Customer Tips

... for the user

Uninstalling Windows 2000/2003/XP Printer Drivers

Purpose

This document applies to all Xerox Windows 2000/2003/XP printer drivers.

This document explains how to uninstall printer drivers from 2000/2003/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 2000/2003/XP, the printer driver files are still installed and may interfere with new driver installs. This document contains two separate procedures for uninstalling drivers. This information was obtained from Microsoft Knowledgebase Article Q135406.

Uninstall Procedure

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

1. On the server or workstation, select **[Start, Run]** and 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.
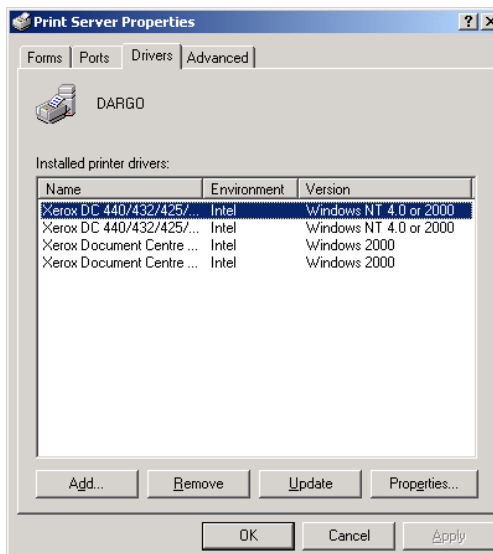
6. Highlight the driver you would like to uninstall and click **[Remove]** to uninstall the driver files and any related registry entries.

7. Navigate to **C:\WINDOWS\system32\spool\drivers\w32x86** (unless windows is installed in another location)

8. Delete the folder containing information about the previously deleted printer (for example xeroxworkcentre_m123783c for the WorkCentre M123).

9. Navigate to the **C:\WINDOWS\system32\spool\drivers\w32x86\3** folder and remove the .bak and / or .dyc files associated with the printer you deleted in step 3. The product number will appear within the file name.

   * Not all drivers will contain these files.

Note: The .bak and .dyc files contain setup information so any customized printer configuration information will need to be reset.

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.