

Windows NT 4.x

This topic includes:

- "Preliminary Steps" on page 3-20
- "Quick CD-ROM Install Steps" on page 3-20
- "Other Methods of Installation" on page 3-21
- "Windows NT 4.x Troubleshooting (TCP/IP)" on page 3-23

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 a "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

Install your printer on a Windows NT network using one of these methods:

- Microsoft TCP/IP protocol
- Xerox TCP/IP Port Monitor

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 NT network with TCP/IP protocol enabled.
- The Xerox CentreWare MC snap-in to Microsoft Management Console for installing or managing multiple printers on a Windows NT 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, or CentreWare MC, go to [Reference/Connections & Networks/Printer Management Software](#) on the *User Documentation CD-ROM*.

Quick Install Steps (Microsoft TCP/IP Protocol)

Note

This procedure is only performed by the system administrator.

1. Right-click the **My Network Places** icon on the desktop, then click **Properties**.
2. Click the **Protocols** tab to verify that the TCP/IP protocol has been installed.
3. Select the **Services** tab and verify that Microsoft TCP/IP Printing software is installed. If it is not installed, install it, and then return to this document.

Adding the Printer

1. Open the **Control Panel**, then double-click the **Printers** icon.
2. Double-click **Add Printer** to launch the **Add Printer Wizard**, then click **Next**.
3. Verify that **My Computer** is selected, then click **Next**.
4. Click **Add Port**, then select the LPR Port from the list displayed.
5. Click **New Port**.
6. Enter the IP address for your printer and a printer name of 31 characters or less (no spaces).
7. Select **OK**.
8. Verify that the new IP address you entered is listed correctly. If the check box next to the IP address is not checked, select the check box, then click **Next**.

Configuring the Printer

1. Insert the *Printer Installer and Utilities CD-ROM* into the computer's CD-ROM drive, then click **Have Disk**.
2. Click the **Browse** button and select the directory containing the Windows NT drivers.

3. Select the *.INF file, then click **Open**. Verify that the path and filename are correct, then click **OK**.
4. Select the correct printer, then click **OK**.
5. Enter a name for the printer, select whether you want that printer to be the default, then click **OK**.
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:
 - 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** 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*.

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.

Note

Click **Next**. 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

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**.

Windows NT 4.x Troubleshooting (TCP/IP)

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". For information about printing a "Configuration Page", go to [Reference/Features/Front Panel](#) on the *User Documentation CD-ROM*.

Verifying Settings

1. Verify the settings in 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 print queue.

Verifying Installation

1. Right-click the **My Network Places** icon on the desktop and select **Properties**.
2. Click the **Protocols** tab to verify that the TCP/IP protocol has been installed.
3. Click **Add** to install any components not listed, then restart your computer.
4. Click **Start**, click **Settings**, then click **Control Panel**.
5. Double-click **Services**.
6. Locate **TCP/IP Print Server**, then verify these column entries:
 - **Status** column: **Started**
 - **Startup** column: **Automatic**
7. Click **Start**, click **Settings**, then click **Printers**.
8. Right-click the printer icon, then select **Properties**. Verify that you have installed the correct driver for your printer.
9. Select the **Ports** tab. Verify that the IP Address in the **Print to the Following Port** list is identical to the one on the “Configuration Page.” You may need to click the **Configure Port** button to view the IP address. If necessary, re-select the TCP/IP number used for your printer.

Printing a Test Page

1. Click the **General** tab.
2. Click **Print Test Page**. If the printer still does not print, do one of the following:
 - Access **PhaserSMART** Technical Support on the **Troubleshooting** tab of your printer driver.
 - Go to www.xerox.com/office/support.