that infrequently change once set, such as Request Banner Sheet, Request Offset, and Custom Paper Sizes.

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**. Right-click on your printer icon and select **Properties** (9x), **Document Defaults** (NT 4.0), or **Printing Preferences** (2000/XP) from the menu. The printer driver dialog appears. Driver settings from this dialog become the default settings. All the *General Tabs* available through 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* tab contains three buttons: Bi-Directional Setup, Installable Options, and Accounting. Each button opens a dialog to configure your driver.

- Through *Bi-Directional Setup* you can enable *Bi-Directional Communication.* You will then receive information through your driver about your print job, Xerox system, and paper status. See *Bi-Directional Printer Drivers* on page 1-30.
- Through *Installable Options* you can manually configure your driver with the number of paper trays and installable options on your Xerox system.
- Through *Accounting* you can set up the accounting features available to you. See the Accounting topic in the Help System of your driver for more information.

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 a Booklet, Turn On or Off a Banner Sheet, Print Transparencies, or Track Printer Use by Account.

The Help also has information about problem solving and various constraint information such as, media size, media type, and finishing constraints.

Two Quick Reference cards about printer driver features are also among the support information in the Help system.

Quick Reference Cards

- **Feature Card**—Use this card 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 card to remind you of the many options you can use and where they are located on the printer driver.
- **Feature Facts**—Use this card to learn what you can do with some selected features to enhance the printing of your documents. Print the card and post it as a handy reference.

Installing the Font Management Utility

The Font Management Utility is a tool used to maintain fonts on your 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), you can use the Font Management Utility to download the required fonts to the printers. Using the utility, fonts may be viewed, printed, downloaded to printers, or exported to a file. You may also maintain printer lists for font management.

What's in this chapter:

- *Installing the Font Management Utility* 3-2
- *Accessing the Font Management Utility* 3-2
- *Uninstalling the Font Management Utility* 3-3
- *Modifying the Font Management Utility* 3-3
- *Repairing the Font Management Utility* 3-3

Installing the Font Management Utility

➤ **To install the utility:**

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

The installation is complete.

Accessing the Font Management Utility

➤ **To access the utility in Windows environments:**

From the desktop, select **Programs > Xerox Font Management Utility > Font Management Utility**.

Using the Font Management Utility

The Help system is the primary source for information about using the 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 Font Management Utility

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

To uninstall the utility:

1. Double-click **My Computer > Control Panel > Add/Remove Programs**. The *Add/Remove Programs* dialog opens.
2. Follow the procedures in the wizard to remove the Font Management Utility from your system.

To modify the utility:

With this option, you can change which program features are installed.

1. Insert the *CentreWare Print and Fax Drivers* CD into the CD-ROM drive.
2. Click **Utilities > Install Font Management Utility.** The installation wizard appears.
3. Select **Modify**. Click **Next**.
4. Select an application in the tree for modification. Click **Next**.
5. Click **Install**.

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 Drivers* CD into the CD-ROM drive.
2. Click **Utilities > Install Font Management Utility.** The installation wizard appears.
3. Select **Repair**.
4. Click **Install**.

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* 4-2
- *Supported Xerox Systems* 4-2
- *Installing the TIFF Submission Tool* 4-3
- *Accessing the TIFF Submission Tool* 4-3
- *Uninstalling the TIFF Submission Tool* 4-4

Workstation Requirements

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

- Windows 98
- Windows NT 4.0
- Windows 2000
- Windows XP
- 4 MB of hard drive space

Supported Xerox Systems

The following Xerox system models support TIFF printing via the TIFF Submission Tool:

- WorkCentre Pro 40 Color / 32 Color
- WorkCentre Pro 55/45/35
- WorkCentre Pro 90/75/65
- WorkCentre M 55/45/35

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 Drivers* CD into the appropriate drive. The AutoRun program starts.
2. Click **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**.

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. Double-click **My Computer > Control Panel > Add/Remove Programs**. The Add/Remove Programs wizard opens.
2. Follow the procedures in the wizard to remove the TIFF Submission Tool from your system.

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 Print and Fax Drivers and printing to your Xerox system.

What's in this chapter:

- *Troubleshooting a Problem* 5-2
- *Common Issues* 5-3
- *Frequently Asked Questions* 5-8

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.
- Occasionally, data loss can occur when printing a booklet from Adobe Acrobat in Windows NT. If this occurs, turning off the **Enable PostScript Passthru** option in the printer driver may resolve the problem.
- With Windows 95/98/Me PCL drivers, 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.
- With the Windows 95/98/Me PCL5e printer driver, N-up and booklet printing features do not work properly with Corel Draw version 8.
- With the Windows 95/98/Me PCL5e printer driver, 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 Drivers CD* within the ..English\Drivers\Fonts\Windows folder.
- Additional information and font installation instructions are available through the Internet on the Xerox Web site at www.xerox.com. Windows 95/98/Me users should go to the Microsoft Web site to download a system update for the Euro symbol.

NOTE: Free product updates for Windows 95/98/Me/NT and Windows 2000, enable users to input and display the Euro symbol in applications that are Euro symbol-enabled.

- 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.
- Windows 95/98/Me PCL5e printer drivers have occasional problems with some PDF files, resulting in blank characters and incorrect fonts within the printed documents.

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. There is no known workaround for this problem.
- 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.

Word 6.0

- If you access the printer drivers through Microsoft Word Version 6.0, any changes made to the printer driver settings will be saved as the new default settings. This will impact all applications that use the same printer driver.
- Custom paper sizes will not work with Microsoft Word Version 6.0. This version of Word will automatically change any custom paper size defined in the CentreWare printer driver to the nearest standard paper size.
- Word 6.0 may ignore some printer driver setting changes when the driver is opened from Word and a file is printed immediately after the changes are made. If this occurs, it may be necessary to close and reopen the Print dialog within Word (**File > Print**).

PCL Printer Driver

Raster Mode

Use the **PCL Raster Mode** option to print the following document types with the Windows 95/98/Me PCL5e printer driver:

- Web pages with animated images
- Printing Corel Draw documents. Corel Draw may generate an excessive number of Vector commands, which may result in large amounts of processing time for each job.

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.

The only known workaround for this problem is to reduce the density of the watermark so that it will not overwrite the text in your document.

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 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 Drivers* CD-ROM or from the Xerox Web site at www.xerox.com. See *Obtaining CentreWare Print and Fax Drivers* on page xi 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 Pro 55
  - operating system environment, for example, Windows NT
  - type of printer driver, for example, PostScript or PCL.

- **How do I obtain a custom driver for an environment such as DOS or a mainframe platform?**

  For DOS or other platforms, which are not supported by CentreWare printer drivers, the PDL (Printer Description Language) Reference Guide is available by accessing Customer Tips at www.xerox.com. The PDL Reference Guide contains syntax information about the extended features of Xerox systems, which can be used to customize printing in unsupported environments.

Index

A

Adobe Acrobat Reader xiv
Applications xiii

B

Bi-Directional
  Printer Drivers 1-30
Bi-Directional Driver Support
  Client-Based 1-32
  Operating Systems 1-32
  Server-Based 1-32

C

CentreWare print and fax drivers
  Applications xiii
Configuring Installable Options
  Automatically 1-28
  Manually 1-26
Configuring Installation Files 1-15
Configuring printer drivers 1-26
Constraint Icon 2-2
Copying Files to the Network 1-14

D

Direct Installation
  Client/Server Connection 1-10
  Peer to Peer Connection 1-5
Distributed Installation 1-13
  Configuration File 1-16
  Configuring Installation Files 1-15
  Copying Files to the Network 1-14
  Distributing Installation Files 1-21
  Installing Printer Drivers on a PC 1-22
  Setting up Connection Types 1-16
  Silent Installation 1-22
  User Installation 1-22
Distributing Installation Files 1-21
  Silent Installation Note 1-21
  User Installation Note 1-21
Documentation xiv
Driver Help System
  About 2-5
Driver Structure 2-2

E

Enhanced View
  Printer Drivers ix

F

Font Management Utility xiii
  Installing 3-2
  Uninstalling 3-3
  Using 3-2
Frequently Asked Questions 5-8

G

Getting the Most From Your Printer Driver 2-1

H

Help for print and fax drivers xiv

I

Info button 2-2
Install Documentation
  About 1-18
Installation Files
  Location on CD 1-33
Installer
  Requirements 1-2
Installing
  Direct Installation 1-4
  Distributed Installation 1-4
  Font Management Utility 3-2
  Printer Drivers 1-4
  Printer Drivers on a PC 1-22
  TIFF Submission Tool 4-1, 4-3
Introducing
  Font Management Utility xiii
  TIFF Submission Tool xiii

L

Languages
  Supported 1-24
Locating Installation Files on the CD 1-33

M

Managing Configuration Files for Multiple User Groups 1-23

P

PCL xi
Point and Print 1-25
PostScript xi
PPD Files
  WorkCentre xii
  WorkCentre Pro xii
Preconfigured File 1-15
Print and fax drivers
  Applications xiii
  Documentation xiv
  Overview viii
Printer Drivers
  Bi-Directional 1-30
  Configuration 1-26
  Enhanced View ix
  Installing 1-4
  Requirements 1-2
  Standard View x
  Tabs 2-3
Problem Solving 5-1
  Common issues 5-3
  Microsoft Applications 5-5
  PCL printer driver 5-6

R

Release
  What's New viii
Requirements
  Installer 1-2
  Printer Drivers 1-2

S

Setting up Connection Types 1-16
Silent Installation
  About 1-18
  Note 1-21
Standard View
  Printer Drivers x
Supported Driver Languages
  Abbrevations 1-24

T

Tabs
    Printer Drivers 2-3
TIFF Submission Tool xiii, 4-1
    Installation 4-3
    Supported Xerox systems 4-2
    Uninstalling 4-4
    Workstation requirements 4-2
Troubleshooting a problem 5-2

U

Uninstalling
    Font Management Utility 3-3
    TIFF Submission Tool 4-4
    Windows printer drivers 1-34
User Installation Note 1-21
Using
    Font Management Utility 3-2

W

Welcome Centre xv
What's New in this Release? viii
Windows printer drivers
    Uninstalling 1-34
Workstation requirements
    TIFF Submission Tool 4-2

X

Xerox Welcome Center xv