

Customer Tips

dc00cc0115
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... for the user

Uninstalling Windows NT 4.0 and 2000/XP Printer Drivers

Purpose

This document explains how to uninstall printer drivers from both Windows NT4.0 and 2000/XP environments. You may need to use this procedure to upgrade drivers and/or troubleshoot printing problems.

When the printer object is removed from the Printers folder in Windows NT 4.0/2000/XP, the printer driver files are still installed and may interfere with new driver installs. This document contains two separate procedures for uninstalling drivers. The first procedure is for an NT4.0 environment. The second is for a Windows 2000/XP environment. This information was obtained from Microsoft Knowledgebase Article Q135406.

Registry Editor

You must use the Registry Editor correctly. Improper use can cause serious problems to the Windows operating system. Xerox cannot guarantee that problems resulting from the incorrect use of Registry Editor can be solved.

Use the Registry Editor at your own risk.

For information about editing the registry, view the "Changing Keys and Values" online Help topic in Registry Editor (regedit.exe) or the "Add and Delete Information in the Registry" and "Edit Registry Data" online Help topics in Regedt32.exe.

Back up the registry by creating an emergency repair disk before editing the registry. We also recommend that you have a current, full system backup so that if there is a problem, you can restore the system.

This document applies to these Xerox products:

x	WC Pro 32/40 Color
x	WC Pro 65/75/90
x	WC Pro 35/45/55
x	WC M35/45/55
x	DC 555/545/535 ST
x	DC 490/480/470/460 ST
x	DC 440/432/425/420 ST
x	DC 340/332 ST
x	DC 265/255/240 ST/LP
x	DC 230/220 ST/LP
x	DCCS 50

Removing and Re-installing Document Centre Drivers

Windows NT 4.0

Steps 1 and 2 involve printer objects on Windows NT 4.0 workstations that are created from printer shares on other NT 4.0 machines. If you do not have this type of configuration, skip these steps.

Important: Make a current Emergency Repair Disk and ensure your system has been backed up before proceeding.

1. On the Windows NT 4.0 workstation, remove the printer shares using the Printers folder in the Control Panel.
2. Reboot the workstation.
3. On the Windows NT server, print a Windows test page from the Properties dialog box of the driver you wish to uninstall. The text page contains the location and name of all critical files associated with that driver. You use this information later in this procedure. After the test page prints, remove the printer object from the printer folder.
4. In Control Panel, double-click [**Services**], and stop the Spooler service.
5. Go to the following directory and delete the printer driver files listed on Windows test page you printed in step 3.

C:\Winnt\System32\Spool\Drivers*<platform>*

Note: *<platform>* is Intel, MIPS, Alpha, or PPC. See the following list to match the folder with the version of Windows for which you installed the printer driver:

w32x86\0 : Intel Windows NT 3.1 printer drivers

w32x86\1 : Intel Windows NT 3.5x printer drivers

w32x86\2 : Intel Windows NT 4.0 printer drivers

w32x86\3 : Intel Windows 2000/XP printer drivers

Win40\0 : Windows 95/98 printer drivers

If you cannot delete the files and folders in the above directory after the Spooler service is stopped and you receive an error message that the files are in use, reboot the server. Then attempt to delete the files and folders again (repeat step 5).

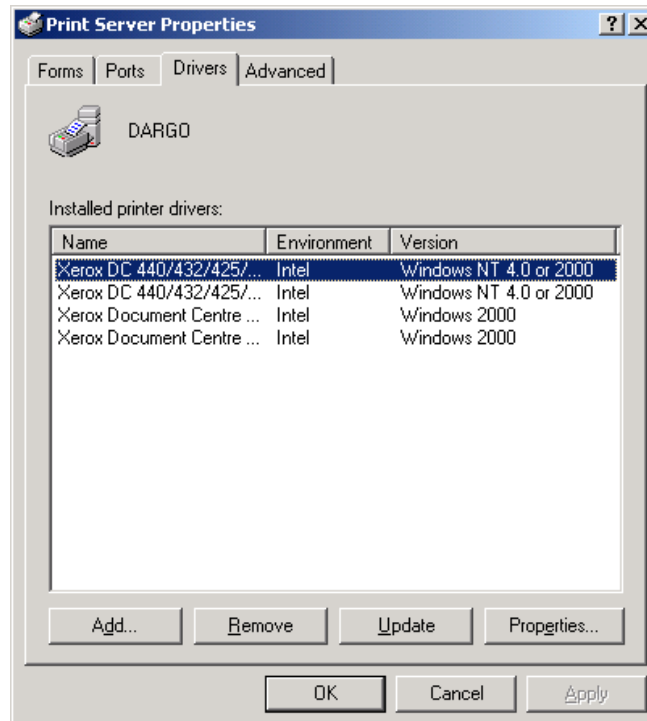
6. Run Registry Editor (Regedt32.exe) and select the following subkey:
HKEY_LOCAL_MACHINE\System\CurrentControlSet\Control\Print
\Environments\Windows NT x86\Drivers\Version-2*<printer driver>*
- Note:** The registry key above is one path; it has been wrapped for readability.
7. Select the driver you want to delete and select [**Edit: Delete**].
8. In Control Panel, double-click [**Services**], then start the Spooler service if it is not already started.
9. Shut down and restart the server. When you stop and restart the Spooler service some driver information still remains stored in memory.
10. Reinstall the printer on the server, using Add/Remove Printer in the Printer folder. If your configuration includes printer objects on Windows NT 4.0 workstations that are created from printer shares on other NT 4.0 machines, continue with step 11. Otherwise, this process is complete.
11. After all of the printer objects have been recreated on the server, reinstall the shares on the Windows NT 4.0 workstations.

Windows 2000/XP

Windows 2000 and XP have made it much easier to completely uninstall a driver.

To use the following procedure, make sure you have administrative rights to the system.

1. On the server or workstation, select **Start : Run**, then type **net stop spooler** to stop the spooler service.
2. Select **Start : Run**, then type **net start spooler** to start the spooler service.
3. Select **Start : Settings : Printers**, and delete all the printer objects associated with the printer driver you want to uninstall.
4. In the printers folder select **File : Server Properties**.
5. Select the **Drivers** tab to display all the drivers currently installed on the system.



6. Highlight the driver you would like to uninstall and click **Remove** to uninstall the driver files and any related registry entries.
7. Use the Add Printer Wizard (or equivalent) to install the driver again.

Additional Information

Xerox Customer Service welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@mc.usa.xerox.com.

You can reach Xerox Customer Support at 1-800-821-2797 (USA), TTY 1-800-855-2880 or at <http://www.xerox.com>.

Other Tips about Xerox multifunction devices are available at the following URL: <http://www.xerox.com/DocumentCentreFamily/Tips>.

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