Customer Tips

… for the user

Installing and Uninstalling Xerox Print Drivers on a Windows 2003 Cluster Server

This document applies to any Xerox Office product with a Cluster compatible Xerox Print Driver.

Purpose

To properly communicate the process in which to install and uninstall Microsoft Windows print drivers in a Windows 2003 cluster environment.

Installation on a Cluster Server

Clustering is a technology that configures two or more servers ('nodes') to behave as one. Each node has access to a storage medium (the "cluster") that houses the supported application or data. When a cluster houses a print server, only the print spooler folder resides on the cluster. The print drivers reside on the nodes in their standard locations. When one node fails, printing continues using the drivers that are present on a surviving node. If the node lacks the appropriate drivers, consequences range from a lack of access to advanced driver features to a complete inability to print. The Xerox Print drivers must be installed on each node prior to being installed on the client. Use the Add Printer Wizard to install the print drivers in a cluster. For details on configuring the printer in a Cluster environment, see the Microsoft® white paper, available online at http://support.microsoft.com/kb/278455.

Install the Xerox Print driver on the Windows 2003 Quorum:

1. Go to the Xerox web site (http://www.xerox.com/drivers) and download a compatible print driver of your choice to a location on the Print Server and/or Client Operating system.

   Note: Do not install a driver that states it is not supported within a cluster environment. If the driver is not supported for a cluster environment there will be a note under the driver link.

2. Double click the downloaded file in the previous step and extract the files to a local directory.

3. If prompted, cancel the Add Printer Wizard.

4. From the desktop click **[Start]** → **[Run]** and type in the location of the Quorum on the cluster, for example: \\virtual_print_server

5. Double-click **[Printers and Faxes]** and double-click **[Add Printer]**. Then click **[Next]** at the "**Welcome to Add Printer**" window.

6.   Click the **[Next]** button at the **'Welcome to Add Printer'** window.

7.   Click **'Create a new port'** and then, if you are installing a TCP/IP port, select **'Standard TCP/IP Port'** and click **[Next]**. For the following example we are using standard TCP/IP.

   Note: For this example we are using port: 9100 but you may choose to use another method.
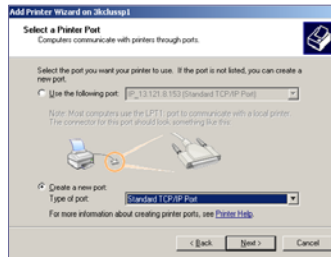
8.   At the **'Add Standard TCP/IP Printer Port Wizard'** window select **[Next]**.

9.   Enter the IP address for the device that is being added and click **[Next]**.

10.   At the **'Completing the Add Standard'** window click **[Finish]**.

11.   At the '**Install Printer Software**' window click **[Have Disk]**, and browse to the location where you extracted the files in step 2. Double click on the *.inf file.
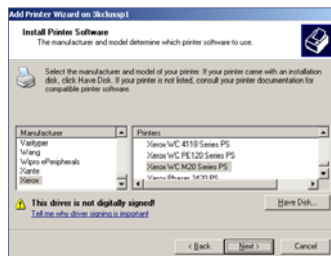

12.   From the **'Install Printer Software'** window choose the printer and select **[Next]**.

   Note: As some drivers are not digitally signed please continue past any message that may state that a driver is not digitally signed.
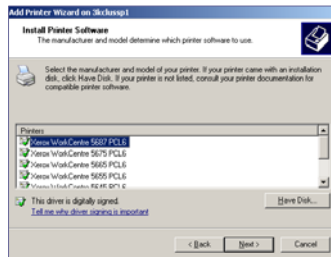

13.   On the **'Name Your Printer'** window define your printer name, or accept the default name, and select **[Next]**.

14.   On the **'Printer Sharing'** window define if you will share this printer, if so, name the printer share, and select **[Next]**.

15.   If you are planning on sharing the printer enter the Location and Comment. (Optional)

16.   On the **'Print Test Page'** window select if you would like to print a test page and select **[Next]**.

17.   Click **[Finish]** which will cause the driver to install.

18.   Close all open windows.

Uninstall from a Cluster Server

1.   Clean Cluster Print Server and Quorum on Node 1 (Active):

   a.   Open the Virtual Print Server by clicking **[Start]** → **[Run]** and enter the location of the Virtual Print Server. For example \\virtual_print_server

   b.   Double-click **[Printers and Faxes]** and delete the devices you want to uninstall. Do not close this window as it will be used in a future step.
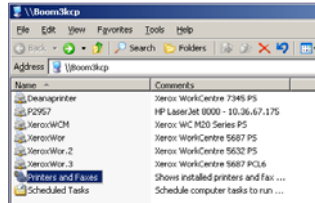

   c.   Open the **Cluster Administrator** by selecting **[Start]**, **[Programs]**, **[Administrative Tools]**, and then **[Cluster Administrator]**.

   d.   Within '**Cluster Administrator**' click on '**Cluster Group**'. Then right click on '**spool-u**' and select '**Take Offline**'.
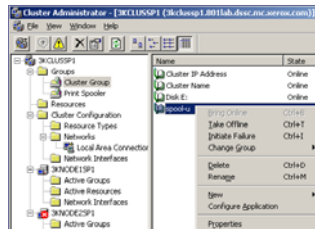
   e.   Within the '**Cluster Administrator**' right click on '**Print Spooler**' and select '**Take Offline**'.

   f.   **Repeat steps d. and e. except you will be selecting 'Bring Online'.** Do not close the '**Cluster Administrator**' window.

   g.   Within the '**Printers and Faxes**' window select **[File]** and **[Server Properties]** which will cause the '**Print Server**' window to open.

   h.   Select the **Drivers tab** and **[Remove]** the Xerox Driver(s) you have just uninstalled. Select **[Close]** and then close the '**Printers and Faxes**' window.

   Note: If the driver gives you error indicating that the print driver cannot be deleted please stop and restart the print spooler. Also verify the print object has been deleted.
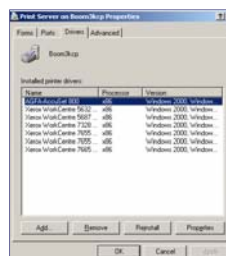
i.   Delete the uninstalled driver's backup (.bak) files. These files are found in **C:\Windows\System32\Spool\Drivers\f1239d51-f325-4b90-b4de-97edd47focea\Drivers\W32X86\3** where "**f1239d51-f325-4b90-b4de-97edd47focea**" is the folder for the quorum. Sort by type and delete the backup files associated with the uninstalled product. The .bak, .dyc, .cfg file name will contain the model number of the product. The type of file will depend on the driver platform installed. Only one of these types of files will exist for a print driver.

j.   Delete the restore point folder for the uninstalled product found in **C:\Windows\System32\Spool\Drivers\f1239d51-f325-4b90-b4de-97edd47focea\Drivers\W32X86**. For example "xeroxworkcentre_56871a93" is the folder for the WorkCentre 5687.

k.   Close window.

l.   Empty the server's **Recycle Bin**.

Note: You may need to take the spooler resource offline within the Cluster Administrator and bring back online once completed.

2.   Repeat steps above for additional Nodes.

Note: If you experience any issues, during or after this uninstall, please contact Xerox Customer Support. See the contact information below.

Additional Information

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

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

Other Tips about Xerox multifunction devices are available at the following URL: http://www.office.xerox.com/support/dctips/dctips.html .