

MULTIFUNCTIONAL DIGITAL COLOR SYSTEMS /  
MULTIFUNCTIONAL DIGITAL SYSTEMS

# Support Guide for Universal Printer Driver Series

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# Preface

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This document provides additional information about how to use the universal printer driver series with TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems. Read this document before using the universal printer driver series. Keep this document within easy reach and use it to make the best use of the universal printer driver series.

## ■ Who should read this document

This document is intended for service technicians and sales representatives of TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems and administrators for end users.

## ■ How to read this document

### □ Symbols in this document

In this document, some important items are described with the symbols shown below. Be sure to read these items before using this equipment.

 **WARNING** Indicates a potentially hazardous situation which, if not avoided, could result in death, serious injury, or serious damage, or fire in the equipment or surrounding objects.

 **CAUTION** Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury, partial damage to the equipment or surrounding objects, or loss of data.

 **Note** Indicates information to which you should pay attention when operating the equipment.

Other than the above, this document also describes information that may be useful for the operation of this equipment with the following signage:

 **Tip** Describes handy information that is useful to know when operating the equipment.

 Pages describing items related to what you are currently doing. See these pages as required.

### □ Operation Procedures

- In this document, the operation procedures in Windows are described for Windows 7 unless otherwise stated. The details may differ depending on how the equipment is used, such as the status of the installed options, the OS version and the applications.
- If Windows Server 2008 R2 is used, refer to the operation procedure for Windows 7 even though the menu names, etc. may differ.

### □ Install Disk co-packed with the equipment

In this document, the disks for installing the software are generically described in "Install Disk".

### □ Trademarks

- The official name of Windows XP is Microsoft Windows XP Operating System.
- The official name of Windows Vista is Microsoft Windows Vista Operating System.
- The official name of Windows 7 is Microsoft Windows 7 Operating System.
- The official name of Windows 8 is Microsoft Windows 8 Operating System.
- The official name of Windows 8.1 is Microsoft Windows 8.1 Operating System.
- The official name of Windows Server 2003 is Microsoft Windows Server 2003 Operating System.
- The official name of Windows Server 2008 is Microsoft Windows Server 2008 Operating System.
- The official name of Windows Server 2012 is Microsoft Windows Server 2012 Operating System.
- The official name of Windows Server 2012 R2 is Microsoft Windows Server 2012 R2 Operating System.
- Microsoft, Windows, Windows NT, and the brand names and product names of other Microsoft products are trademarks of Microsoft Corporation in the US and other countries.
- Adobe, Adobe Acrobat, Adobe Reader, Adobe Acrobat Reader, and PostScript are trademarks of Adobe Systems Incorporated.
- Citrix, MetaFrame and MetaFrame XP are registered trademarks and Citrix Presentation Server is a trademark of Citrix Systems, Inc. in the United States and other countries.

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- Other company and product names given in this document or displayed in this software may be the trademarks of their respective companies.

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## OVERVIEW

This chapter provides an overview of the universal printer driver series and lists the supported operating systems.

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## Features of the Universal Printer Driver Series

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The universal printer driver series (hereinafter referred to as “the universal printer driver”) is a printer driver that can be used with TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems in a network environment. By changing print ports, the universal printer driver can be used with one or more TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems.

The following types of the universal printer drivers are available. For details, refer to the ***Software Installation Guide***.

- Universal Printer 2 driver
- Universal PS3 printer driver
- Universal XPS printer driver

### Tip

The Universal Printer 2 driver allows you to use both PCL6 and PostScript by switching PDL (Page Description Language) after installation.

## Operating Systems Supported by the Universal Printer Driver Series

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The universal printer driver can be used with the following operating systems. For details about them, refer to the **Software Installation Guide**.

- Windows XP Service Pack 3
- Windows Vista Service Pack 2
- Windows 7 (Service Pack 1 Recommended)
- Windows 8
- Windows 8.1
- Windows Server 2003 Service Pack 2
- Windows Server 2008 Service Pack 2
- Windows Server 2012
- Windows Server 2012 R2

It can also be used with the following Citrix products:

- Citrix Presentation Server 4.5
- Citrix XenApp 5.0
- Citrix XenApp 6.0
- Citrix XenApp 6.5

### Tip

The operation check with the Citrix products is performed in the following environment.

- Server Operating System: Windows Server 2008 SP2, Windows 2003 SP2
- Application: Citrix XenApp 5.0, Citrix Presentation Server 4.5
- Client Operating System: Windows 7 SP1, Windows XP SP3



## INSTALLATION

This chapter provides instructions on how to install the universal printer driver.

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## Installation by Point and Print

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### ■ Sharing the printer

Users on the same network can share TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems.

#### Notes

- To perform installation, you must log into Windows with the “Administrator” privilege; this enables the installation and uninstallation of the universal printer driver.  
If Windows Vista, Windows 7, Windows 8, Windows Server 2008, or Windows Server 2012 is used, you can perform the installation by temporarily changing the user account following the procedure below.
  - Click the file name link for the printer driver.
  - When the [User Account Control] dialog box is displayed, enter an administrator password and then click [Yes] ([OK]).
- Even when you have logged into Windows with the “Administrator” privilege, the [User Account Control] dialog box may appear. In this case, click a button such as [Continue] for allowing the operation to continue.

### Setting up a print server

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Follow the steps below to set up a print server on a computer to which the printer is connected.

- 1 Click [Start] and then [Control Panel] on the menu.**
- 2 Type “network” in the search box and click [Network and Sharing Center]. Then click [Change advanced sharing settings] in the left pane.**  
The [Advanced sharing settings] window opens.
- 3 Click the chevron icon to expand the current network profile.**  
You need to configure each network that you use.
- 4 If printer sharing is off, select [Turn on file and printer sharing] under [File and printer sharing], and then click [Save changes].**  
Enter an administrator password or carry out the confirmation if it is required.
- 5 Click [Start] - [Devices and Printers] to open the [Devices and Printers] folder.**
- 6 Right-click the printer you want to share, and then click [Printer properties].**
- 7 Click the [Sharing] tab and then select the [Share this printer] check box.**  
Other users on the network can now share the printer that is available via the print server.

### Using the shared printer on client computers

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Follow the steps below to add the shared printer on client computers, so that users can share the printer that is available via the print server.

- 1 Click [Start] - [Devices and Printers] to open the [Devices and Printers] folder.**
- 2 Click [Add a printer].**
- 3 Click [Add a network, wireless or Bluetooth printer]. Select the printer you want to share, and then click [Next].**
- 4 Follow the Wizard instructions that appear on the screen.**

## ■ Installing additional drivers

If users on the network use the 32-bit and 64-bit versions of Windows, add both 32-bit and 64-bit universal printer drivers in advance. As a result, the users do not have to look for the appropriate universal printer driver when they connect to the shared printer on the network.

- 1 Follow the usual steps to install the universal printer driver in Windows.**

The 32-bit or 64-bit universal printer driver that is the same as the Windows bit type is usually installed. For instructions on the installation, refer to the *Software Installation Guide*. If the installation has been completed, skip this step.
- 2 Right-click the printer you want to share, and then click [Printer properties].**
- 3 Click the [Sharing] tab and then [Additional Drivers].**
- 4 Select the [x64] or [x86] check box, and then click [OK].**

Install a universal printer driver whose bit type is different from that of the Windows you use.

  - Select [x64] to install the 64-bit universal printer driver.
  - Select [x86] to install the 32-bit universal printer driver.
- 5 Click [Browse] and locate the folder or the CD/DVD drive unit that contains the selected bit version of the universal printer driver.**
- 6 Select the “INF” file of the 32-bit or 64-bit universal printer driver, and then click [Open].**
  - For 32-bit Windows
    - Universal Printer 2 driver  
[Install Disk]:\Client\Drivers\UNI\32bit
    - Universal PS3 printer driver  
[Install Disk]:\Client\Drivers\PS\32bit
    - Universal XPS printer driver  
[Install Disk]:\Client\Drivers\XPS\32bit
  - For 64-bit Windows
    - Universal Printer 2 driver  
[Install Disk]:\Client\Drivers\UNI\64bit
    - Universal PS3 printer driver  
[Install Disk]:\Client\Drivers\PS\64bit
    - Universal XPS printer driver  
[Install Disk]:\Client\Drivers\XPS\64bit
- 7 Click [OK].**

The selected universal printer driver is now added to Windows.

## Installation from the Equipment's Shared Folder

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Perform installation corresponding to the Windows computer which is being used.

### Notes

- The following conditions should be satisfied to use this option:
  - The hard disk is installed in the equipment.
  - The SMB protocol is enabled, and the print share function is not restricted.  
For details, ask an administrator of this equipment.
- To perform installation, you must log into Windows with the "Administrator" privilege; this enables the installation and uninstallation of client software.  
If Windows Vista, Windows 7, Windows 8, Windows Server 2008, or Windows Server 2012 is used, you can perform the installation by temporarily changing the user account following the procedure below.
  - Click the file name link for the printer driver.
  - When the [User Account Control] dialog box is displayed, enter an administrator password, and then click [Yes] ([OK]).
- Even when you have logged into Windows with the "Administrator" privilege, the [User Account Control] dialog box may appear. In this case, click a button such as [Continue] for allowing the operation to continue.

### 1 Use the Explorer to open the equipment's shared folder (MFP Local).

### 2 Open the folder containing the printer driver you want to install.

- UNIV\_driver folder: Universal Printer 2 driver
- PS3\_driver folder: Universal PS3 printer driver
- XPS\_driver folder: Universal XPS printer driver

### 3 Double-click "Setup.exe".

The installation begins and the TCP/IP port (IPv4) is created automatically.

### 4 The installation is completed.

The result of the installation is displayed on the task bar.

- The printer driver has been installed normally (when SNMP V1 and V2 are configured for your TOSHIBA MFP).
- The printer driver has been installed normally (when SNMP V3 is configured for your TOSHIBA MFP).  
For instructions on how to check the SNMP settings, refer to the **Software Installation Guide**.
- When the equipment is connected in an IPv4 network environment, the installation is now completed.  
When the equipment is connected in an IPv6 network environment, configure the printer port manually referring to the **Software Installation Guide**.

## Installation on Citrix Products

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The Citrix server can be configured so that printers are automatically set up to be utilized when users log in with a Windows client computer. The configuration allows users to use the printers only within Citrix sessions. If an appropriate universal printer driver has not been installed in the Citrix server, it substitutes for a generic printer driver. In this case, you can carry out only printing, but not make use of other special print features.

To make the best use of TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems, install the universal printer driver in the Citrix server or in all member servers on the Citrix server farm before users log in with a Windows client computer.

### Note

The universal printer driver names should be the same, both on the Windows client computers and on the Citrix server. If they are different, the Citrix server uses a generic printer driver so that the limited print features can be used.

For more information, see the following online site:

<http://support.citrix.com/proddocs/topic/infocenter/ic-how-to-use.html>



# UNINSTALLATION

This chapter provides instructions on how to uninstall the universal printer driver.

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## Windows 7 / Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2

Follow the steps below to uninstall the universal printer driver from Windows 7 / Windows 8 / Windows 8.1 / Windows Server 2012 / Windows Server 2012 R2.

### Notes

- To perform uninstallation, you must log into Windows with the “Administrator” privilege. However, even if you have logged on with a user account other than “Administrator”, entering an administrator password upon display of the [User Account Control] dialog box enables you to perform uninstallation by temporarily changing the user account.
- Even when you have logged into Windows with the “Administrator” privilege, the [User Account Control] dialog box may appear. In this case, click a button such as [Continue] for allowing the operation to continue.

### 1 Click [Start] and then [Devices and Printers] to open the [Devices and Printers] folder.

When Windows 8 or Windows Server 2012 has been used, follow the steps below to open the [Devices and Printers] folder:

- 1) Move the cursor to the upper right corner or lower right corner of the computer screen, and then select [Start] in the menu.  
The [Start] screen appears.
- 2) Right-click in the blank area in the [Start] screen and click [All apps].  
The [Apps] screen appears.
- 3) Click [Control Panel].  
The [All Control Panel Items] screen appears.
- 4) Click [Devices and Printers].  
The [Devices and Printers] folder appears.

### 2 Right-click the printer icon to be deleted and select [Remove device] from the menu displayed.

When the confirmation dialog box for deletion is displayed, click [Yes].

### 3 Select one of the remaining printer icons and click [Print server properties].

The [Print Server Properties] dialog box appears.

### 4 Click the [Drivers] tab and then [Change Driver Settings].

### 5 Select the universal printer driver to be deleted and click [Remove].

The [Remove Driver And Package] dialog box appears.

### 6 Select [Remove driver and driver package] and click [OK].

The [Print Server Properties] dialog box appears.

### 7 Click [Yes].

The “Driver package information collected.” message is displayed.

### 8 Click [Delete].

The “Driver package deleted.” message is displayed.

### 9 Click [OK].

### 10 Close the [Print Server Properties] dialog box.

### 11 Delete the following files and folders.

- C:\WINDOWS\system32\spool\drivers\w32x86\3\esf\*.\*
- C:\WINDOWS\system32\spool\drivers\x64\3\esf\*.\*
- C:\WINDOWS\system32\spool\drivers\w32x86\PCC\esf\*.\*
- %USERPROFILE%\TOSHIBA\eSTUDIOX
- %ALLUSERSPROFILE%\TOSHIBA\eSTUDIOX
- C:\WINDOWS\system32\config\systemprofile\TOSHIBA\eSTUDIOX

## Windows Vista / Windows Server 2008

Follow the steps below to uninstall the universal printer driver from Windows Vista / Windows Server 2008.

### Notes

- To perform uninstallation, you must log into Windows with the “Administrator” privilege. However, even if you have logged on with a user account other than “Administrator”, entering an administrator password upon display of the [User Account Control] dialog box enables you to perform uninstallation by temporarily changing the user account.
- Even when you have logged into Windows with the “Administrator” privilege, the [User Account Control] dialog box may appear. In this case, click a button such as [Continue] for allowing the operation to continue.

- 1 Click [Start] and select [Control Panel]. Click [Printer] under [Hardware and Sound] to open the [Printers] folder.**
- 2 Right-click the printer icon to be deleted and select [Delete] from the menu displayed.**  
When the confirmation dialog box for deletion is displayed, click [Yes].
- 3 Right-click in the blank area in the [Printers] window. Click [Run as administrator] and then [Server Properties] in the menu displayed.**  
The [Print Server Properties] dialog box appears.
- 4 Click the [Drivers] tab and select the universal printer driver to be deleted. Then click [Remove].**  
The [Remove Driver And Package] dialog box appears.
- 5 Select [Remove driver and driver package] and click [OK].**  
The [Print Server Properties] dialog box appears.
- 6 Click [Yes].**  
The “Driver package information collected.” message is displayed.
- 7 Click [Delete].**  
The “Driver package deleted.” message is displayed.
- 8 Click [OK].**
- 9 Close the [Print Server Properties] dialog box.**
- 10 Delete the following files and folders.**
  - C:\WINDOWS\system32\spool\drivers\w32x86\3\esf\*.\*
  - C:\WINDOWS\system32\spool\drivers\x64\3\esf\*.\*
  - C:\WINDOWS\system32\spool\drivers\w32x86\PCC\esf\*.\*
  - %USERPROFILE%\TOSHIBA\eSTUDIOX
  - %ALLUSERSPROFILE%\TOSHIBA\eSTUDIOX
  - C:\WINDOWS\system32\config\systemprofile\TOSHIBA\eSTUDIOX

## Windows XP / Windows Server 2003

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Follow the steps below to uninstall the universal printer driver from Windows XP / Windows Server 2003.

### Note

To perform uninstallation, you must log into Windows with the "Administrator" account.

- 1 Click [Start] and then [Printers and Faxes] to open the [Printers and Faxes] folder.**
- 2 Right-click the printer icon to be deleted and select [Delete] from the menu displayed.**  
When the confirmation dialog box for deletion is displayed, click [Yes].
- 3 Click the [File] menu and select [Server Properties].**  
The [Print Server Properties] dialog box appears.
- 4 Select the [Drivers] tab. Select the universal printer driver to be deleted, and click [Remove].**  
The [Print Server Properties] dialog box appears.
- 5 Click [Yes].**  
The universal printer driver is completely deleted.
- 6 Delete the following files and folders.**
  - C:\WINDOWS\system32\spool\drivers\w32x86\3\esf\*.\*
  - C:\WINDOWS\system32\spool\drivers\x64\3\esf\*.\*
  - C:\WINDOWS\system32\spool\drivers\w32x86\PCC\esf\*.\*
  - %USERPROFILE%\TOSHIBA\eSTUDIOX
  - %ALLUSERSPROFILE%\TOSHIBA\eSTUDIOX
  - C:\WINDOWS\system32\config\systemprofile\TOSHIBA\eSTUDIOX

## RESTRICTIONS

This chapter provides information about the restrictions on the universal printer driver.

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## About the Restrictions

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- When the universal printer driver in a server is installed in a client computer using “Point and Print” and the default value is set in [Settings] on the [General] tab in the universal printer driver of the client computer, it cannot be reflected as a default in the client computer even if [Normal Settings] is changed in the universal printer driver of the server.
- Incompatibility with TOSHIBA Universal Printer, TOSHIBA e-STUDIO Series PS3, and a TOSHIBA e-STUDIO Series XPS printer driver  
Features like “Profile”, “Watermark”, “Overlay”, exported setting files created with TOSHIBA Universal Printer, TOSHIBA e-STUDIO Series PS3, TOSHIBA e-STUDIO Series XPS printer drivers will not work with this version’s universal printer driver. Please recreate them with this version’s universal printer driver.
- XPS Printer Driver
  - Overlay files cannot be created in the following circumstances even if “Print to Overlay File” is selected and executed.  
When executing with the automatically duplicated XPS Printer Driver (Auto Created Client Printer) in the Citrix environment.
  - To print by using the automatically duplicated XPS printer driver (Auto Created Client Printer) in the Citrix environment, select a font for a watermark, which has been installed in a client computer. Otherwise, the watermark cannot be printed properly.

## APPENDIX

This appendix provides support information about TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems.

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## Support Information

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For support information about TOSHIBA Multifunctional Digital Color Systems / Multifunctional Digital Systems, see the following online site:

[http://www.toshibatec-ris.com/download\\_overseas/](http://www.toshibatec-ris.com/download_overseas/)



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