Customer Tips

… for the user

Failure to Print Due to pscript5.dll Conflict

This document applies to all Xerox print drivers that reside on Microsoft® Windows 2000/2003/XP operating systems.

Introduction

Microsoft® has released new versions of the pscript5.dll file version 3.6000.xxxx or higher which may cause printing failures for some Xerox print drivers.

The pscript5.dll is the base component of the Postscript driver package for Xerox office print drivers. This file is owned, and managed by Microsoft Corporation, and is part of the normal install and delivery of the operating system. This file was released as part of the Windows Vista operating system. This file is delivered on both 32bit and 64bit configurations of the Microsoft operating system. Other manufacturers such as Xerox can obtain redistribution rights for this file and can then incorporate this DLL with their software applications and print drivers for Microsoft operating systems.

The pscript5.dll file (shorten to "pscript") can only be replaced with newer versions of this file. Therefore, attempts to force the usage of older versions of the file are prevented by the operating system.

Update of the pscript5.dll file

With the launch of the Windows Vista operating system a significant number of vendors and applications are re-distributing the new pscript file to enable features and fixes. Additionally, Microsoft has included the pscript file (version 3.6000.xxxxx or higher) in downloads of the .NET 3.0 Framework and posted the file to be included in Windows Update if the option is selected. The Xerox WorkCentre 7328/7335/7345 postscript driver includes the new pscript5.dll file. Updated drivers for other Xerox WorkCentre and Phaser products may include this dll in the future. Other applications may also include this DLL.

Although the pscript5.dll version 3.6000.xxxxx was first released with Vista, the update scenarios mentioned above may also affect Windows 2000/2003/XP operating systems. Once the update occurs older versions of the pscript file will be overwritten to ensure that the new applications get the new pscript file. If you wish to check the pscript5.dll version that currently resides on your system see the Appendix on page 4.

Failure to print after receiving an updated pscript5.dll file version 3.6000.xxxx or higher

Under normal conditions installation of an updated pscript file has zero impact for customers using a Postscript print driver. However, with the release and distribution of the new pscript file some Xerox print drivers have been discovered to no longer function properly. We are aware of two types of possible failures. Failure of the WCP 3545 and WC 7655 families to print Excel color text (text prints black and white), and the failure of

some Xerox WorkCentre drivers to print. The print operation results in an error message that varies depending on application. Details for both of these follow.

Xerox PostScript Print Drivers with a known failure to print Excel color text on install of pscript version (3.6000.16386 or higher)

With the WCP 3545 or WC 7655 family drivers installed, Excel may not print color to those devices after the 7300 driver has been installed. This is not due to an issue with the 7300 driver, but due to the WCP3545 and 7655 driver interaction with the new PSCRIPT5.DLL from Microsoft. The following table contains the recommended driver versions to resolve this issue.

Device Driver	PS Driver versions recommended to resolve the Excel color printing issue
Xerox WorkCentre Pro C2128/2636/3545	4.182.39.0 or later
Xerox WorkCentre 7655/7665 (Rev 1)	4.194.18.0 or later
Xerox WorkCentre 7655/7665/7675 (Rev 2)	4.221.8.0 or later

The latest versions are available for download from http://www.xerox.com.

Xerox PostScript Print Drivers with a known failure to print on install of pscript version (3.6000.16386 or higher)

The PostScript print driver versions listed in the table below or earlier versions are known to fail with pscript version 3.6xxx.xxxx or higher.

The Xerox WorkCentre 7328/7335/7345 Postscript print drivers include the newly released pscript5.dll file, version 3.6000.16386. Updated drivers for other Xerox WorkCentre and Phaser products may include this dll in the future. The pscript5.dll file is included to ensure that all of the options and fixes in the new pscript5.dll file are available.

CAUTION: Installation of the WorkCentre 7328/7335/7345 driver (or any other driver or application that includes the new pscript5.dll version 3.6xxx.xxxx or higher) in the presence of known defective print drivers will result in a failure to print.

Important: Prior to installing the WorkCentre 7328/7335/7345 Postscript drivers be sure to update the affected drivers to the latest compatible versions located at www.xerox.com (currently available in English only). Follow the procedure outlined in the Corrective Actions section.

The same actions should be taken if you plan to install an application or Windows Update that is known to contain the new pscript5.dll version 3.6xxx.xxxx or higher.

Device Driver	PS Driver versions or earlier that are known to fail	PS Drivers versions or later that are compatible
Xerox WorkCentre M118	4.1.3.26	4.1.3.29
Xerox WorkCentre M123/M128/133	4.1.17.11	4.1.17.15
Xerox WorkCentre Pro 123/128/133	4.1.17.11	4.1.17.15
Xerox WorkCentre 7132	4.2.38.6	4.2.38.9
Xerox WorkCentre 7228/7235/7245	4.2.29.11	4.2.45.11
Xerox 4590/4595/4110	4.2.26	4.0 dated October 2007

Note: This list does not cover print drivers delivered by other vendors.

Alternatives to ensure that users print without interruption

1) Install the PCL print driver for the Xerox WorkCentre 7328/7335/7345 instead of the PostScript drivers until updates are available for the defective drivers.

   Note: Outlook for multi-national translations and WHQL certification for the effective drivers is 4Q2007. Please check the Xerox website for availability.

2) Remove/uninstall the PostScript print driver known to fail and install the latest PCL print driver for this product from www.xerox.com. This would include all clients and servers in both the 32 and 64 bit print environments and should be done prior to installing the Xerox WorkCentre 7328/7335/7345 PostScript drivers.

Corrective Actions

If the Xerox WorkCentre 7328/7335/7345 PostScript drivers have already been installed and it has been determined other printer drivers are no longer functional, the following correction method can be used. This correction method would also be necessary if an application or Microsoft Update overwrites the older version of pscript to versions released with Vista.

This same procedure is recommended to upgrade the affected drivers prior to the installation of the Xerox WorkCentre 7328/7335/7345 PostScript or other applications that contain the new pscript5.dll version 3.6xxx.xxxx or higher.

Note: Ensure that you have administrative rights to the system.

1. Select **[Start -> Settings -> Printers]** to open the Printers and Faxes folder.

2. In the printers and Faxes folder right click on one model of each printer and select properties.

3. In the Printer Properties window, Select the **[Advanced]** and select the **[New Driver]** button.
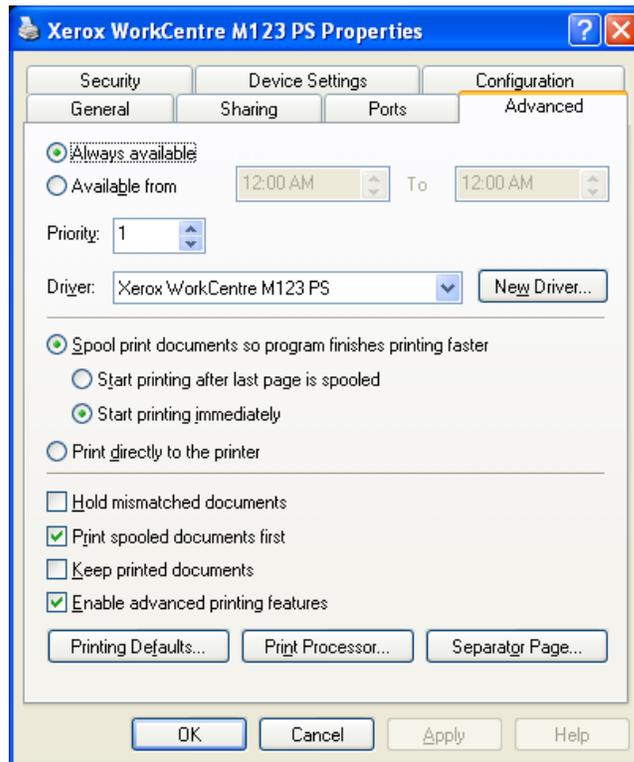
4. Use the Add Printer Driver Wizard to install the drivers above to the latest versions which are located on www.xerox.com.

Appendix

Checking Your Current Version of pscript5.dll

If you are about to install new Postscript print drivers and wish to determine the version of the pscript file in operating system, use the following steps:

1. Navigate to **%systemroot%\system32\spool\drivers\w32x86\3**

2. Locate the **pscript5.dll** file. Place your cursor over the file to display the popup message as seen below..

Note: If there are no postscript drivers installed, it is possible the file is not present on your system.
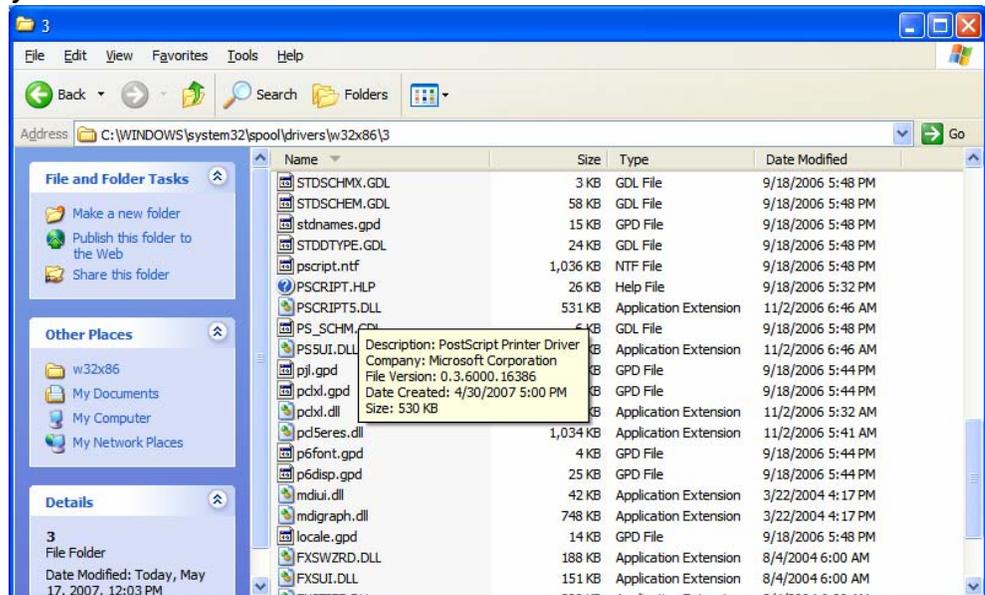
Additional Information

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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