

Printer driver is installed, but not working or unreliable.

Sometimes it seems that the driver is well installed but does not work properly. This may be because previously installed drivers or parts thereof affect the operation. It is also possible that a previously good working driver gets corrupted because components are overwritten by other updates.

Probable solution, uninstall, clean up and reinstall the driver.

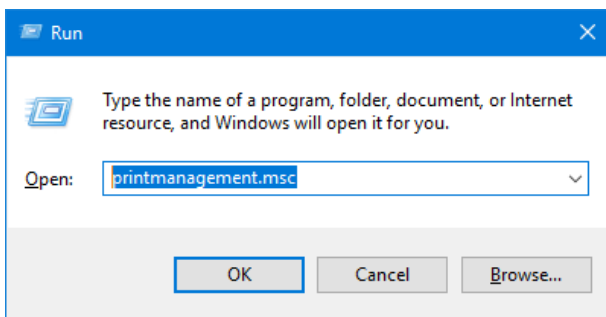
Uninstall

Go to start => Control panel => Devices and Printers

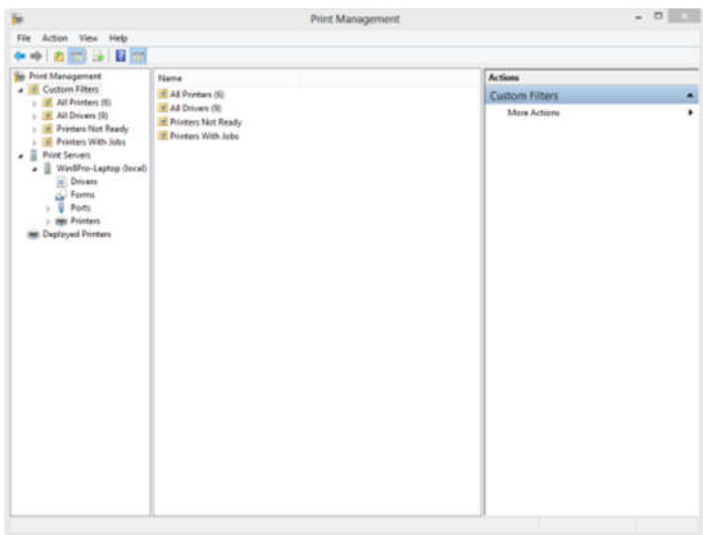
Remove the Xerox printer(s) FollowMe on and all other no longer used printers.

Cleanup

Open Print management by pressing the Windows key + R to open the Run command box, type printmanagement.msc and hit Enter.



This will launch the Print Management console immediately. Expand the items in the left column one by one and delete all references to the Xerox printers and all printers you are not using any longer.



Note: Print Management is not available on Windows Home edition

Note: Advanced users, stop the print Spooler in Services before opening the Print Management console and restart after the cleanup.

Reinstall

Install the Xerox FollowMe printer as appropriate for your system as described in the various guides, for your own PC with Windows 7 or 10 or for a TU Delft managed PC.