

Simply Print - Advanced Driver Troubleshooting Guide



Northumbria University
NEWCASTLE

Driver Print allows you to set up a connection on your Windows, Mac or Linux device which will allow you to print to a University printer directly from the application you are using. If you are having difficulty making the connection, the following tips may help you:

Mac OSX

Problem: I need to remove the old drivers before setting up new ones. (This is needed after our change in April 2016 to show both the mono and colour queues in Simply Print).

Solution: Go to **Printers and Scanners** and locate the printer/driver you need to remove. Highlight it and click [-]

Problem: I choose **Select software** as instructed in **Step 4**, however the driver is not available for me to select.

Solution: Make sure that you have copied both of the extracted **Mac OS X driver** files into your Resources folder - **Mac HDD > library > Printers > PPDs > Contents > Resources**

Problem: I have downloaded the driver as instructed but I cannot find the file.

Solution: The default location for downloads on a Mac is your Downloads folder. To access this select **Finder > Downloads**. Downloads also appears as an icon in your dock during and after a successful download.

To find the specific file this way, **right-click Downloads** in your dock, and select **Open Downloads**

Problem: I have added the printer; but my jobs stay on my Mac rather than being sent. When I check the printer it says **Ready to Print**. If I hit **Resume** it starts to print but then goes back to **Ready to Print** without having printed.

Solution: When you set up the queue, it appears you did not choose **Internet Printing Protocol – IPP** as the protocol.

To resolve, you will need to delete the printer and re-add it, ensuring that you choose **Internet Printing Protocol – IPP** as the protocol.



Windows

Problem: I need to remove the old drivers before setting up new ones. (This is needed after our change in April 2016 to show both the mono and colour queues in Simply Print).

Solution: Go to **Start > Devices and Printers** and locate the printer/driver you need to remove. Right-click and select **Remove Device**

Problem: I have downloaded the driver as instructed but I cannot find the file.

Solution: The default location for downloads in Windows is your **Downloads** folder: **C:\Users\Your Username\Downloads**.

If the file is not here your download location is not set to the default. You can check the location in the settings of your web browser, or alternatively, right-click the link for the driver on the instructions web-page and choose **Save as....**

You will then have the option to decide exactly where to save it.

Problem: Every time I print I get a popup message **Printer Status is not available at this time**. My job does successfully print.

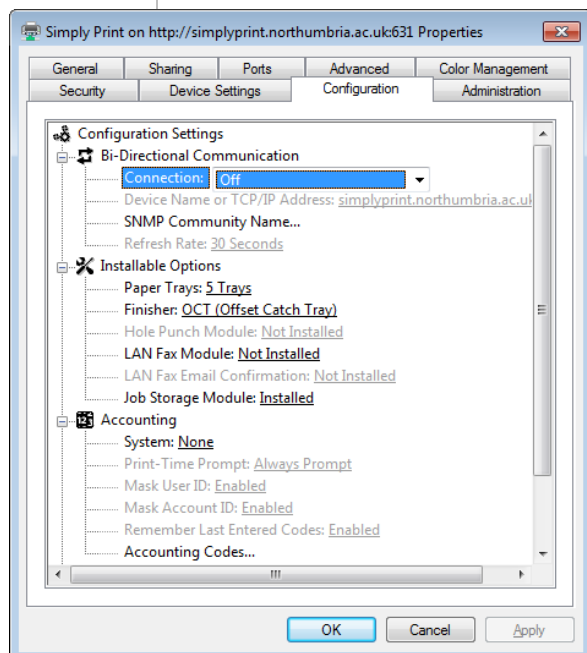


Solution: This is caused by a setting within the driver. To resolve this:

- Open **Control Panel > Devices and Printers**
- Locate the Simply Print printer, right-click and select **Printer Properties**

*Note: You must select the **Printer Properties** option, **NOT** the **Properties** option.*

- Select the **Configuration** tab, and under **Bi-Directional Communication** set **Connection** to **Off**.
- Click **Apply** and **OK**.



Problem: When adding the printer and choosing the driver, I select the file **x2DSPYX.inf** as instructed however I get a message saying **Unable to find any drivers for this device**

Solution: It would appear you have downloaded the wrong driver for your device's **system type**. See the next section of this guide for how to determine if your device's system type is 32-bit or 64-bit. Download the other driver and use that instead.

How do I determine if my Windows device is 32-bit or 64-bit?

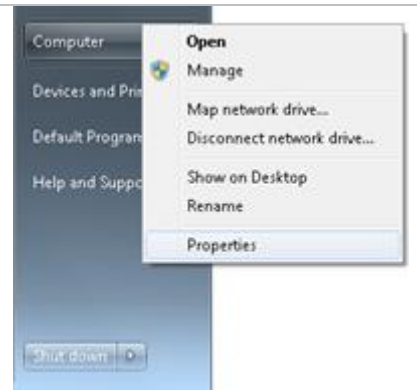
The new Simply Print **Advanced Driver Print** feature requires you to download and unzip a printer driver to your own device.

There are a number of possible drivers; which one to use is dependent on your version of Windows as well as your **System Type**, i.e. whether the device is **32-bit** or **64-bit**.

Windows 7

Open your **Start** menu, right-click **Computer** and select **Properties** from the popup menu.

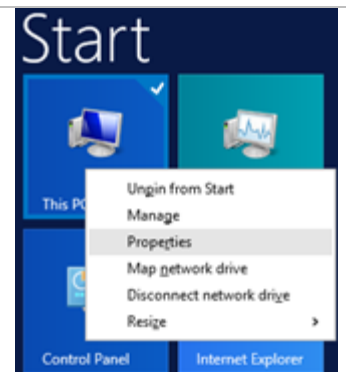
The **System Control Panel** will open and your **System Type** is displayed here.



Windows 8

Open your **Start** menu, right-click **This PC** and select **Properties** from the popup menu.

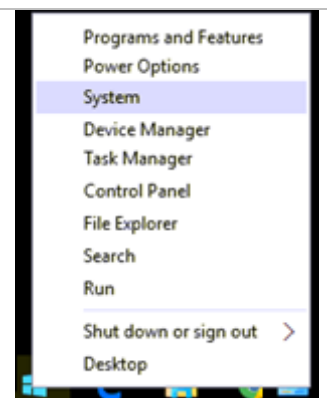
The **System Control Panel** will open and your **System** type is displayed here.




Windows 10

Right-click the **Start** button and select **System** from the popup menu.

The **System Control Panel** will open and your **System type** is displayed here.



IT Support - open 24 hours, 365 days a year

Email it.helpline@northumbria.ac.uk
Phone 0191 227 4242
Chat northumbria.ac.uk/itchat
 twitter.com/NorthumbriaIT