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General Information

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General Information

Introduction

This guide is for assisting experienced IT professionals in the installation and configuration of the Xerox® Global Print Driver (X-GPD) over a variety of networked environments. The primary audience for the Xerox® Global Print Driver is IT administrators who wish to simplify driver deployment and maintenance.

The Xerox® Global Print Driver has the same features as a traditional driver. It identifies the printer during installation and displays the features available for the specific printer. If it is a non-supported printer, it may show a base set of features. The Xerox® Global Print Driver works with virtually all Xerox® branded printers and multifunction devices. It also works with any non-Xerox® printer or multifunction device utilizing industry standard PostScript or PCL interpreters.

The same driver can be used to produce multiple print queues for various devices. Additional benefits are gained by adopting this driver type since the common driver core capability offers significant efficiencies and optimization of the driver testing and certification process.

During the installation of the Xerox® Global Print Driver, the driver automatically detects the device and selects the correct user interface and feature set to display for that product. For cases in which bi-directional communication is not enabled or the device is not supported, the user may choose to use the basic printing features presented by default or may elect to manually configure the Xerox® Global Print Driver for a richer feature experience.

Installation Guide Overview

The following table gives a brief overview of the contents contained in this guide.

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Xerox® Global Print Driver Features

The Xerox® Global Print Driver is a single driver used to communicate with a printer or multifunction device in a networked environment.

Using the X-GPD provides the following advantages:

- One driver supports a wide range of devices on a network.
- Once a port is configured to a supported device, the driver works the same as any traditional driver, providing full feature functionality for most newer devices.
- Allows for client-based and server-based implementations.
- Provides a fallback method to allow access to common printing features for non-supported devices.
- Presents a common user interface look and feel across Xerox® and non-Xerox® devices.
- Provides the same uniquely powerful features found in traditional Xerox® print drivers: rich bi-directional status reporting, job notification, and Saved Settings, including Application Saved Settings.
Supported Printing Environments

Available Drivers

A driver is available for download in each of the following Printer Description Languages (PDL):

- Windows PostScript (level 2 & 3)
- Windows PCL 5c/5e
- Windows PCL 6 (2.x, 3.x)

Supported Operating Systems

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<td>XP SP3 Home and Professional, Server 2003, Terminal Server, Citrix XP Server, Cluster Server</td>
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<td><strong>Novell Netware 5.x:</strong></td>
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Additional Resources

This Installation Guide gives an overview of the capabilities and uses of the Xerox® Global Print Driver. For more detailed information, see the Xerox® Global Print Driver & Mobile Express Driver White Paper, which is available online at www.xerox.com/global.
Installation

This chapter includes:

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- Installation Using the Xerox® Installer on page 13
- Installation Using the Add Printer Wizard on page 14
- Installation Using Point and Print on page 16
- Installation on Terminal or Citrix Server on page 17
- Installation on a Cluster Server on page 18
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- Deployment of Drivers in Cross Platform Architecture on page 20
Installation

Installation Overview

Install the Xerox® Global Print Driver using one of these methods:

- Xerox® Installer
- Add Printer Wizard provided by the operating system
- Point and Print

**Note:** The Xerox® installer method does not support Citrix Server, Terminal Server, Cluster Server, Novell Netware environments.

The driver relies on SNMP communication to detect device capabilities and perform status reporting. The driver presents a specific user interface with the relevant feature set when the product associated with the selected port is detected and the driver is able to identify the model. The driver utilizes the basic printing mode and corresponding feature set if the driver is not able to determine the model or the model is not supported.

The Xerox® Global Print Driver allows users to customize the features of print queues installed using the driver. When bi-directional communication does not function, or when SNMP is disabled in an environment, you can modify the default configuration of the print queue.

Downloading the Xerox® Global Print Driver

To download the X-GPD without using the Installer:

2. Select the driver files appropriate to your environment and installation method.
3. Download and save to your computer.
Installation Using the Xerox® Installer

**Note:** If you are in an IPv6 environment, use the Add Printer Wizard.

1. Double-click the **Setup.exe** file to launch the Xerox® Installer.
2. Select **I Accept**, if you accept the Xerox® License Agreement.
3. The installer automatically searches the network for printers. Select a device from the list of discovered printers.
   a. Select **Extended Search** or **Advanced Search** if the printer is not dynamically discovered by the installer.
   b. Select the **IP Address or DNS Name** button to enter the IP Address or DNS Name.
   c. Select **Search** and then select the Device. Select **View** to change the sort order of any discovered printers.
   **Note:** Type the first few letters of the name of the desired printer, IP address, or other printer information in the Discovered Printers box to filter the printers in the list.
4. Select **Options** and then:
   a. Select **Download Files from the Internet**.
   b. Select the PDL for your printer.
   c. Press **OK**.
5. Select **Install**.
6. Select if you want to use the printer as the default printer and if you want to print a test page.
7. Select **Finish**.
   **Note:** The driver supports multiple languages. After the driver installation completes, the driver language is set to the language of the client operating system.
Installation Using the Add Printer Wizard

Windows Server 2003 and XP

1. Double-click on the .exe file to open the Xerox® Global Print Driver dialog box.
2. Select Install. The driver will extract.
3. Select Next.
4. Select Local Printer > Next.
5. Select Create a new port > Standard TCP/IP Port > Next.
6. Select Next.
7. Enter the printer name or IP address. Select Next.
8. Select Finish. The wizard closes.
9. Select Have Disk from the Manufacturer/Printers window.
10. Click Browse and select the .inf file of the printer.
11. Click Open > OK.
12. Select the printer from the list. Select Next.
13. Enter the printer name.
14. Select if you want to use the printer as the default printer. Select Next.
15. Select if you want to share the printer. Select Next.
16. Select if you want to print a test page. Select Next.
17. Select Finish.

Windows Vista and Windows Server 2008

1. Double-click on the .exe file to open the Xerox® Global Print Driver dialog box.
2. Select Run at the Security Warning.
3. Select Install. The driver will extract.
4. The Choose a local or network printer dialog box appears.
5. Choose Add a local printer.
   The Choose a printer port dialog box appears.
7. The Type a printer host name or IP address dialog box appears. Choose TCP/IP Device in the Device type drop down.
8. Enter the host name or IP address. Clear the Query the printer check box. Select Next.
9. If the Additional Port Information Required box appears, select Next.
10. Select Have Disk from the Manufacturer/Printers window.
11. Click Browse and select the printer’s .inf file.
12. Select Open > OK.
13. Select the printer from the list. Select **Next**.
14. Enter the printer name.
15. Select if you want to use the printer as the default printer. Select **Next**.
16. Select if you want to print a test page.
17. Select **Finish**.

**Windows 7**

1. Click **Start** > **Devices and Printers**.
2. Select **Add a Printer**.
3. Select **Add a local printer**.
4. Select **Create a new port > Standard TCP/IP Port > Next**.
5. Select **TCP/IP Device** in the Device type menu.
6. Enter the host name or IP address.
7. Clear the **Query the printer** checkbox. Select **Next**.
8. If the Additional Port Information Required box appears, select **Next**.
9. Select **Have Disk** from the **Manufacturer/Printers** window.
10. Click **Browse** and select the printer’s .inf file.
11. Click **Open > OK**.
12. Select the printer from the list. Select **Next**.
13. Enter the printer name.
14. Select if you want to use the printer as the default printer. Select **Next**.
15. Select if you want to print a test page.
16. Select **Finish**.

**Note:** The driver supports multiple languages. After the driver installation completes, the driver language is set to the language of the client operating system.
Installation Using Point and Print

To get the server ready for Point and Print, follow the installation steps in the Add Print Wizard section.

Note: The printer must be shared in order for Point and Print to function.

This procedure assumes that a Xerox® printer on a network server has been installed with the appropriate X-GPD print driver prior to performing Point and Print.

1. At the client workstation, access the desired print server using information provided by the IT department.
2. Select the print queue from the print server.
3. Do one of the following:
   - Right-click the printer icon and select Connect.
   - Click the printer icon. Drag and drop the printer icon on the Printers folder.

Notes:
   - If you receive a message asking if you want to continue, select Yes.
   - The server driver is set by default to the server operating system language. The client driver is set by default to the client operating system language.

You can change a printer to shared status by right-clicking on the printer, select Sharing, fill in the Share name on the Sharing tab.
Installation on Terminal or Citrix Server

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

To prevent this, install the X-GPD drivers on a Citrix server, or on all members of a Citrix server farm, before clients that use local printers based on these drivers log in.

**Note:** The driver name (string) on the clients must match the driver name (string) on the Citrix server in order for the print driver to auto-create correctly during a Citrix session. If they do not match, the user will get a universal driver with limited features.

For more information, see the Citrix white paper, available online at http://www.citrix.com/site/resources/dynamic/salesdocs/PresentationServer4.0PrintingEnhancementsWhitepaper04OCT2005.pdf.
Installation on a Cluster Server

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

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

The X-GPD must be installed on each node prior to being installed on the client. Use the Add Printer Driver Wizard to install the print drivers in a cluster.

For details on configuring the printer in a Cluster environment, see the Microsoft white paper, available online at http://support.microsoft.com/kb/278455.
Installation in Novell Netware Environment

NDS

To use NetWare Directory Services (NDS):

1. Open your Web browser and enter the TCP/IP address of the printer in the **Address or Location** field. Press **Enter**.
2. Select the **Properties** tab.
3. If prompted, enter the Administrator User name (admin) and Password (1111).
4. Select the symbol to the left of **Security**.
5. Select **Authentication Configuration**.
6. Enter a directory tree and context for the machine in NDS Tree and NDS Context in the Netware Directory Services (NDS) box. You can also select the IP Address or Host Name radio buttons to specify the server used in the IP environment.
7. Press **Apply** to accept the changes or **Undo** to return the settings to their previous values.  
   **Note:** The settings are not applied until you reboot the printer.
8. Select the **Status Tab** link.
9. Press the **Reboot Machine** button then **OK** to restart the printer. The network controller takes approximately 5 minutes to reboot and network connectivity is unavailable during this time.

Novell Netware 6.x iPrint

The latest Novell iPrint client version must be installed on the clients connecting to the iPrint queues for proper function of the automatic configuration capabilities of the X-GPD. For details on configuring iPrint, see the white paper available at  
Deployment of Drivers in Cross Platform Architecture

Connecting to a device installed and shared on a Windows Server 2003 from an XP client using different architectures (32-bit to 64-bit or 64-bit to 32-bit) requires additional drivers to be installed at the server.

Windows Server 2003

Install the Xerox® Global Print Driver on Server 2003 using either the Xerox® Installer or the Microsoft Add Printer Wizard as described in this guide.
1. Share the printer that was just installed.
2. Download the additional cross platform architecture (32-bit or 64-bit) Stand-Alone Add Printer Wizard driver package for the same PDL (PostScript or PCL) that was installed in the previous step.
3. Decompress the Stand-Alone Add Printer Wizard driver package into a folder. Select Cancel if the decompression routine automatically launches the Add Printer Wizard.
4. Select Start > Printer and Faxes if the Printers and Faxes folder is not already open.
5. Right-click the printer that needs additional drivers installed.
6. Select Properties > Sharing Tab > Additional Drivers.
7. Select the appropriate architecture for the additional driver to be installed. (for example, x86 or x64)
8. Select OK.
9. Select Browse to navigate to where your additional driver was decompressed and select your printer’s .inf file.

   Note: If the original print queue installed was a PostScript, PCL5, or PCL6 driver, make sure you select the matching cross platform PostScript, PCL5, or PCL6 driver.
10. Select Open > OK.

   The alternate architecture client should now connect to the print device using the Point and Print method described earlier in this guide.

Windows Server 2008

For more information about installing additional drivers on Windows Server 2008, see the Microsoft documentation, available online at http://support.microsoft.com/kb/952065/en-us.
Uninstalling the Driver

To uninstall the Xerox® Global Print Driver:

1. Using the appropriate path for your operating system, locate the list of printers:
   - Windows 2003: Start > Settings > Printers
   - Windows Server 2008: Start > Printers and Faxes
   - Windows XP: Start > Printers and Faxes
   - Windows Vista: Start > Control Panel > Hardware and Sound > Printers
   - Windows 7: Start > Devices and Printers.
2. Right-click on the icon for the printer you want to delete and select Delete or Remove device.
3. Click Yes to delete the print driver.
4. Repeat steps 2 and 3 for all printer objects that use the driver being uninstalled.
5. Right-click in the blank area of the folder or choose File.
   A drop-down menu opens.
   A Print Server Properties dialog box appears.
7. Select the Drivers tab.
8. Select the print driver to delete.
9. Select the Remove button.
   The print driver is deleted.
10. Restart the workstation.
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- Manually Configuring the Xerox® Global Print Driver on page 24
- Basic Printing Support in the Xerox® Global Print Driver on page 25
- Automatically Configuring the Xerox® Global Print Driver on page 25
Troubleshooting

Disabling Bi-Directional Communication

Bi-Directional drivers installed on a client workstation communicate with Xerox® printers via the SNMP protocol. Some features transferred are:

- Device Settings
- Job Monitoring
- Job History
- Device Status
- Device Configuration

If SNMP is not available in your environment or you would like to override the settings provided by bi-directional communication, you can disable bi-directional communication:

1. Using the appropriate path for your operating system, locate the list of printers:
   - Windows 2003: Start > Settings > Printers
   - Windows Server 2008: Start > Printers and Faxes
   - Windows XP: Start > Settings > Printers and Faxes
   - Windows Vista: Start > Control Panel > Hardware and Sound > Printers and Faxes
2. Right-click on the current printer and select Properties.
3. Select the Configuration tab.
4. Select the Bi-Directional Setup button.
5. Select the Off option button.
6. Select OK.

Manually Configuring the Xerox® Global Print Driver

If you would like to manually select the device to configure the X-GPD and to manually configure the installable options, do the following steps:

1. Using the appropriate path for your operating system, locate the list of printers:
   - Windows 2003: Start > Settings > Printers
   - Windows Server 2008: Start > Printers and Faxes
   - Windows XP: Start > Settings > Printers and Faxes
   - Windows Vista: Start > Control Panel > Hardware and Sound > Printers and Faxes
2. Right-click on the current printer and select Properties.
3. Select the Configuration tab.
4. Select the Bi-Directional Setup button.
5. Select the **Off** option button.
6. Select **OK**.
7. Select **Apply**.
8. Select the **Options** tab.
9. Select the new printer in the **Configuration** field. Select **Apply**.

**Basic Printing Support in the Xerox® Global Print Driver**

By default, the X-GPD selects Basic Printing Mode if it cannot detect the device associated with the print queue. Or, you can select Xerox® WorkCentre Device or Xerox® Free Flow Device for select Xerox® models and have access to more features.

For more information, see the white paper at [www.xerox.com/global](http://www.xerox.com/global).

**Automatically Configuring the Xerox® Global Print Driver**

If you want the print driver to identify your installable options, the bi-directional feature must be on. Bi-directional communication is on by default.

1. Using the appropriate path for your operating system, locate the list of printers:
   - **Windows 2003**: Start > Settings > Printers
   - **Windows Server 2008**: Start > Printers and Faxes
   - **Windows XP**: Start > Settings > Printers and Faxes
   - **Windows Vista**: Start > Control Panel > Hardware and Sound > Printers and Faxes
2. Right-click on the current printer and select **Properties**.
3. Select the **Configuration** tab.
4. Select the **Bi-Directional Setup** button.
5. Select the **Manual** option button.
6. Enter the Device Name or TCP/IP Address.
7. Select **OK** twice.