Windows 2000, Windows XP, and Windows Server 2003

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Preliminary Steps

These preliminary steps must be performed for all printers:

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. Proceed to "Quick CD-ROM Install Steps" or "Other Methods of Installation" for the installation method desired.
4. Print the "Configuration Page" and keep it for reference.

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

Your printer can also be installed on a Windows 2000, Windows XP, or Windows Server 2003 network using one of these methods:

■ Microsoft TCP/IP Protocol
■ Xerox TCP/IP Port Monitor
■ Microsoft IPP Port

The following methods can also be used to monitor or configure your printer:

■ A web browser using CentreWare IS if your printer is connected to a Windows 2000, Windows XP, or Windows Server 2003 network with the TCP/IP protocol enabled.
■ The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple printers on a Windows 2000, Windows XP, or Windows Server 2003 network with TCP/IP protocol enabled. See the *CentreWare MC User Guide* at www.xerox.com/office.

Note

The CentreWare methods are not discussed in this section. For more information concerning CentreWare IS, CentreWare DP, or CentreWare MC, go to Reference/ Connections & Networks/Printer Management Software on the *User Documentation CD-ROM*.

Microsoft TCP/IP Protocol

Note

For Windows XP, select Classic Look or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, then **Settings**, then **Taskbar and Start Menu**. Select the **Start Menu** tab, then select the **Classic Start menu**. Click **OK**.

1. Right-click the **My Network Places** icon on the desktop, then click **Properties**.
2. Right-click **Local Area Connection**, then click **Properties**.
3. Click the **General** tab to verify that **Internet Protocol (TCP/IP)** is installed.

   ■ If the Internet Protocol (TCP/IP) box is checked, the software is installed.
   ■ If the Internet Protocol (TCP/IP) box is not checked, the software is not installed. Install TCP/IP software using the documentation provided by Microsoft, then return to this document.

Adding the Printer

1. On the desktop click **Start**, then click **Settings**.
2. Select one of these options:

   ■ For Windows 2000 click **Printers**, double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.
   ■ For Windows XP and Windows Server 2003, click **Printers and Faxes**. Double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.
3. Click the **Local Printer** button, then click **Next**.

4. Click the **Create a New Port** button.

5. Select **Standard TCP/IP Port** from the New Port Type pull-down menu, then click **Next**.

6. Click **Next**.

7. Click in the **Printer Name or IP Address** edit box and enter the IP Address of the printer you want to use. Click **Next**.

8. Select one of these options:

■ Click **Finish** in the **Confirmation** window if the data is correct.

■ Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Confirmation** window when the data is correct.

Configuring the Printer

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive and click **Have Disk**.

2. Click the **Browse** button, then select the directory which contains the Windows 2000 or Windows XP drivers.

3. Select the ***.INF** file, then click **Open**.

4. Verify that the path and filename are correct, then click **OK**.

5. Enter a name for the printer and select whether you want that printer to be the default. Click **Next**.

6. Select one of these options:

■ If the printer is not shared, click **Next**.

■ If the printer is shared, enter a **Share Name**, check the **Share** box, then click **Next**.

Printing a Test Page

You are prompted to print a test page.

1. Select one of these options:

■ Click **Yes** to print a test page, then click **Next**.

■ Click **No** if you do not want to print a test page, then click **Next**.

2. Select one of these options in the **Completing the Add Printer Wizard** screen:

■ Click the **Finish** button if the data presented is correct. Proceed to step 3.

■ Click the **Back** button to correct the data if incorrect, then click **Finish** in the **Add Printer Wizard** when the data is correct. Proceed to Step 3.

3. If you printed a test page, you are prompted to confirm that the test page printed:

■ Click **Yes** if the test page printed successfully.

■ Click **No** if the test page did not print or printed incorrectly. Proceed to step 4.

4. Note the print-quality of the print job. If print-quality problems exist, or if the job does not print, go to Reference/Troubleshooting on the *User Documentation CD-ROM* for more information.

Xerox TCP/IP Port Monitor

The Windows installer installs the Xerox TCP/IP Port Monitor for those installations using the PCL5c driver. The Xerox TCP/IP Port Monitor is used to add or remove TCP/IP ports.

Adding the TCP/IP Printer 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 select **Properties**.
4. Select the **Ports** 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 the TCP/IP Printer 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

To install the printer port:

1. Click **Next** to proceed with the port installation. The wizard verifies the port name and printer address, then configures the remaining port settings for you. Any errors detected in printer identification are displayed in a dialog box requesting Additional Information.
2. In the **Add Xerox TCP/IP Port** dialog box;:
   - 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 the desired printer from the list, then click **OK**.

Completing the Printer Port TCP/IP Setup

After the port settings have been configured and verified, a **Completing** dialog box appears summarizing all of 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**.

Microsoft IPP Port

Follow these steps to obtain the printer's URL and create an Internet Printing Protocol (IPP) printer.

Obtaining the Printer's URL (Network Path)

1. Launch your web browser.

2. Enter your printer's IP address in the browser's **Address** field (http://xxx.xxx.xxx.xxx).

3. Click **Properties** on the right side of the printer's main CentreWare IS page.

4. Select the **Protocols** folder, then click **IPP (Internet Printing Protocol)**. The Network Path field on the CentreWare IS IPP page displays the printer's URL.

Creating an IPP Printer

1. On the desktop, click **Start**, click **Settings**, then click **Printers**.

2. Double-click **Add Printer** to launch the Microsoft Add Printer Wizard.

3. Select **Network Printer**, then click **Next**.

4. When prompted for **Network Path** (Windows 9x) or **URL** (Windows NT, Windows 2000, Windows XP), enter the printer's URL in the following format:

http://*printer-ip-address:ipp*

5. Click **Next**.

6. Substitute your printer's IP address or DNS name for *printer-ip-address*. The printer's URL is displayed on the CentreWare IS IPP page in the Network Path field.

Windows 2000, Windows XP, Windows Server 2003 Troubleshooting (TCP/IP)

Note

For Windows XP, select Classic Look or the Windows XP procedures will not match the steps below. To select Classic Look, click **Start**, then **Settings**, then **Taskbar and Start Menu**. Select the **Start Menu** tab, then select **Classic Start menu**. Click **OK**.

This troubleshooting section assumes you have completed the following tasks:

■ Loaded a Phaser printer PCL or PostScript printer driver.

■ Printed and kept a current copy of the "Configuration Page".

Printing the Configuration Page

You can print the *"Configuration Page"* to help you solve printing problems and obtain the best results from your printer. Access this page from the printer's front panel.

To print the *"Configuration Page"*:

1. At the printer's front panel, select **Printer Settings**, then press the **OK** button.

2. Select **Configuration Page**, then press the **OK** button to print.

Note

Print *"Menu Map"* to see other information pages available for printing.

Verifying Settings

1. Verify the settings on the "Configuration Page".

   ■ **IP Address Source** is set to: **DHCP**, **Front Panel**, **BOOTP**, or **Auto IP** (depending on your network configuration).

   ■ **Current IP Address** is set correctly. (Note this address if it is assigned by Auto IP, DHCP, or BOOTP.)

   ■ **Subnet Mask** is set correctly (if used).

   ■ **Default Gateway** is set correctly (if used).

   ■ **LPR** is enabled. Verify that the LPR and AppSocket settings are set as desired.

   ■ **Interpreters**: **Auto**, **PCL,** or **PostScript** (depending on your driver).

2. Verify that the client is logged into the network and printing to the correct print queue. The user should also have access to the Phaser printer queue.

Verifying Driver Installation

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

2. Right-click **Local Area Connection**, then click **Properties**.

3. Click the **General** tab. View the list of installed network protocols to verify that TCP/IP is installed. (For more information, contact your network administrator.)

4. Click **Install** to install any components not listed, then restart your computer.

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

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

7. Click the **Advanced** tab. Verify that the correct printer driver is installed.

8. Click the **Ports** tab. Verify that the IP Address in the **Print to the Following Ports** list is identical to the one on the "Configuration Page" .You may need to click the **Configure Port** button to see the IP address. If necessary, re-select the TCP/IP number used for the printer.

Printing a Test Page

1. Click the **General** tab.

2. Click **Print Test Page**. If the printer does not print, do one of the following:

   ■ Select **PhaserSMART Technical Support** on the **Troubleshooting** tab of your Windows printer driver to access PhaserSMART Technical Support.

   ■ Go to www.xerox.com/office/support.