



# Windows® Driver Installation Guide

Windows 7 / Vista / XP

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## **A. Introduction:**

This guide describes the procedure for installing and updating drivers for your Printrex printer. Before you begin, you will need the latest version of driver files, available at the Printrex website (<http://www.printrex.com>). Both 32-bit and 64-bit drivers are included, for all standard products.

This document refers to drivers of Release 96 and later, which use an installer EXE instead of a ZIP file. This allows drivers for the whole product line to be installed once on a system, removing the need for a driver disk if a new printer model is connected later on.

These instructions apply to setting up printers using USB or parallel cables, or a USB-to-parallel adapter cable. For printers directly connected to a network, initial configuration of IP addresses needs to be done over a USB connection, so follow the USB setup instructions, then see the Printrex System Administrator's Guide (1028-0063). Also see this guide if you are adding alternate-platform drivers to a print server, or are connecting the printer to a 3<sup>rd</sup>-party print server device.

If you are installing drivers for a new printer for the first time, see **Section B** for Windows XP, or **Section C** for Windows 7. For Vista, follow the Windows 7 instructions.

If you've already installed drivers, and want to update them, see **Section D**.

To check which version of driver you currently have, see **Appendix A**.

Please review **Appendix B** for information on connecting parallel- port printers.

Finally, if you are using a USB-to-parallel adapter cable, and you get no output from the printer, with print jobs hanging in the queue, Windows has probably assigned a new virtual port to the cable. See **Appendix C** for how to resolve this issue.

## **B. Installing Printer Drivers (Windows XP):**

This is a two step process:

**First**, set up the complete driver package on the system. This needs to be done only once for a given system, or to update existing driver versions. This is performed *before* connecting a printer.

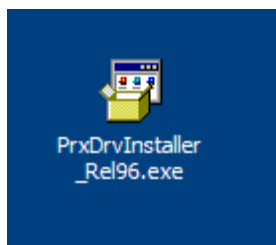
**Second**, connect the printer and install the driver from the Windows driver store. Printers can be installed and removed any number of times, and the drivers will remain available on the system.

Leave the printer **off** until Step (B.2), after the driver package has been installed. If you turn on the printer anyway, just cancel the 'Found New Hardware' wizard, turn off the printer, and run the installer as follows:

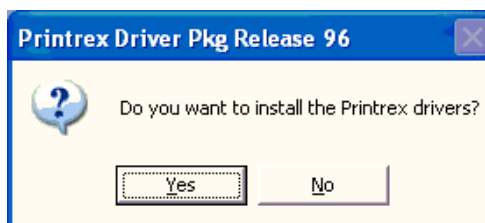
Assumed: you have already downloaded the installer EXE file to a temporary location (the Desktop, for example).

### **B.1. Package installation:**

Double-click the installer file icon (Figure 1). It will have a name like **PrxDrvInstaller\_Rel##.exe**:



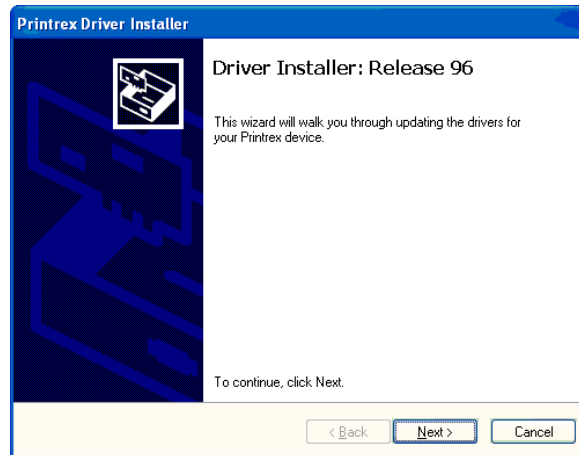
**Figure 1**



**Figure 2**

A confirmation dialog will show: (See Figure 2.) Click 'Yes'.

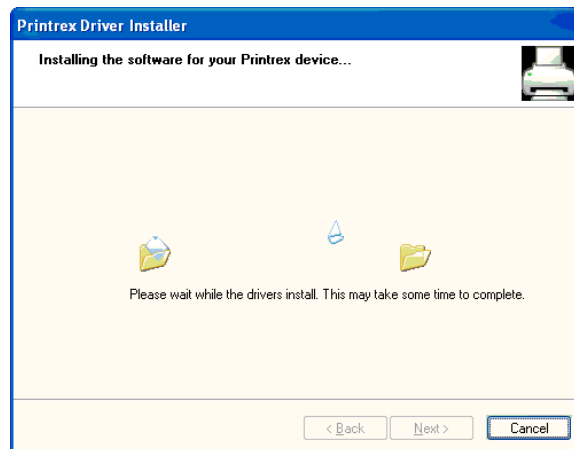
**B.1.a).** The installer begins with the following page:



**Figure 3: Installer wizard start**

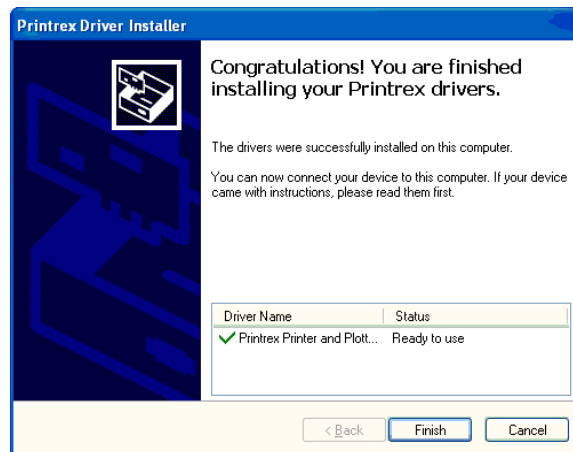
... Click 'Next'.

**B.1.b).** Files are then copied to the Windows Driver Store:



**Figure 4: Copying files to the Driver Store**

Note that this copying process makes the driver files *available* for the printing system: it does not actually set up the drivers for printing with any individual model. This process allows any Printrex model to be set up at a later date, without the need for downloading other files. The Windows Plug and Play installer will recognize and set up any USB model, and the Add Printer wizard will have access to all other models. These installation scenarios are described in detail in the following sections.

**B.1.c).** *Package Setup complete:***Figure 5: Package Installer Completed**

... Click Finish. This completes driver package setup on your system.

**B.2. Load driver for your printer model:**

Connect the data cable (USB or Parallel), and turn on printer power.

Now, driver installation begins:

- If you are directly connecting the printer using a USB cable, the Windows Plug and Play installer will load the driver as described in **Section B.2.a**, below.
- If you have a parallel-port model (even if you are using a USB-to-parallel adapter cable), you will need to run the Add Printer Wizard. See **Section B.2.b** below.
- If you plan to use a direct Ethernet connection, you will need to configure the IP addresses first, so connect using USB at this time (See **Section B.2.a**).

**B.2.a).** *Plug and Play Automatic Installation (USB Direct):*

If your printer **is** connected directly using USB, you will see a notification similar to that below (Figure 6):

**Figure 6: USB printer detected**

The 'Found New Hardware' wizard then starts. (Figure 7):

(B.2.a.i). Windows Update search:



Figure 7: Start of wizard: windows Update Search

(Depending on your domain or system policy configuration, you may or may not see this wizard page):  
Select 'No, not this time' and click Next.

(B.2.a.ii). Driver Search Selection:

On the next wizard page, keep the default selection, 'Install the software automatically (Recommended)'.

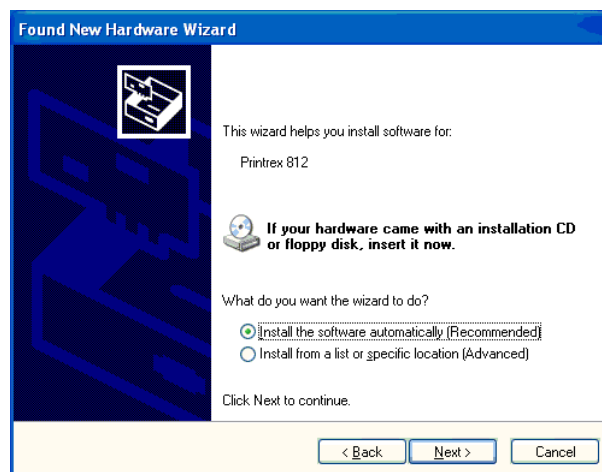


Figure 8: Installation source selection

... Click 'Next'.

The wizard will then start copying driver files from the driver store:

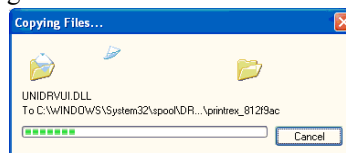


Figure 9: Copying driver files

(B.2.a.iii). Windows Logo test warning:

You may see a warning dialog as shown below: Click 'Continue Anyway'.

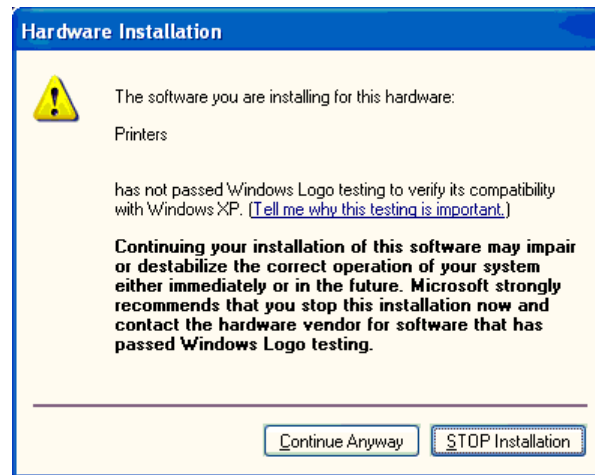


Figure 10: Windows Logo test warning

(B.2.a.iv). Driver install completion:

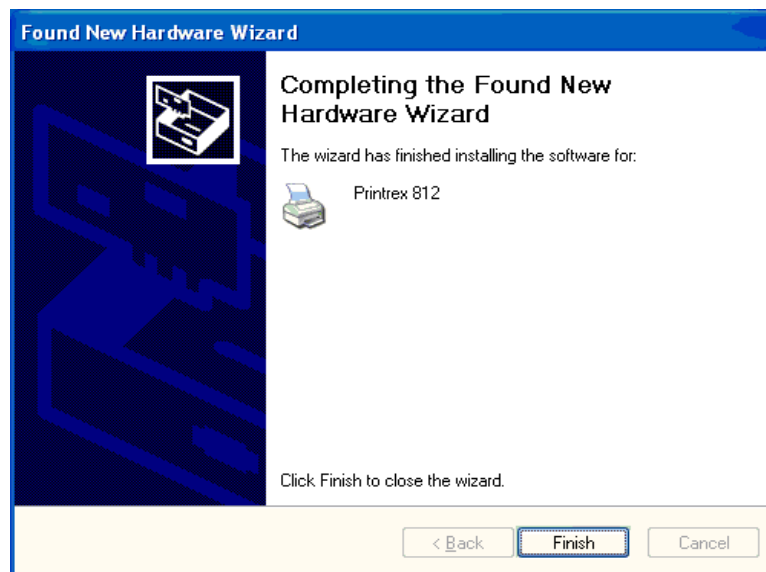


Figure 11: Installation completed

Finally, a completion screen is shown. Click 'Finish'.

The printer is now ready to use.

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***B.2.b).*** Manual driver installation:

If you have connected the printer using a parallel cable or a USB-to-Parallel cable, the 'Found New Hardware' wizard will not launch. Instead, you need to manually add the printer.

First, open the Printers and Faxes folder. (Note that for Windows XP Pro, this is available on the Start menu. XP Home users will find this in Control Panel.) From the File menu, select 'Add Printer'.

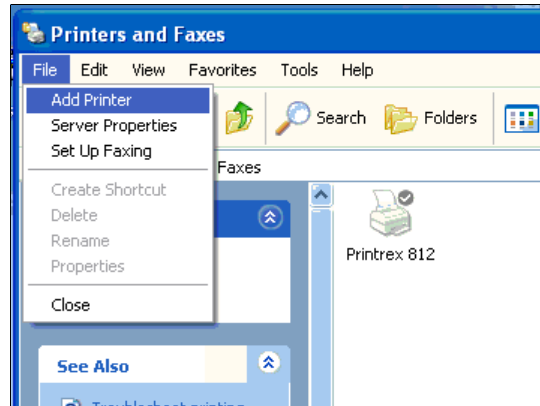


Figure 12: In Printers and Faxes, Add Printer

**(B.2.b.i).** Start of Add Printer Wizard:

Figure 13: Start of Add Printer wizard

... Just click 'Next'.

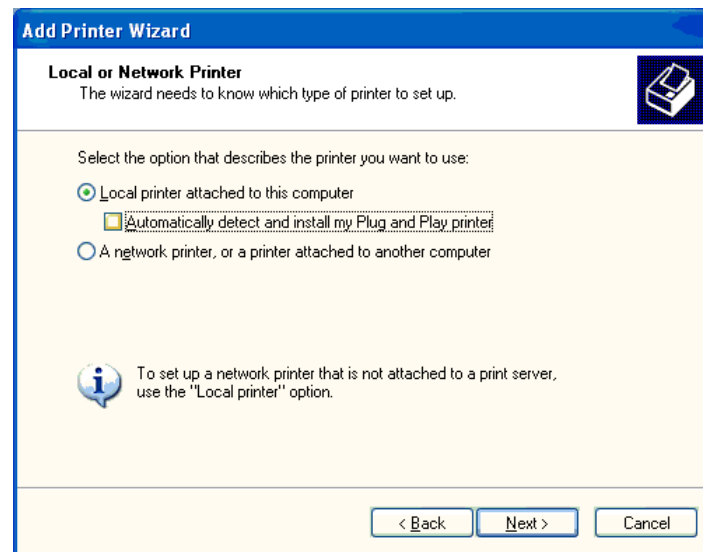
(B.2.b.ii). Local / Network Installation:

Figure 14: Local Printer, no Plug and Play

Select 'Local Printer...', **clear** the checkbox for 'Automatically detect and install my Plug and Play printer', and click 'Next'.

Note: for systems that are managing the print queue for network print server adapters, the connection to the print server device will be a 'local' port.

(B.2.b.iii). Port Selection:

Select the appropriate computer port (Figure 15). A parallel cable will use LPT ports, while a USB-to-parallel adapter cable will use a 'Virtual printer port for USB'. Note that each time these adapter cables are plugged into a different port socket on the computer, a **new** USB00x port will be created. If you have several ports of this type listed, choose the highest-numbered port. This selection is just a first guess: you may need to follow the port-finding procedure described in Appendix C. Click 'Next'.

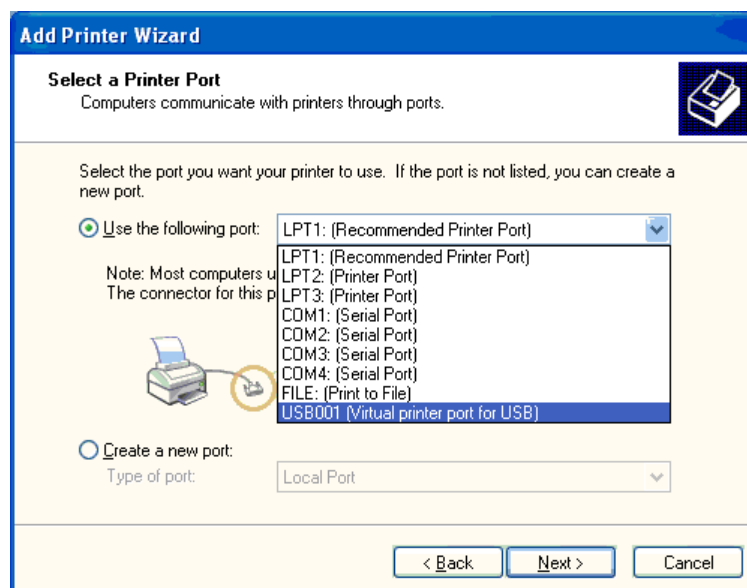


Figure 15: Port Selection

(B.2.b.iv). Printer Model selection:

Select Printrex from the 'Manufacturer' list, then the correct model from the right-hand 'Printers' list. Check the back panel of the printer for the model name, if in doubt. Note that the old DL models have two possible selections; See **Appendix B** for information regarding this choice.

...Click 'Next'.

(*Note that this is a change from previous instructions: you do **not** need to click 'Have Disk'.*)

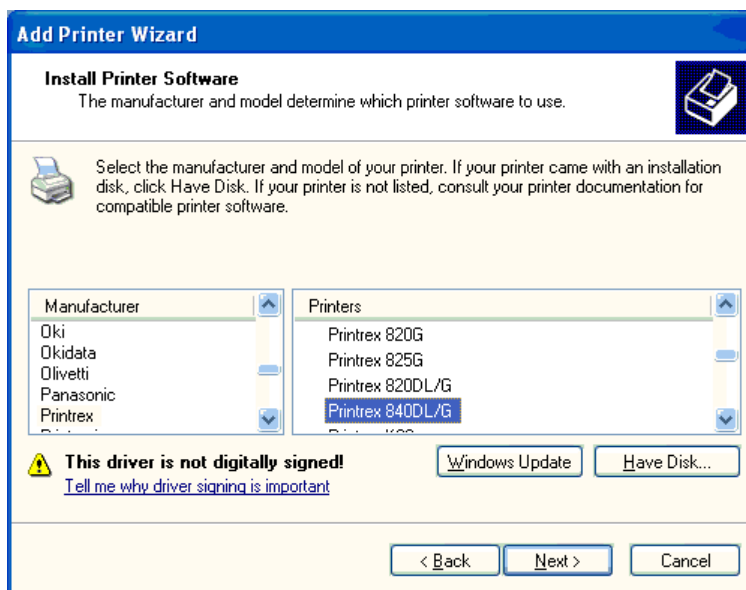


Figure 16: Select printer model

(B.2.b.v). Previously installed driver:

If the system already had a driver for this model installed (and later deleted), you may see this dialog page:

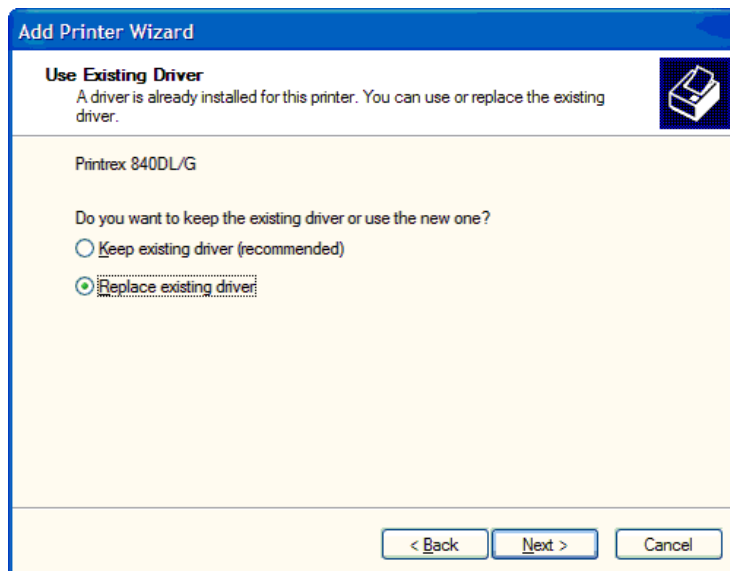


Figure 17: Select printer model

In general, you should always select 'Replace existing driver'. The print system installer keeps its own cache of drivers, so we need to override this suggestion by installing from the **Windows system** driver store. Click 'Next'.

(B.2.b.vi). Assign a Name:

**Figure 18: Assign printer name, choose as default**

If you have multiple units of the same model installed, Windows will append “ (Copy 1)”, etc. to the model name. If you have different settings or media for each (one with fanfold paper, one with film; one set for fast halftoned output, one set for grayscale printing, etc), you might indicate this in the printer name. The name can be edited later, without reinstalling the driver. Click 'Next'.

(B.2.b.vii). Network Sharing:

If this computer will provide queue management on a network, and this printer is to be shared with other users, a network share name can be specified on this page. .... Click 'Next'.

**Figure 19: Assign network share name**

(B.2.b.viii). Location, other description:

In a network setup, these fields can help to clearly identify the printer:

The screenshot shows the 'Add Printer Wizard' dialog box with the title 'Add Printer Wizard'. The main heading is 'Location and Comment'. Below the heading, it says 'You have the option of supplying a location and description of this printer.' There is a printer icon in the top right corner. The text continues: 'You can describe the location and capabilities of this printer. This information may be helpful to users.' Below this text are two text input fields: 'Location:' and 'Comment:'. At the bottom of the dialog box, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 20: Printer description and location

(B.2.b.ix). Test page option:

The screenshot shows the 'Add Printer Wizard' dialog box with the title 'Add Printer Wizard'. The main heading is 'Print Test Page'. Below the heading, it says 'To confirm that the printer is installed properly, you can print a test page.' There is a printer icon in the top right corner. The text continues: 'Do you want to print a test page?'. Below this text are two radio buttons: 'Yes' (which is selected) and 'No'. At the bottom of the dialog box, there are three buttons: '< Back', 'Next >', and 'Cancel'.

Figure 21: Print test page after installation?

To quickly verify the installation at the end of the wizard, select 'Yes'; click 'Next'.

(B.2.b.x). Finishing installation:

The screenshot shows the 'Add Printer Wizard' dialog box with the title 'Add Printer Wizard'. The main heading is 'Completing the Add Printer Wizard'. Below the heading, it says 'You have successfully completed the Add Printer Wizard. You specified the following printer settings:'. There is a printer icon in the top left corner. The text continues: 'Name: Printrex 840DL/G', 'Share name: <Not Shared>', 'Port: USB001', 'Model: Printrex 840DL/G', 'Default: Yes', 'Test page: Yes'. Below this text, it says 'To close this wizard, click Finish.' At the bottom of the dialog box, there are three buttons: '< Back', 'Finish', and 'Cancel'.

Figure 22: Final wizard page:

... Click 'Finish'.

(B.2.b.xi). Windows Logo test warning:

You may see a warning dialog as shown below: Click 'Continue Anyway'.

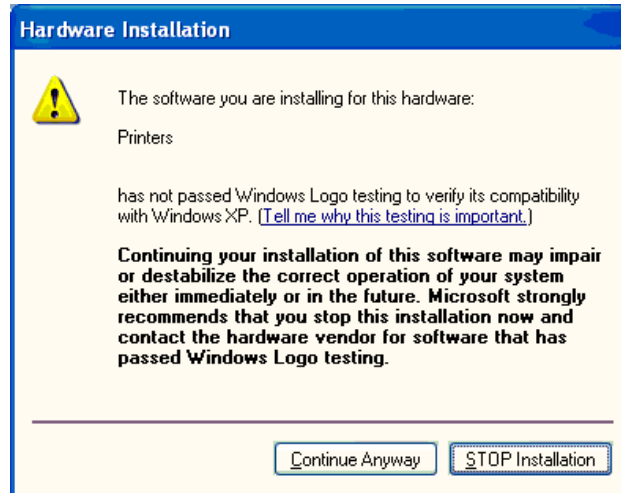


Figure 23: Windows Logo test warning

Then, files are copied....

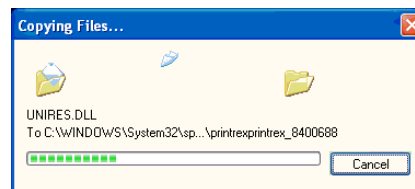


Figure 24: Copying files...

If you chose to print a test page after installation, it will be generated at this point. If you are using a USB-to- parallel adapter cable, the test page will not print if the Virtual Printer Port selected at the start of the wizard (Figure 15) is not correct. See *Appendix C* for a method of finding the right port. The 'Troubleshoot' option is generally not very helpful: in any case, click 'OK'.

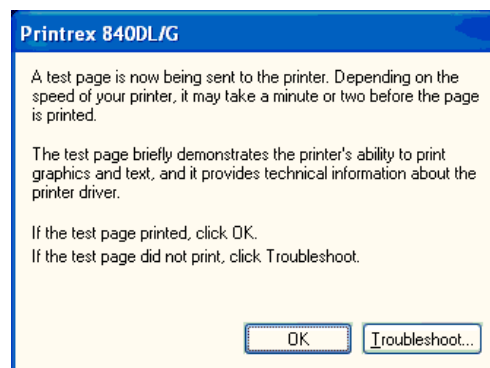


Figure 25: Test page notice

At this point, the printer installation is complete, and the printer is ready to use by applications.

## C. Installing Printer Drivers (Windows 7):

Just as with Windows XP, this is a two step process:

**First**, set up the complete driver package on the system. This needs to be done only once for a given system, or to update existing driver versions. This is performed before connecting a printer.

**Second**, connect the printer and install the driver from the Windows driver store. Printers can be installed and removed any number of times, and the drivers will remain available on the system.

If you later connect additional printers, you do not need to re-install the package, just repeat the process from (C.2).

Leave the printer **off** until Step (C.2), after the driver package has been installed. If you turn on the printer anyway (or plug in the USB cable), you may see the dialog below (Applies to USB- interface models only):

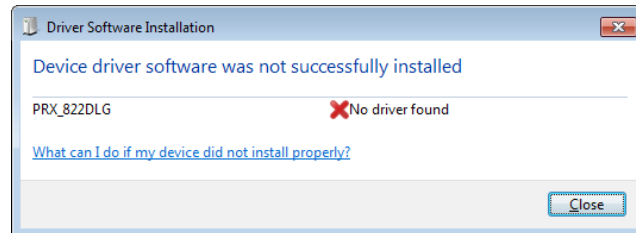


Figure 26a: Connecting printer before drivers installed

... Close the dialog, turn off the printer, and run the installer procedure as follows:

Assumed: you have already downloaded the installer EXE file to a temporary location (the Desktop, for example).

### **C.1. Package installation:**

Double-click the installer file icon (Figure 26b). It will have a name like **PrxDrvInstaller\_Rel##.exe**:



Figure 26b

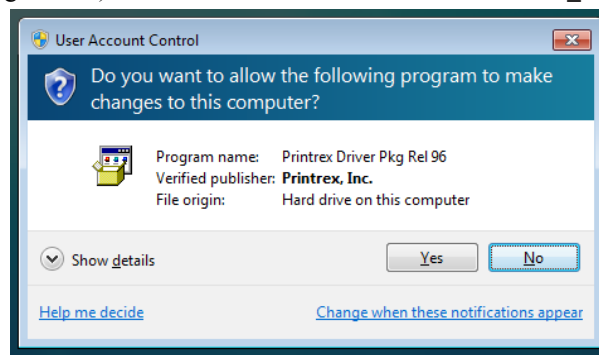


Figure 27

A publisher confirmation dialog will show: (See Figure 27.) Click 'Yes'.

If you are using Vista, you may see an additional User Account Control message box; allow program to continue.

**C.1.a).** *Installer Start verification.....*

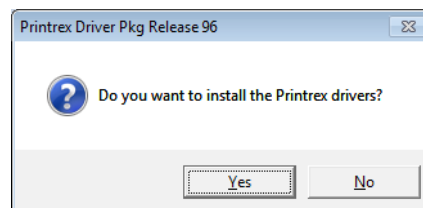
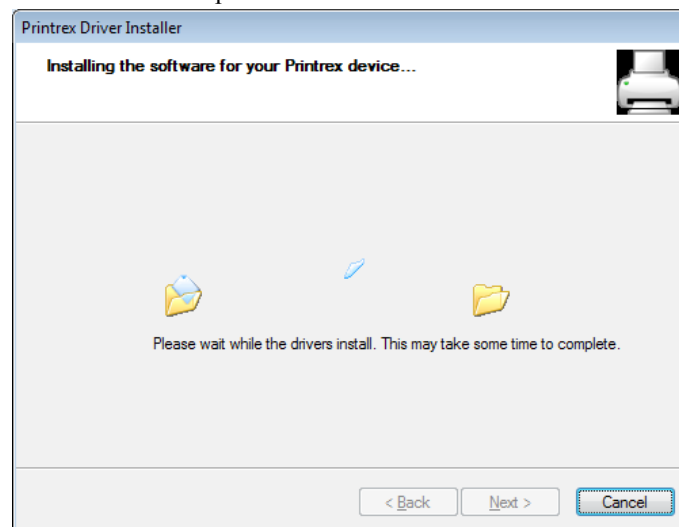
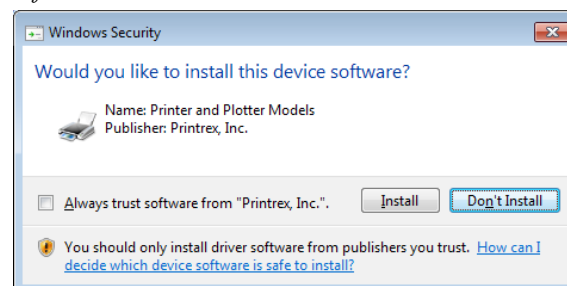


Figure 28

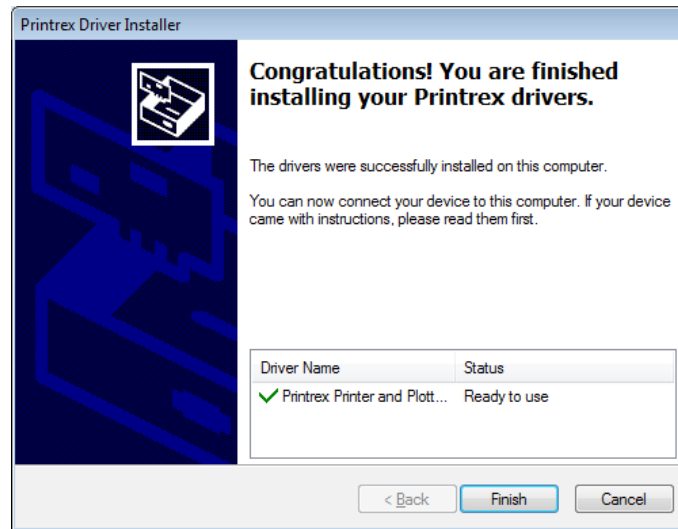
...Click 'Yes'.

**C.1.b).** *Installer start page:*Figure 29: Installer Initial page

Click 'Next'. Driver files are then copied to the driver store:

Figure 30: Copying files to driver store**C.1.c).** *Security Confirmation*Figure 31: Security confirmation

...After a moment, this confirmation pops up. Click 'Install'. Copying (Figure 30) will continue.

**C.1.d).** *Final installer page:***Figure 32: Installer complete**

Click 'Finish'. Now you can connect and set up any of the standard Printrex products, as described in the following section:

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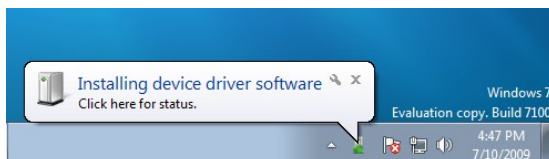
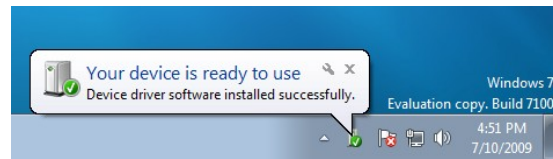
**C.2. Load driver for your printer model:**

Connect the data cable (USB or Parallel ), and turn on printer power. Driver setup begins:

- If you are directly connecting the printer using a USB cable, the Windows Plug and Play installer will load the driver as described in **Section C.2.a**, below.
- If you have a parallel-port model (even if you are using a USB-to-parallel adapter cable), you will need to run the Add Printer Wizard. See **Section C.2.b**.
- If you plan to use a direct Ethernet connection, you will need to configure the IP addresses first, so connect using USB at this time (See **Section C.2.a**).

**C.2.a).** *Plug and Play Automatic Installation (USB Direct connection):*

If your printer is connected directly using USB, you will see a notification similar to that in Figure 33:

**Figure 33:Initial Notification****Figure 34 Driver installation complete**

...several seconds later, after the second popup message (Figure 34), the printer is ready to use.

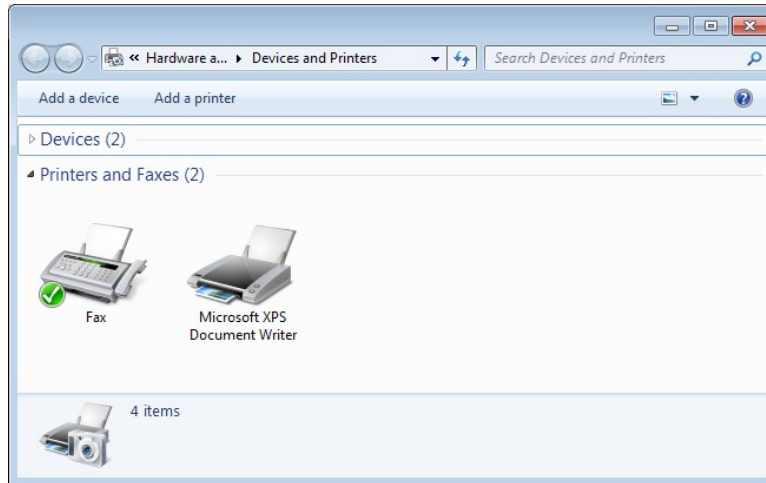
---

**C.2.b). Manual driver installation:**

If you have connected the printer using a parallel cable (or a USB-to-Parallel cable), the Windows Plug and Play device installer will not launch. Instead, you need to manually add the printer:

First, open the Devices and Printers folder, available on the Start menu:

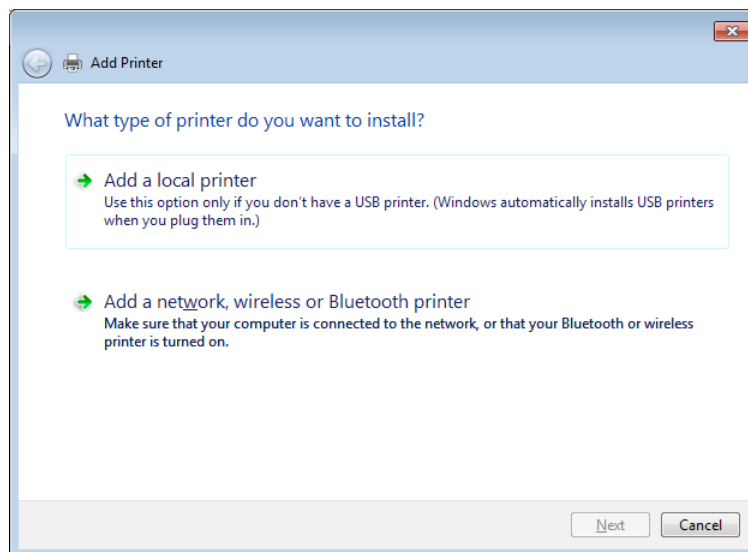
(C.2.b.i). Devices and Printers:



**Figure 35: Devices and Printers**

Click 'Add a Printer' to start the manual setup:

(C.2.b.ii). Add Printer wizard startup:



**Figure 36: Start of Add Printer**

For a printer connected directly to this computer, click 'Add a local printer'.  
(If this computer is managing the queue for a printer connected to a network print server device, select this option as well: the port will be a local network 'port'.)

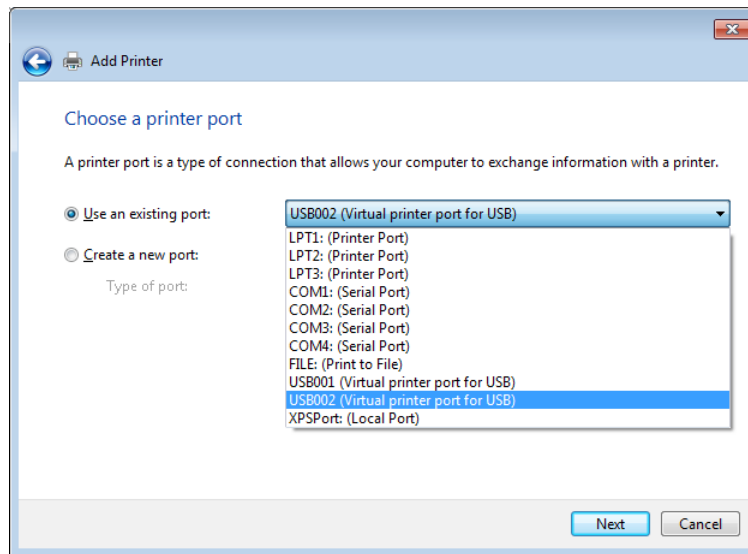
(C.2.b.iii). Port Selection:

Figure 37: Port Selection

Select the appropriate computer port (Figure 37). A parallel cable will use LPT ports, while a USB-to-parallel adapter cable will use a ‘Virtual printer port for USB’. *Note* that each time these adapter cables are plugged into a different port socket on the computer, a **new** USB00x port will be created. If you have several ports of this type listed, this selection is just a first guess. You may need to follow the port-finding procedure described in *Appendix C*. Click ‘Next’.

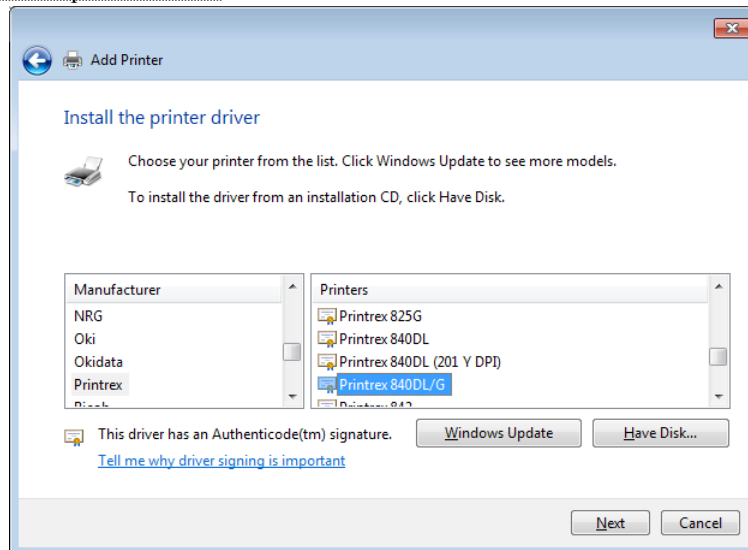
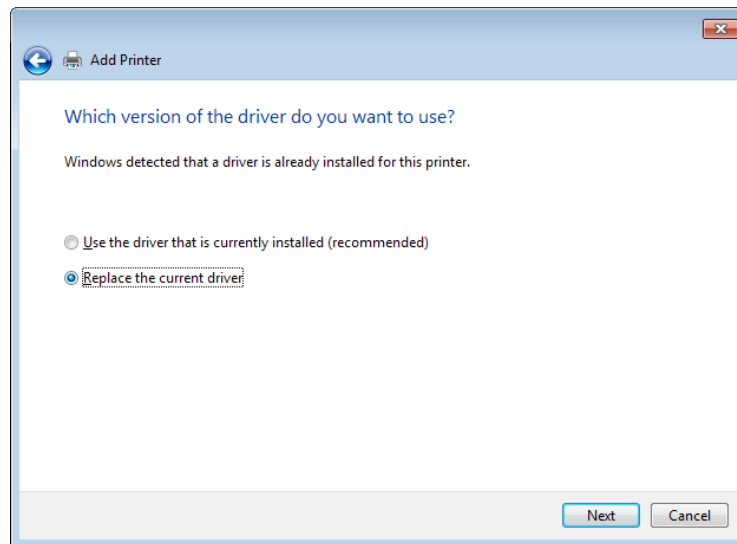
(C.2.b.iv). Select printer model:

Figure 38: Model Selection

Select Printrex from the ‘Manufacturer’ list, then the correct model from the right-hand ‘Printers’ list. Check the back panel of the printer for the model name, if in doubt. Note that the old DL models have two possible selections; See *Appendix B* for information regarding this choice. ...Click ‘Next’.

*(Note that this is a change from previous instructions: you do **not** need to click ‘Have Disk’.)*

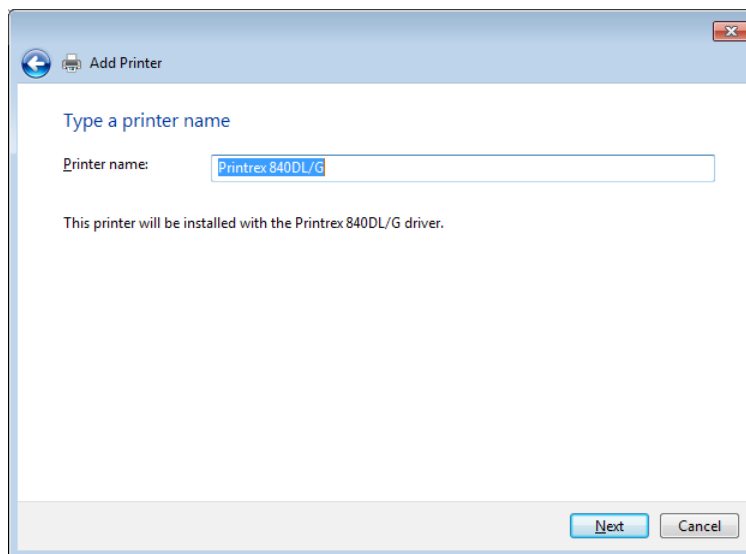
(C.2.b.v). Previous driver page:



**Figure 39: Previously installed driver**

If this printer model had **previously** been installed and later removed, you may see this page of the wizard (Figure 39). In general, you should always select 'Replace existing driver'. The print system installer keeps its own cache of drivers, so we need to override this suggestion by installing from the **system** driver store. Click 'Next'.

(C.2.b.vi). Printer Name:

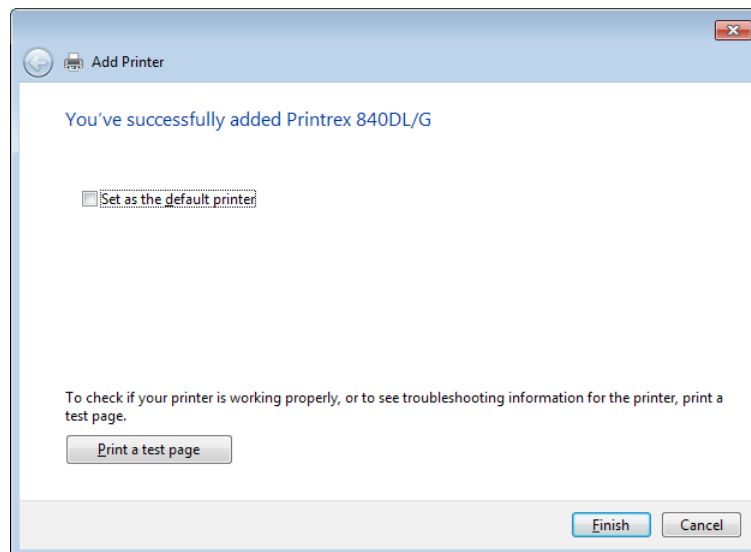


**Figure 40: Assign printer name**

If you have multiple units of the same model installed, Windows will append “ (Copy 1)”, etc. to the model name. If you have different settings or media for each (one with fanfold paper, one with film; one set for fast halftoned output, one set for grayscale printing, etc), you might indicate this in the printer name. The name can be edited later, without reinstalling the driver. Click 'Next'.

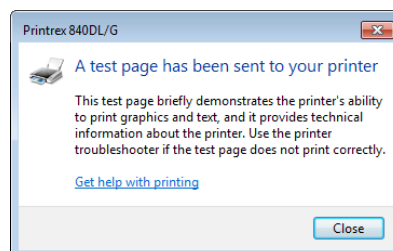
A wizard page will show file copying for a moment, then the final page will be shown:

(C.2.b.vii). Final page:



**Figure 41: Final wizard page**

If this printer is to be the primary application printer, set the checkbox to set it as the Default Printer. It's usually a good idea to print a test page, to verify communication with the printer, so click the 'Print a test page' button. The following dialog will pop up:



**Figure 42: Test page popup**

If you are using a USB- to- parallel adapter cable, and nothing is printed, you will most likely need to change the port selection to a different Virtual Printer Port. See **Appendix C** for instructions. Click 'Close'; then 'Finish' on the final wizard page (still showing, Figure 41).

If the test page printed correctly, the printer is now ready to use.

## D. Updating Existing Printer Drivers:

Before starting this section, download the updated driver installer package from the Printrex website. Depending on your operating system, follow the instructions below (Vista users can follow the Windows 7 section).

Note: For direct-connect USB printer models, start with power *on*, and USB connected.

### D.1. Updating drivers (windows XP):

#### **D.1.a).** *Install new version to driver store:*

Run the installer package (PrxDrvInstaller\_Rel###.exe), as described earlier in section B.1. It does no harm to run the installer multiple times.

If the update has **already** been run, at the end of the installer the following dialog page will show:

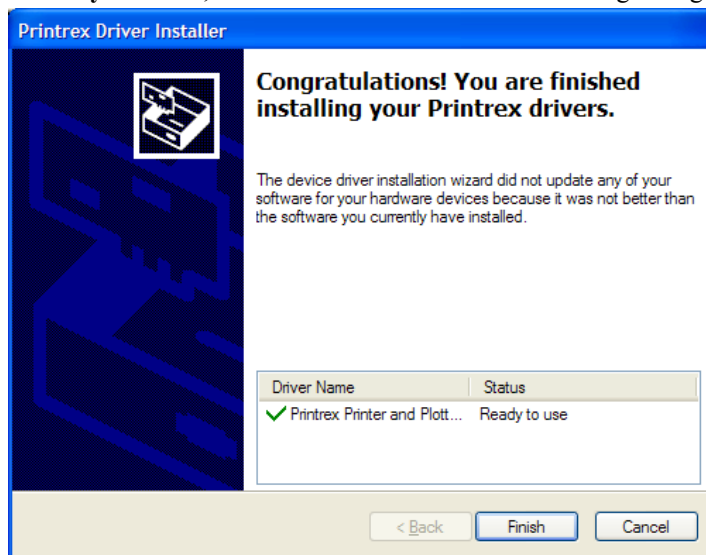


Figure 43: Update previously installed

#### **D.1.b).** *Update for USB Direct-connected models:*

If the printer is *powered on and connected*, during the package installation, you may see **two** Windows Logo Testing warnings, like that shown earlier in Figure 10. The second warning is caused by updating the active driver.

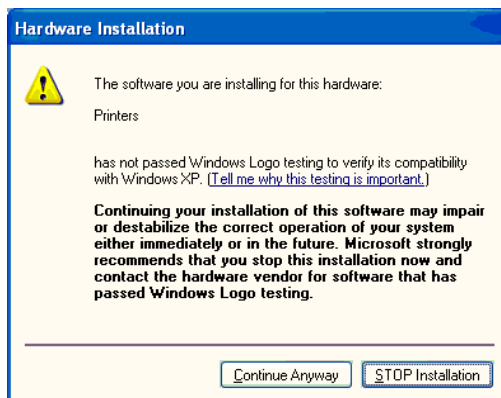


Figure 44: Windows Logo Testing warning

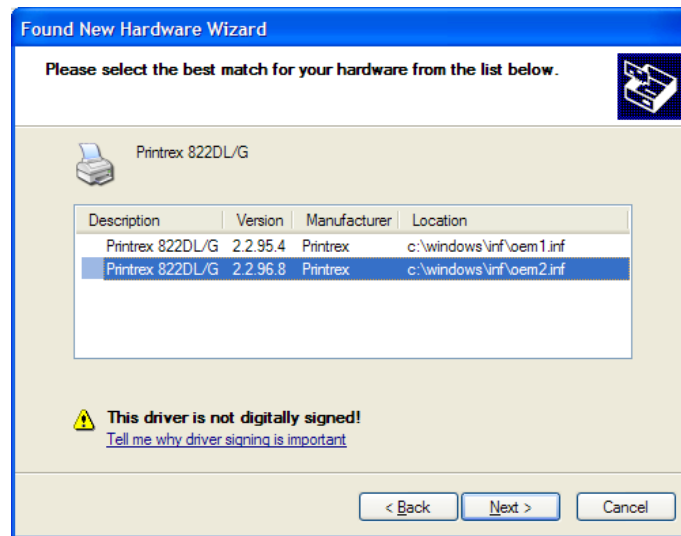
Click 'Continue Anyway', and the update will run to completion.

No further steps are needed: the new driver is now functioning, and the printer is ready to use.

**(D.1.b.i). Driver updated while printer disconnected:**

If the printer was powered off, or the data cable was disconnected during the package installation, the next time the printer is turned on and connected, the Found New Hardware wizard will appear. Follow the instructions of Section B.2.a), just as for setting up a new printer.

You may see a dialog page similar to the following, providing a choice of versions.

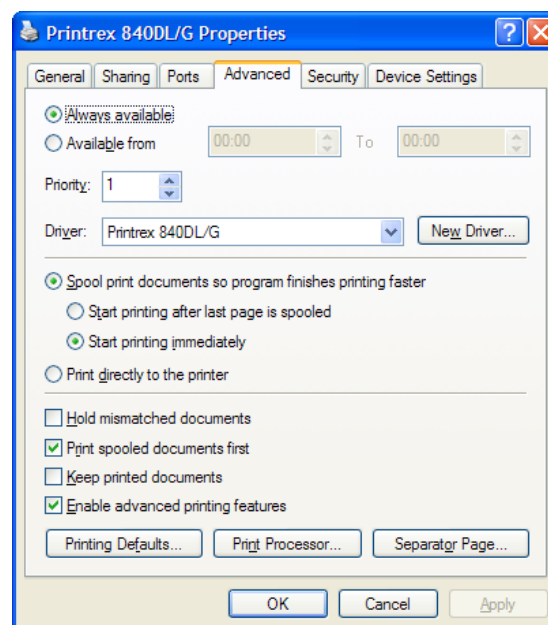


**Figure 45: Update version selections**

Select the newest version, which will have the highest number. Click 'Next', and complete the wizard as described in Section B.2.a).

***D.1.c). Update for manually-installed printers***

Units that are connected using parallel cables or USB-to- parallel adapter cables will not automatically update to the new driver version. Instead, driver update is started from the printer Properties dialog:

**(D.1.c.i). Properties-Advanced Tab: New Driver:**

**Figure 46: Starting point for updating driver**

Click the 'New Driver...' button. This launches the 'Add Printer Driver Wizard':

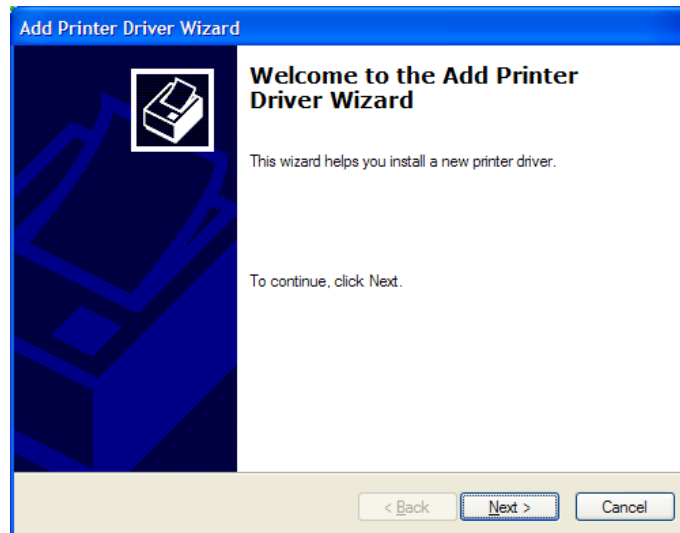


Figure 47: Start of Add Printer Driver Wizard

... Click 'Next'....

(D.1.c.ii). Select new driver version:

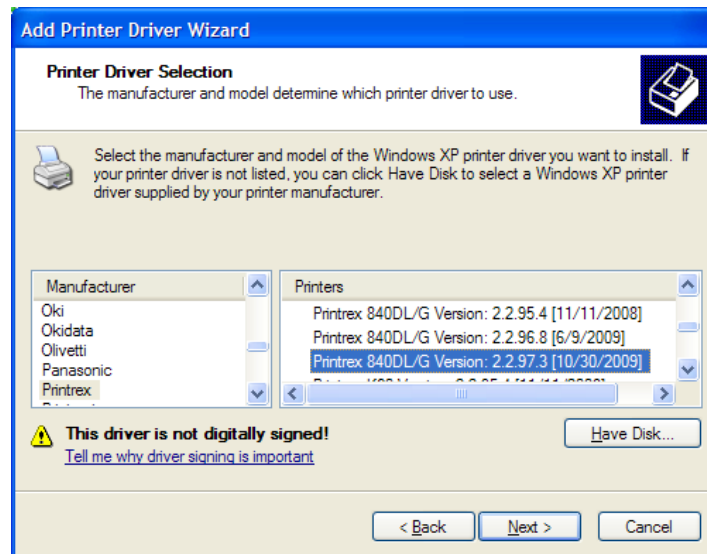


Figure 48: Select updated driver for your printer model

Select the new driver with the highest version number from the list. Click 'Next'.

**Note:** Drivers can only be *upgraded* using this process. Selecting a lower-version driver will not change the operating version. To *downgrade* to a lower version, the printer must be deleted, and re-installed with the lower-version driver selected.

In *most* cases, the Printing Preferences (default printer settings) will be preserved to the new driver version. Still, it is good practice to review the settings and correct them if needed.

(D.1.c.iii). Add Printer Driver Wizard completion:

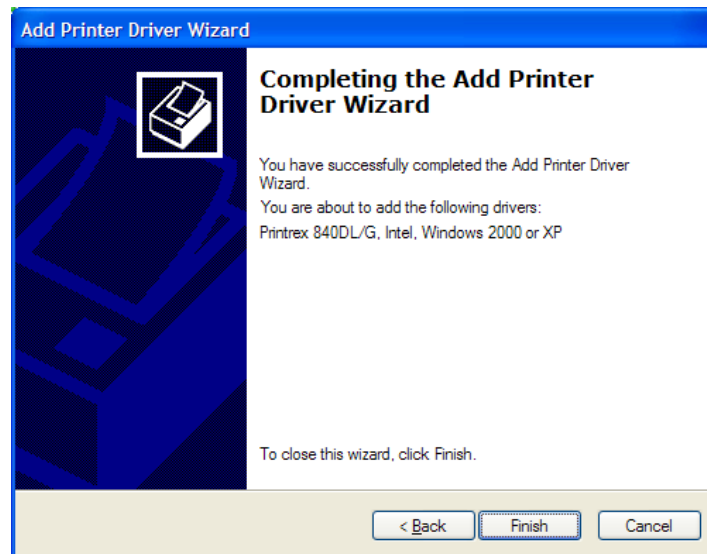


Figure 49: Final page of Add Printer wizard

... Click 'Finish'.

Next, a 'Hardware Installation' dialog (as shown below) will pop up, with a Windows Logo testing warning.

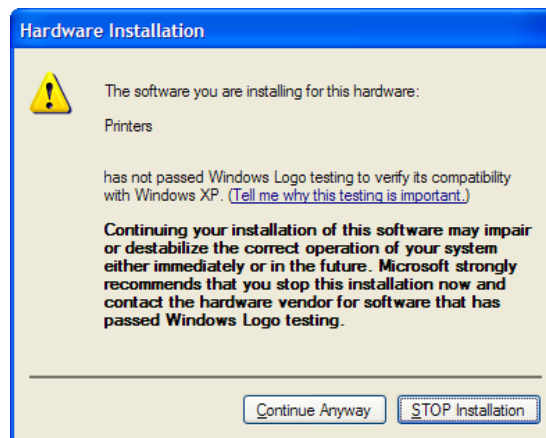


Figure 50: windows Logo testing warning

Click 'Continue Anyway'. New driver files will be copied out of the driver store, as shown below:

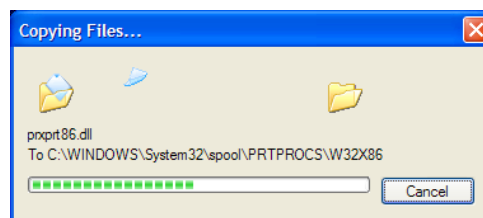


Figure 51: New driver files copied

When copying completes, you will be back at the printer Properties dialog, of Figure 46. The update is now complete, and printer is ready to use.

---

## D.2. updating drivers (windows 7):

### D.2.a). Install new version to Windows driver store:

Run the installer package (PrxDrvInstaller\_Rel###.exe), as described earlier in section C.1.

It does no harm to run the installer multiple times.

If the update has **already** been run, and all drivers are at the updated level, at the end of the installer the following dialog page (Figure 52) might show:

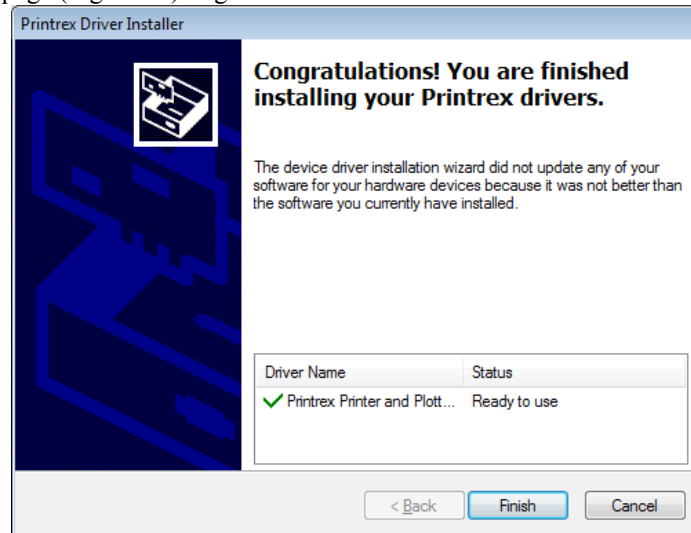


Figure 52: Update previously installed

In any case, continue with the following steps:

- **D.2.b)** for directly-connected USB printers
- **D.2.c)** for printers connected using a parallel cable, USB-parallel adapter, or network cable.

### D.2.b). Update for USB Direct-connected models:

(D.2.b.i). Update with printer online:

At the end of the package installer wizard, if the printer is connected, the following screen will be displayed:

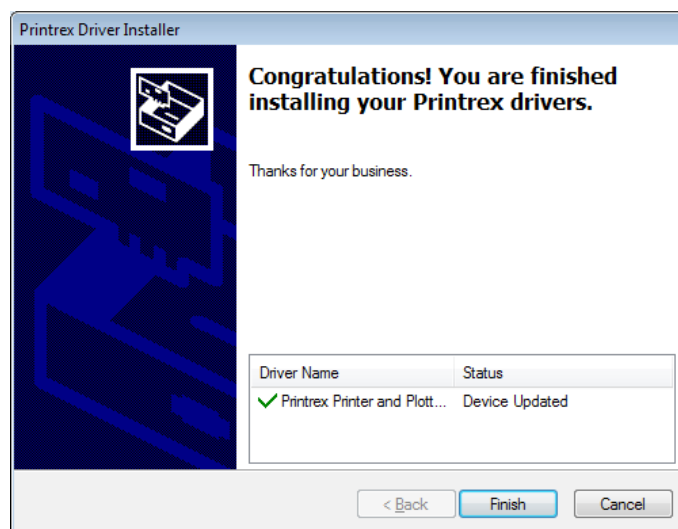
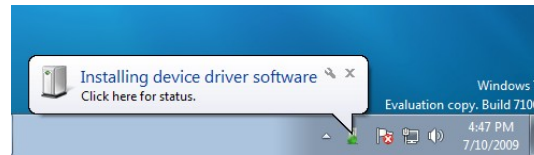


Figure 53: Package installed while USB printer online

The installer automatically swaps in the new driver, and the printer is now using the new version.

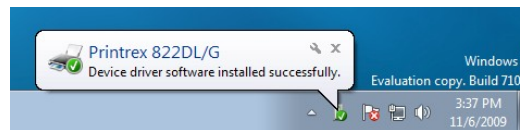
**(D.2.b.ii). Update with printer offline:**

If the printer is powered off or disconnected while the package update is run, the wizard will finish with the page shown above in Figure 52. The next time the printer is connected and powered on, the driver will update:



**Figure 54: Printer connected after update**

This notification will pop up, followed a few seconds later with one similar to the following:



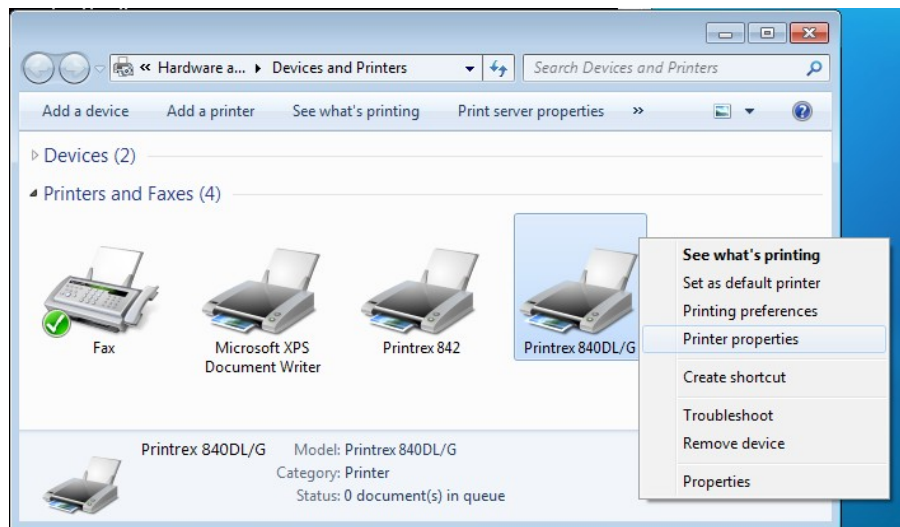
**Figure 55: Driver update complete**

At this point, the driver update is finished and the printer is ready to use.

In *most* cases, the Printing Preferences (default printer settings) will be preserved to the new driver version. Still, it is good practice to review the settings and correct them if needed.

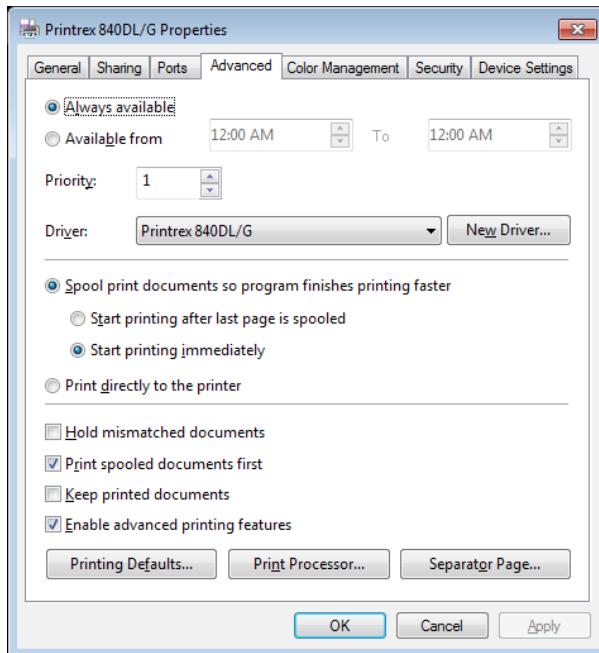
**D.2.c). Update for manually-installed printers:**

Without Plug-And-Play services to automatically detect the printer and update the driver, the print system is not notified that the new driver is available. You will need to manually update the driver, starting in the Properties dialog:

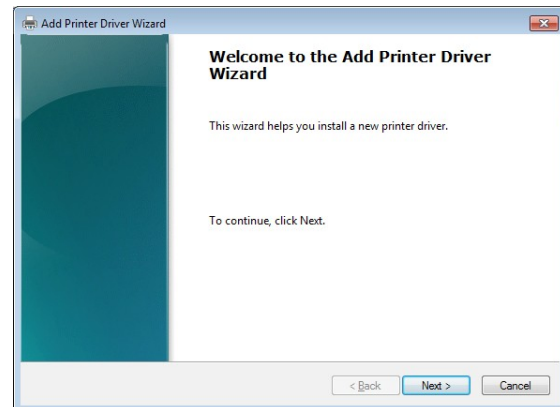


**Figure 56: Open the Properties dialog**

Right-click on the printer icon, and select 'Printer Properties' from the context menu. Select the 'Advanced tab of the dialog, as shown below in Figure 57.

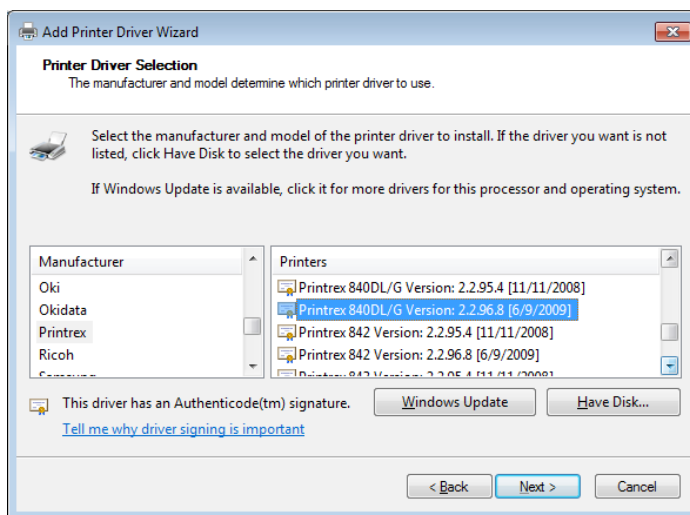


**Figure 57: Properties - Advanced tab**

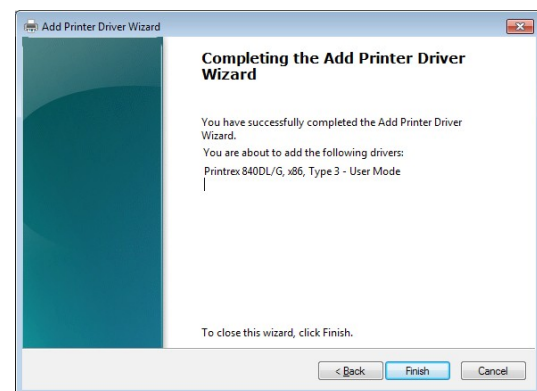


**Figure 58: Start of wizard**

Click the 'New Driver' button, which starts the 'Add Printer Driver' wizard (Figure 58). Click 'Next'.



**Figure 59: select new version driver**



**Figure 60: End of wizard**

Select the driver with the most recent date (and highest version number). The third number of the version corresponds to the package version. For example, In Figure 58, we are selecting version 2.2.96.8, which was installed by package PrxDrvInstaller\_Rel96.

Click Next.

The final wizard page is displayed; click 'Finish' to close the wizard.

Now, back at the dialog of Figure 57, click OK to close the Properties dialog.

The printer will now use the updated driver.

## Appendix A: What version is currently installed?

While Printrex periodically releases updated driver packages, individual models within the package are not necessarily updated each time. Each printer model carries a driver version, which can be checked against the README.TXT file posted on the website in the same location as driver downloads, to see if updates affect your installed printers.

- For *manually installed* drivers (that is, non-USB, non- Plug-and-play printers), the driver in use *might not* be the one in the newest currently installed driver package, unless the update process in section (D.2.c) has been followed.
- Plug-and-play (USB) models will automatically update to the version in the newest installed package.

### **Printer Driver Version: (Windows XP)**

To check the current driver version for a printer on your system, go to the Printers and Faxes folder, and right-click on the printer icon. Select 'Printing Preferences'. Then, *right-click* anywhere on or around the paper icon. A tiny popup, 'About', will appear (Figure 61). (Left) click this, and the version dialog will pop up (Figure 62).

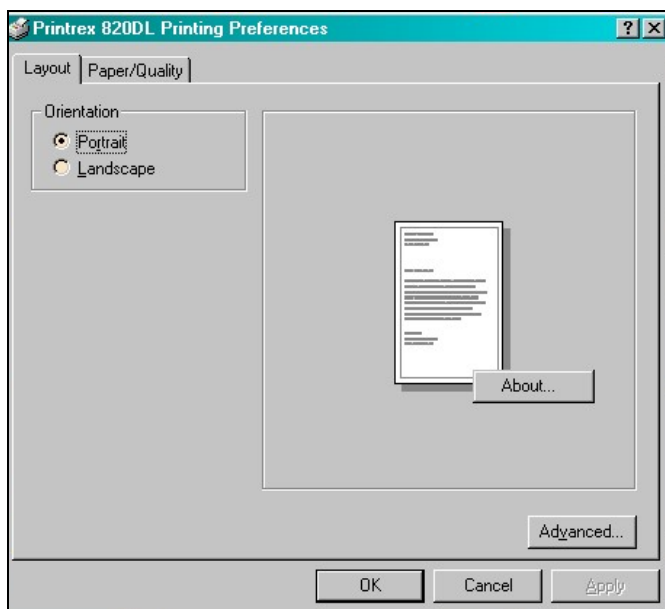


Figure 61: Printing Preferences-Right-click

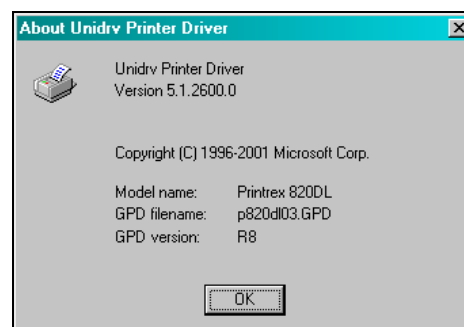


Figure 62: 'About' dialog

The 'GPD version' (shown in Figure 62) is the installed driver version (here, for the 820DL model).

### Driver Package version (Windows XP):

Starting with Package release 96, you can verify the installed version by checking the Add/Remove Programs list, in Control Panel. ( Open it through Start Menu -- Control Panel – Add or Remove Programs):

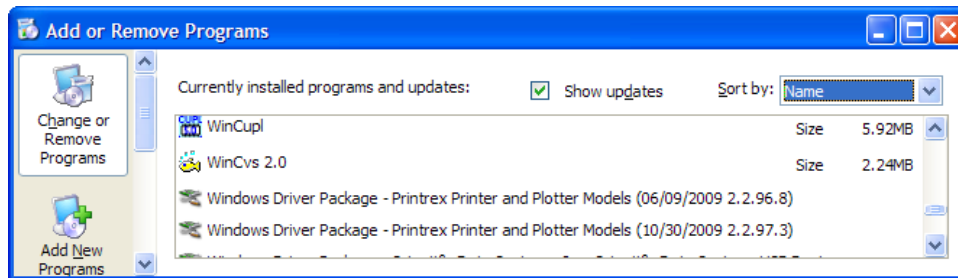


Figure 63: Installed Driver Package versions

In the above example, both versions 96 and 97 are installed. When a Plug-and-play printer is connected, both versions will be presented in a dialog, similar to Figure 45 in a previous section.

If the newest driver is **always** to be installed, Uninstall the previous packages using this window. Select the package to remove, and click 'Change / Remove' (Figure 64).

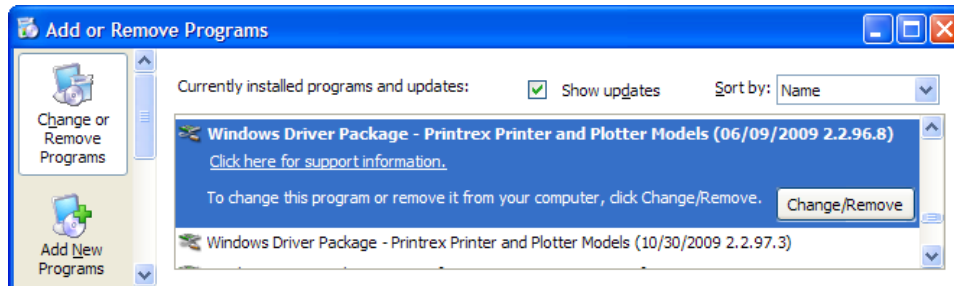


Figure 64: Removing Driver Package

Here, we are removing the Release 96 package (2.2.96.8), and keeping Release 97 (2.2.97.3).

### Printer Driver Version (Windows 7):

Similar to Windows XP, go to the Start menu -- Devices and Printers folder, and right-click on the printer icon. Select 'Printing Preferences'. Then, right-click anywhere on or around the paper icon. A tiny popup, 'About', will appear (like Figure 61). (left) Click this, and the model version dialog will pop up (Figure 65).

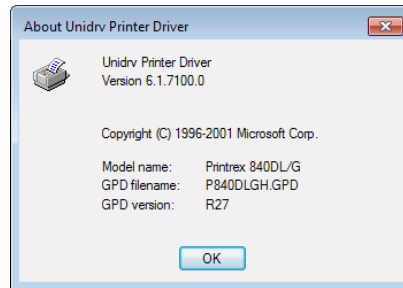


Figure 65: Win 7 Model driver version

Again, the "GPD version" indicates the driver version for the individual printer model (Here, R27.)

### Driver Package Version (Windows 7)

From the Control Panel, under the Programs category, click 'Uninstall a program' (Figure 66):



Figure 66: Control Panel- *Uninstall a program*

In this window, you can see which packages have been installed. Just as with XP, when you manually install a printer (non- USB model), drivers from **each** version of the installed packages will be presented in the model list.

To simplify the choices, and present only the newest version, select the package to remove, and click 'Uninstall/Change' (Figure 67).

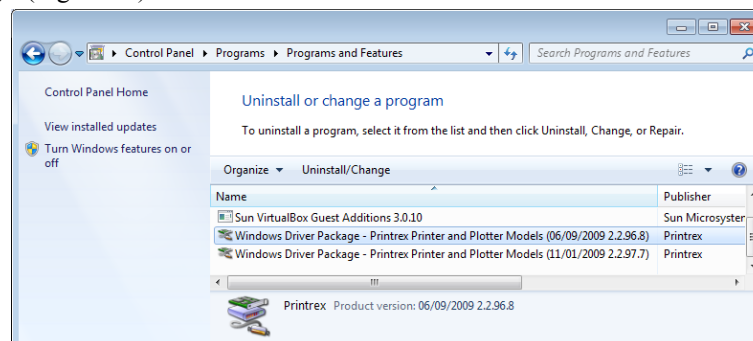


Figure 67: Installed driver packages

## **Appendix B: Legacy Printer Installation:**

This section reviews the basic installation procedure for **non-USB** products, and assumes that the printer is being connected directly to the user's PC, rather than to a network print server device or a Print Server computer. (See the Printrex System Administrator's Guide for suggestions on setting up a networked installation, or for other interface configurations.)

### ***What cable should I use?***

The Microsoft parallel port drivers in Windows 2000 and later support a relatively low data rate. For a Printrex model 812, this rate does not affect the printer's operation. For other printer models, however, the system will be unable to supply data fast enough to allow the printers to run at full speed. Note that processor (CPU) speed does not affect this rate: it is due to a legacy bus architecture that supplies data to the traditional parallel and serial ports of a PC.

**We recommend using a USB-to-Parallel converter cable.** This allows all products to operate at full speed, when the minimum system requirements are met.

For Windows 2000 and later, the Operating System contains in-box drivers for these converters. When you plug in the cable, Windows automatically installs the driver, and creates a port named 'USB001', 'USB002', etc.

Further, most new notebook PCs, and even some desktop models, no longer provide parallel port connections. In service environments that reach very low relative humidity, electrostatic discharge may disrupt communications when printing at higher speeds. Setting the print speed to 2 inches / second greatly reduces this discharge. If reducing print speed is not practicable, Printrex has a converter cable available that is modified for increased ESD immunity.

### ***I don't have any USB ports on my system.***

If it is necessary to use the parallel port, we strongly recommend using an **IEEE-1284 Compliant** cable. There have been cases where users of "99-cent-special" cables have experienced data loss.

Further: NO switch boxes, "daisy-chained" disk drives or scanners are permitted. The cable must connect **directly from the PC port connector to the printer**, in a single length of cable (don't use 'extension' cables, obtain a single cable of sufficient length.).

Several cases have arisen where daisy-chained disk drives or scanners have resulted in corrupted print data.

### ***But my software needs a hardware key to work!***

Parallel port security keys are a necessary evil in many industries. Newer hardware keys have been used successfully in-line with the printer cable, but it becomes very important to have a top-quality cable to avoid further signal degradation. It is also necessary to install the latest versions of the hardware key drivers.

Given a choice, we recommend the use of USB security keys over parallel port keys.

Software vendors often are willing to exchange parallel keys for USB keys.

### ***Connecting the cables:***

In general, connect power cable first. This establishes a ground connection to drain static charge, and allows charge to drain from persons handling the chassis. It must be emphasized that 3-prong to 2-prong 'cheater' adapters are forbidden unless the ground pigtail is securely connected to a known-good grounding path. These devices can also defeat the protection of surge-protector power strips, since the surge energy is ordinarily diverted to the ground path. With power off, connect the data cables.

### ***There are two driver choices for my 820/820DL/840DL/1200DL. Which should I use?***

Start by installing the non-"201 Y DPI" driver. If you find the vertical scaling to be slightly stretched, install the "201 Y DPI" model driver: this will reduce the vertical scaling by 1%.

These models do not support vertical-scaling adjustment, so vertical accuracy is set by selecting either the nominal driver (203 DPI vertical resolution) or the "201 Y DPI" driver (201 DPI vertical resolution). However, your printing application might provide vertical-scaling features, in which case you should keep the original driver.

Note that the nominal non-"201 Y DPI" driver is preferred. A Windows rendering bug (that has persisted since NT 4.0) can result in dashed lines having segment lengths 25x too long, in certain cases.

*All newer Printrex products support vertical scaling adjustment as a driver setting.*

## Appendix C: Locating the right USB- to- Parallel port connection:

### The problem:

When you manually install a printer driver, and need to select a USB Virtual Printer Port from the list, you may have several to choose from and no way to tell which one is the active, connected port. If your guess is not correct, print jobs get stuck in the queue. *Another* form of the problem: a setup that was printing fine initially later stops working, with jobs hanging in the queue.

### For example:

Your initial setup: connected an 840DL/G, with an adapter cable, to USB001 of your notebook computer. Printing works fine. At the end of the day, you disconnect the cable and pack up the computer.

The next day, you set up the computer, plug in the adapter, and try to print. Nothing prints, and Windows print error notifications pop up. In some cases, *no* error messages occur. The print job just shows status 'Error-Printing'.

**The cause:** Your computer has (for example) 4 USB ports, and you plugged the adapter into a different one from that used the day before. Windows will do an automatic install of a new Virtual Printer Port, and create USB002. You might miss the tray notification that this is happening (Figure C-1): it only appears for a few seconds.



Figure C-1: New Virtual Printer Port

Meanwhile, the 840DL/G was set up to use USB001, but it appears to Windows that *that* device is not connected. Further, each different adapter with different USB VendorID or ProductID will be treated as a separate device. So, if you happen to connect a different brand or model of adapter on the second day, you would get this problem no matter which USB port you plugged into. That is, with 2 different adapters and 4 USB port sockets, you potentially have a total of 8 Virtual Printer Ports that might be created on your system, even if you only ever connect one adapter to one printer at a time. Adding a USB hub to the equation literally multiplies the problem further.

While a USB-to-parallel port adapter dramatically improves print speed, this is the one significant drawback: the 'Virtual Printer Port' that Windows creates for it depends on which USB port socket it is first plugged into. When a different combination of USB VendorID/ProductID/Socket appears on the system, Windows can't tell if this is the original adapter or an additional unit, so it creates a new USB00x Virtual Printer Port.

Unfortunately, the *print* system isn't notified of the change, so the printer driver tries to send data to the original port.

### The solution:

1. Make sure the printer in question is the *only* printer using USB (or USB adapter cable) connected and online.
2. From the Printers and Faxes folder (Devices and Printers for Win 7), double-click the printer to open the queue. Delete all print jobs.
3. **If** the title bar of the queue window includes “- Use Printer Offline”, go to the Printer menu of the queue and select 'Use Printer Offline', to toggle the check to disappear (Figure C-2).  
The queue title should now just show the printer name .
4. In the queue Printer menu, select and open Properties. On the Ports tab, scroll down to the USB port selections (Figure C-3). Check the topmost (highest number) USBxxx port, and click Apply.
5. Select the General tab, and click 'Print Test Page'. Click OK to the popup dialog in all cases (Figure C-4).

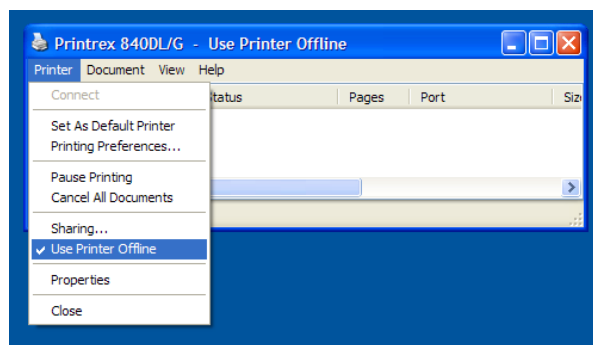


Figure C-2: *If needed*, set printer Online

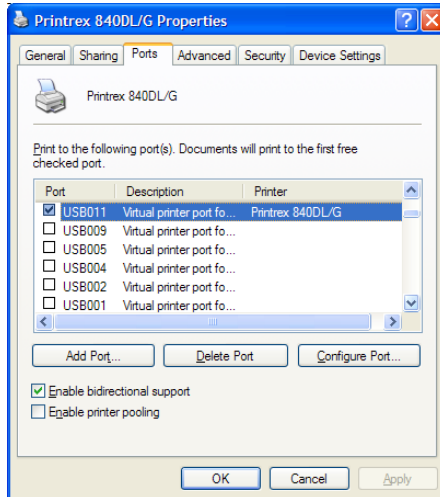


Figure C-3: Select top USBxxx port

6. If this port selection was correct, the test page will print. The port assignment is now correct, and you can close the dialogs and queue window.  
*Otherwise*, the print will hang in the queue, as in Figure C-5.
7. In this case, go back to the Ports tab, and select the next port down the list. Click Apply. In the queue, you should see the Test Page print job Status change to 'Restarting', then the 'Port' value should change to the new port selection.
8. Repeat steps 6 and 7 until the test page prints out. If *none* of the selections work, the print spooler service may be out of sync with the I/O system. Restart the service as follows:
  9. XP: From the Start menu, select Run. Enter 'services.msc'. Find the Print Spooler service, then click the 'Restart the service' link.  
Win 7: From the Start menu, select All Programs, Accessories. **Right**-click on 'Command Prompt', then 'Run as Administrator'. Enter the command "net stop spooler", followed by "net start spooler". Type "exit" to close.
10. Go back to Step 1, and try each USB port. If *still* no success, try the following:
  - Plug the adapter into a different USB socket.
  - Restart the system and try again.
  - Swap in a different adapter cable.
11. These steps *nearly* always resolve this type of problem. If not, please call Printretx support. We take pride in keeping our customers in operation under all circumstances.

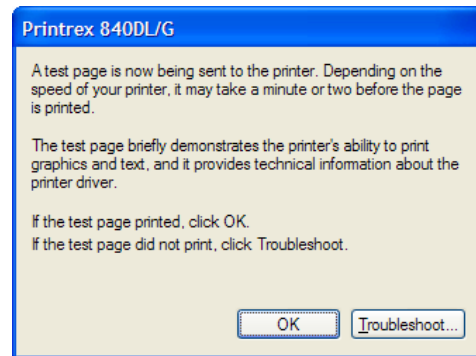


Figure C-4: Always click OK.

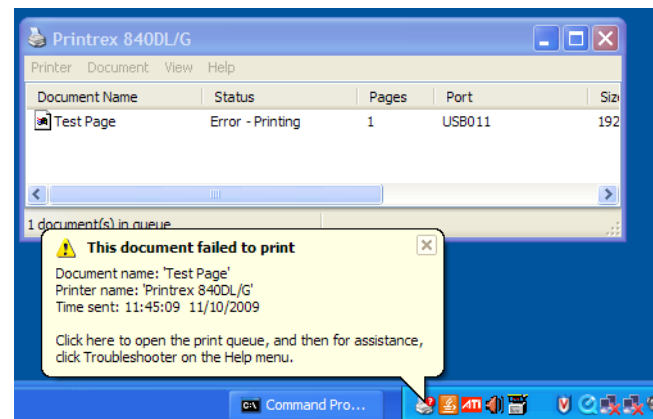


Figure C-5: Not the right port...

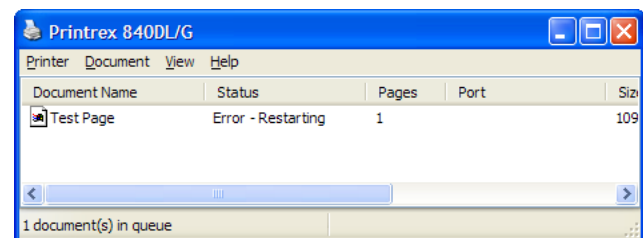


Figure C-6: Restarting on new port

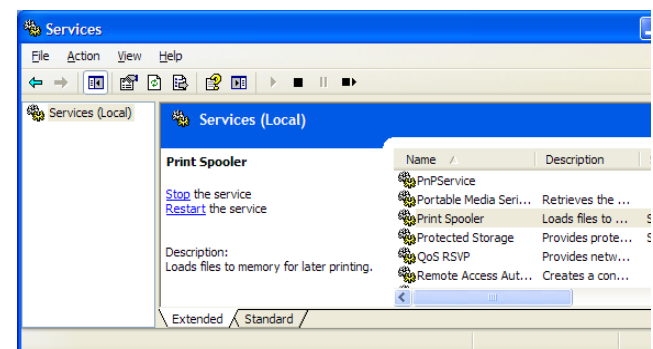


Figure C-7: XP: Restart Print Spooler

**Document Revision History:**

<b>Version</b>	<b>Date</b>	<b>Change Description</b>
R1	3/20/03	Initial Release
R2	11/10/09	Update for Windows 7 and signed installer release.

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