

XEROX®

CentreWare

Printer Drivers Guide



For Windows
Release 6.00

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CentreWare Printer 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 from 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.

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What's Included in this Release?

The CentreWare 6.00 release of the WorkCentre and WorkCentre Pro printer drivers supports the following hardware and features:

- PostScript and PCL drivers for the following WorkCentre and WorkCentre Pro models:
 - WorkCentre 232/238/245/255
 - WorkCentre 265/275
 - WorkCentre Pro 232/238/245/255
 - WorkCentre Pro 265/275
- New driver features: Select Finishing, new access to the booklet finishing features, accounting support for Auditron, Special Pages, and LAN Fax (WorkCentre Pro series only).
- Xerox Print Driver Installation. You can configure and install multiple printer drivers at the same time.
- Finishing capabilities (optional on some models). Finisher options may include: Stapling, Hole Punching, Folding, and Offsetting. Features vary based on the finisher unit.
- Feature Facts and Feature Finder quick reference cards, available through the help system, describe selected printing options and where to locate them in the printer drivers.
- Bi-Directional printer drivers that automatically configure the driver with the installable options, report the current status of the device, provide information on active jobs, and a history of the last twenty-five jobs on your Xerox system.

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.

Types of CentreWare Printer Drivers

The CentreWare printer drivers are available in PostScript 3, PCL5e, and PCL 6 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 98 / Me / NT / 2000 / XP / Server 2003 environments.

CentreWare Printer Drivers (Windows 98 / Me / NT / 2000 / XP / Server 2003)	WorkCentre (WC) and WorkCentre Pro (WCP) Models	Location
PostScript	WC 232 / 238 / 245 / 255 WC 265 / 275 WCP 232 / 238 / 245 / 255 WCP 265 / 275	CD/Web
PCL 5e	WC 232 / 238 / 245 / 255 WC 265 / 275 WCP 232 / 238 / 245 / 255 WCP 265 / 275	CD/Web
PCL 6 (Windows 2000 / XP / Server 2003 only)	WC 232 / 238 / 245 / 255 WC 265 / 275 WCP 232 / 238 / 245 / 255 WCP 265 / 275	CD/Web

Table 1-1: CentreWare Printer Drivers for Xerox WorkCentre and WorkCentre Pro

CentreWare Print and Fax Drivers CD

The installation files for the CentreWare 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

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

► To download printer drivers:

- 1 Access the Xerox Web site and click **Support & Drivers** at the top of the page.
- 2 Click the link to your product family
-or-
Enter your Xerox product family in the Search text box and click **Search**.
- 3 From the list of Drivers and Downloads, find your Xerox system and click **Drivers & Downloads**.
- 4 Select the desired Operating System (version of Windows), and Language for the printer driver.
- 5 From the list of drivers, click the driver that you want to download.
- 6 Read the End User License Agreement and click **Accept**.
- 7 Select **Save** from the *File Download* dialog.
- 8 Choose a location to download the file and click **Save**.
- 9 After the printer driver is downloaded, follow the instructions presented in *Chapter 2* for installing drivers.

Xerox System PPD Files

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

Xerox provides PostScript PPDs for use with generic Windows NT / 2000 / XP / Server 2003 PostScript printer drivers.

CentreWare Printer Driver Applications

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

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

Xerox Print Driver Installation Utility

The Xerox Windows Printer Installation utility is for users who would like to install and configure their printer drivers independently. System administrators may also use this utility to install printer drivers directly onto a PC or network server.

Admin Config Wizard

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

TIFF Submission Tool

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

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

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

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 your downloaded (non-resident) fonts exported to a file. Printers can be added or deleted from a printer list which is used for adding and deleting fonts from one or multiple printers.

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

Print and Fax Driver Documentation

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

CentreWare Printer Drivers Guide for Windows

This guide 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 Printer 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 or ... \ Program Files \ Xerox \ WorkCentre Pro.

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.

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. 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 Finder 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 Card**—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.

Support

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

Internet Support

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

Telephone Support

For additional assistance, you may contact the Xerox Welcome Center by telephone to speak with a Product Support Analyst. Locate your Xerox system serial number, 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
UNITED STATES (TTY)	800-855-2880
CANADA	800-939-3769 (800-93-XEROX)

Additional Tips

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



Installing Windows Printer Drivers

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

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- *Customizing the Installation.* 2-8
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Requirements

Printer Drivers

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

Xerox Print Driver Installation Utility

The Xerox Print Driver Installation utility and Admin Config Wizard require:

- Administrator privileges in Windows NT / 2000 / XP / Server 2003
- Internet Explorer 5.5 or higher
- Microsoft TCP/IP Printing installed and running to connect Peer To Peer in a Windows NT environment
- Service Pack 2 installed on Windows XP systems
- Service Pack 4 installed on Windows 2000 systems
- Service Pack 6 installed on Windows NT systems

Installing Printer Drivers on Windows Networks

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

Direct Installation

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

NOTE: You can use the Add Printer Wizard to install Xerox printer drivers, but you must install each driver separately.

Customized Installation

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

Copy the contents of the *CentreWare Print and Fax Drivers* CD to your network. (See *Locating Installation Files on the CD* on page 2-25.) Then start the Admin Configuration Wizard to set up a configuration file. (See *Customizing the Installation* on page 2-8 to perform a customized installation.)

Point and Print Installation

Copy the contents of the *CentreWare Print and Fax Drivers* CD to your network. Install the drivers locally and modify the device settings and document settings (see *Preconfiguring Default Driver Settings (Windows NT / 2000 / XP / Server 2003)* on page 2-16). Then copy the new configurations to the server for enterprise use (see *Point and Print Installations* on page 2-15).

NOTE: It is possible to upgrade a Windows driver without uninstalling the previous version. However, the impact of such an upgrade on system performance can be unpredictable. The most reliable way to upgrade is to uninstall the old drivers and perform a clean installation of the new ones. For information on uninstalling drivers, see *Uninstalling Windows Printer Drivers* on page 2-26. Additional information on uninstalling and upgrading drivers is available in the Customer Tips portion of www.xerox.com.

Direct Installation

You can install the CentreWare Print and Fax drivers from the *CentreWare Print and Fax Drivers* CD, from a location on your network that your administrator specifies, or from a URL or intranet address.

NOTE: After you start the installer, it detects the operating system of your server or workstation. If that operating system does not meet the product requirements, the installer issues a message and exits. This would occur, for example, if you attempted to install drivers housed on a Windows 2000 server onto a client running Windows 3.1.

Installing from CD

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 Chose a language and click **OK**.
- 3 Click **Print and Fax Drivers**.
- 4 Click **Install Your Windows Print Driver**.
- 5 Continue with *Completing the Installation* on page 2-6.

Installing from the Internet

- 1 Open a browser window and access www.xerox.com.
- 2 Click the link to download the installation files.
- 3 Run the *setup.exe* file.
- 4 Chose a language and click **OK**.
- 5 Click **Print and Fax Drivers**.
- 6 Click **Install Your Windows Print Driver**.
- 7 Continue with *Completing the Installation* on page 2-6.

Installing from an Intranet

- 1 Open a browser window and type the appropriate intranet address, such as <http://xyz.mycompany.com>.
- 2 Run the *setup.exe* file.
- 3 Chose a language and click **OK**.
- 4 Click **Print and Fax Drivers**.
- 5 Click **Install Your Windows Print Driver**.
- 6 Your administrator may have created a screen containing customized instructions for your site. If such a screen appears, record and follow any posted instructions. Then click **Next**.
- 7 Continue with *Completing the Installation* on page 2-6.

Installing from the Network

- 1 Use Windows Explorer to find the CentreWare Print and Fax Drivers installation files.
- 2 Run the *setup.exe* file.
- 3 Chose a language and click **OK**.
- 4 Click **Print and Fax Drivers**.
- 5 Click **Install Your Windows Print Driver**.
- 6 Your administrator may have created a screen containing customized instructions for your site. If such a screen appears, record and follow any posted instructions. Then click **Next**.
- 7 Continue with *Completing the Installation* on page 2-6.

Completing the Installation

The installer scans supported direct connections as well as the local network subnet for printers. The results appear on the Select Printer screen.

1 Do one of the following:

- If the printer that you want to install appears in the list of discovered printers, click **Select From the Following Discovered Printers** and select the printer.
- If the printer that you want to install does not appear in the list of discovered printers, do one of the following:
 - Click **Advanced Search** and choose an automatic or manual search method.

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

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

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

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

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

- 2 Click **Options** if you want to configure any of the following settings:
 - **Language**—Select the language in which to run the installer.
 - **Driver Selection (PDL)**—Choose at least one of the following PDLs: PostScript, PCL 5e, or PCL 6.

NOTE: This setting does not impact installation of a printer that is assigned to a network queue.

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

Click **OK** to exit Options.

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

NOTE: If you do not have sufficient rights to install a printer on the designated server, a logon prompt will appear. Enter an appropriate user name and password.

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

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

Customizing the Installation

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

Network administrators can use the Admin Config Wizard to preconfigure installer parameters and save these settings to a script file. Use this file with tools such as .vbs scripts or management programs like Microsoft System Management Services (SMS) to automate, configure, and control the deployment of CentreWare print and fax drivers on your network.

You can begin the wizard from the *CentreWare Print and Fax Drivers* CD, from a location on your network that your administrator specifies, or from a URL or intranet address. However, the resulting script files and configuration folders must reside on or be saved to the network.

Installing from CD

- 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 Continue with *Completing the Customization* on page 2-9.

Installing from the Internet

- 1 Open a browser window and access www.xerox.com.
- 2 Click the link to download the installation files.
- 3 Continue with *Completing the Customization* on page 2-9.

Installing from an Intranet

- 1 Open a browser window and type the appropriate intranet address, such as <http://xyz.mycompany.com>.
- 2 Run the *setup.exe* file.
- 3 Continue with *Completing the Customization*.

Installing from the Network

- 1 Use Windows Explorer to find the CentreWare Print and Fax Drivers installation files.
- 2 Run the *setup.exe* file.
- 3 Continue with *Completing the Customization*.

Completing the Customization

- 1 Choose a language and click **OK**.
- 2 Click **Print and Fax Drivers**.
- 3 Click **Admin Config Wizard**. The Admin Config Wizard opening screen appears.
- 4 Select the location of the installation script file.
- 5 Click **Continue**. The Admin Config Wizard dialog box appears.
- 6 Configure the settings in the dialog box. See Table 2-1 on page 2-9 for a list of options.
- 7 Click **Save Script** to preserve your changes.

NOTE: To set up multiple installation scenarios, first create a "baseline" script. Then, use the wizard to edit the baseline script and save each variation to its own path. Finally, send each user or group of users a link to the most appropriate script location, or incorporate it in their login scripts.

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

Field	Description
Install Screen Default	<p>Choose the default option for printer selection. This selection controls which printer detection option the user sees as the default choice. It does not dictate the printer to install. To set that, use the Port Value field described below.</p> <ul style="list-style-type: none"> ■ Let installer decide (based on the number of printers discovered). ■ Default to Printer List. ■ Default to specify port. (The user enters an IP address, DNS name, or UNC path.)
Location Contact Info	<p>Enter location and contact information during installation.</p> <ul style="list-style-type: none"> ■ Do NOT prompt. ■ Prompt for information (if not set). ■ Always prompt.
Set Printer As Default	<p>Make the printer being installed the default choice when submitting print jobs.</p> <ul style="list-style-type: none"> ■ Let installer/user decide. ■ Always set printer as default. ■ Never set printer as default.
Share Printer	<p>Make the printer being installed accessible to network clients.</p> <ul style="list-style-type: none"> ■ Let installer/user decide. ■ Always share the printer. ■ Never share the printer.
Launch Scanner Install	<p>Install a scanning component after printer installation has succeeded.</p> <ul style="list-style-type: none"> ■ Let installer decide (based on the results of the printer installation and the availability of scanner functionality on the printer). ■ Do not launch scanner install. ■ Launch scanner install.
Force Web Download	<p>Select to require downloading driver files from the Internet during installation.</p>

Table 2-1: Admin Config Wizard Dialog Box Options

Field	Description
Resolve DNS	Select to use the device DNS name for identification if available.
Local Search Type	Select one or more of the following search methods: <ul style="list-style-type: none"> ■ LPT Search. ■ USB Search. ■ Net Search.
PDL to use	Install drivers that support one or more of the following PDLs: <ul style="list-style-type: none"> ■ PostScript. ■ PCL 5e. ■ PCL 6.
Port Value	Enter the IP address, DNS name, or UNC name of the printer to install.
Single Instance Only	Select to prevent multiple copies of the printer definition from installing on a client. This option allows you to automate printer deployment by incorporating the installation in a login script.
Save the Configuration Script file to	Enter the location to save the configuration script file. If this location matches the path entered in the opening screen, the wizard only saves changes to the XeroxInstallerAdmin.xml file. Otherwise, the wizard copies the entire contents of the original path to the path specified here.

Table 2-1: Admin Config Wizard Dialog Box Options

XeroxInstallerAdmin.xml

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

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

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

Table 2-2: XeroxInstallerAdmin.xml File Options

XML Field	Description
<DriverToUse>	Numeric value that indicates which PDLs to install. 0 - Let the installer decide. 1 - PDL 1 (PostScript). 2 - PDL 2 (PCL 5e). 4 - PDL 3 (PCL 6). 3 - PDL 1 and PDL 2. 7 - PDL 1, 2, and 3.
<LaunchScannerInstall>	Numeric value for installing scanner software after printer. Requires Windows 2000 or above and Xerox Multifunction Device. 0 - Do not launch scanner installation. 2 - Launch scanner installation.
<AdminConfigurableStrings>	Define a field not listed above and its value.

Table 2-2: XeroxInstallerAdmin.xml File Options

Considerations for Enterprise Technologies

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

Clustering

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

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

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

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

To ensure consistent printer availability in a cluster, use the Add Printer Driver Wizard (see *Add Printer Driver Wizard* on page 2-14) to install the same printer drivers on all nodes in a cluster before adding the printer to the cluster itself.

NOTE: Xerox recommends this practice even on the Windows Server 2003 cluster management products that have an "Automatic Quorum Feature." This is to ensure that damaged or corrupt driver files are not passed from one node to another should failover occur.

Citrix MetaFrame

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

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

To prevent this, install the CentreWare drivers (See *Add Printer Driver Wizard* on page 2-14) on a Citrix server (or on all members of a Citrix server farm) before clients that use local printers based on these drivers log in.

Add Printer Driver Wizard

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

► To run the Add Printer Driver Wizard:

- 1 At the desktop, click **Start > Settings > Printers** (Windows 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003). The Printers window appears.
- 2 Click **File > Server Properties**. The Print Server Properties dialog box appears.
- 3 Click the Drivers tab.
- 4 Click **Add**. The Add Printer Driver Wizard appears.
- 5 Follow the instructions on the screen.

Point and Print Installations

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

If you would like to standardize the device settings and document settings for the Windows NT / 2000 / XP / Server 2003 printer drivers, see *Preconfiguring Default Driver Settings (Windows NT / 2000 / XP / Server 2003)* on page 2-16 before installation.

► To perform Point and Print:

- 1 At the client workstation, access the desired network Xerox system through **Network Neighborhood** (Windows 98 / NT) or **My Network Places** (Windows Me / 2000 / XP / Server 2003). 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–
Right-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.
- NOTE:** To install printers on Windows 9x clients, use the right-click method; drag and drop may yield unexpected results.
- 3 Follow the Add Printer Wizard instructions. The appropriate files for the selected Xerox system download to the client workstation.

Installing Printer Drivers on Other Networks

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

Configuring Printer Drivers

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

- Preconfigure standard *device* and *document* settings in the driver prior to distributing them for installation. This capability is available for Windows NT, 2000, and XP drivers only.
- Configure installable options directly at a workstation.

Preconfiguring Default Driver Settings (Windows NT / 2000 / XP / Server 2003)

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

- Device Settings—refers to installable options such as a High Capacity Feeder or a Finisher, accounting options, etc.
- Document Settings—refers to document options, such as a banner sheet, portrait or landscape orientation, PostScript options, etc.

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

NOTE: This process can be performed in both Windows and non-Windows network environments (such as NetWare). To minimize impact to the server or potential down-time, first preconfigure an individual workstation. After completing the preconfiguration process at the workstation, copy the files to the server for distribution.

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

- 1 At a workstation, 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 Chose a language and click **OK**.
- 3 Select **Browse CD** and browse to the printer driver files for your Xerox system. For information about the driver files, see *Locating Installation Files on the CD* on page 2-25.
- 4 Copy the printer driver files for your Xerox system to the driver installation directory on the server.
- 5 Install the printer driver files for your Xerox system to your workstation.

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

- 6 On the desktop, select **Start > Settings > Printers** (Windows 98 / Me / NT / 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003) and right-click the printer.
- 7 Choose **Properties**.
- 8 Select the Configuration tab and choose the settings you want as your default settings.
- 9 Select the Device Settings tab and choose the settings you want as your default settings.
- 10 Expand the Override/Restore Defaults option on the Device Settings tab.
- 11 Select **Save Current Settings as Default**. A Save button appears.
- 12 Click **Save**. The configuration and device settings are saved as the default settings.
- 13 If you want to modify the default document settings, continue with the following steps. Otherwise, close the Properties dialog and continue with step 21.
 - For 2000 / XP / Server 2003 drivers, select the General tab and click **Printing Preferences**. The Printing Preferences dialog opens.
 - For NT drivers, close the Properties dialog. Right-click the printer and select **Document Defaults**.
- 14 Select the settings you want as the defaults for the document options from the Printing Preferences dialog (2000 / XP / Server 2003) or Document Defaults dialog (NT).
- 15 Make your selections from the available tabs.

- 16 Select the Advanced tab.
- 17 Expand Override/Restore Defaults.
- 18 Select **Save Current Settings as Default**. A Save button appears.
- 19 Click **Save** to save each setting on every tab of the printer driver as the default setting.
- 20 Click **OK** to close the Printing Preferences dialog and the Properties dialog in 2000 / XP / Server 2003 or click **OK** to close the Document Defaults dialog in NT.
- 21 Copy the *driver filename.dyc* file created on your workstation in the Windows/System32/Spool/Drivers/W32x86/3 directory (for 2000 / XP / Server 2003) or WinNT/System32/Spool/Drivers/W32x86/2 directory (for NT).
- 22 Paste the *driver filename.dyc* file to the driver installation directory on the server and overwrite the *driver filename.dyc* file on the server with the new file that contains the preconfigured driver default settings. Any drivers installed from this directory will now contain the default settings you selected.

Configuring Installable Options at the Workstation

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

NOTE: You may need Administrator rights on the workstation to perform these steps.

Configuring Installable Options—Automatically

If you have a TCP/IP network, the Windows printer drivers can, as an option, provide Bi-Directional capabilities. The printer driver communicates with the printer through your network and acquires information from the printer. See *About Bi-Directional Printer Drivers* on page 2-23.

► To configure the Installable Options automatically:

- 1 At the desktop, click **Start > Settings > Printers** (Windows 9x / Me / NT / 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003) .
- 2 Right-click the appropriate printer icon and select **Properties**.
- 3 Select the **System Configuration (Configuration)** tab.

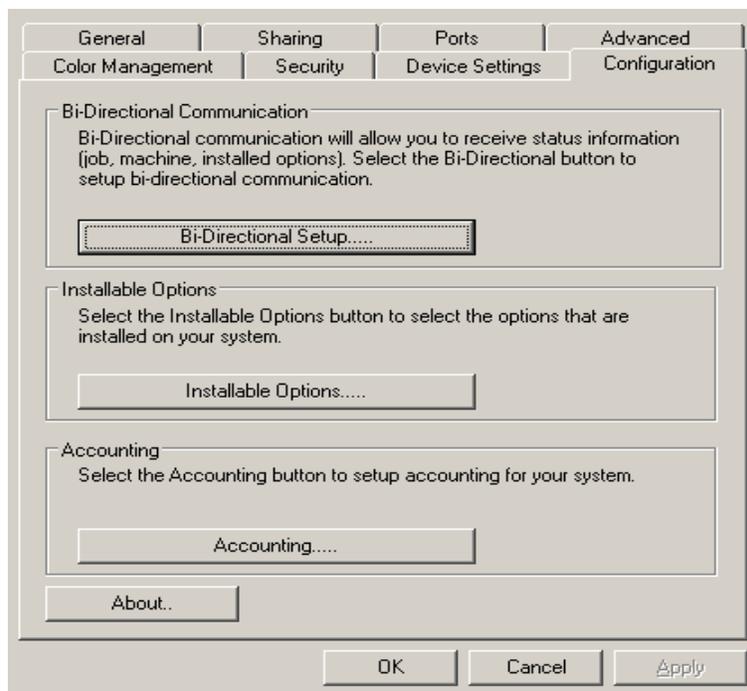


Figure 2-1: System Configuration Tab (Properties Dialog)

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



Figure 2-2: 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 **Status**, you can access current information about the printer. See *About Bi-Directional Printer Drivers* on page 2-23.

NOTE: To change the SNMP Community Name, click **SNMP Community Name**. The printer name must be changed to match this name for Bi-Directional communication to be available.

Configuring Installable Options—Manually

If your network environment does not support Bi-Directional communication, you can configure installable options manually. See *Bi-Directional Driver Support* on page 2-24 to see if your network environment is supported.

► To configure the Installable Options manually:

- 1 At the desktop, click **Start > Settings > Printers**.
- 2 Right-click the appropriate printer icon and select **Properties**.
- 3 Select the **System Configuration (Configuration)** tab.

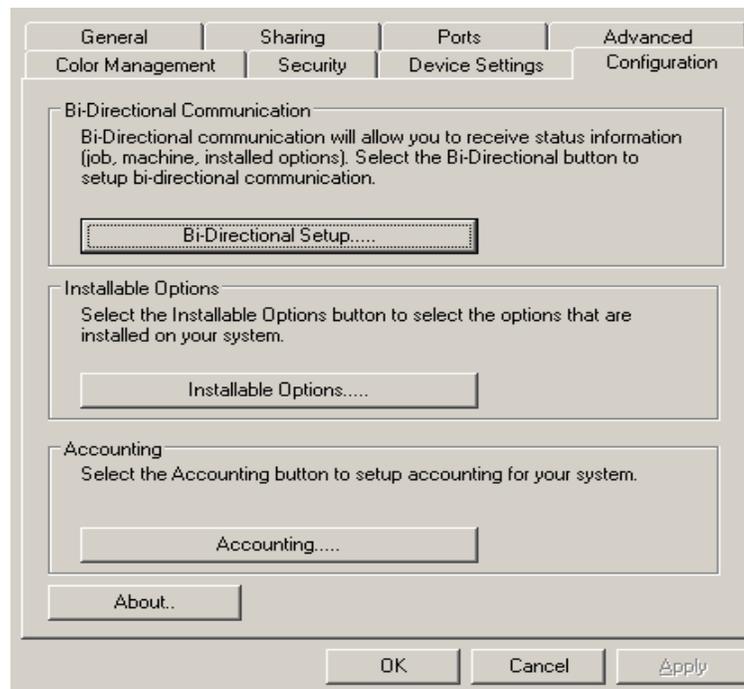


Figure 2-3: System Configuration Tab (Properties Dialog)

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

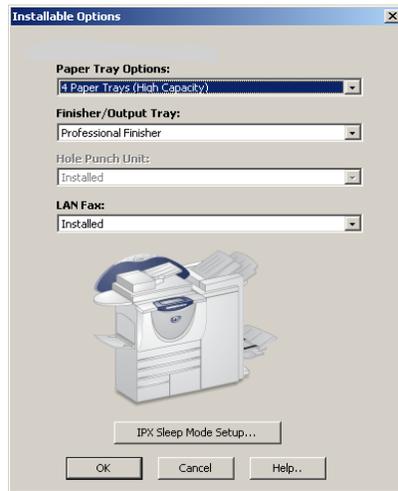


Figure 2-4: Installable Options Dialog

- 5 Click **OK** to save the settings and **OK** to close the dialog.
- 6 Click **OK** to close the printer driver.

About Bi-Directional Printer Drivers

If you have a TCP/IP network, the Windows 2000 / XP / Server 2003 printer drivers can 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 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.

Click **Status** on the Paper/Output tab to access the Status dialog.

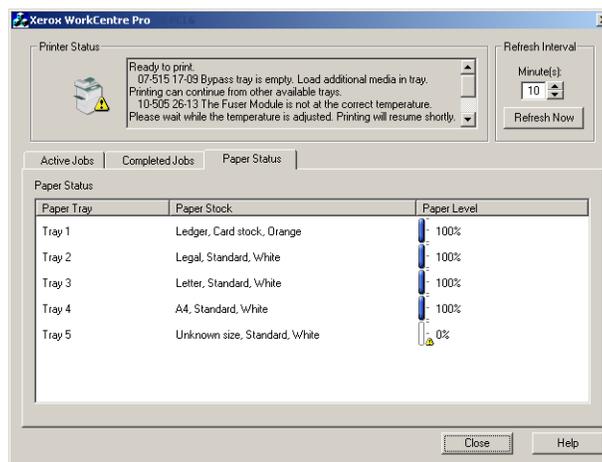


Figure 2-5: Status Dialog—Paper Status Tab

Bi-Directional Driver Support

Supported Operating Systems

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

Windows 98	Windows 2000 (Professional, Server, Advanced Server)
Windows Me	Windows XP (Home, Professional)
	Windows Server 2003 (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

NOTE: Windows 98 and Windows Me do not include support for native TCP/IP printing. Additional software is required.

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. If you want to browse to, or access these files, locate the *Drivers* folder and open the *Windows* folder, as well as the folder for your particular Xerox system model, for example, WorkCentre Pro 255.

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 255 are located in:

```
...\Drivers \ Windows \ WCP55_45_38_32 \ PS_55_W2K_XP_2K3 \ xrwa55ps.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 NT

► To uninstall the Windows 9x and NT printer drivers:

- 1 At the desktop, select **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 Reboot the workstation.

For Windows 2000 / XP / Server 2003

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

- 1 At the desktop, select **Start > Settings > Printers** (Windows 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003).
- 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 Repeat steps 2 and 3 for all printer objects that use the driver being uninstalled. For example, suppose you are uninstalling the PCL 6 drivers for the Xerox WorkCentre Pro 265/275 series. If your Printers window includes icons for more than one WorkCentre Pro 265/275 PCL 6 printer, you must delete them all before continuing.
- 5 Rebooting your workstation is recommended.
- 6 Open the Printers folder: select **Start > Settings > Printers** (Windows 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003).
- 7 Right-click in a blank area of the folder. A drop-down menu opens.
- 8 Select **Server Properties**. A *Properties* dialog opens.
- 9 Select the **Drivers** tab.
- 10 Select the printer driver you want to remove.
- 11 Select **Remove**. The printer driver is removed.
- 12 Reboot the workstation.



Getting the Most from Your Printer Driver

With the CentreWare printer drivers, you have an invaluable tool to save you time and 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. Through the Help system, you also have access to quick reference cards about printer driver features. They were developed so that you can print and post them for a handy reference.

What's in this chapter:

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

Driver Structure

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

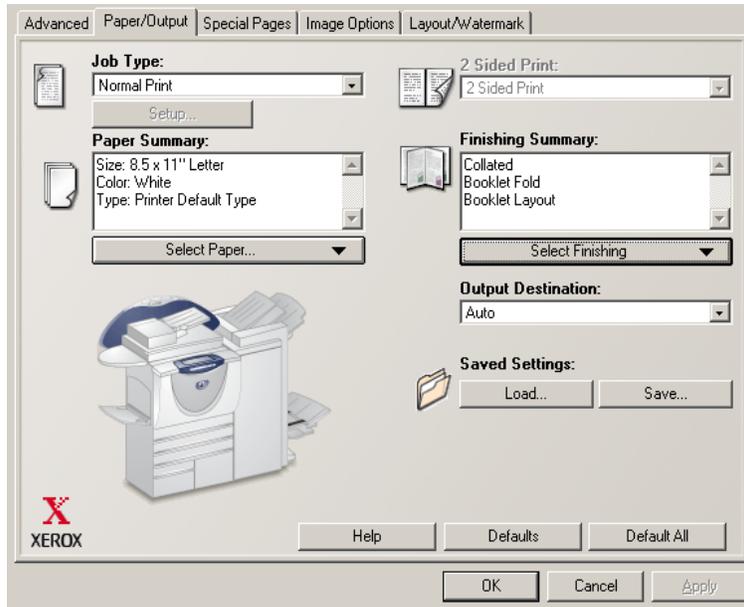


Figure 3-1: Printer Driver Interface

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 set the Finishing Summary to *Collated*, *Booklet Fold*, *Booklet Layout*; the icon on the printer driver near the 2 Sided Print option changes, and 2 Sided Print displays in gray. When you click 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 printing requires *2 Sided Print*.

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 click **Status**, the Status dialog opens and reports specific information about the printer's operational status as well as specific information about your print jobs. See *Status Dialog* on page 2-23.

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

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 Page Layout and Watermarks.

The *Advanced* tab contains those features that infrequently change once set, such as Banner Sheet, Request Offset, TrueType Font options, 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** (Windows 9x / Me / NT / 2000) or **Start > Printers and Faxes** (Windows XP / Server 2003). Right-click on your printer icon and select **Properties** from the menu. The printer driver dialog appears. Driver settings from this dialog become the default settings. All of the *General Tabs* 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 several buttons (depending on your Xerox system model): Bi-Directional Setup, Installable Options, Accounting and About. Each button opens a dialog to configure your driver.

- 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 *About Bi-Directional Printer Drivers* on page 2-23.
- Through *Installable Options* you can manually configure your driver with the number of paper trays and installable options—such as finishers and faxing—available 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.
- Through *About* you can obtain the driver version number. Xerox personnel may request this number during support calls.

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

Driver Help System

The Help system is the primary source for information about using the printer drivers. Each driver tab has a Help button for easy access to the Help system. Through this Help button you can call up information on any feature on that tab or any other tab. Among the useful items in the Help system is a menu of *How To...* procedures for each feature, for example, How To Print Booklets, Turn Banner Sheets On/Off, Print Transparencies, or Track Printer Use by Account.

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

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

Quick Reference Cards

- **Feature Cards**—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 your downloaded (non-resident) fonts exported to a file. You may also maintain printer lists for font management.

What's in this chapter:

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

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 **Management Services & Tools**.
- 3 Click **Install Font Management Utility**.
- 4 The installation wizard opens. Click **Next**.
- 5 Select the radio button to accept the license agreement. Click **Next**.
- 6 Type the user name and organization.
- 7 Specify who has access to the application. Click **Next**.
- 8 Select the Setup type: **Complete** or **Custom**. Click **Next**.
- 9 Click **Install** to install the utility on the workstation.
- 10 Click **Finish** to exit the install wizard.

The installation is complete.

Accessing the Font Management Utility

► To access the utility in Windows environments:

From the desktop, select **Start > Programs > Xerox Font Management Utility > Font Management Utility** in Windows 9x / Me / NT / 2000 or **Start > All Programs > Xerox Font Management Utility > Font Management Utility** in Windows XP / Server 2003.

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 Select **Start > Settings > Control Panel > Add/Remove Programs** in Windows 9x / Me / NT / 2000 or **Start > Control Panel > Add or Remove Programs** in Windows XP / Server 2003. The dialog for installing, changing, or uninstalling programs opens.
- 2 Select Xerox Font Management Utility.
- 3 Follow the procedures in the wizard to remove the Font Management Utility from your system.

► To repair the utility:

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

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



Installing the TIFF Submission Tool

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

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

What's in this chapter:

- *Workstation Requirements* 5-2
- *Supported Xerox Systems* 5-2
- *Installing the TIFF Submission Tool* 5-3
- *Accessing the TIFF Submission Tool* 5-3
- *Uninstalling the TIFF Submission Tool* 5-4

Workstation Requirements

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

- Windows 98
- Windows NT
- 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 232 / 238 / 245 / 255
- WorkCentre Pro 265 / 275

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 **Management Services & Tools**.
- 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 Centroware > CentreWare TIFF Submission Tool** (Windows 9x / Me / NT / 2000) or **Start > All Programs > Xerox Centroware > CentreWare TIFF Submission Tool** (Windows XP / Server 2003).

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 Select **Start > Settings > Control Panel > Add/Remove Programs** (Windows 9x / Me / NT / 2000) or **Start > Control Panel > Add or Remove Programs** (Windows XP / Server 2003). The Add/Remove Programs application opens.
- 2 Follow the procedures in the application 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* 6-2
- *Common Issues*..... 6-3
- *Frequently Asked Questions*..... 6-8

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.
- With Windows 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 98 / Me PCL 5c printer driver, N-up and booklet printing features do not work properly with Corel Draw version 8.
- With the Windows 98 / Me PCL 5c 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 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 98 / Me PCL5c 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. In Excel, deselect the Collate option. This allows the driver settings to collate correctly.
- Excel may have occasional problems with documents that contain a mix of portrait and landscape pages. Selecting a different printer driver, then reselecting the original printer driver may help to resolve this problem.

PowerPoint

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

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 PCL5c 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.

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 -3 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 255
- 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 for your Xerox system is available by accessing Customer Tips at www.xerox.com. The PDL Reference Guides contain syntax information about the extended features of Xerox systems, which can be used to customize printing in unsupported environments.

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