



Xerox® Global Print Driver®

Installation Guide



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General Information

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This chapter includes:

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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.

Chapter	Content
Chapter 1: General Information	This chapter describes the X-GPD features available, printing environments and protocols supported, and helpful links to additional resources.
Chapter 2: Installation	This chapter provides detailed instructions for installing and uninstalling the X-GPD in your printing environment.
Appendix	The appendix provides troubleshooting information for configuring the driver.

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

Printing Environments
Windows 7 32- and 64-bit: Home Premium, Professional, Ultimate
Windows Server 2008 R2 64-bit: Foundation, Standard, Enterprise, Datacenter
Windows XP SP3, Server 2003 32-bit: XP SP3 Home and Professional, Server 2003, Terminal Server, Citrix XP Server, Cluster Server
Windows XP SP3, Server 2003 64-bit: Windows XP SP3 Professional and Windows Server 2003 64-bit editions
Windows Vista 32- and 64-bit: Vista Home Basic, Home Premium, Business, Ultimate
Windows Server 2008 32- and 64-bit: Standard, Enterprise, Datacenter with and without Hyper-V
Novell Netware 5.x: NDPS, NDS
Novell Netware 6.x: NDPS, NDS, iPrint
Point and Print (including Active Directory): Windows Server 2003 and 2008
Internet Printing Protocol (IPP): Microsoft RDP and HTTP
Citrix Server: Meta Frame FR3, Presentation Server 4.x

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

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This chapter includes:

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- [Installation in Novell Netware Environment](#) on page 19
- [Deployment of Drivers in Cross Platform Architecture](#) on page 20

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:

1. Go to www.xerox.com/global.
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.
6. Select **Create a new port > Standard TCP/IP Port > Next**.
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 the 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

<http://www.novell.com/products/netware/printing/quicklook.html>.

Deployment of Drivers in Cross Platform Architecture

Connecting to a device installed and shared on a Windows Server 2003 from a 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.
6. Select **Server Properties**.
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.

Appendix

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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.

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.