# Windows 98 and Windows Me

This topic includes:

- "Preliminary Steps" on page 3-27
- "Quick CD-ROM Install Steps" on page 3-28
- "Other Methods of Installation" on page 3-28
- "Windows 98 and Windows Me Troubleshooting" on page 3-30

## Preliminary Steps

1. Verify that the printer is plugged in, turned on, and connected to an active network.

2. Verify that the printer is receiving network traffic by monitoring the LED's on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.

3. Print a "Configuration Page" and verify that the desired protocol is enabled, then follow one of these options:

   - Proceed to Step 4 if you do not have a TCP/IP address configured for your printer.
   - Proceed to Step 5 if you do have a TCP/IP address configured for your printer.

4. Do one of the following if you *do not* have a TCP/IP address configured for your system:

   - Contact your system administrator to ensure that configuration is made according to your company guidelines.
   - Configure your PC with a unique address such as 192.1.1.1.

5. If you have a TCP/IP address, then follow these steps to verify the IP address for your PC:

   a. Click **Start**, then click **Run**.
   b. Enter **winipcfg** in the **Open** field. (If the file is not found, TCP/IP may not be installed.)
   c. Click **OK**.
   d. Select your network adapter from the list. The IP address is listed in the IP Address field.

   ### Note

   For more information about installing and configuring TCP/IP in Windows environments, go to your Microsoft Windows documentation.

6. Proceed to "Quick CD-ROM Install Steps" or "Other Methods of Installation" for the installation method desired.

# Quick CD-ROM Install Steps

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive. If your PC is set to autorun, the installer launches automatically. If it does not launch, do the following:

   a. Click **Start**, then click **Run**.

   b. In the Run window, type: **<CD drive>:\INSTALL.EXE**.

2. Select your desired language from the list.

3. Select **Install Printer Driver**.

4. Click **I Agree** to accept the Xerox Software License Agreement.

5. In the Select Printer dialog box, the default **Use Walk-Up Technology (recommended for network printers)** is selected. Click **Next**.

6. Follow the **Use Walk-Up Technology** instructions displayed.

7. Click **Exit Program**.

   **Note**

   If the Walk-Up Technology dialog box remains onscreen after you have completed Steps 1–6, click the **Back** button, then click **Select from the following discovered printers**. Follow the onscreen prompts to complete the installation procedure.

# Other Methods of Installation

Install your printer on a Windows 98 or Windows Me network using one of these methods:

- Xerox TCP/IP Port Monitor
- PhaserPort Software

## Xerox TCP/IP Port Monitor

The Windows installer installs the Xerox TCP/IP Port Monitor. The Xerox TCP/IP Port Monitor can be used to add or remove TCP/IP ports.

### Adding a Port

1. Open **Printer Properties** for the printer you would like to attach to the new TCP/IP port.

2. Click **Start**, click **Settings**, then click **Printers**.

3. Right-click the printer to be attached to the new TCP/IP port, then click **Properties**.

4. Click the **Details** tab, then click the **Add Port** button.

5. Select **Other**.

6. From the list of available printer-port monitors, select the **Xerox TCP/IP Port**, then click **OK**.

### Configuring a Port

The Xerox TCP/IP Printer Port Wizard guides you step-by-step through the following procedures:

- Choosing a name for the new port
- Identifying a printer by its DNS Name or IP Address
- (Alternatively) Identifying a printer using the automatic **Printer Discovery** feature

**1.** Click **Next** to proceed with the port installation. The wizard verifies the port name and printer address, then automatically configures the remaining port settings. Any errors detected in printer identification are displayed in a dialog box requesting Additional Information.

**2.** In the **Add Xerox TCP/IP Port** window:

- Enter a unique name for the port being added in the **Enter a Port Name** section.
- Enter the printer's host name or IP Address in the **Enter a Printer Name or IP Address** section.

**3.** Click **Next**.

**Note**

To locate Xerox printers on your local area network, select **Auto Printer Discovery**, then click **Refresh**. The Xerox TCP/IP Port Monitor searches the network for Xerox printers and displays them in a list. Select your desired printer from the list, then click **OK**.

### Completing the Printer Port TCP/IP

After the port settings have been configured and verified, a **Completing** dialog box appears summarizing all the settings. You can change or select printer port settings.

**1.** Select one of these options:

- Click **Finish** to complete the printer port setup.
- Click **Back** to change the settings. When you have completed the changes, click **Finish** to complete the printer-port setup.

**2.** Click **OK** to exit **Printer Properties**.

## PhaserPort Software

**Note**

PhaserPort is the preferred utility for PostScript installations. For PCL installations, go to "Xerox TCP/IP Port Monitor" in this section.

The Windows installer installs PhaserPort for Windows (for those installations using PostScript drivers). PhaserPort for Windows is a Xerox print monitor for printing over Windows 98 or Windows Me TCP/IP peer-to-peer networks.

### Changing a PhaserPort IP Address

If the printer's IP address is changed, you must change the IP address for the printer's corresponding port:

1. Click **Start**, click **Settings**, then click **Printers**.
2. Right-click the printer to be changed to a new PhaserPort IP address, then click **Properties**.
3. Select the **Details** tab.
4. Verify that PhaserPort appears in the **Print to the Following Port** field.
5. Click **Port Settings**. The **Configure PhaserPort** dialog box appears.
6. Do one of the following:
   a. If you know the correct IP address or DNS name for the printer, enter that information.
   b. If you don't know the printer's IP address or DNS name, then click **Browse** to display a list of printers on the network.
   c. Double-click the appropriate printer. PhaserPort automatically enters the information into the **Configure PhaserPort** dialog box.

   **Note**
   To search the network again, click **Refresh.** To expand the search to other subnets, click **Advanced**.

7. Click **OK**.
8. Click **OK** again to apply the changes.

# Windows 98 and Windows Me Troubleshooting

This troubleshooting section assumes you have completed the following tasks:

■ Verified that the printer is plugged in, turned on, and connected to an active network.
■ Installed a Phaser printer PCL or PostScript print driver.
■ Verified that the printer is receiving network traffic by monitoring the LED's on the back of the printer or on the CentreDirect External Print Server. When the printer is connected to a functioning network and receiving traffic, its link LED is green, and its amber traffic LED is flashing rapidly.
■ Printed and kept a current copy of the "Configuration Page". For information about using the front panel or printing a "Configuration Page", go to Reference/Features/Front Panel on the *User Documentation CD-ROM*.

## Verifying Settings

1. Right-click **Network Neighborhood** on the desktop, then click **Properties**.

2. Click the **Configuration** tab. A list of installed network components appears for the following items:
   ■ Client for Microsoft networks
   ■ Xerox TCP/IP Port Monitor

**3.** If you are running CentreWare DP verify the following :

- Novell Networks: You are required to load Novell IntraNetWare Client or Microsoft Client for IPX networks.
- TCP/IP Networks: No additional software is required, but your printer must have a valid TCP/IP address assigned.

**4.** If any of the above protocols or services are not installed, install the necessary components and restart the system. When the system is restarted, return to this document.

**5.** Click **Start**, click **Settings**, then click **Printers**. The **Printers** window appears.

**6.** Right-click the printer icon, then click **Properties**.

**7.** Select the **Details** tab.

**8.** Verify the following:

  **a.** The printer driver name in the **Print Using the Following Driver** list. If necessary, re-select or install a new printer driver.

  **b.** The **Port** name in the **Print to the Following Port** list. If necessary, re-select the correct name.

**9.** Send a print job to the printer. If the printer does not print, access PhaserSMART Technical Support from the Troubleshooting tab of the Windows printer driver or go to www.xerox.com/officeprinting/support.