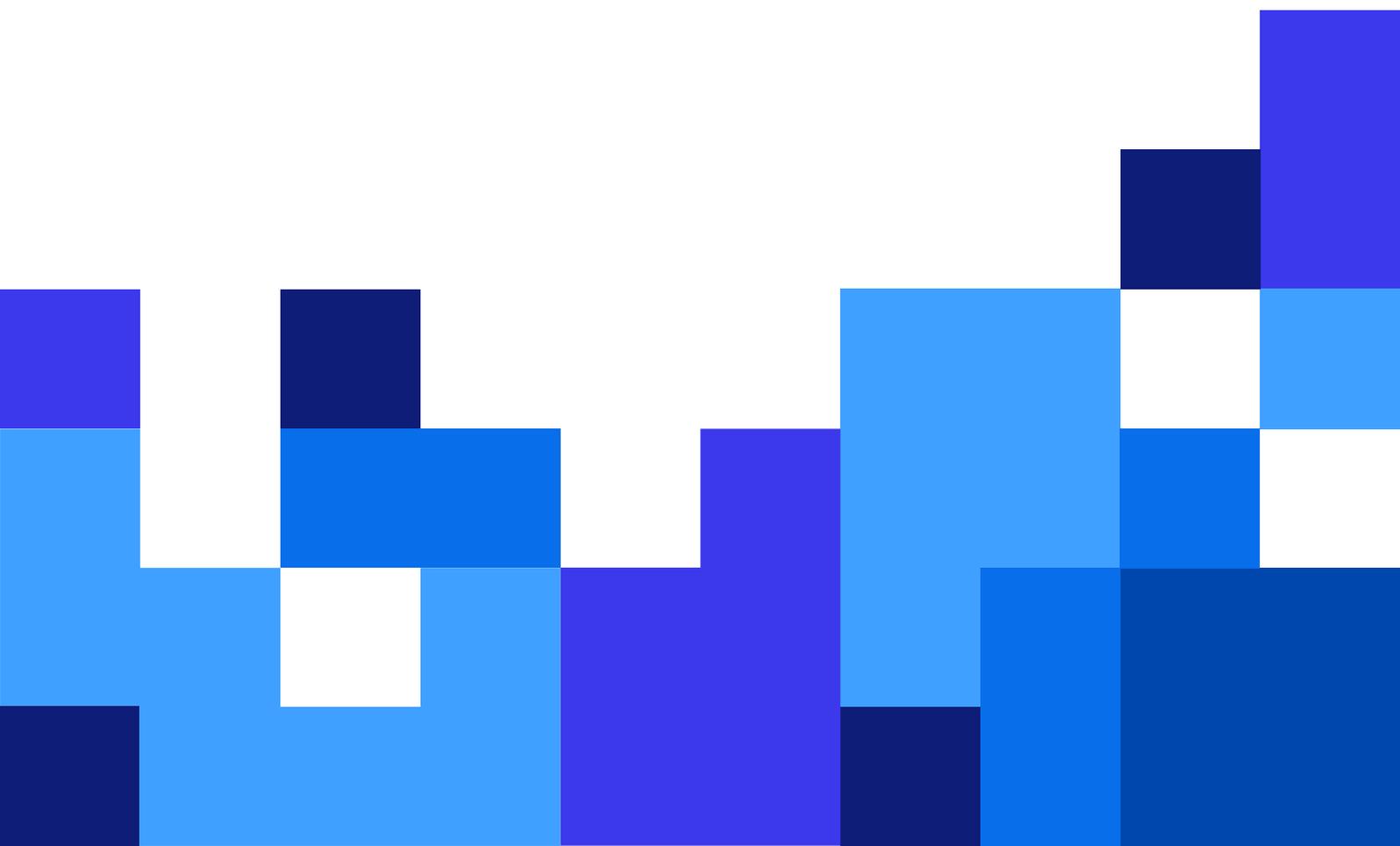


# Driver Installation Guide

Rev-2021-10



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# 1. Printer Driver Installation

Use this document to learn how to install, upgrade, uninstall and troubleshoot NiceLabel printer drivers on your Windows system. This document refers to **Windows 10**, but you can apply similar steps to other supported Windows operating systems.

There are two ways to install NiceLabel printer drivers. We recommend you to use NiceLabel **PrnInst** application. You can run **PrnInst** application can run as a graphical user interface (a wizard) or via the command line interface. The alternative option is to use the Windows **Add printer or scanner** process.



## NOTE

Before starting with printer driver installation, make sure you are logged in as an administrator.

## 1.1. Installation with PrnInst

**Printer Installation Wizard (PrnInst)** is a wizard type of application to install NiceLabel printer drivers on your Windows system.

PrnInst based driver installation is available for printing devices that are connected to a LAN network or any other computer port.

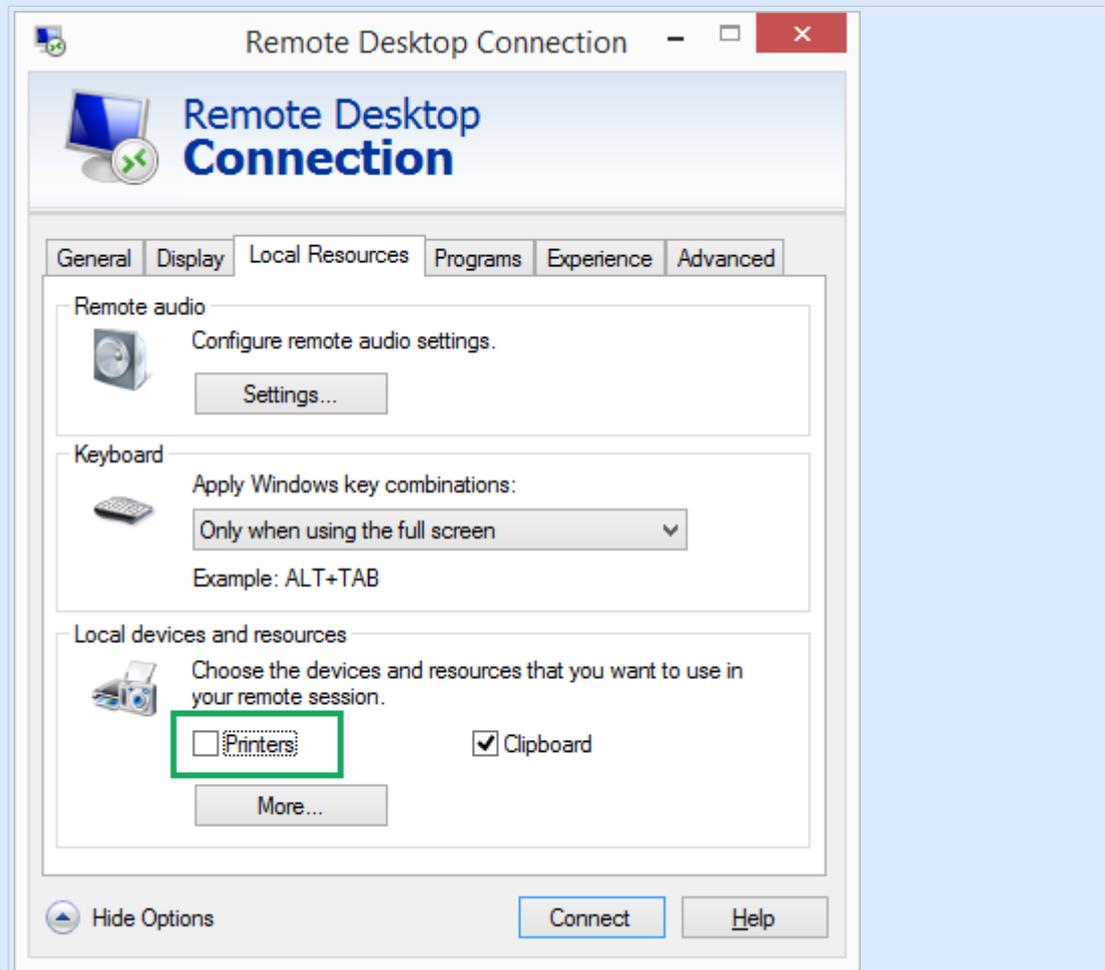
Download your NiceLabel printer driver from the [printer download page](#) and run the downloaded self-extractable .exe file. PrnInst application starts automatically. Follow the below described wizard steps to install the driver.

Download your NiceLabel printer driver and run the downloaded self-extractable .exe file. PrnInst application starts automatically. Follow the below described wizard steps to install the driver.



## NOTE

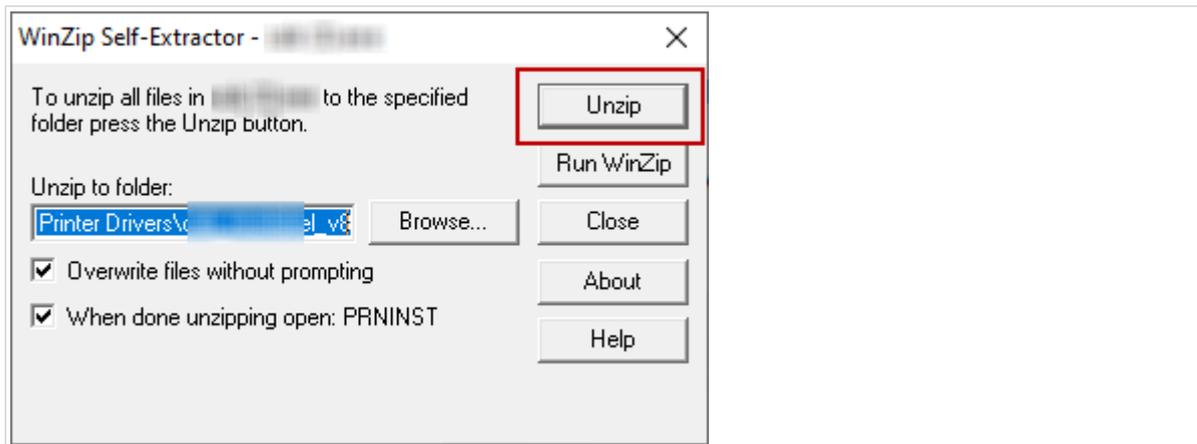
Disable printer mapping when you install your printer driver using the remote desktop connection. To disable printer mapping, open the **Remote Desktop Connection** window and deselect **Printers** option in the **Local Resources** tab.



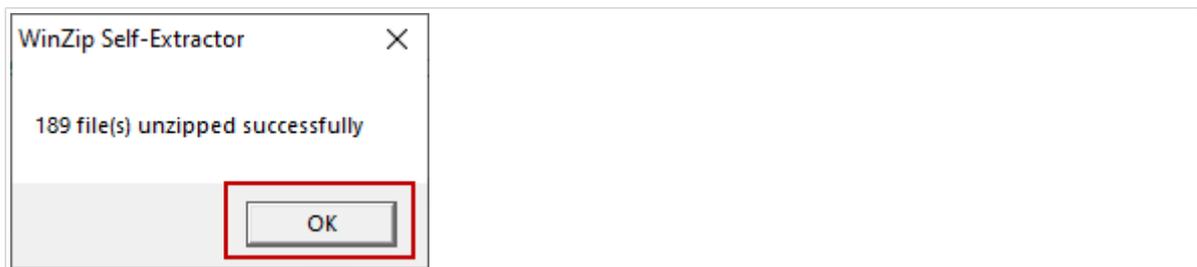
### 1.1.1. Introductory Steps

To complete introductory PrnInst steps:

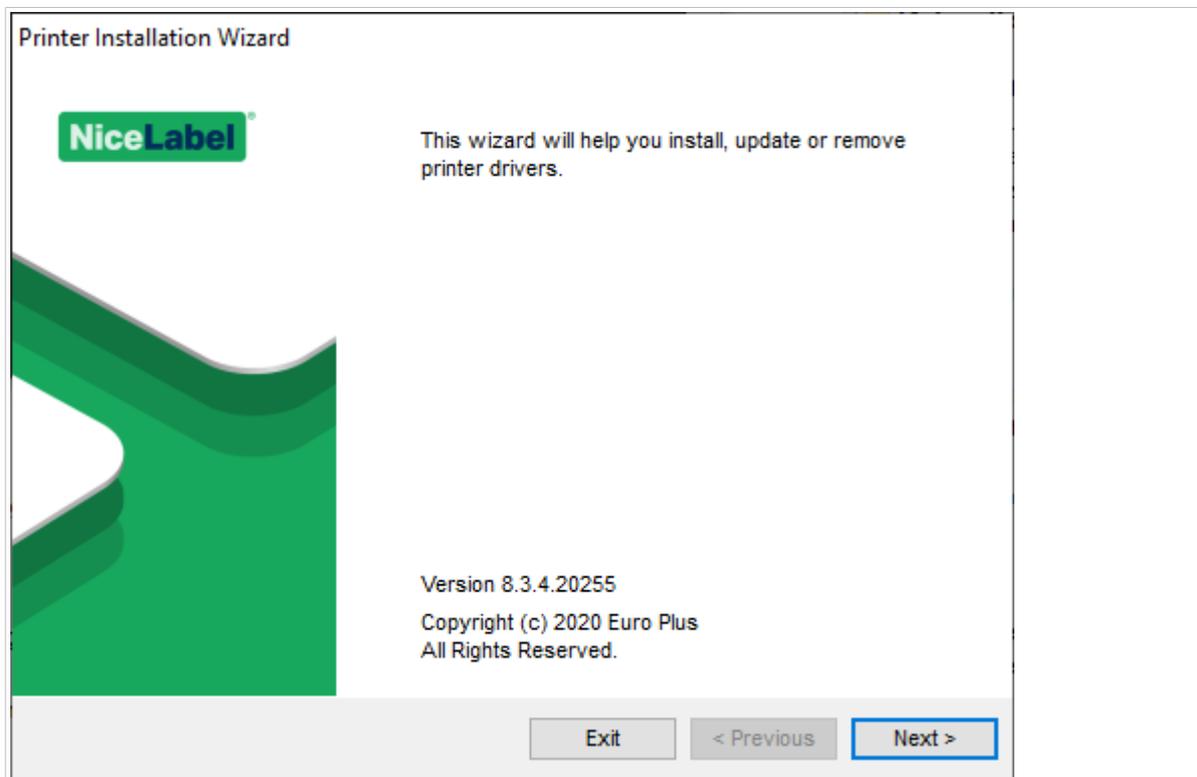
1. Double click your downloaded driver package .exe file and click the **Unzip** button.

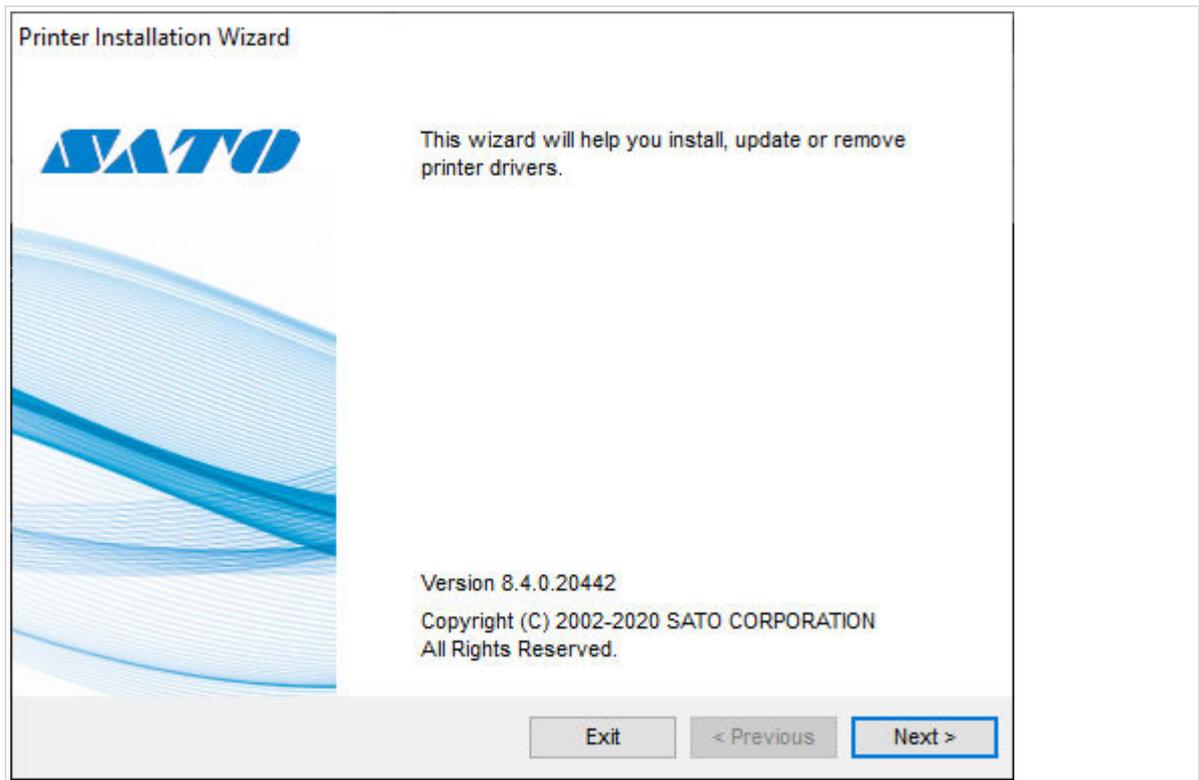


2. After your files self-extract, click **OK**.

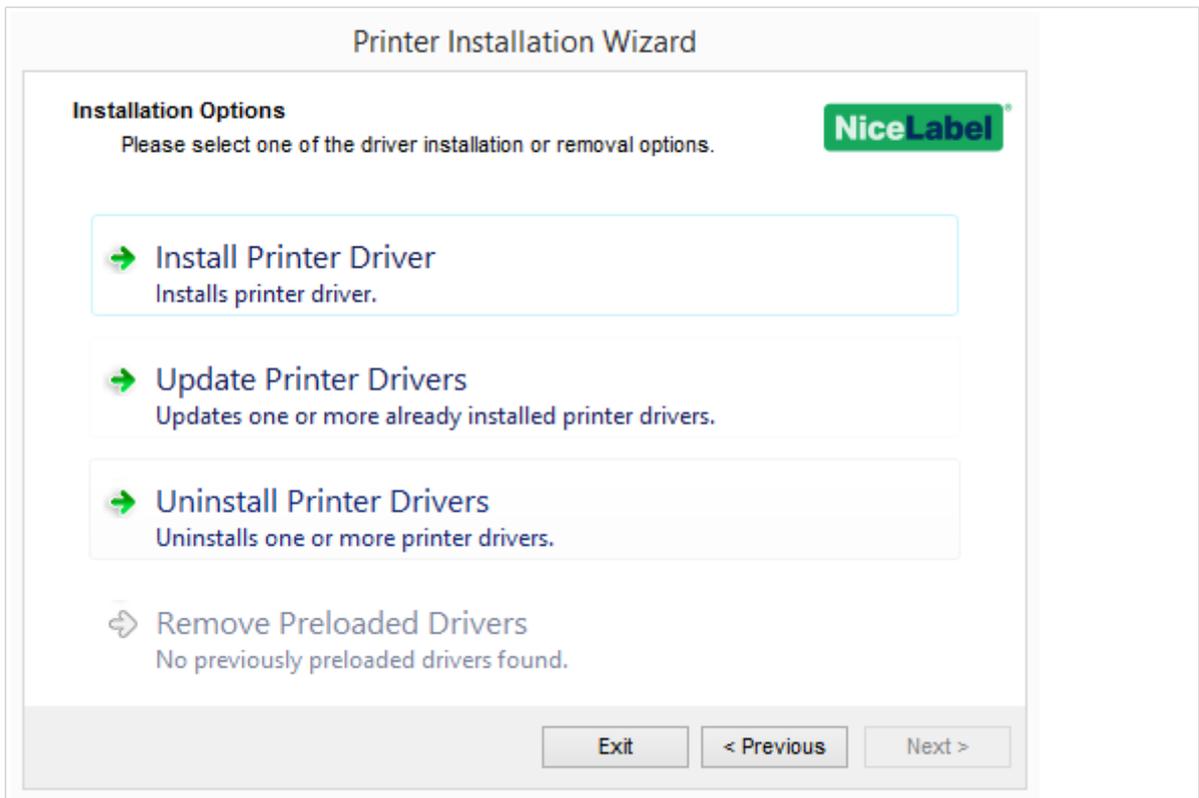


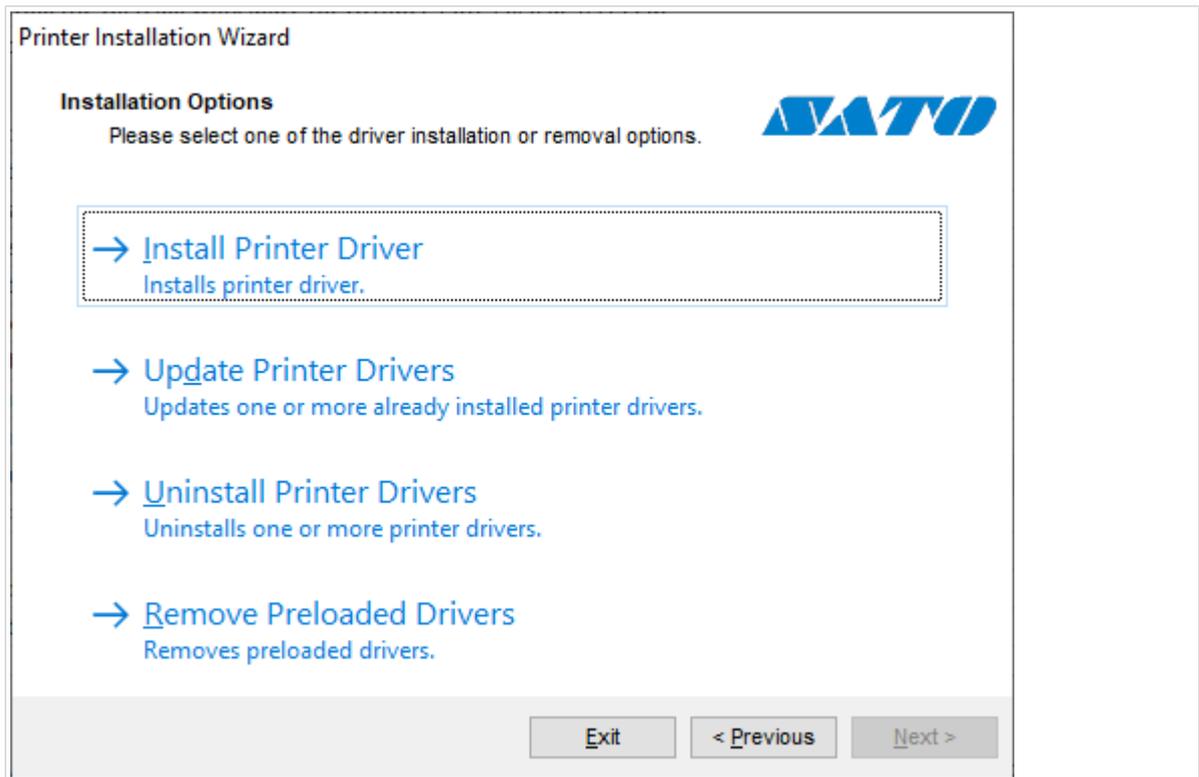
3. Allow your computer to run the printer install wizard.
4. Welcome screen appears. Click **Next**.



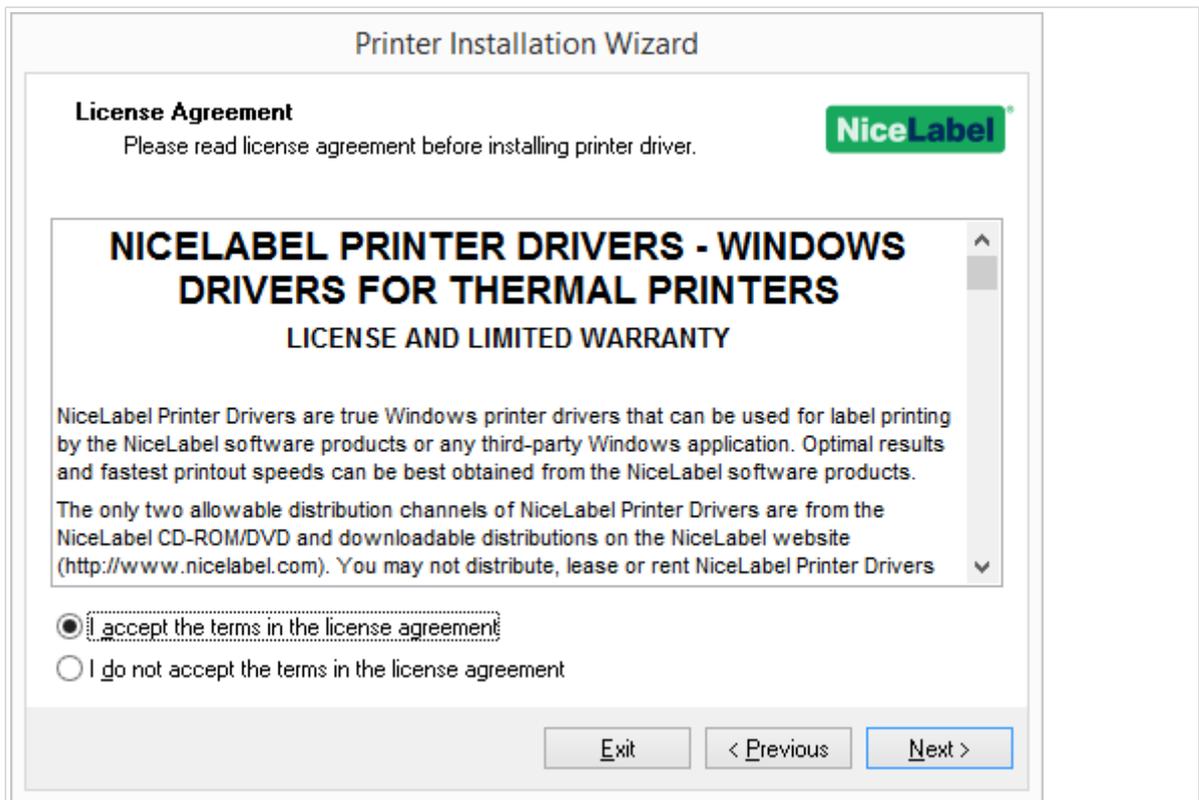


5. Select **Install Printer Driver** and click **Next**.

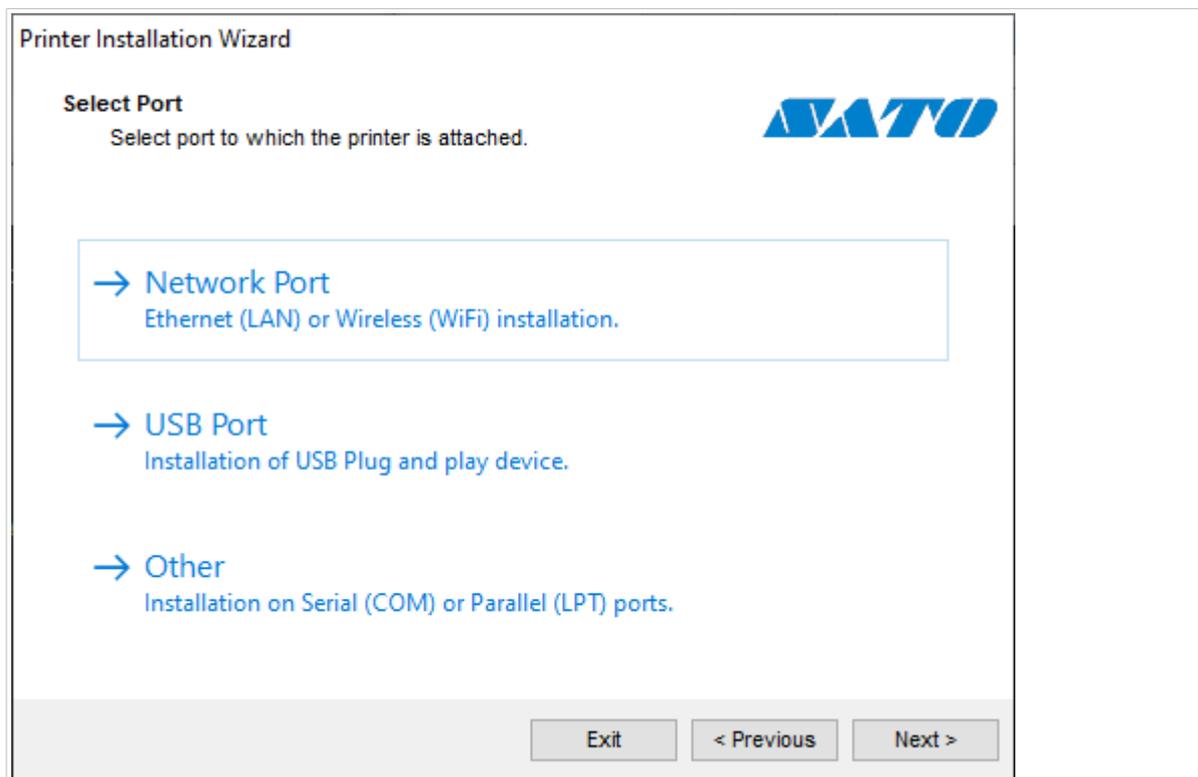
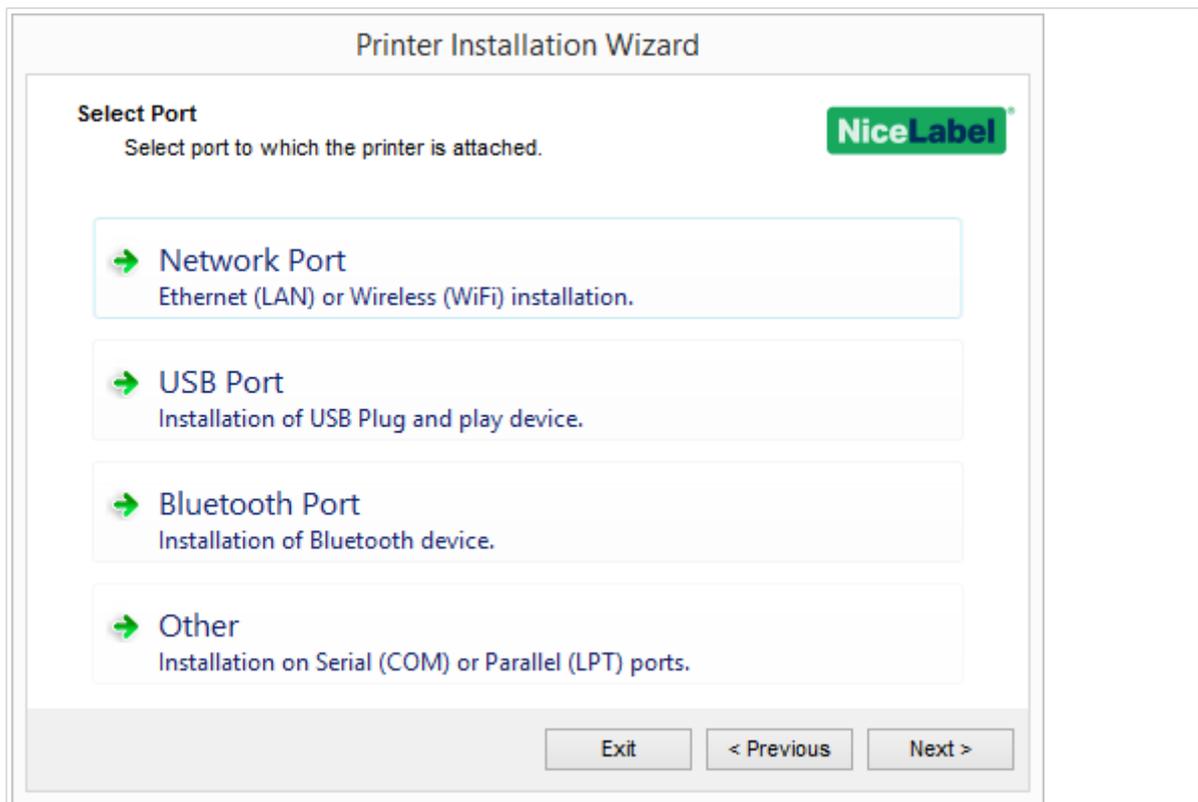




6. Accept the terms of the **License agreement** and click **Next**.



7. Select printer port and click **Next**.



Steps for the available printer port options are described in dedicated topics:

- [Section 1.1.2, "Network Port Installation Steps"](#)
- [Section 1.1.3, "USB Port Installation Steps"](#)
- [Section 1.1.4, "Bluetooth Port Installation Steps"](#)

- [Section 1.1.5, "Other Port Installation Steps"](#)



## NOTE

Check the available ports on your printer before you select the printer port you want to use at installation. Some printer models have only a limited selection of printer ports.

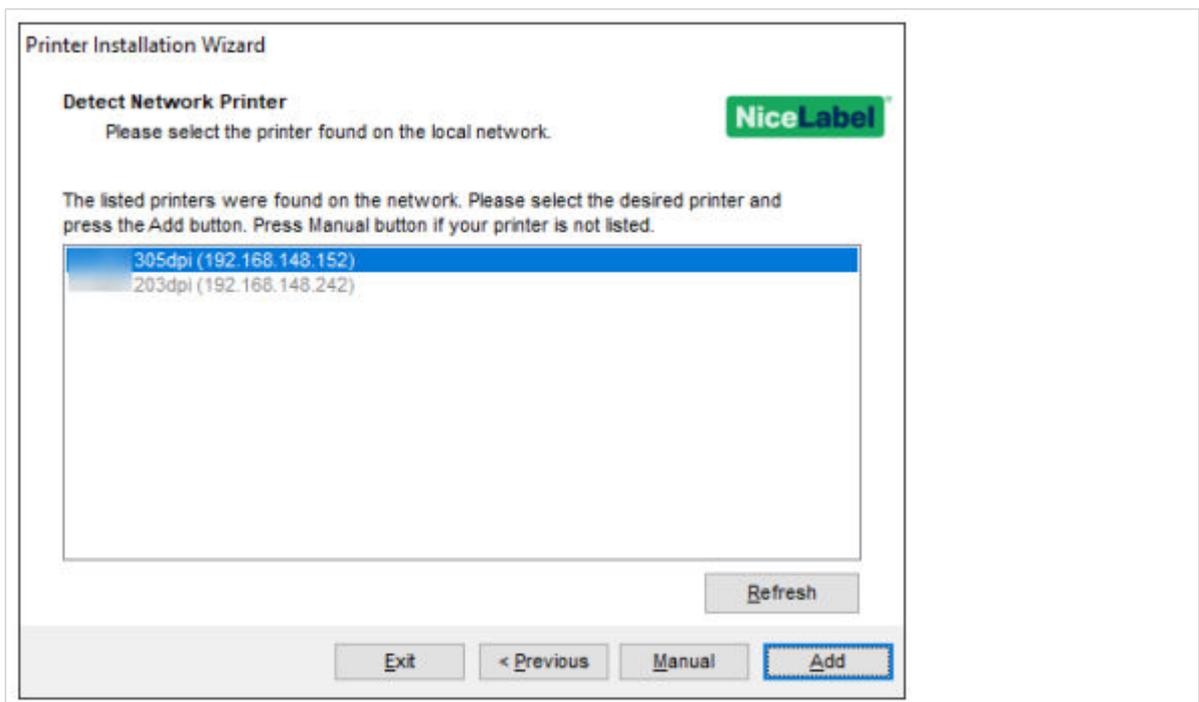
## 1.1.2. Network Port Installation Steps

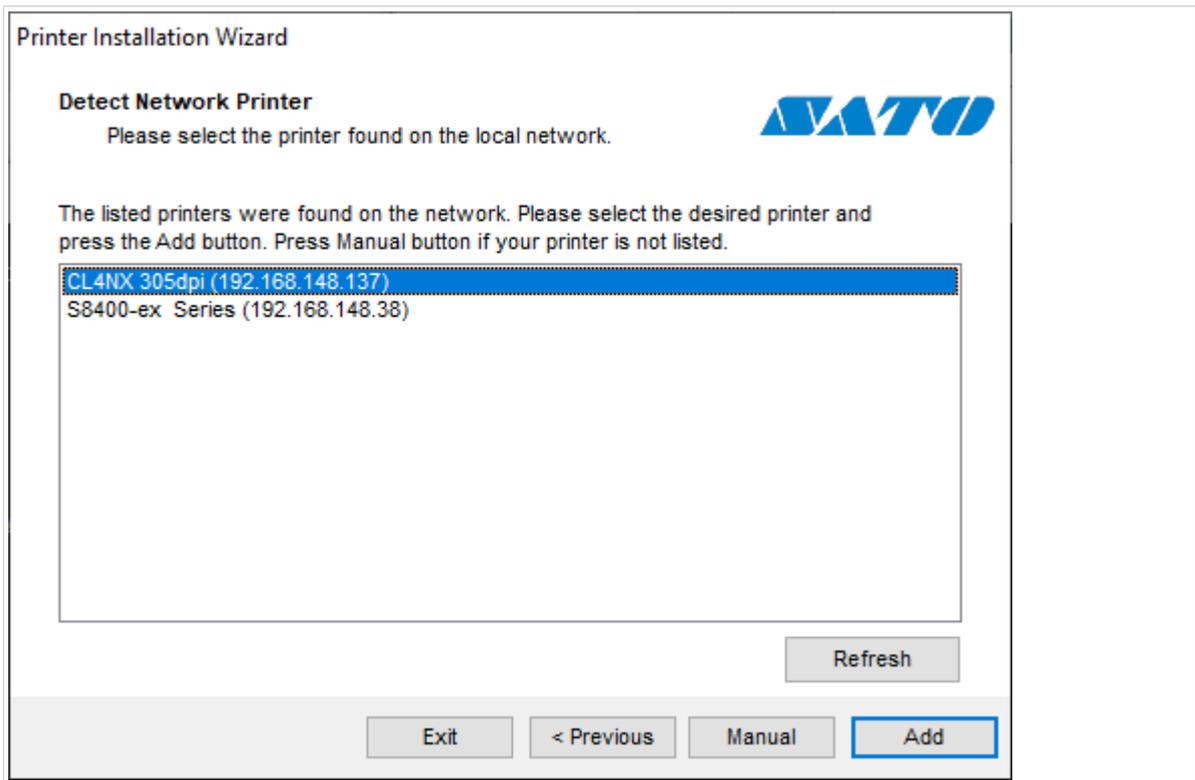
After selecting the network port, install one of the printers which are discovered on the network, or install the printer manually.

### 1.1.2.1. Network port installation using network discovery

**Detect Network Printer** window opens after starting the network port installation process.

1. Select the detected network printer and click **Add**.





#### NOTE

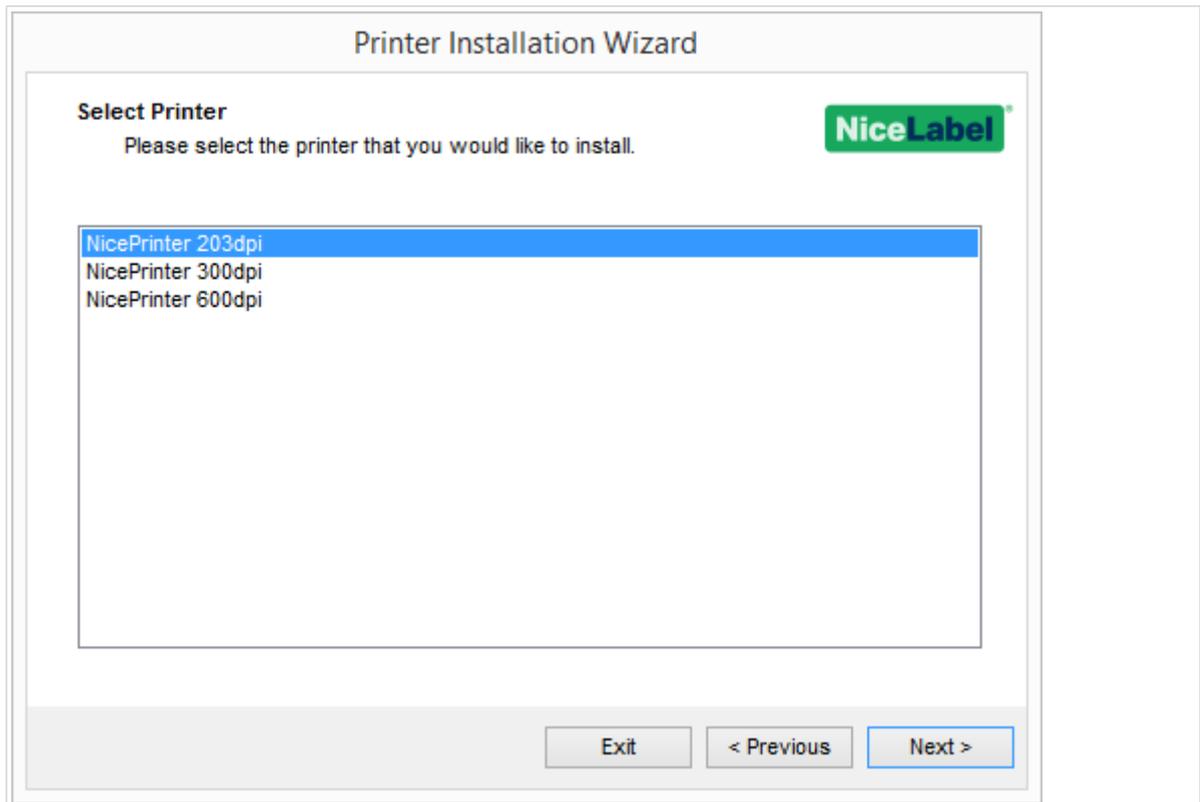
Network ports that are in use are listed at the bottom of the list and grayed out.



#### NOTE

For printers that identify themselves by their series (and not by the exact model), select from the listed series of printers. This series may include multiple printer models. The selection directs you to the [Printer options step](#).

2. If specific models of the detected printer's vendor are listed, select the appropriate one and click **Next**.



3. Wizard redirects you to the [Printer options](#) step.
4. Follow the wizard to install your printer driver.



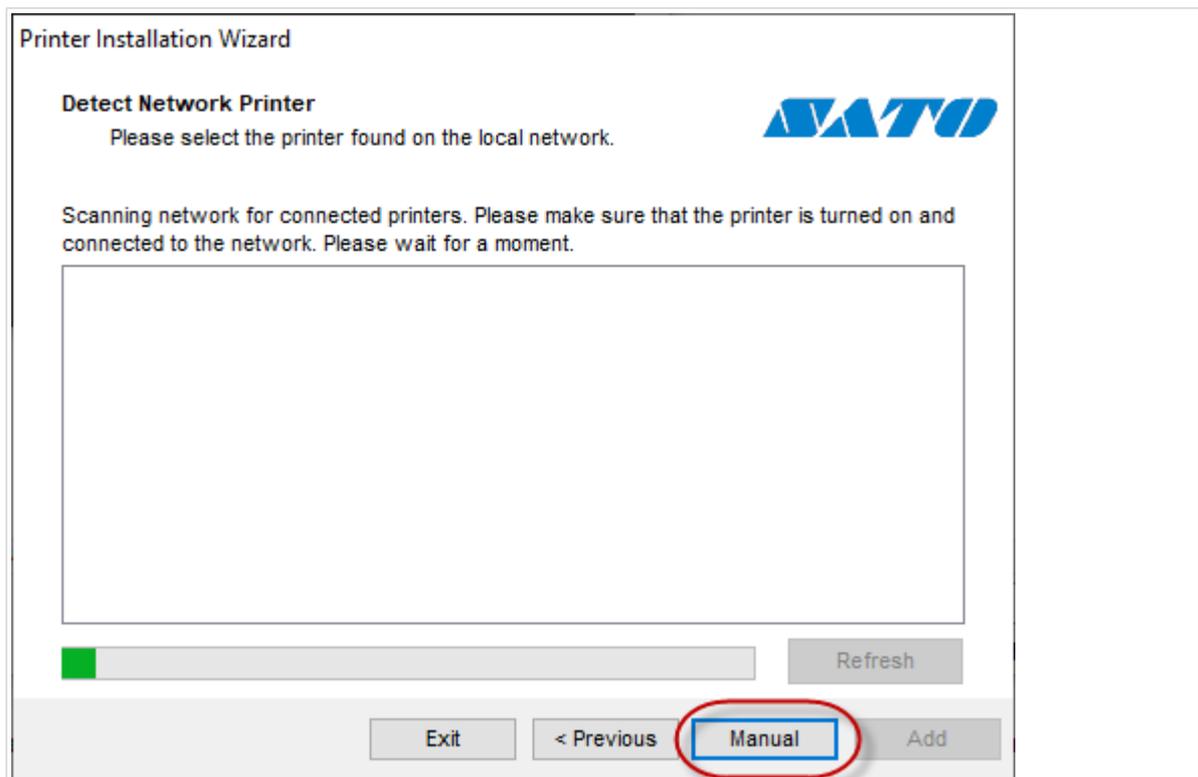
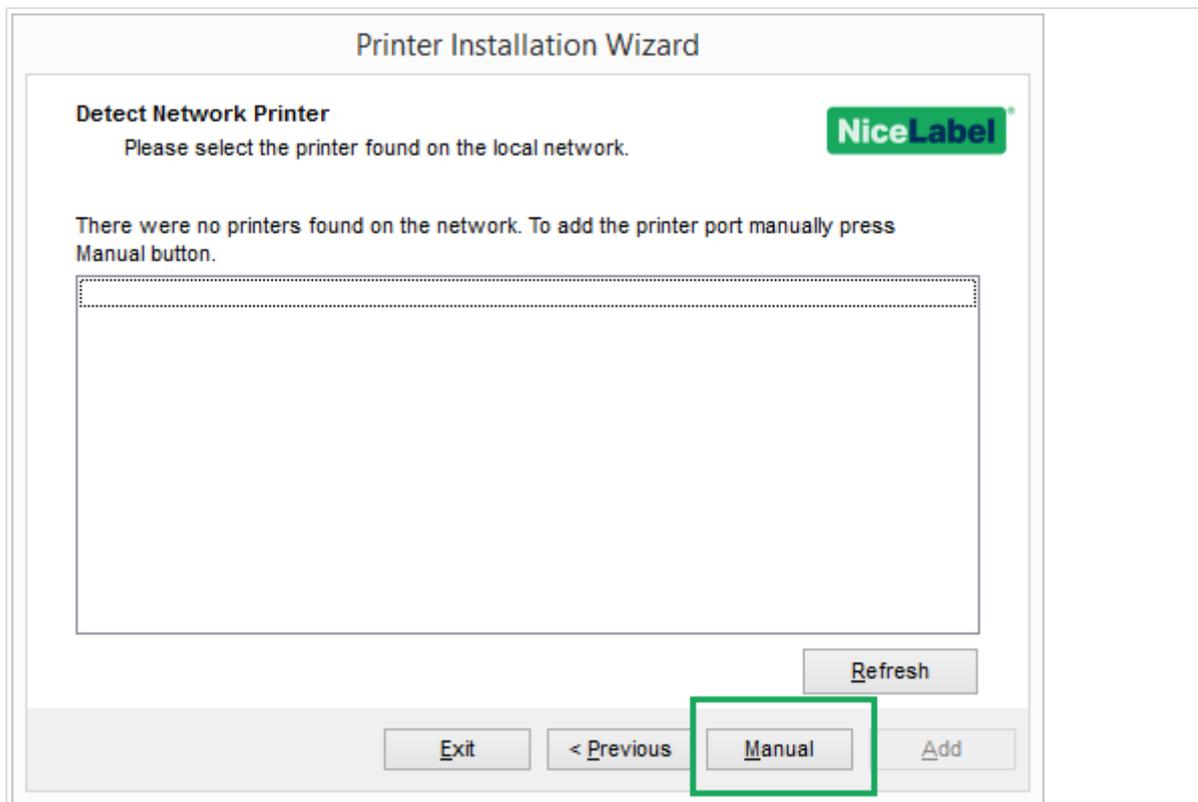
#### NOTE

Network discovery is available if the printer model supports bidirectional communication.

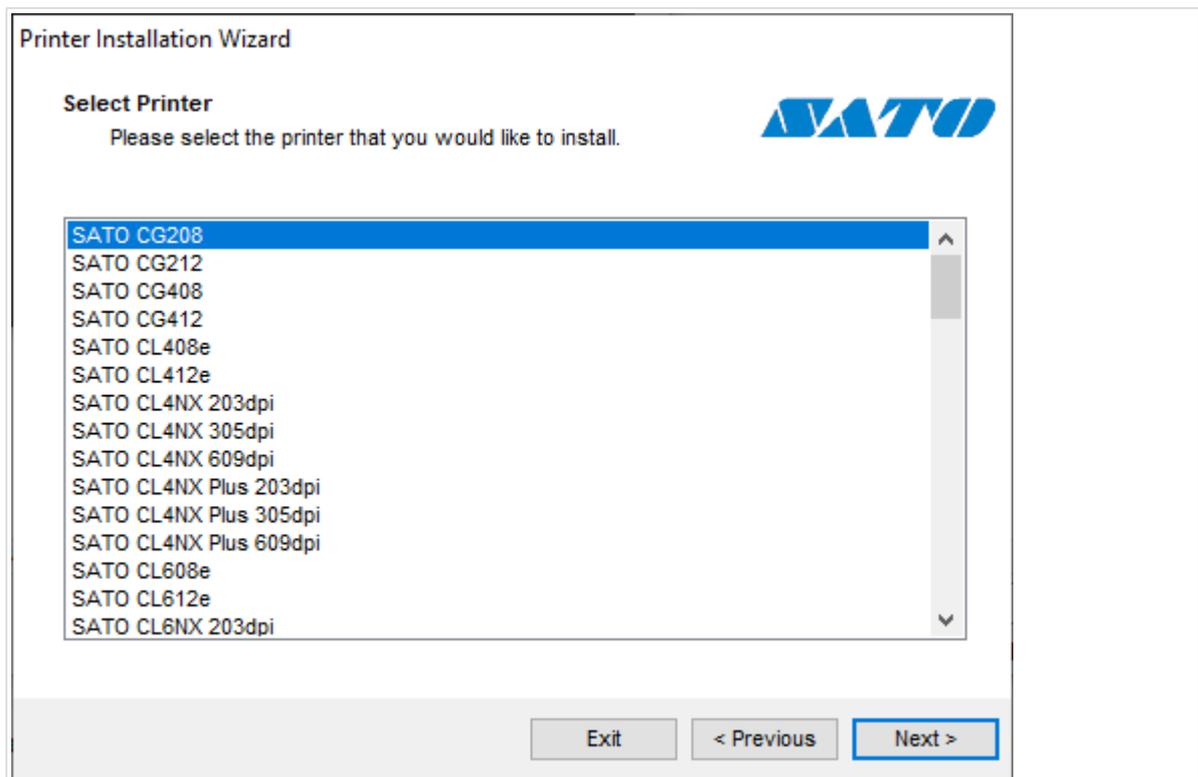
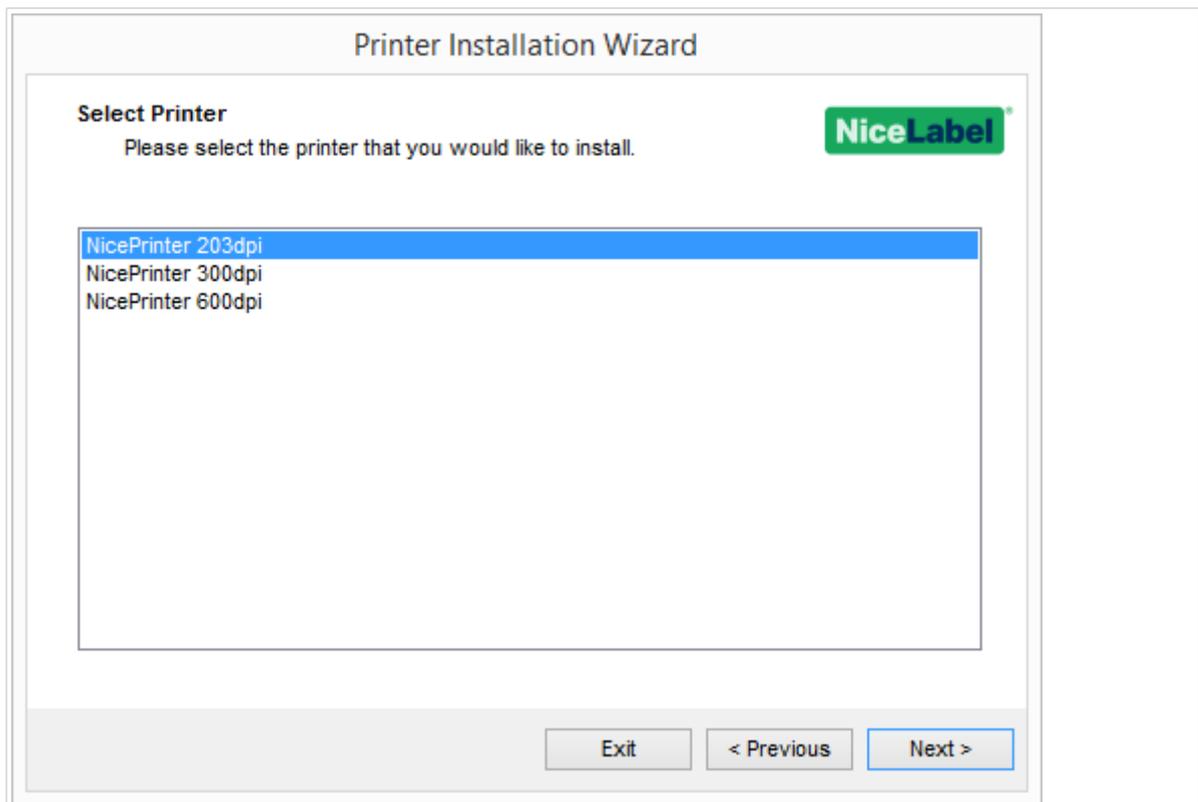
### 1.1.2.2. Manual Network port installation

**Detect Network Printer** window opens after starting the network port installation process.

1. To start the manual network port printer driver installation, click **Manual**.



2. Select your printer model.



3. In **Select Network Port** window select which network port your printer will connect to.
  - **Create a new network port** option opens the **Add Network Port** window.

Printer Installation Wizard

**Select Network Port**

Select the port your printer is connected to.



Create a new network port:  
 Use an existing port:

Port	Type	Configuration
LAN_192.168.1.100:9100	SATOV6 Advanced P...	192.168.1.100:9100

Show all ports

Configure

Exit   < Previous   **Next >**

Printer Installation Wizard

**Select Network Port**

Select the port your printer is connected to.



Create a new network port:  
 Use an existing port:

Port	Type	Configuration
LAN_SATO_CL4NX_305dpi	SATOV6 Advanced P...	192.168.148.137:9100

Show all ports

Configure

Exit   < Previous   **Next >**

**Printer Installation Wizard**

**Add Network Port** 

Enter port configuration for the desired printer.

Port Name:

Printer Name or IP Address:

Port Number:

**Printer Installation Wizard**

**Add Network Port** 

Enter port configuration for the desired printer.

Port name: LAN\_

Printer Name or IP Address:

Port number:

- **Port Name:** defines the name for the newly created network port.



## IMPORTANT

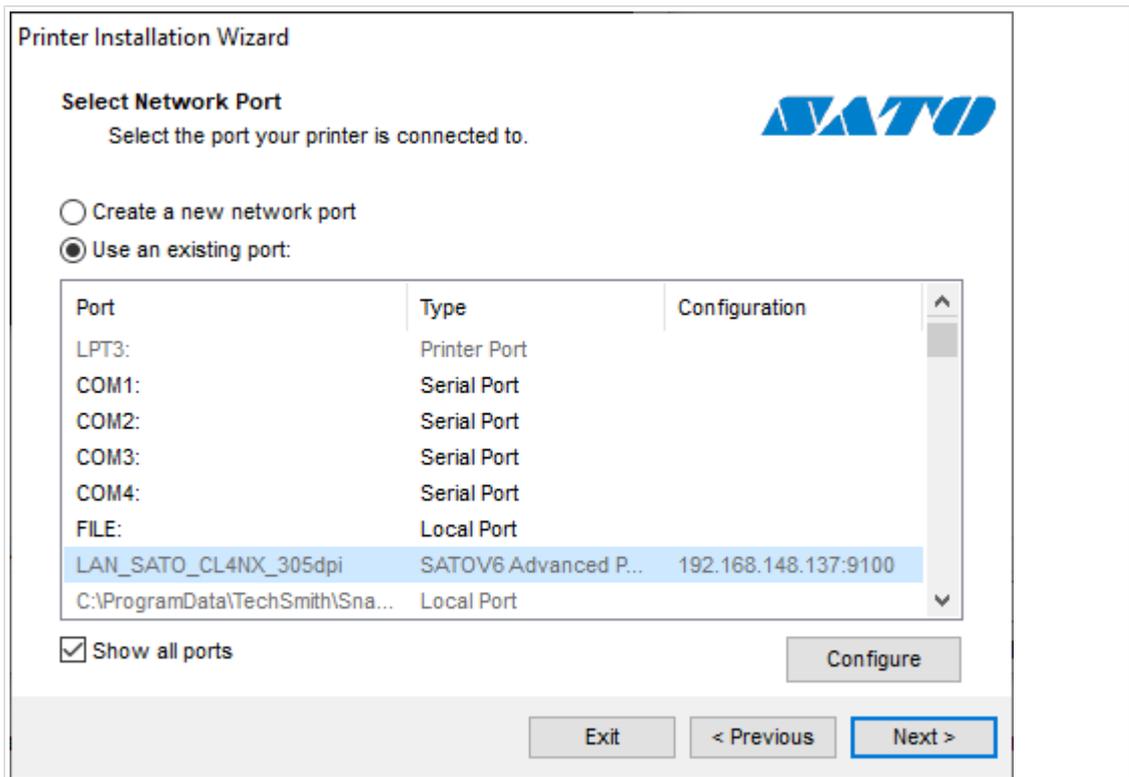
Use the "LAN\_" prefix in the **Port Name** to signal the printer driver that this is a bidirectional enabled port. Without the "LAN\_" prefix, bidirectional communication stops and disables printer status checking.

### Example:

LAN\_NicePrinter\_300 dpi

- **Printer Name or IP Address:** defines which printer connects to the newly created network port.
- **Port Number:** number of the newly created network port. PrnInst suggests the number automatically.
- **Use an existing port:** selects an automatically detected network port to connect the printer.

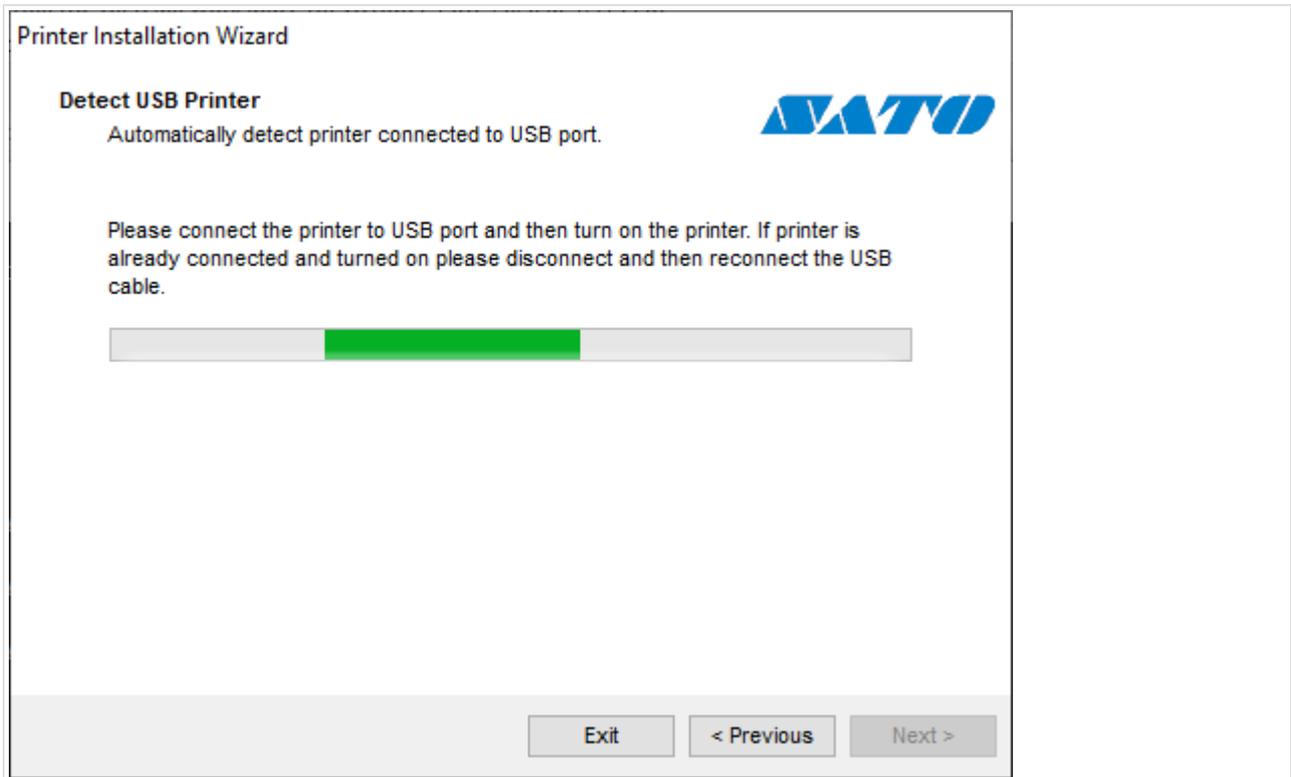
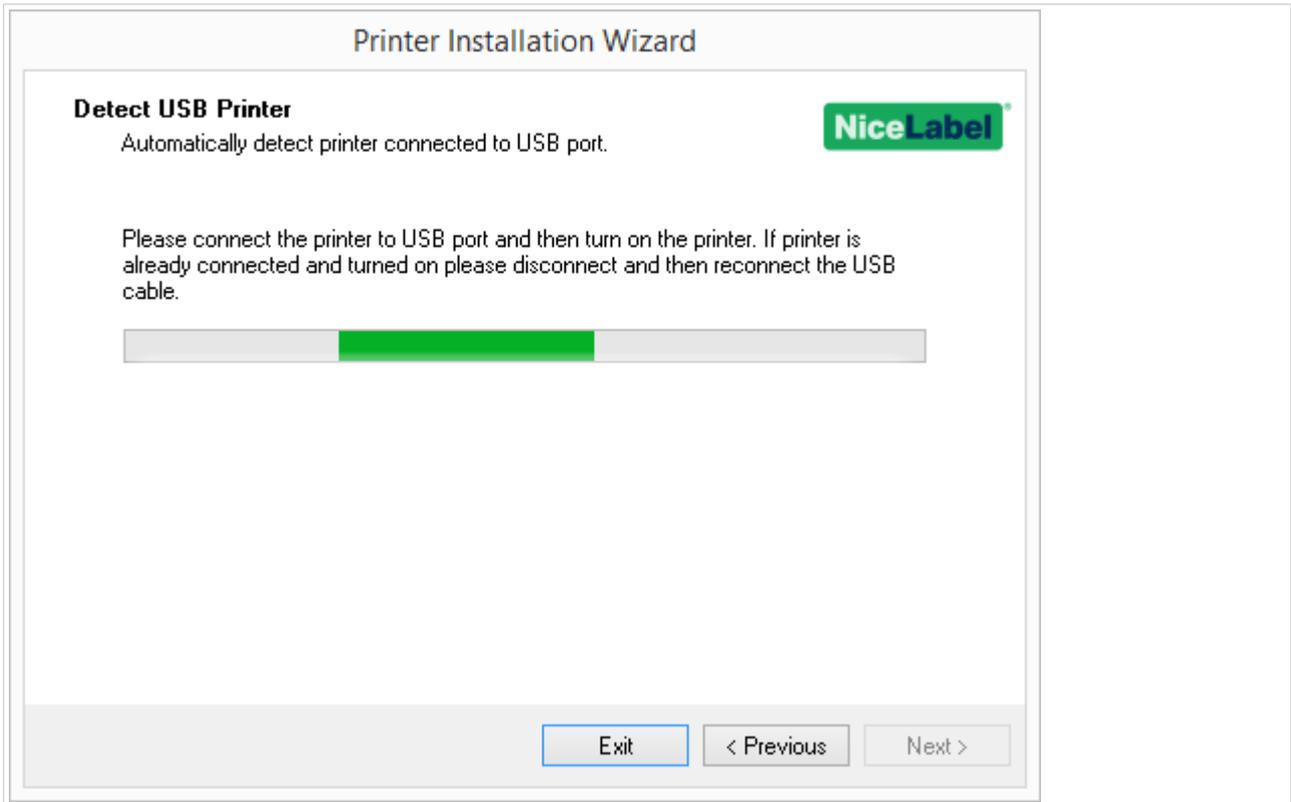
Port	Type	Configuration
LAN_NicePrinter_300dpi	Advanced Port Monitor	PLANET:9100
LAN_NicePrinter_300dpi (1)	Advanced Port Monitor	PLANET:9100
LAN_NicePrinter_300dpi (2)	Advanced Port Monitor	192.168.148.210:9100
LAN_NicePrinter_300dpi (3)	Advanced Port Monitor	192.168.148.210:9100
LAN_NicePrinter_300dpi (4)	Advanced Port Monitor	192.168.148.210:9100
LAN_NicePrinter_300dpi (5)	Advanced Port Monitor	192.168.148.210:9100
PORTPROMPT:	Local Port	
SHRFAX:	Fax Monitor Port	



- Enable **Show all ports** option to list all available (also non-network) ports.
- Click **Next** to proceed to [Printer Options](#) step.

### 1.1.3. USB Port Installation Steps

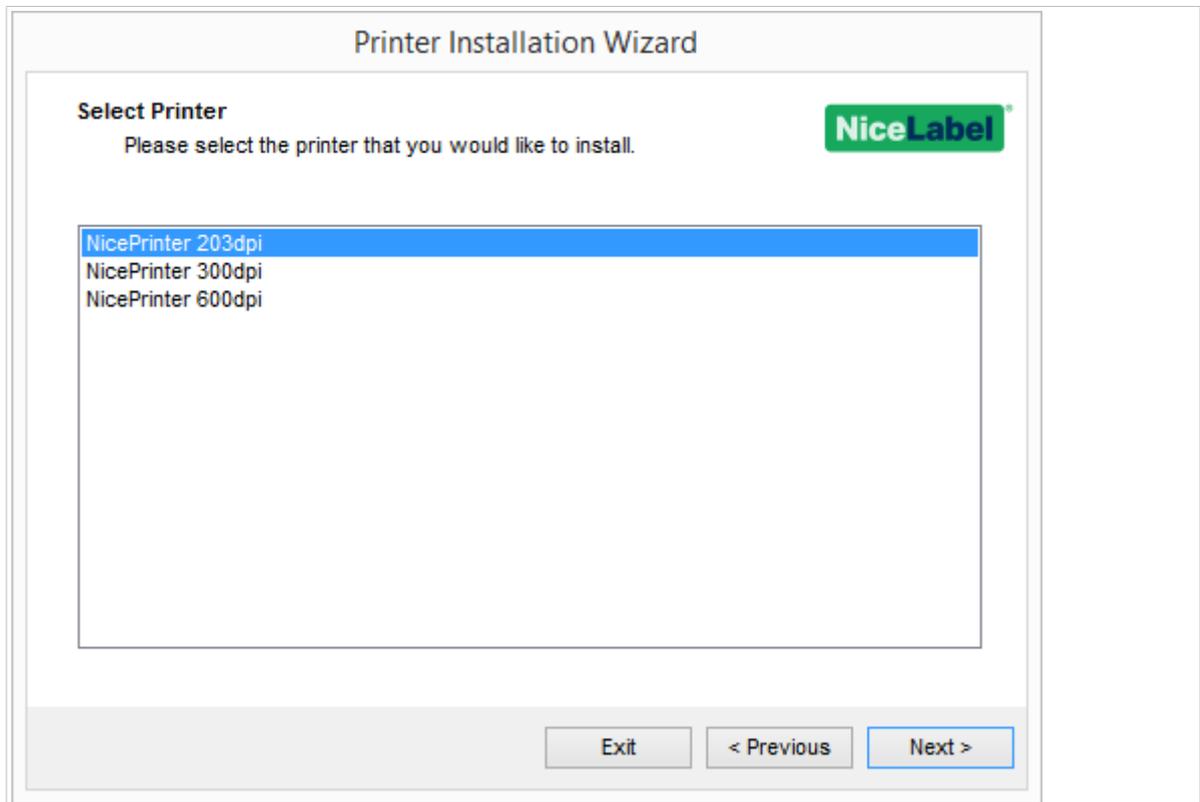
Start USB printer installation without your printer connected to your computer.



Connect and turn on your USB printer when the installation wizard prompts you.

When installing a USB printer, PrnInst automatically detects the connected printer using Plug and Play functionality.

1. PrnInst takes you to the final stage of the printer driver installation process. The [Printer option window](#) opens.
2. If the printer driver for the connected printer is already installed, PrnInst offers you to update your driver. Click **Next** to proceed to [Printer driver update](#).  
If your driver doesn't recognize your printer's Plug and Play ID, the **Select Printer** window opens.

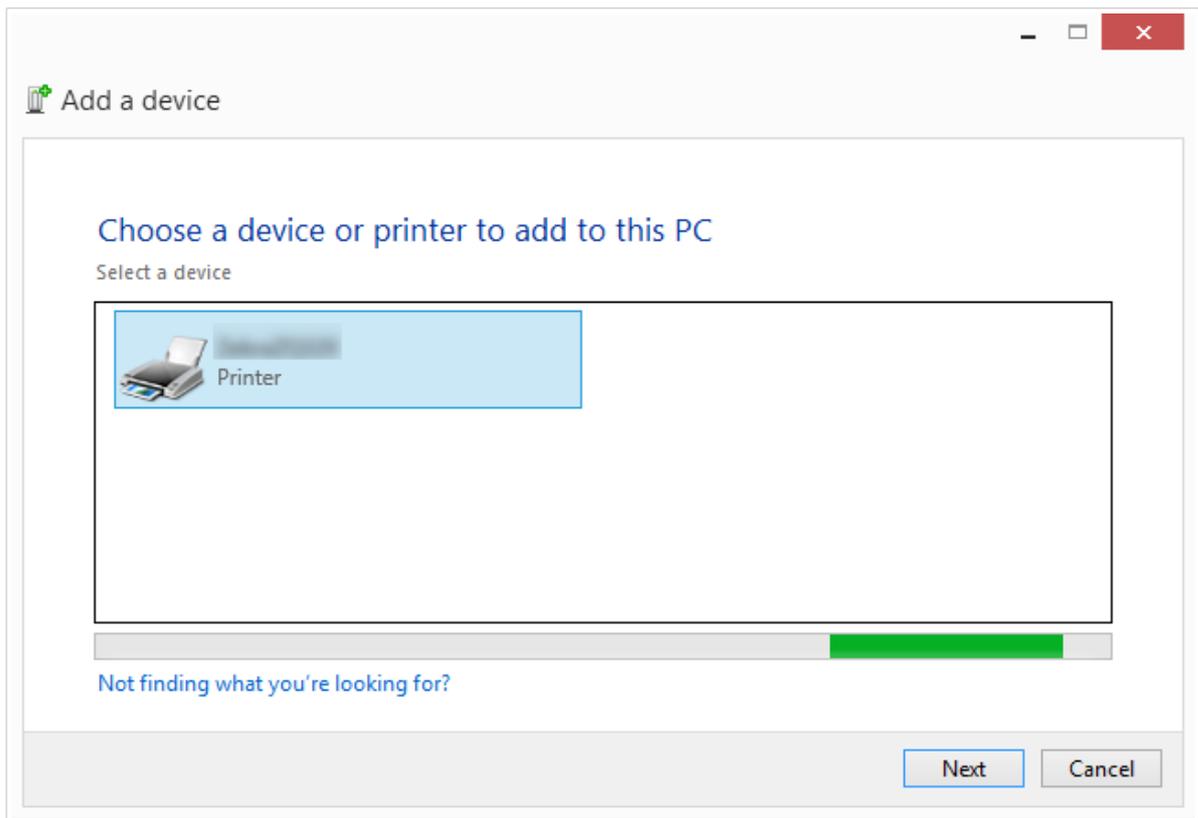


3. Click **Next** after you select your printer model. PrnInst takes you to the final stage of the printer driver installation process. The [Printer option window](#) opens.

#### 1.1.4. Bluetooth Port Installation Steps

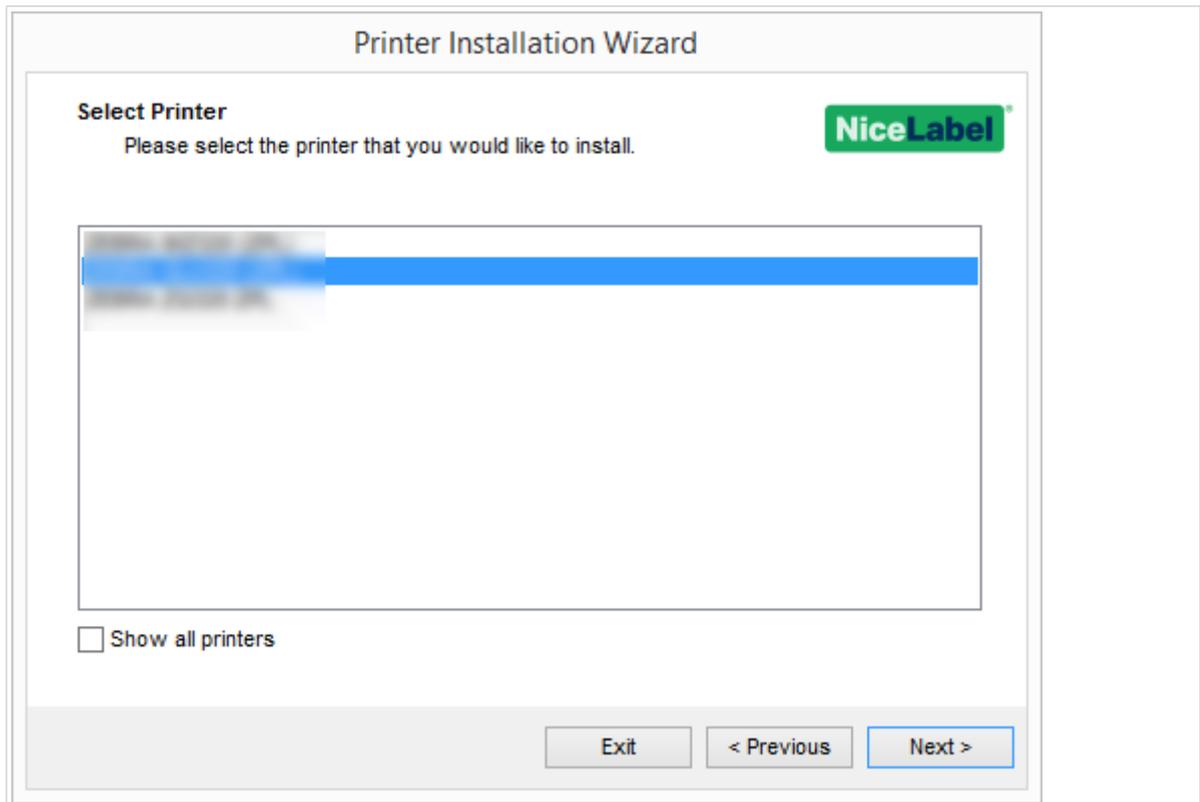
After selecting the Bluetooth port printer connection option, follow the steps below.

1. PrnInst automatically scans for the available Bluetooth printers. Make sure your printer is turned on and visible.



Once PrnInst detects your Bluetooth printer, click Next.

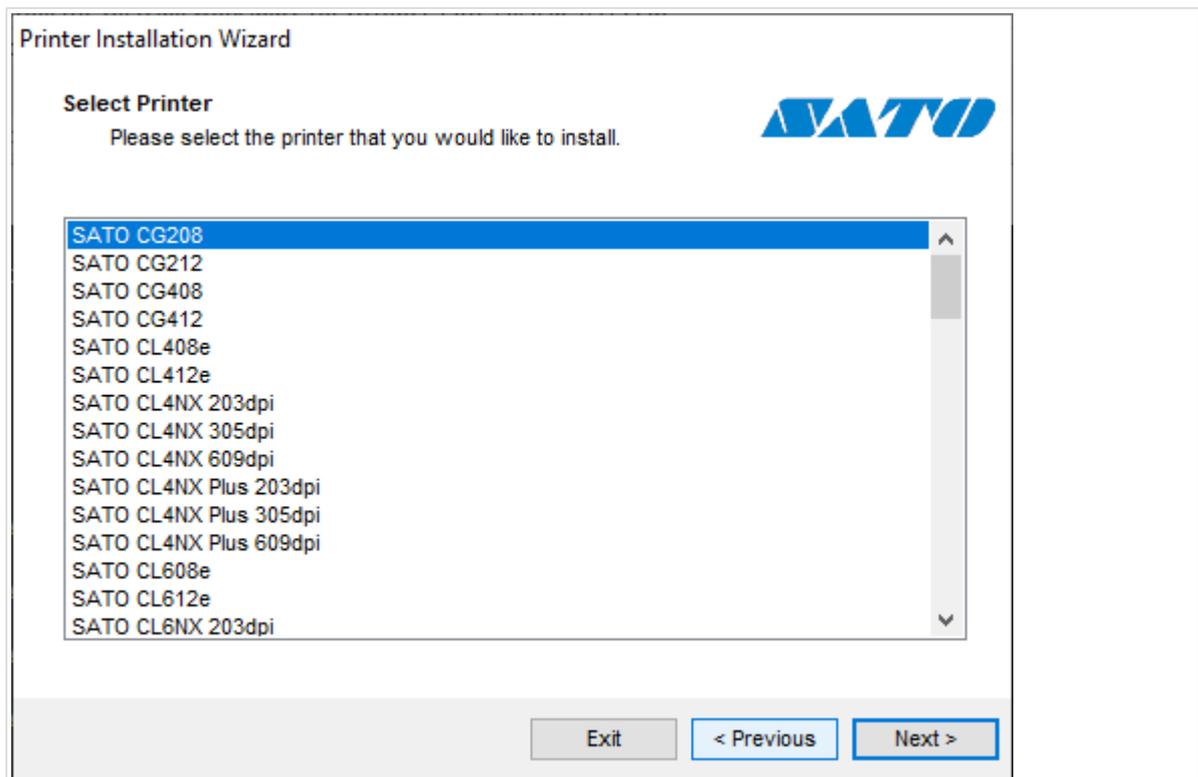
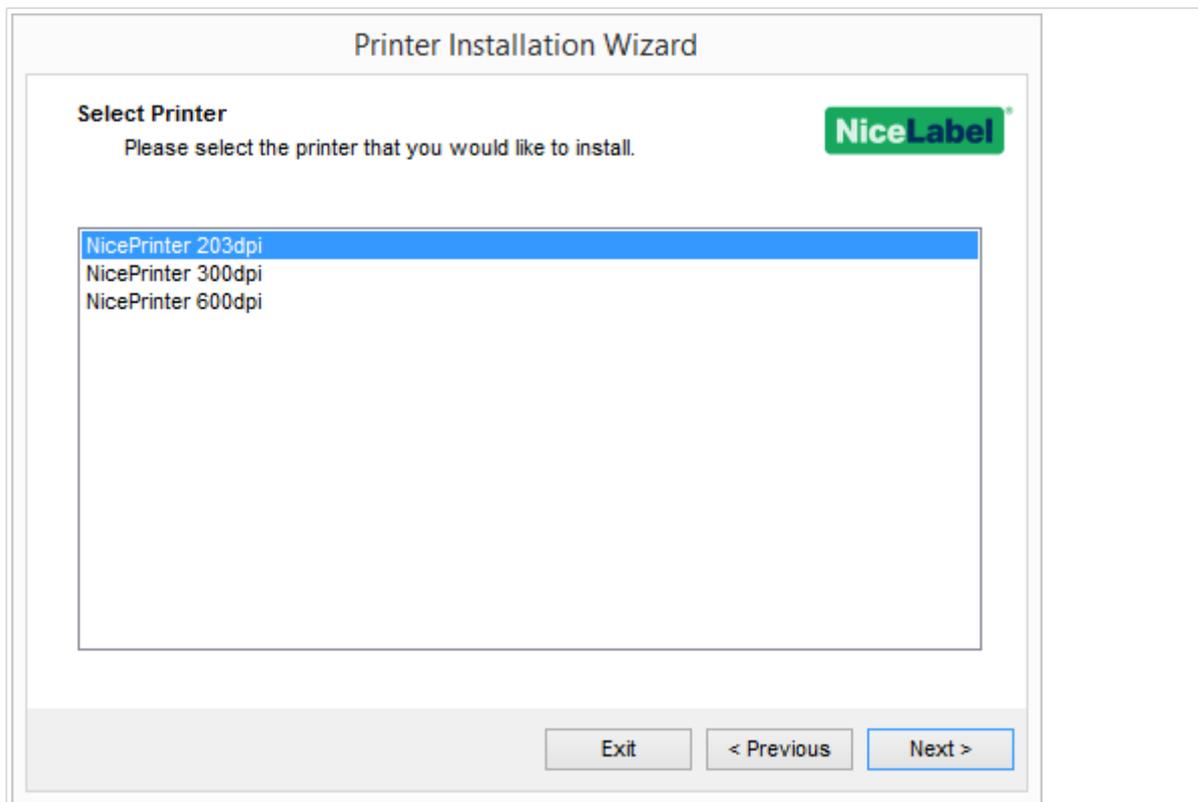
2. Pair the Bluetooth printer with your computer. To complete the pairing, the passcode on your installation window must match the passcode your printer prints:
  - If the passcodes match, click Yes. This continues the installation.
  - If the passcodes do not match, click No. This restarts the installation. Once the passcodes match, click Yes to continue.
3. Select the printer you wish to install. Click Next to proceed to the [Printer Options](#) step.



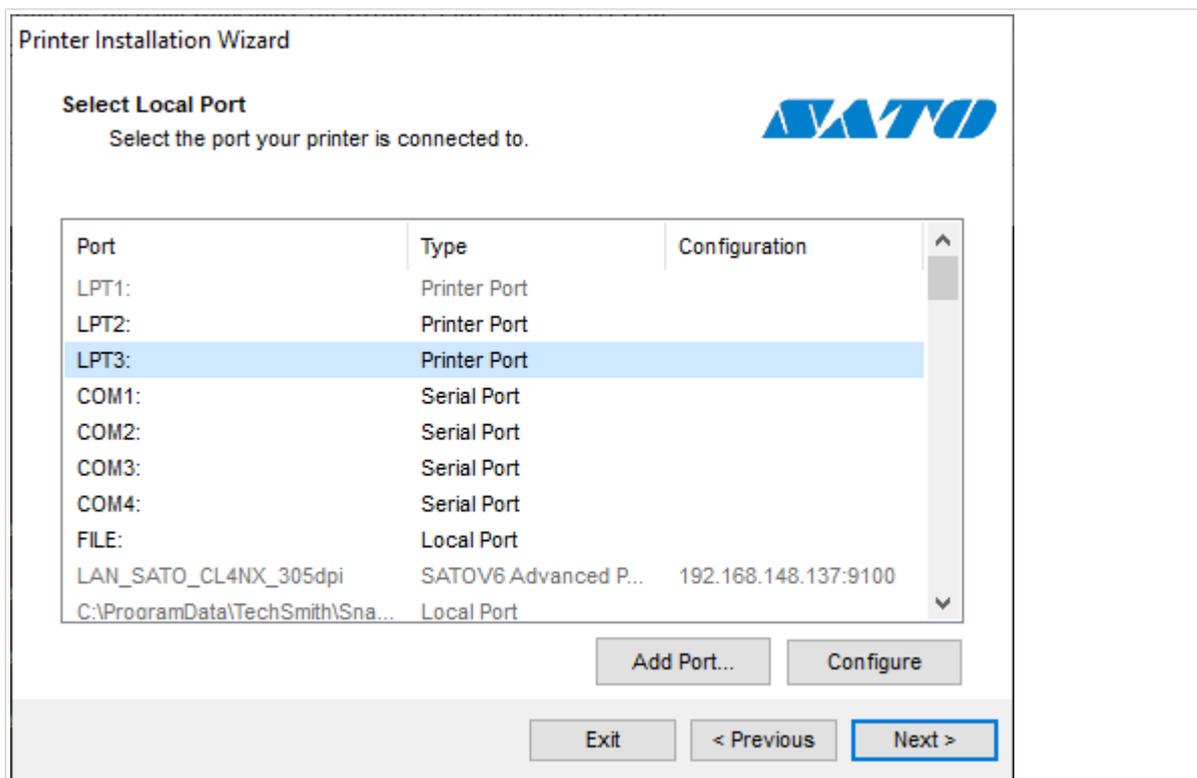
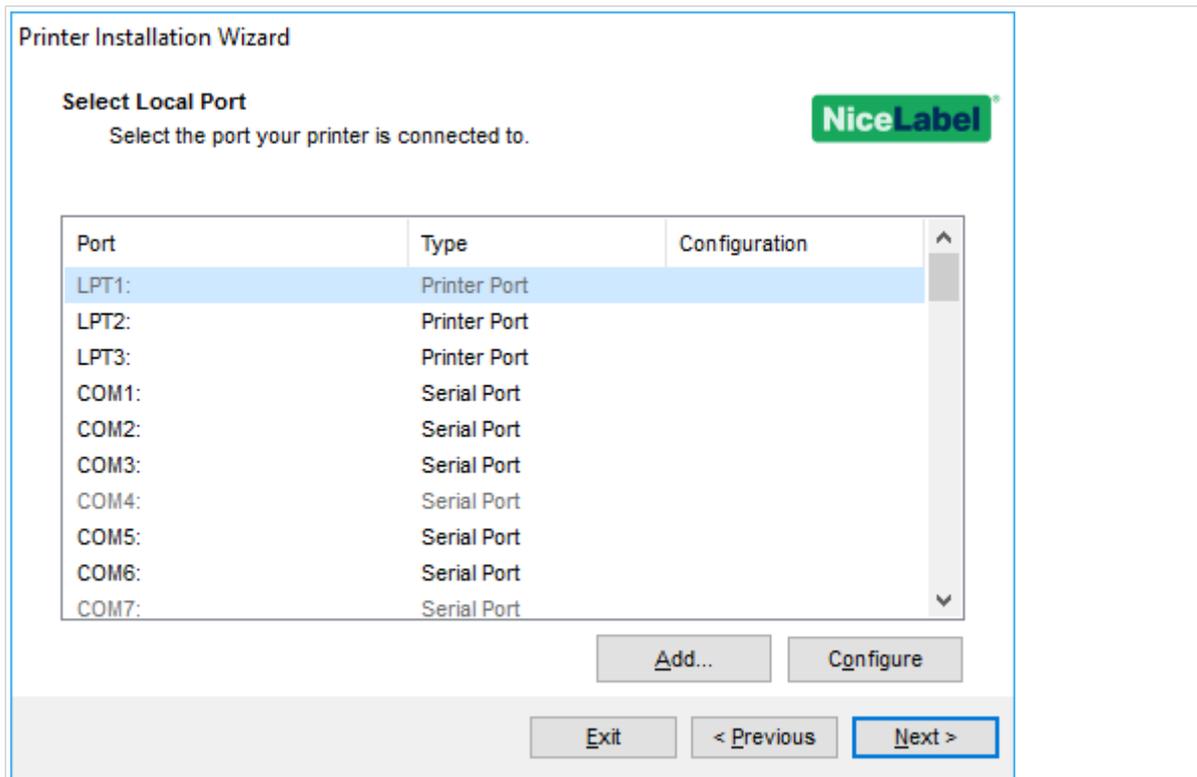
### 1.1.5. Other Port Installation Steps

**Other** port selection allows you to connect your printer to parallel (LPT), serial (COM), or other ports that are not listed in the initial port selection step. After selecting the **Other** port connection option, follow the steps below.

1. Select your printer model.



2. Define the port for connecting your printer. You can select the existing port or add a new port,



- **Add Port...** opens **Advanced TCP/IP Port Configuration** window. Configure and use this port for your network printers.
  - **Configure** Change settings to the existing port.
3. Click Next to proceed to [Printer options](#).

## 1.1.6. Printer Options

In **Printer Options** window you can set or change your printer identity parameters.

Printer Installation Wizard

**Printer Options** 

Please select printer options before installation.

Printer name:

Driver version:

Port name:

Select language:  ▾

Location:

Comment:

I want to use this printer as the Windows default printer

Printer Installation Wizard

**Printer Options** 

Please select printer options before installation.

Printer name:

Driver version:

Port name:

Select language:  ▾

Location:

Comment:

I want to use this printer as the Windows default printer

- **Printer name.** You can change the default printer name provided by the driver installation. You can set your custom printer name to make it easily recognizable after the installation.

- **Select language.** Select the language you prefer during the installation.



#### NOTE

The actual driver User Interface (UI) language on your computer might be different from the language you selected during the installation. The driver UI language depends on your computer **Language settings**.

- **Location:** adds information about the physical location of your printer. This way you can locate your printer in case there are multiple printers installed on your computer. Location input is just your comment and does not affect driver functionality. You can also add or change your Location data in **Printer Properties > General** after you install your driver.
- **Comment:** adds additional information or comments about your printer. Use this option also to identify your printer in case you have multiple printers installed on your computer. Comment input is just your remark and does not affect driver functionality. You can also add or change your Comment data in **Printer Properties > General** tab after you install your driver.

Enable **I want to use this printer as the Windows default printer** to set the current printer as the default system printer.



#### NOTE

You can change your default printer later in **Printers & scanners** on your system.

Click **Install** to initiate the [printer driver installation process](#).

### 1.1.7. Installation Process

The printer driver installation window appears after you click **Install**.

Printer Installation Wizard

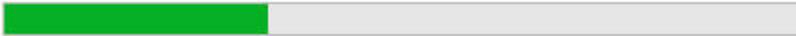
**Installing Printer Driver**

Printer Installation Wizard is installing the printer driver.



Adding printer...

NiceLabel Printer 200dpi



Easily design and print  
barcode labels

Get your free trial

Cancel

Printer Installation Wizard

**Installing Printer Driver**

Printer Installation Wizard is installing the printer driver.



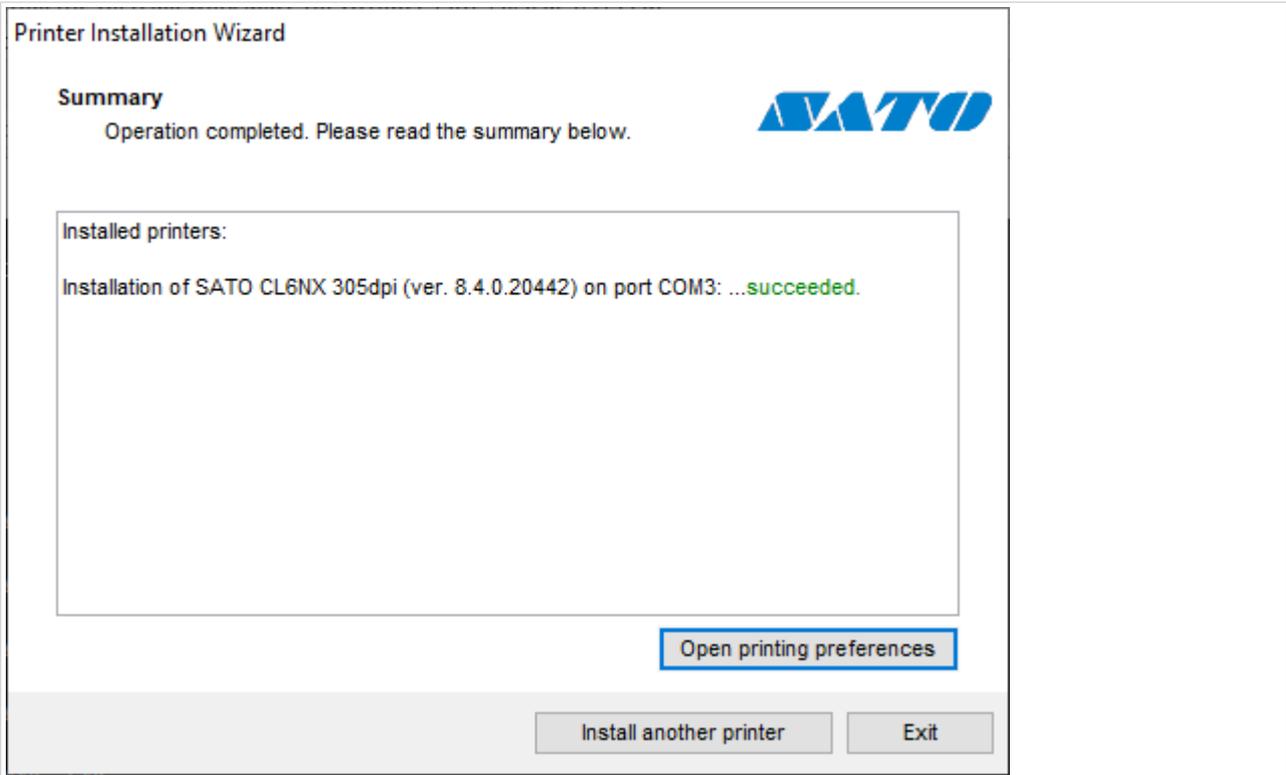
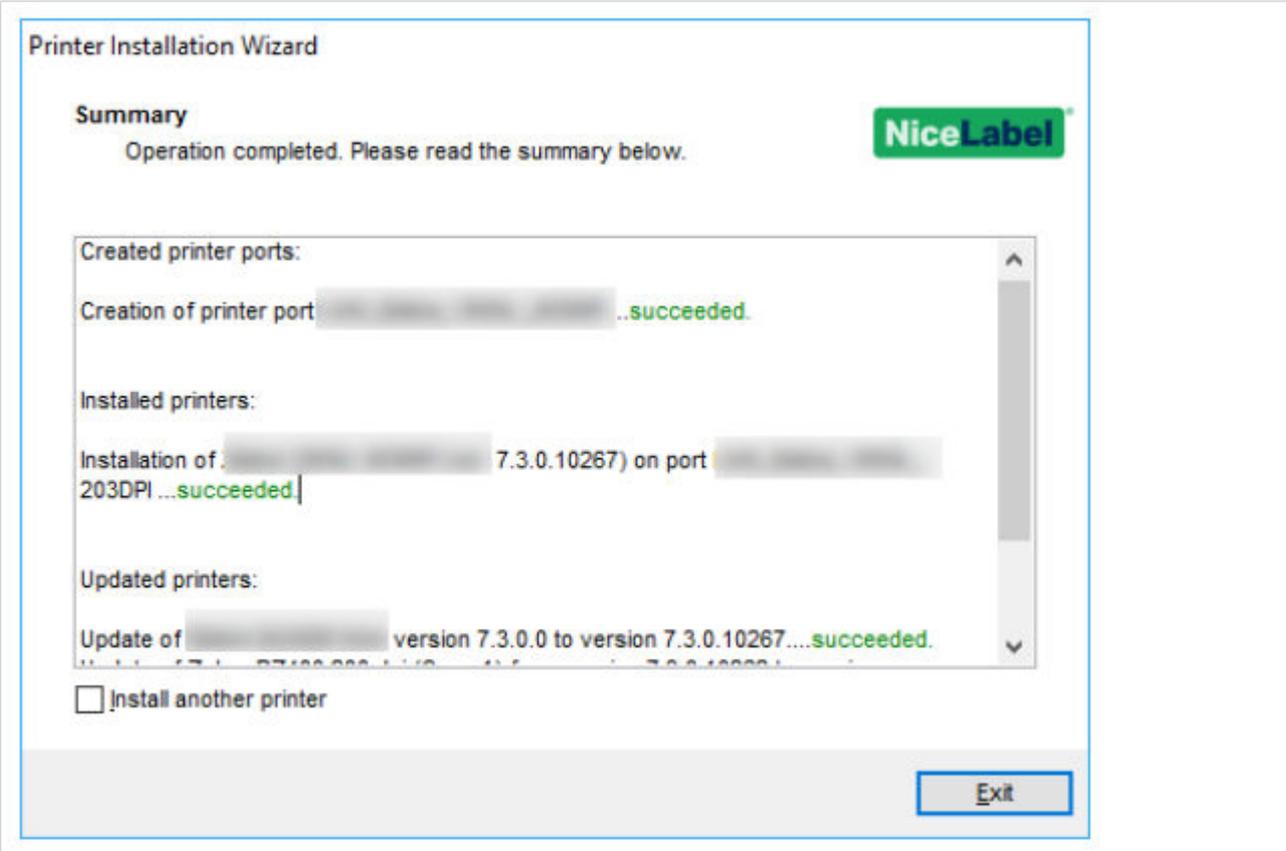
Installing printer driver...

SATO GT424e



Cancel

The **Summary** window appears after a successful installation.



To get familiar with the installation specifics of your printer, enable the **Open the Printer Installation Guidelines** when the wizard closes. After completing the installation, the **Help** window opens, explaining the necessary steps for successful printing with the newly installed printer.

Click **Open printing preferences** to change the default settings of your printer. You can set up your printer also later, in Windows settings, **Printers & scanners** section.

Click **Install another printer** if you wish to continue installing additional printers from the same manufacturer.

## 1.2. Windows Based Printer Driver Installation



### NOTE

Use this method only in special situations, where PrnInst is not acceptable.

You can install your NiceLabel printer driver using Windows tools. Installation is the same as with other Windows-based printer drivers.

### 1.2.1. Printer Driver Installation using Windows Tools



### NOTE

For this type of installation, your computer must be connected to the internet.

You can install your printer driver using Windows tools:

- **Plug and Play.** Install your printer driver from Windows Update services.
- **Add a printer or scanner** option in the **Printers & scanners** section in Windows Settings.

Use Windows Installer on computers that are connected to printers using:

- USB port
- Parallel port (LPT)

#### 1.2.1.1. Plug and Play Driver Setup

During this procedure, Windows automatically detects your newly connected printer using a plug-and-play event on USB and LPT ports.

To install your NiceLabel printer driver:

1. Connect your printer to a USB or LPT port on your computer.
2. Turn on your printer.
3. Your computer automatically locates the driver online and downloads the installation package to your computer. Automatic installation follows immediately.

Your printer is now ready for printing.

Check the specifications if connecting your printer to the USB 3.0 port. Some printers don't support the USB 3.0 standard.

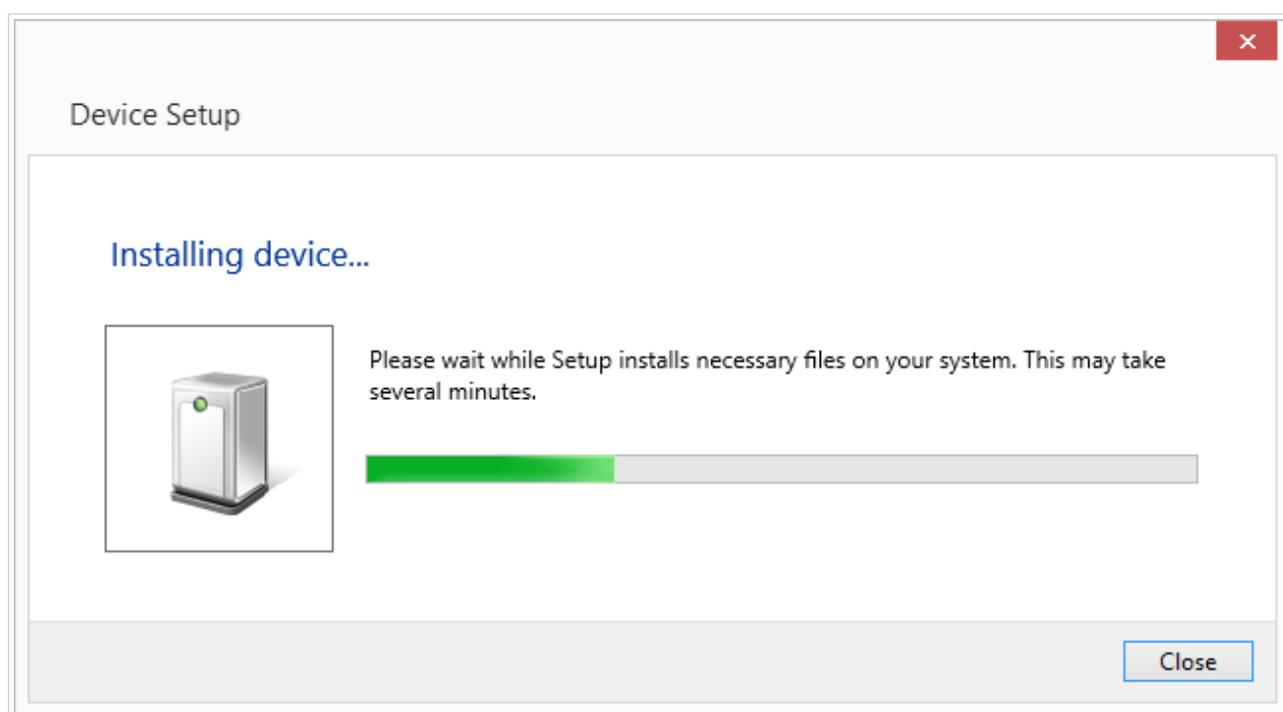


#### NOTE

Automatic printer detection is supported on USB and LPT ports only. Use PrnInst to install your driver on other ports.

The **Add a printer** detection procedure differs between various operating systems.

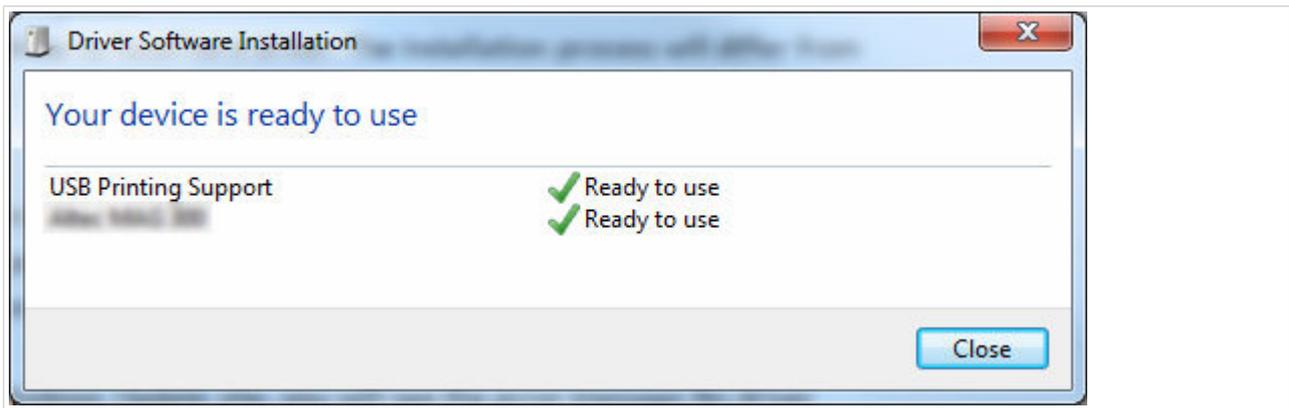
The operating system automatically checks Windows Update and installs the driver.



The installation procedure differs if the printer driver is available on the Windows Update site or not. See the scenarios in the following two subsections.

#### 1.2.1.2. Your printer driver is available on the Windows Update site

Your printer driver automatically downloads and installs. A system notification message displays when installation is complete. If you click the notification message, the new **Driver Software Installation** dialog displays. Monitor the installation status using this dialog:



### 1.2.1.3. Manual printer driver installation - your printer driver is unavailable on the Windows Update site

If your printer driver is unavailable on the Windows Update site, download the printer driver to your disk. Follow these steps to install your NiceLabel printer driver using the manual Windows **Add a printer** procedure.

1. Connect your printer to your computer.
2. Turn on your printer.
3. Windows detects your printer.
4. Windows Update automatically checks for the printer driver online and fails. Start with manual installation.



#### NOTE

The manual driver installation varies between various operating systems.

5. Open **Control Panel** and go to **Hardware and Sound > Devices and Printers > Device Manager**
6. Expand node **Other devices**. Your installed printer is listed there.
7. Right-click the printer and select **Update Driver Software**.
8. At the prompt **How do you want to search for driver software?** select **Browse my computer for driver software**.

### 1.2.1.4. Preinstalling printer drivers

Use driver pre-installation process to:

- Speed up your installation process without the Windows Update process.
- Simplify the USB printer installation in cases when printer drivers are not available on the Windows Update site.

To preinstall your printer driver, use the [PrnInst command line options](#). If your system detects a new device via plug and play event (on USB or parallel port), Windows automatically installs the preinstalled printer driver. It doesn't connect to Windows Update for the driver.

#### 1.2.1.4.1. SYNTAX

```
PrnInst.exe /PREINSTALL=<full path to INF file>
```

#### 1.2.1.4.2. SAMPLE

```
PrnInst.exe /PREINSTALL=C:\Drivers\SAMPLE_DRIVER\SAMPLE_DRIVER.inf
```

```
PrnInst.exe /PREINSTALL=C:\Drivers\SATO_DRIVER\Sato.inf
```

## 1.3. SATO Advanced Port Monitor

Install **SATO Advanced Port Monitor** to:

- Download graphics to the printer's internal memory.
- Download fonts to the printer's internal memory.
- Use bidirectional communication to check for the status of printers connected to LAN port.

### 1.3.1. Installation

To install the **SATO Advanced Port Monitor**:

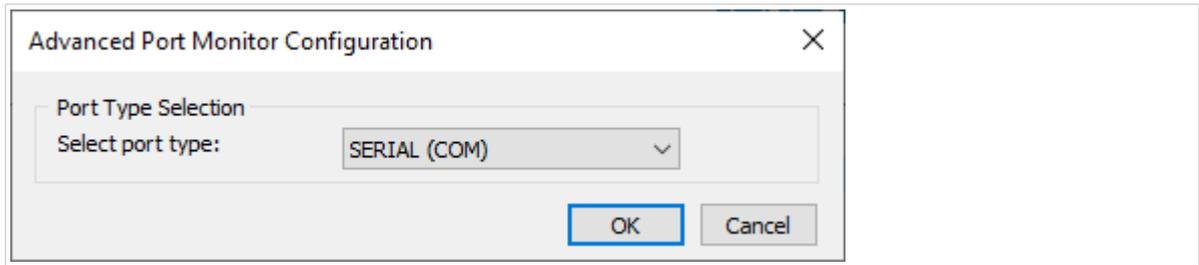
1. Turn on your printer and connect it to:
  - Your computer, if you use serial port (COM) or parallel port (LPT).
  - The network, if you use network port (LAN).
2. Run [PrnInst wizard](#). In the **Printer Options** page click **Add Port**.
3. **Network printer discovery** starts. A list of all detected network printers displays.
4. Select your printer on the list and click **Add**.



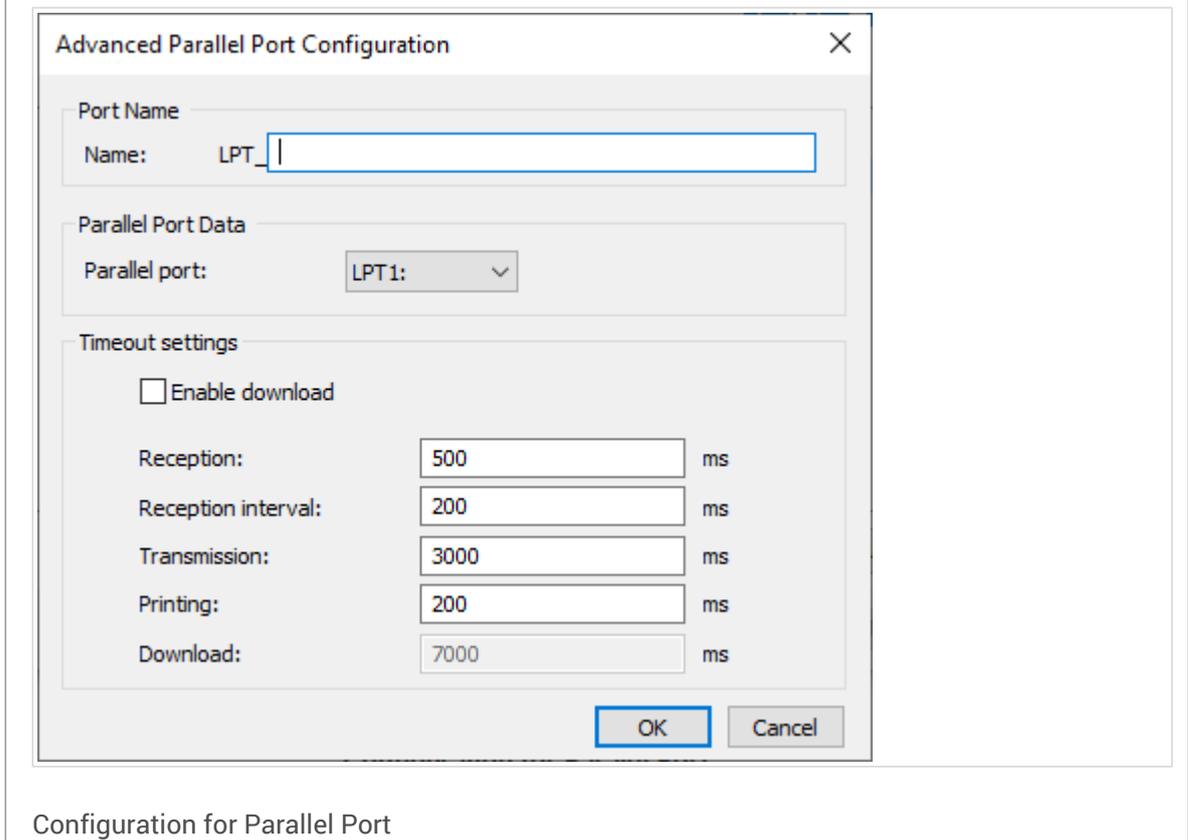
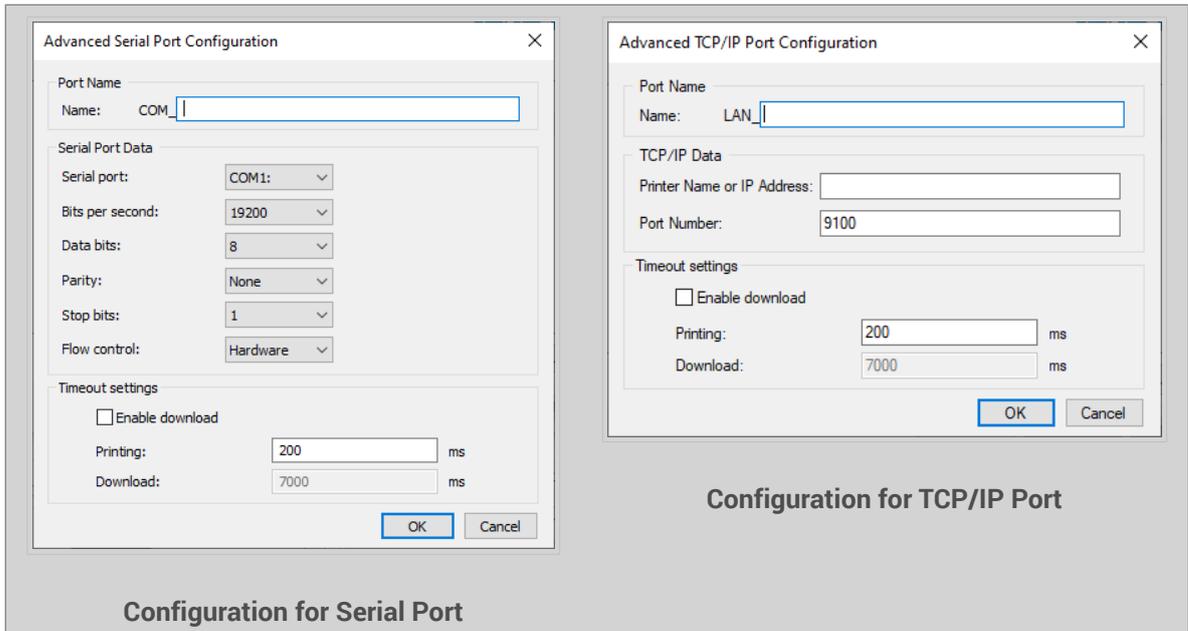
#### NOTE

If your printer is already detected, click **Add** without waiting for the printer discovery to complete.

If your printer is not connected using the network interface or if the network interface is not detected, click **Manual**, select the port type and click **OK**. You can also click **Manual** while the printer discovery is still in progress. **Advanced Port Monitoring Configuration** window opens:



5. Enter the port name and port-specific configuration for COM, TCP/IP, or LPT port.



During the driver download procedure, select the **Enable download** check box. This option sets the port timeout to the appropriate values for downloading.



#### **NOTE**

This option impacts your printer's performance. Don't select the **Enable download** setting during usual printing.

## **1.4. Zebra Font Downloader**

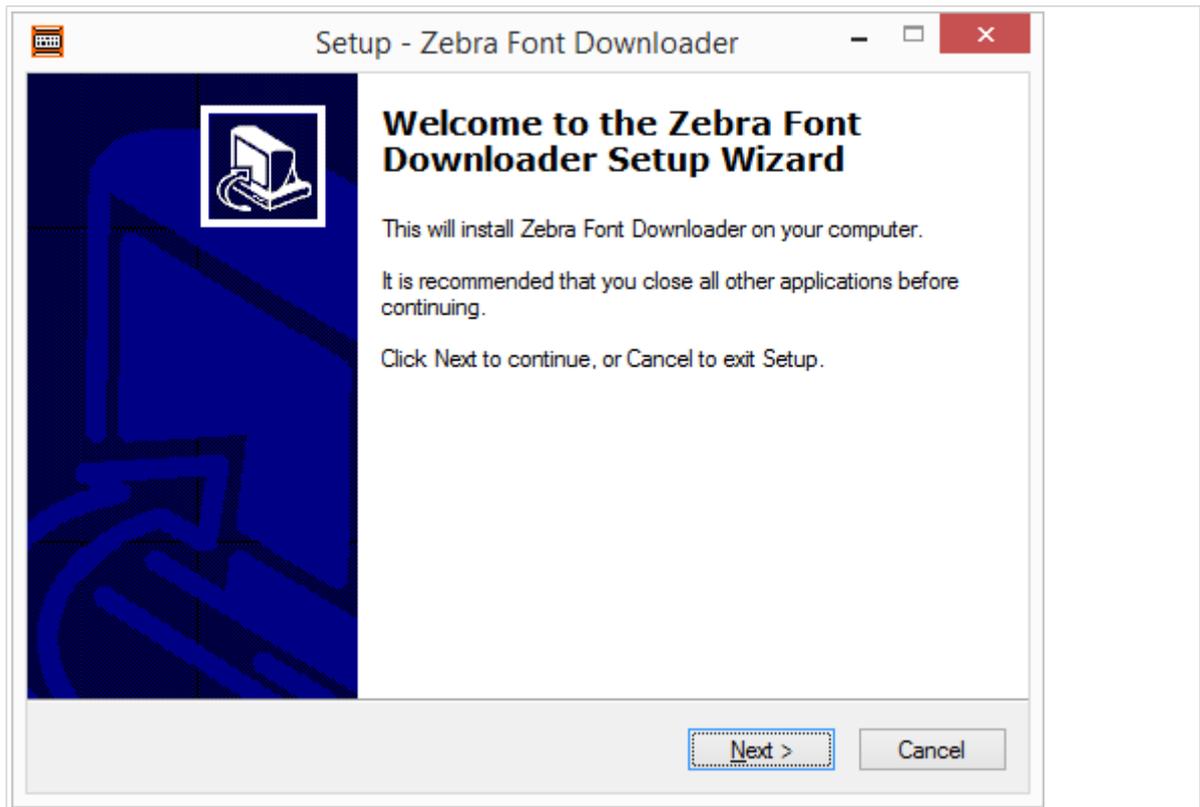
With **Zebra Fonts and Graphics Downloader** software you can download TrueType fonts and graphics to the printer's memory. This way downloaded fonts become internal printer fonts. Printing is faster when you use internal fonts.

With Zebra Fonts and Graphics Downloader you can:

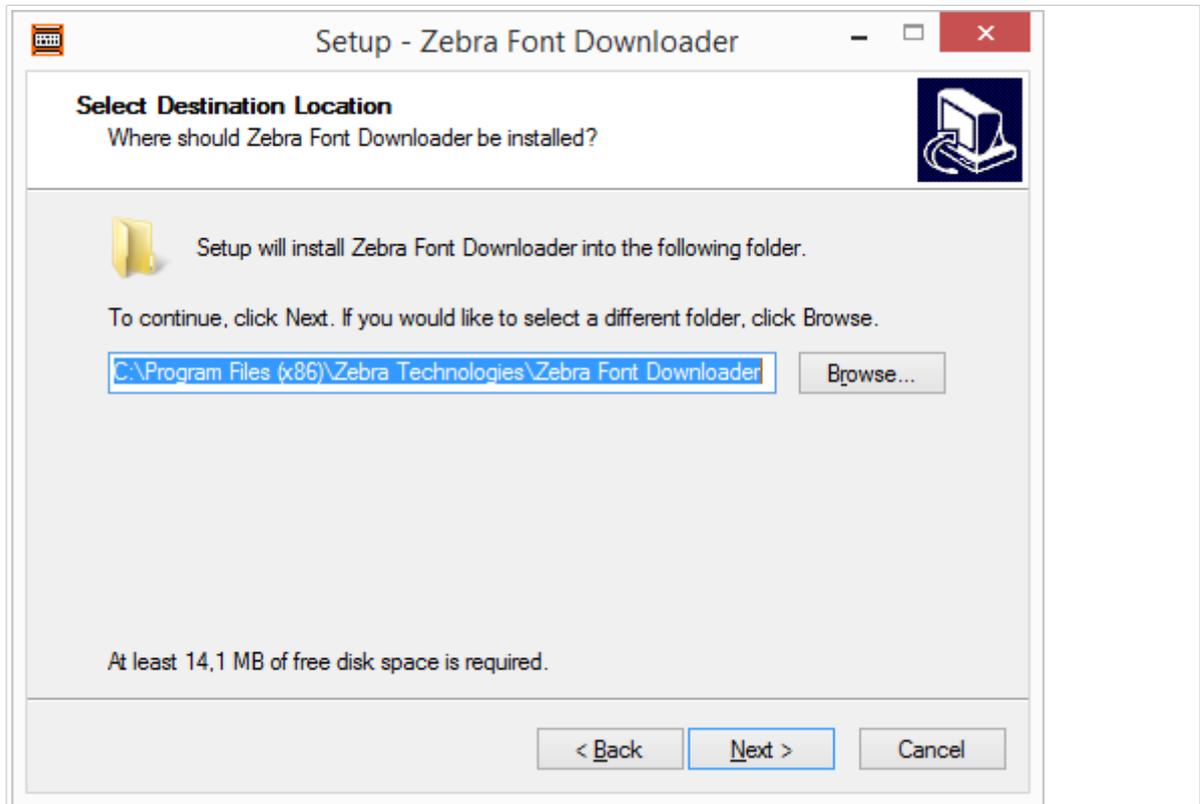
- Add, edit, and view data prepared for download to the printer's memory.
- Check the available memory space before downloading.
- Use the contents of the printer's memory on your label templates designed with ZebraDesigner Pro.
- Print the downloaded data from the printer's memory.

### **1.4.1. Zebra Font Downloader Installation**

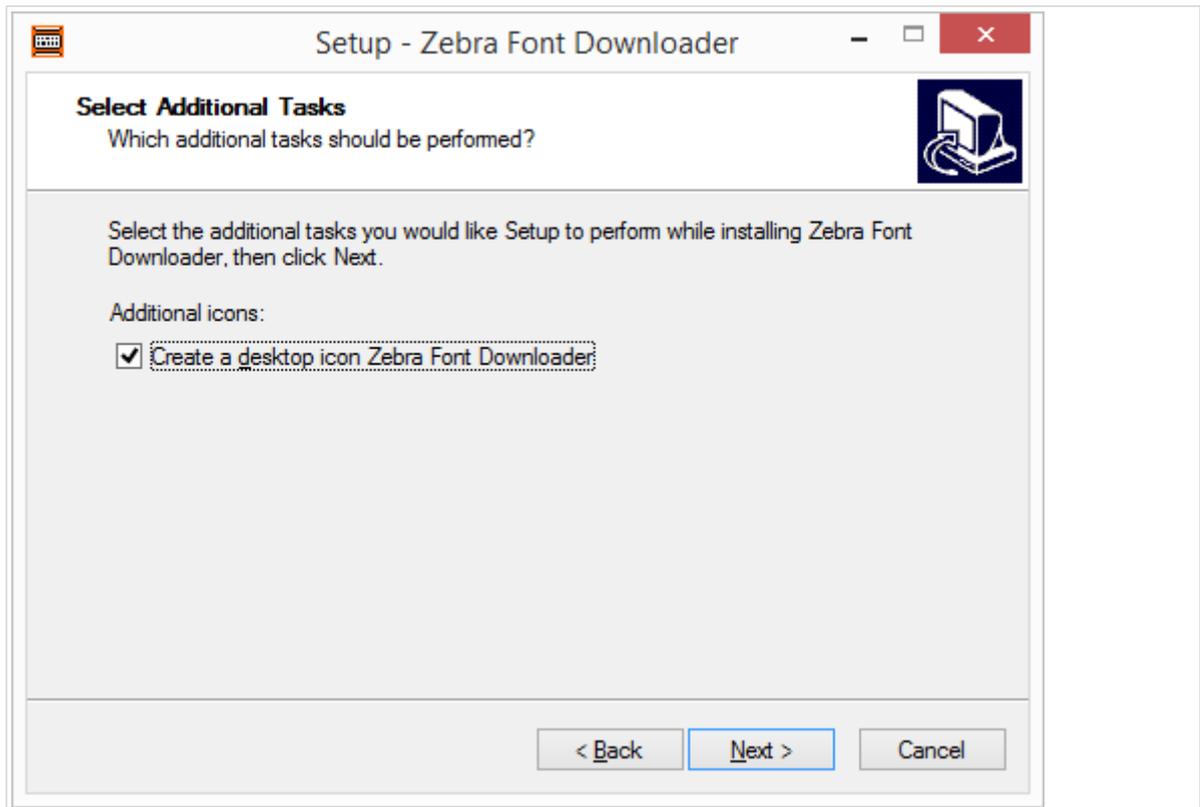
1. Run ZebraFD.exe file from your Zebra printer driver installation folder. Welcome screen appears. Click **Next**.



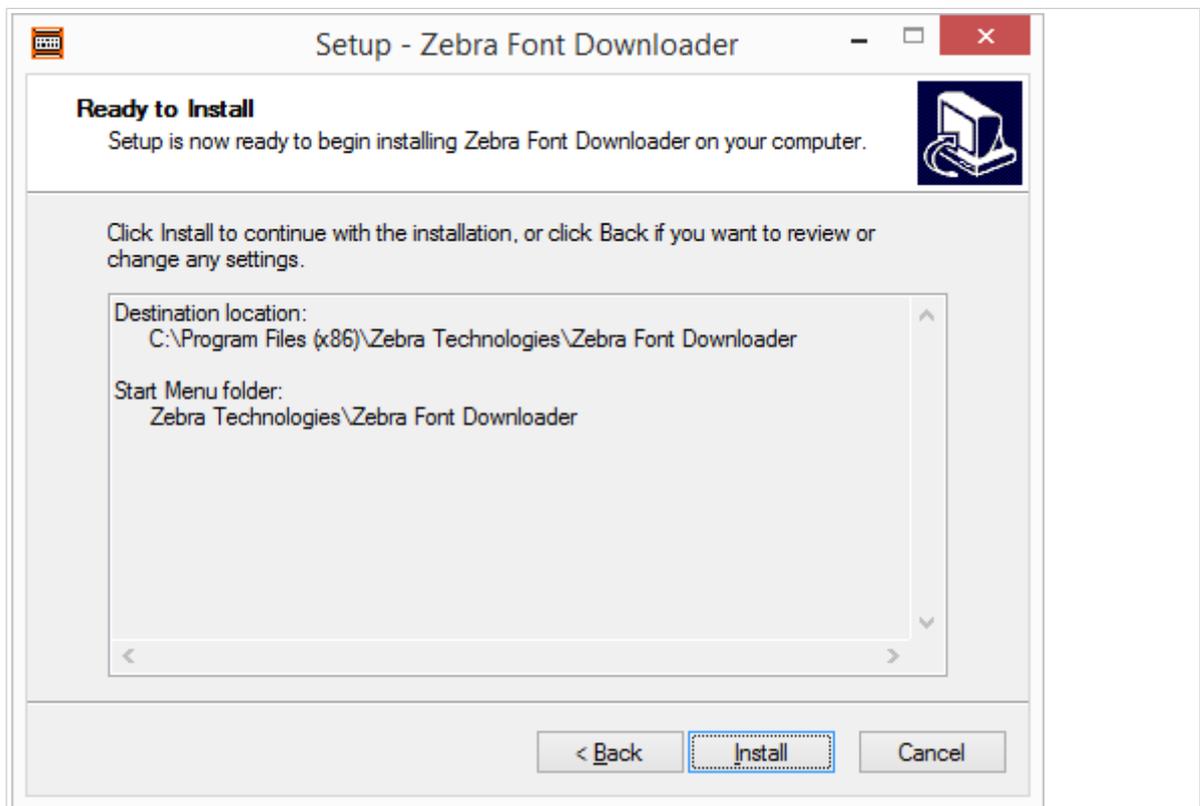
2. Click **Next** if you would like to install Zebra Font Downloader to the default folder. Or define your preferred folder to install Zebra Font Downloader.



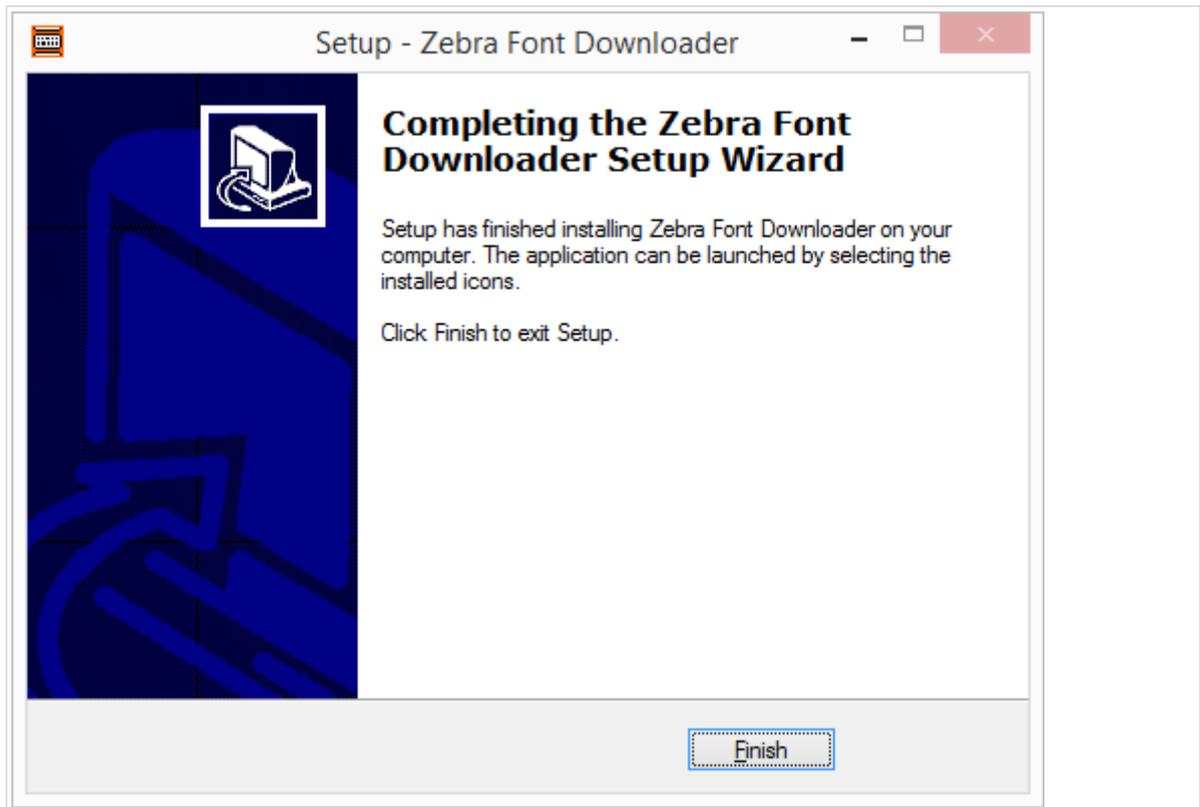
3. Deselect the checkbox if you don't want to **Create a desktop icon for the Zebra Font Downloader**.



4. Click **Install** to finish the installation procedure.



5. Click **Finish**.



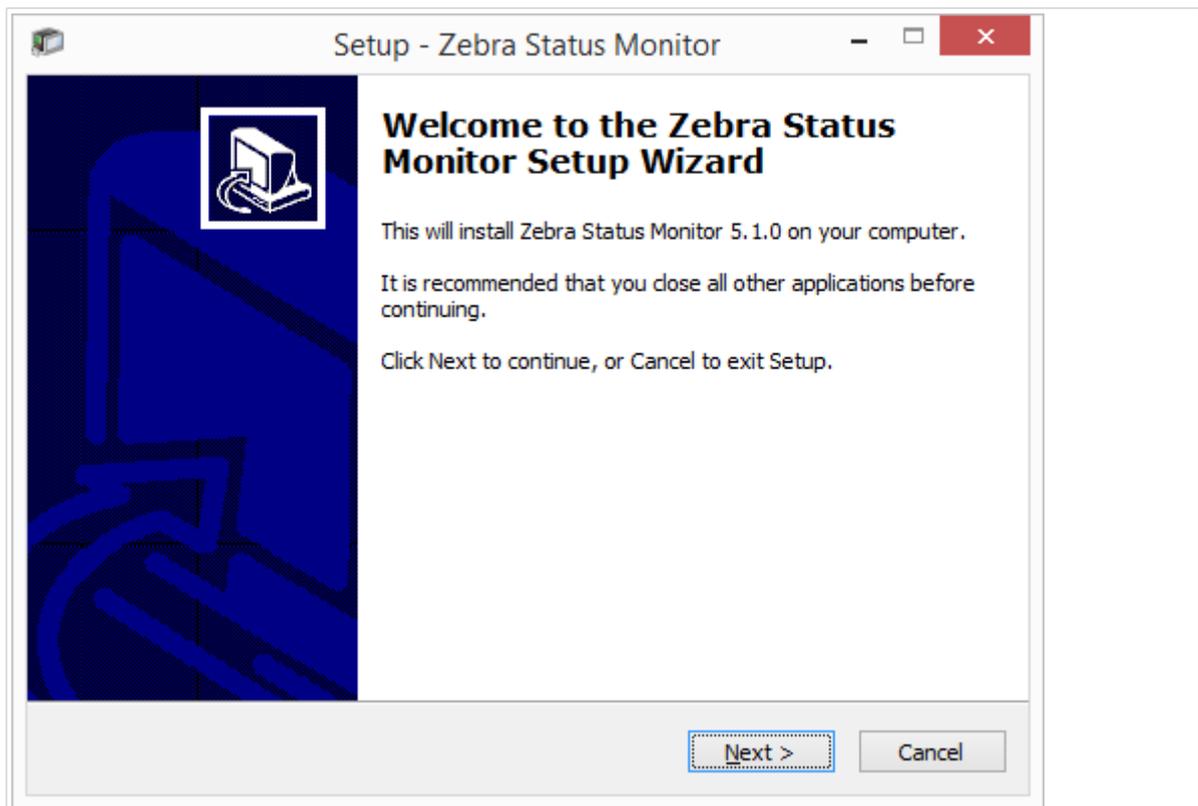
Zebra Font Downloader is now installed and ready to use.

## 1.5. Zebra Status Monitor Setup Wizard

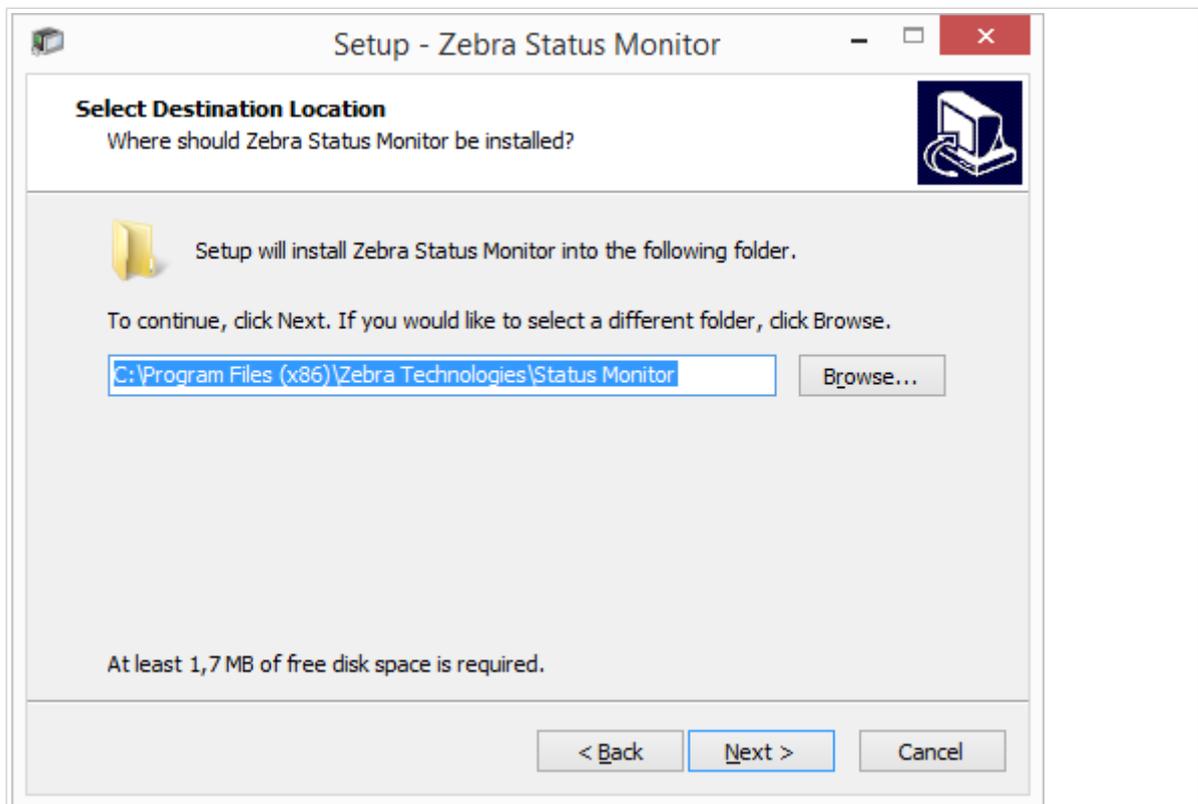
Zebra Status Monitor is a utility that monitors the statuses of multiple installed printers.

### 1.5.1. Zebra Status Monitor Installation

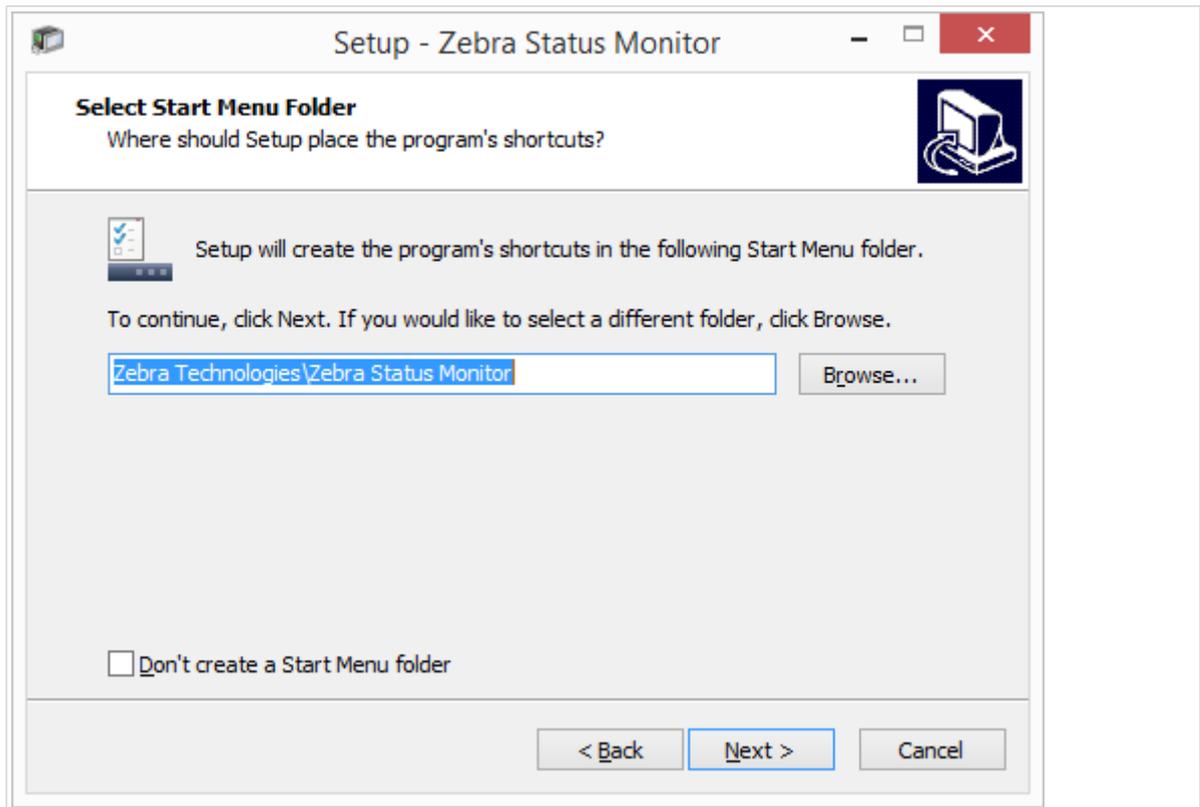
1. Run the *StatusMonitorSetup.exe* file from your Zebra printer driver installation folder. Welcome screen opens. Click **Next**.



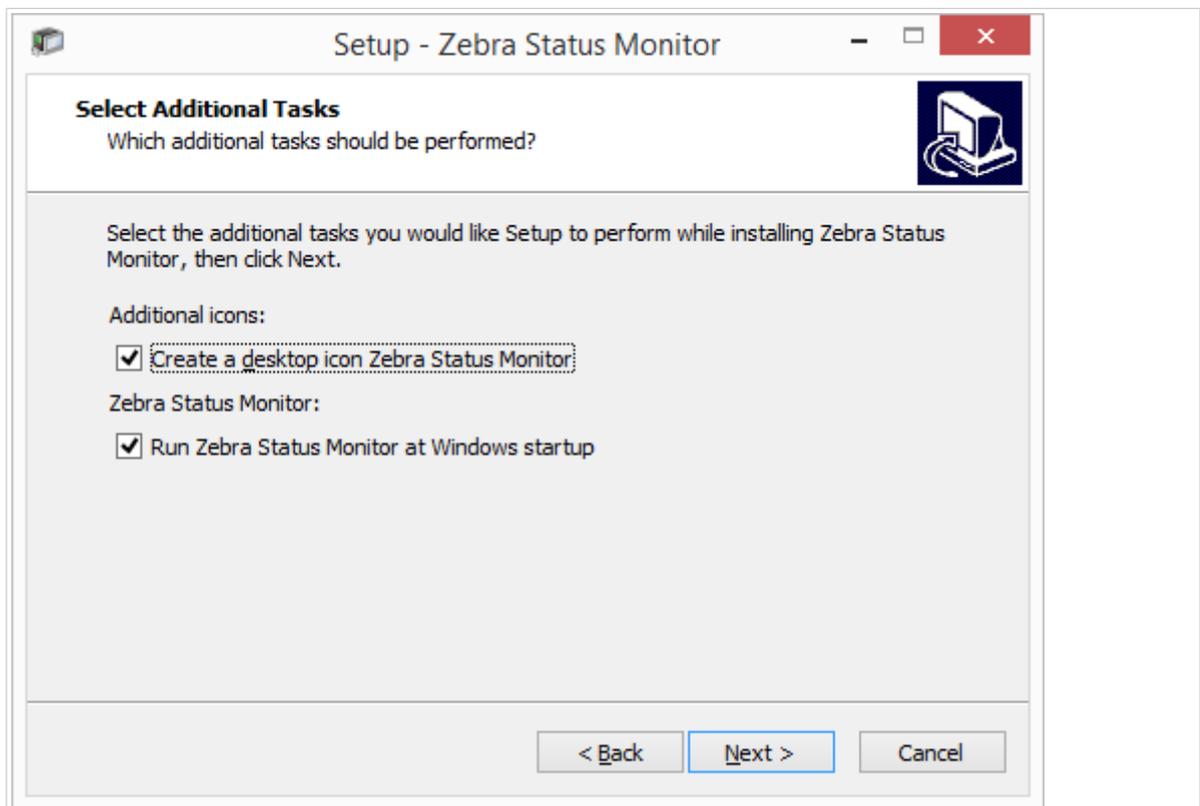
2. Click **Next** if you would like to install Zebra Status Monitor to the default folder. Or define your preferred folder to install Zebra Status Monitor.



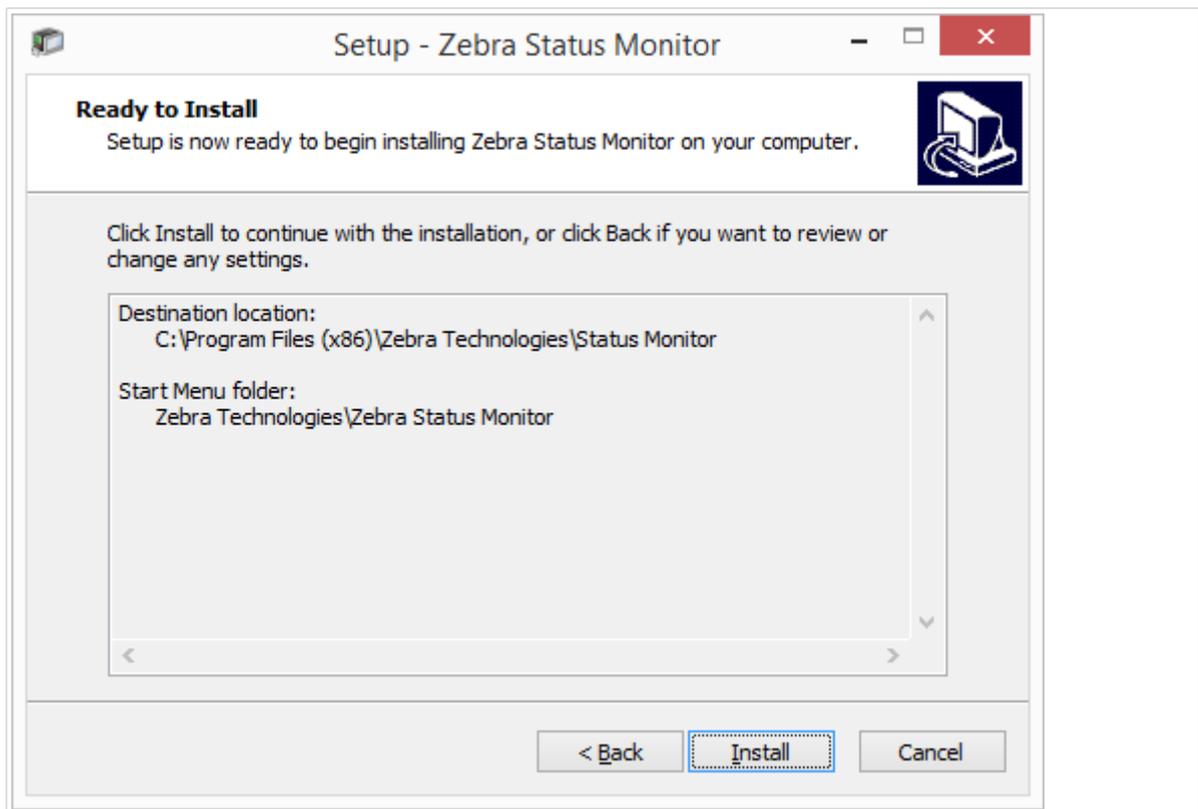
3. Select **Start Menu Folder** to create the shortcut or skip this step by selecting **Don't create a Start Menu Folder**. Click **Next**.



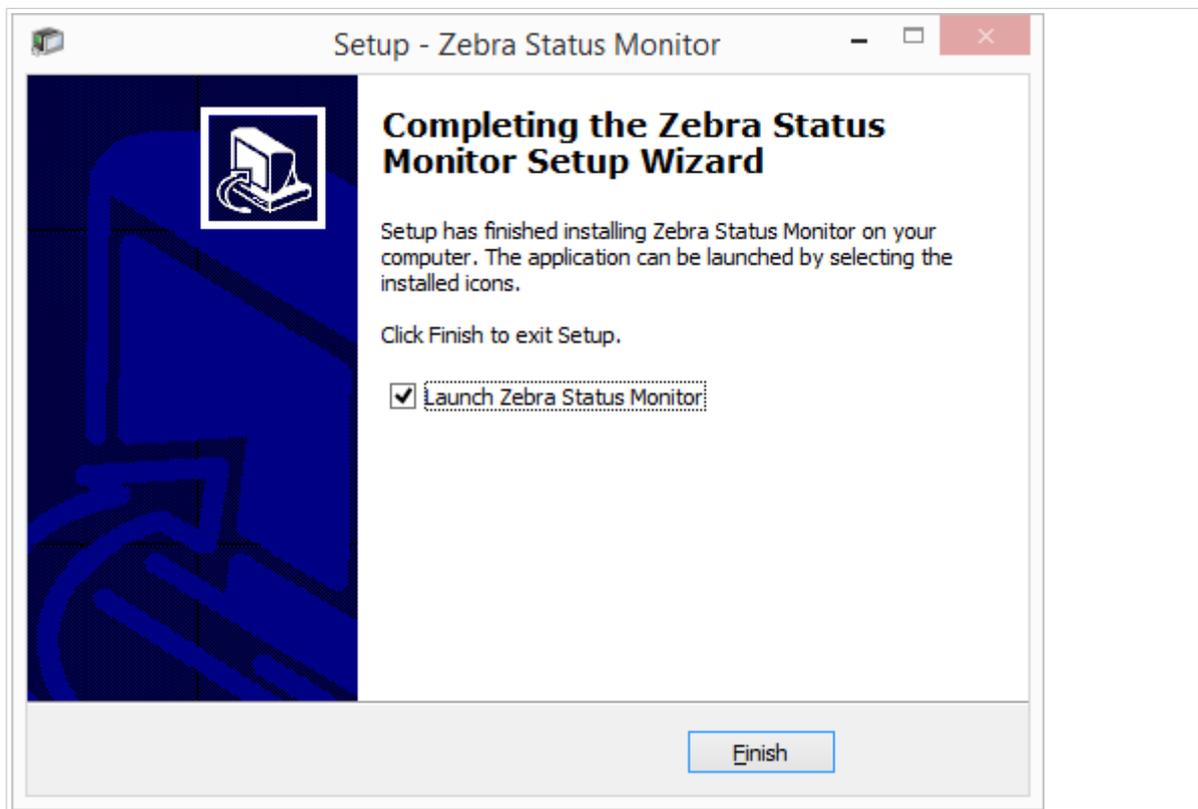
4. Select or deselect additional tasks.



5. Click **Install** to set up Zebra Status Monitor.



6. Click **Finish**.

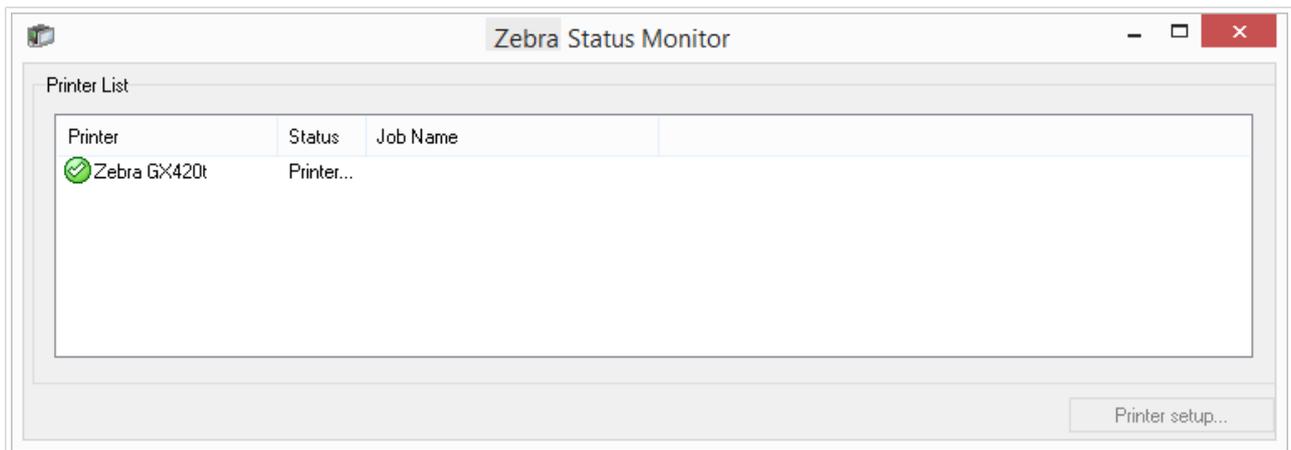


Zebra Status Monitor is now installed and ready to use.

## 1.5.2. Using the Zebra Status Monitor

Zebra Status Monitor is an application that gives you an overview of:

- Installed printers with status indicators.
- Printer status descriptions.
- Job names.



Printer status indicators are:

-  icon: Your printer is up and ready for printing (**Status: Online**).
-  icon: Your installed printer is not accessible. Printing is not possible (**Status: Not accessible**).
-  icon: There is an error and printing is not possible (**Status: <error description>**).
-  icon: Printing is paused (**Status: Pause**).

**Job name** displays the currently printed file name.

**Printer Setup** button allows you to access printer properties.

## 2. Printer drivers removal

You can remove your NiceLabel printer drivers using PrnInst application or with Windows administrative tools.



### NOTE

To remove your printer drivers, log in to Windows as a user with sufficient rights.

When removing your printer drivers, make sure that:

- Your printer is not set as a default printer.
- There are no print jobs waiting in the print queue.
- Your printer is not locked by the Windows spooler process.

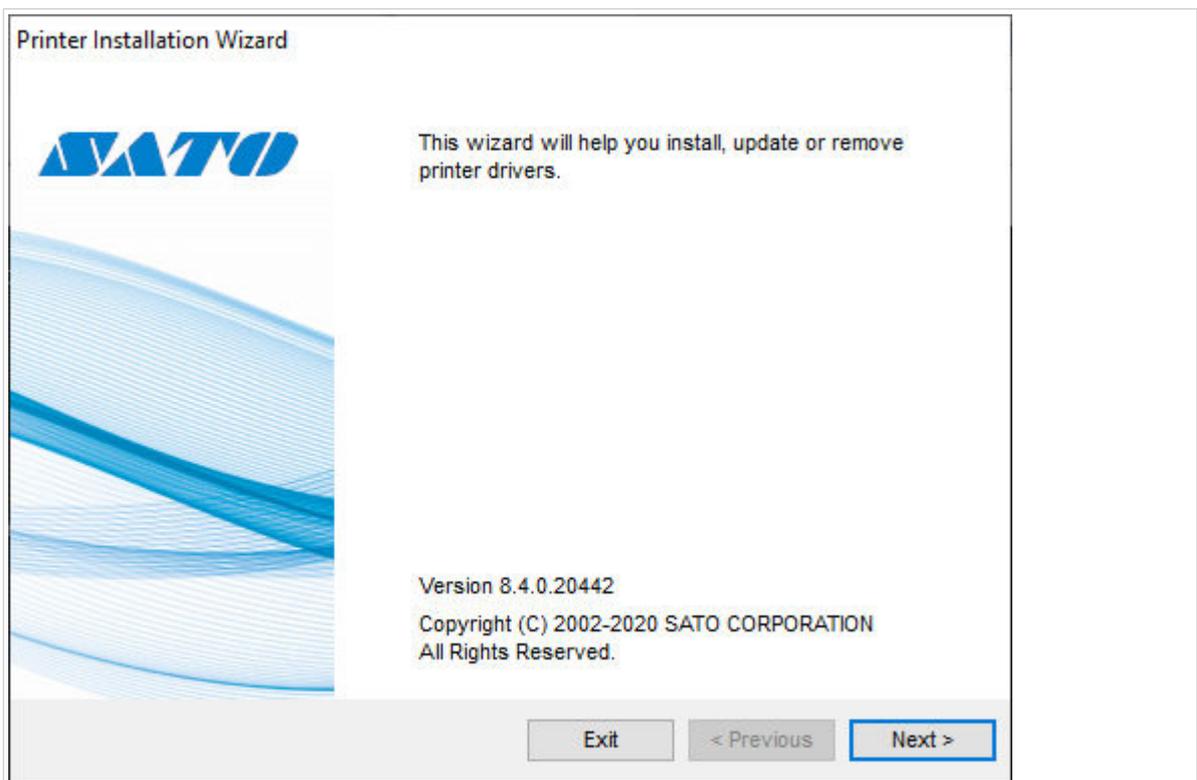
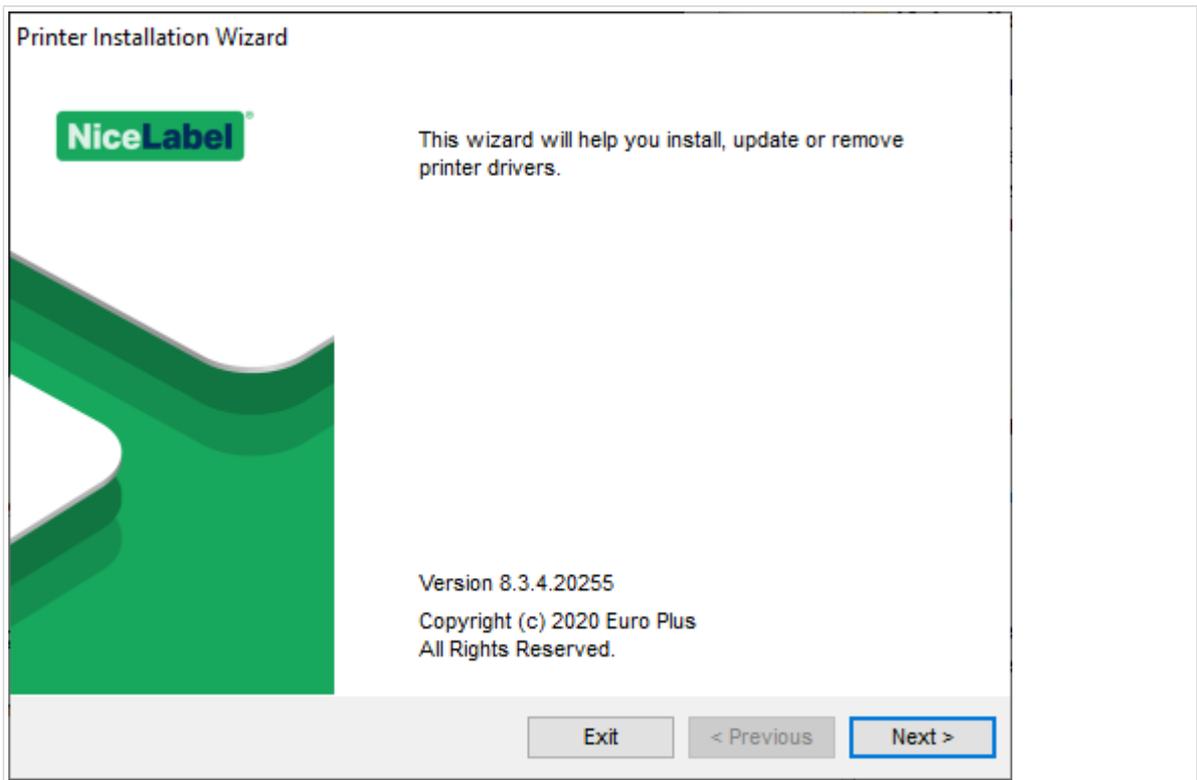
If you can't delete your printer drivers, perform one of the following actions:

- Restart Windows spooler.
- Delete print jobs from the Windows spooler.
- Restart your computer.

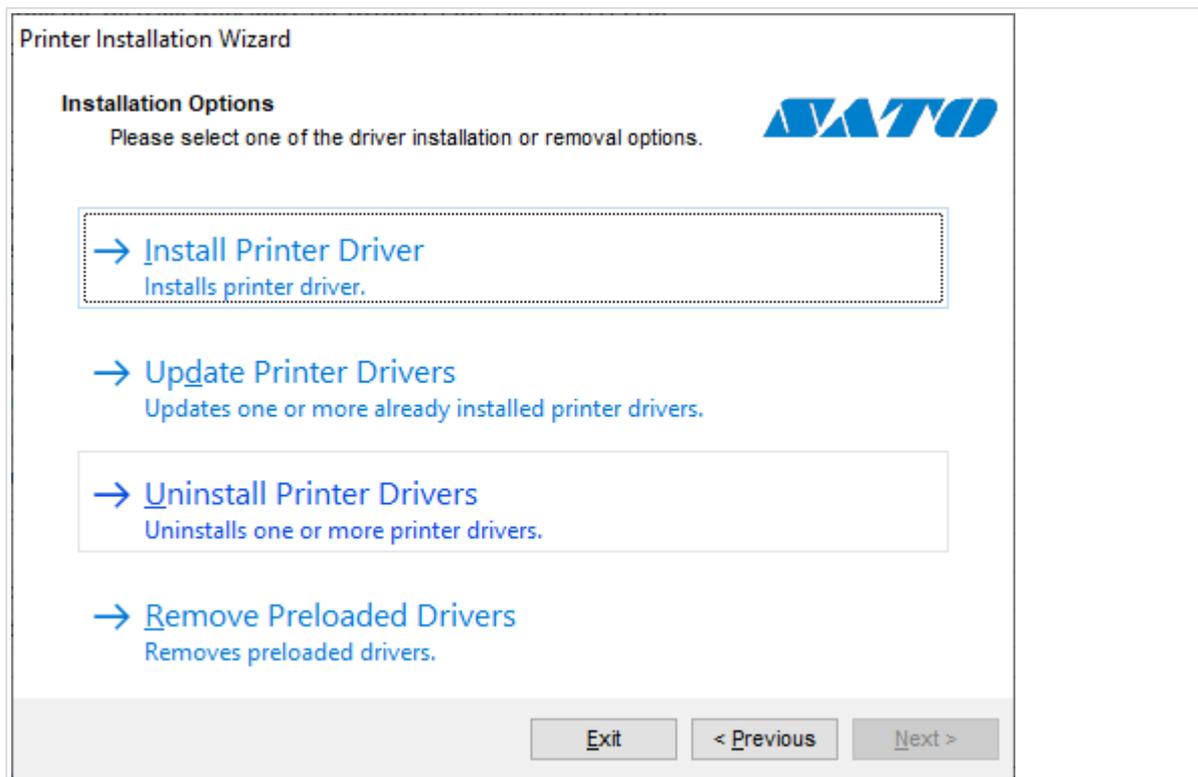
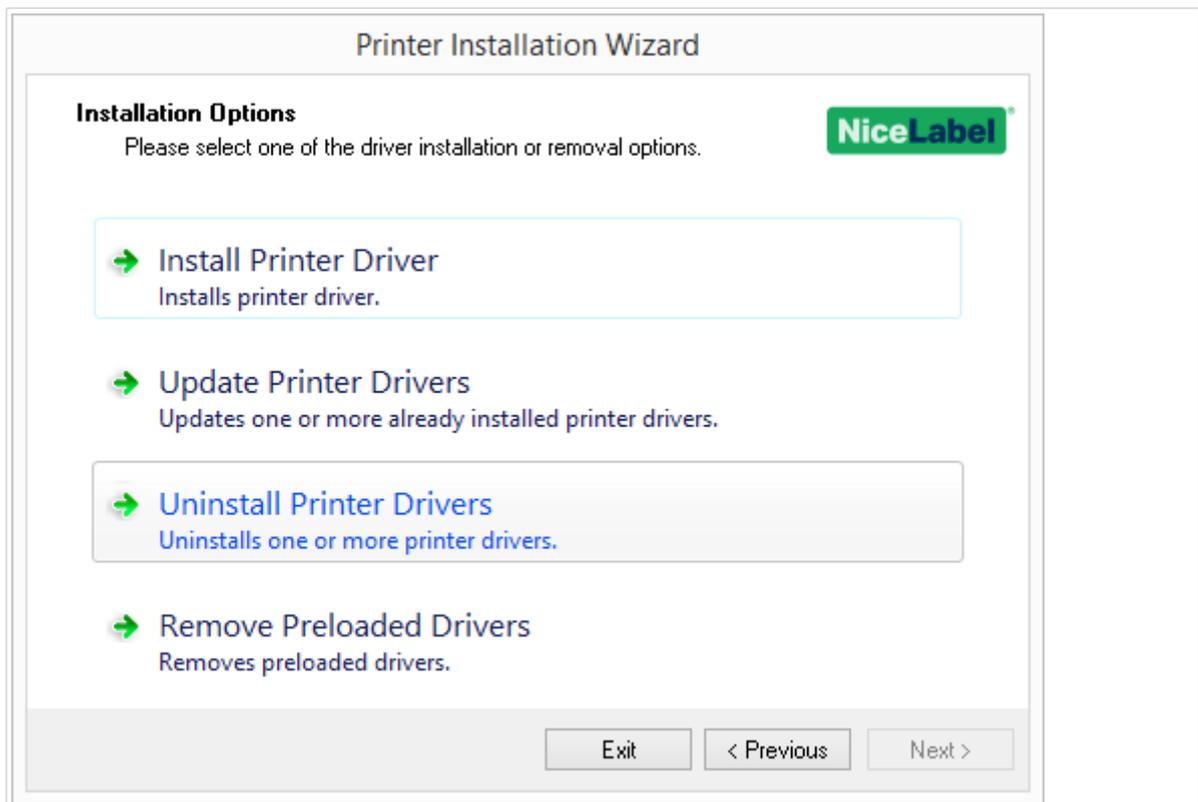
### 2.1. Printer drivers removal with PrnInst

#### 2.1.1. Removing one or more printer drivers

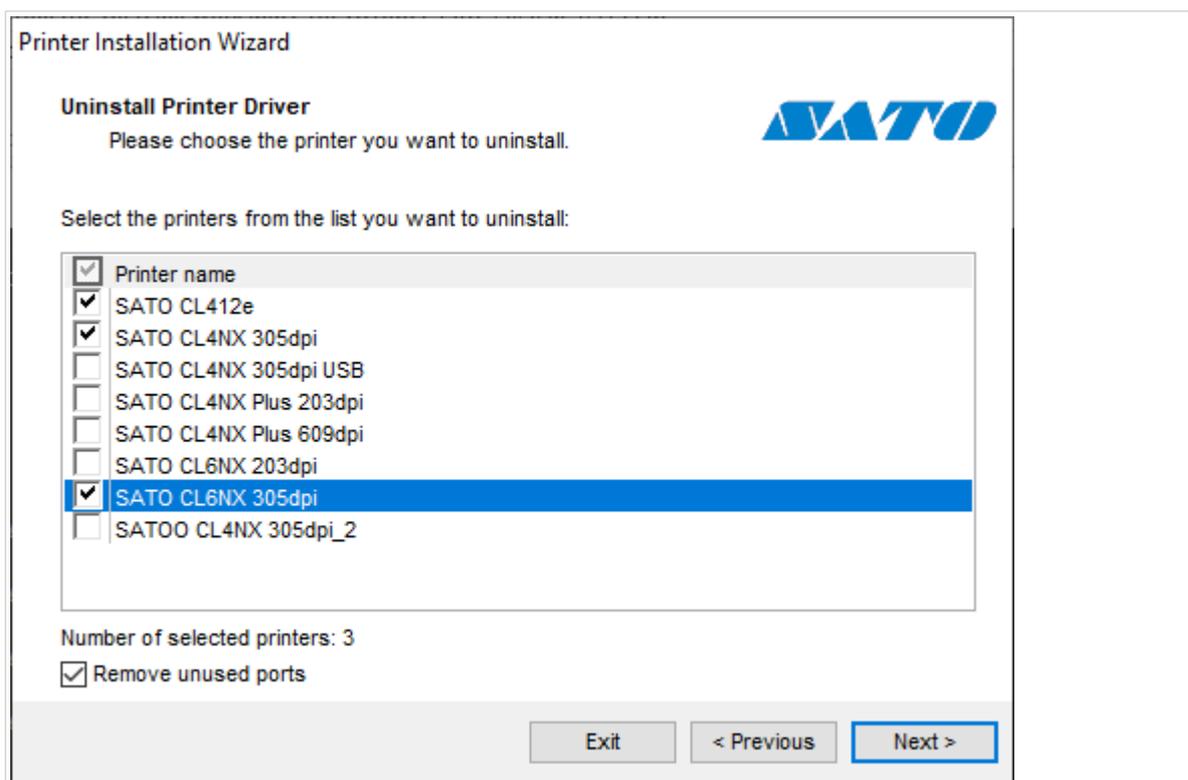
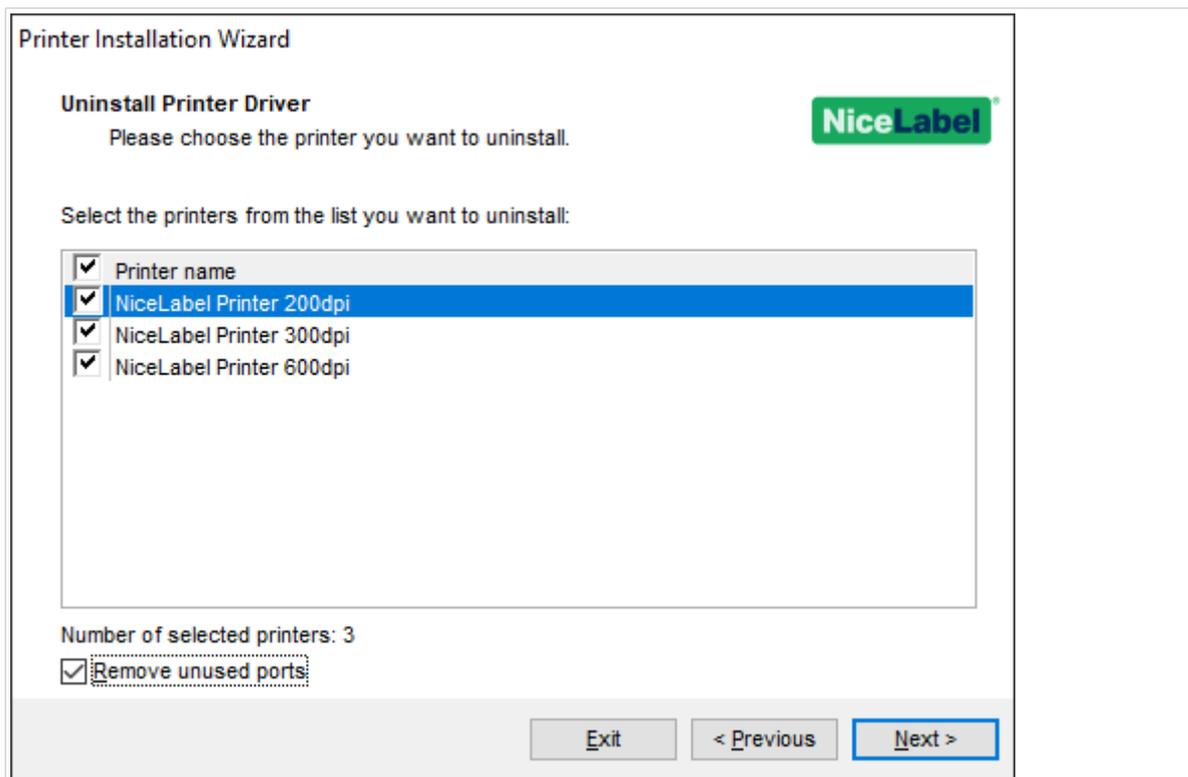
1. Run *PrnInst.exe*.
2. The welcome screen opens. Click **Next**.



3. Select **Uninstall Printer Drivers**.



4. Select printer drivers you would like to remove.



Enable **Remove unused ports** to remove your printer port after you uninstall your driver. Uninstalling your driver removes the printer port only if no other printer uses this port.



### NOTE

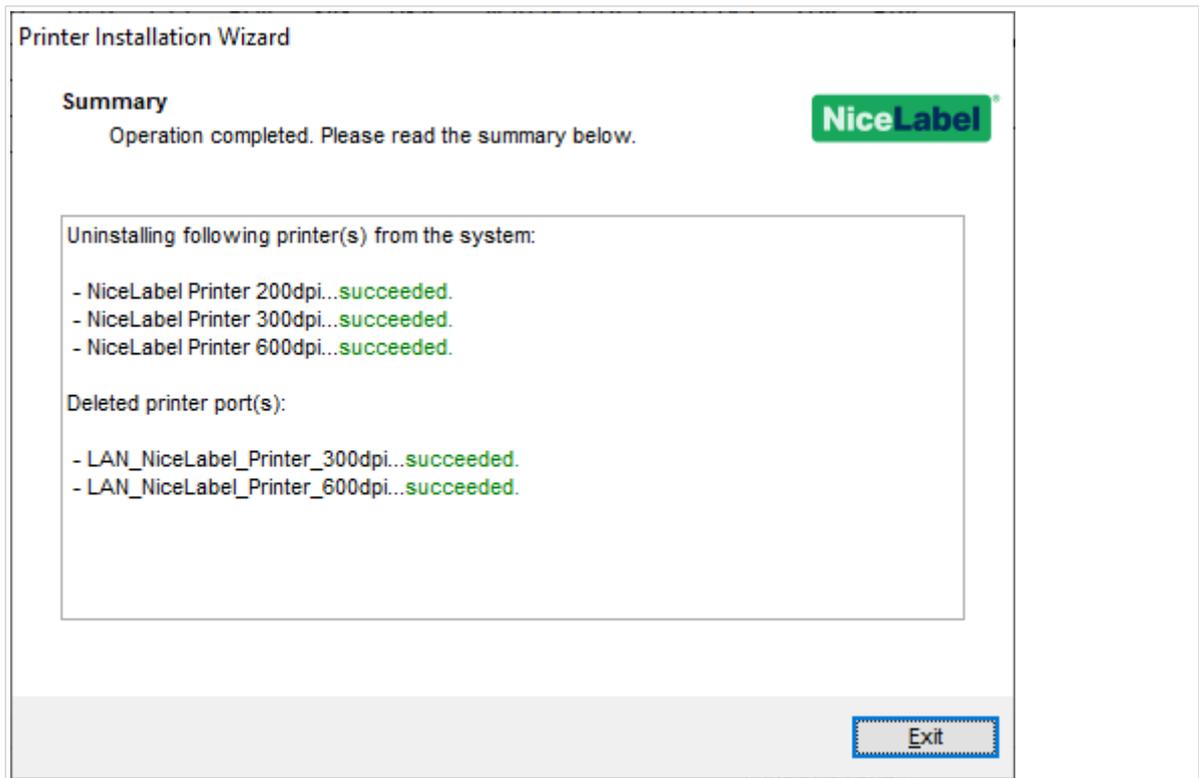
**Remove unused ports** removes only NiceLabel Advanced Port Monitor ports. This option does not remove Standard TCP/IP, USB, LPT, and other ports.

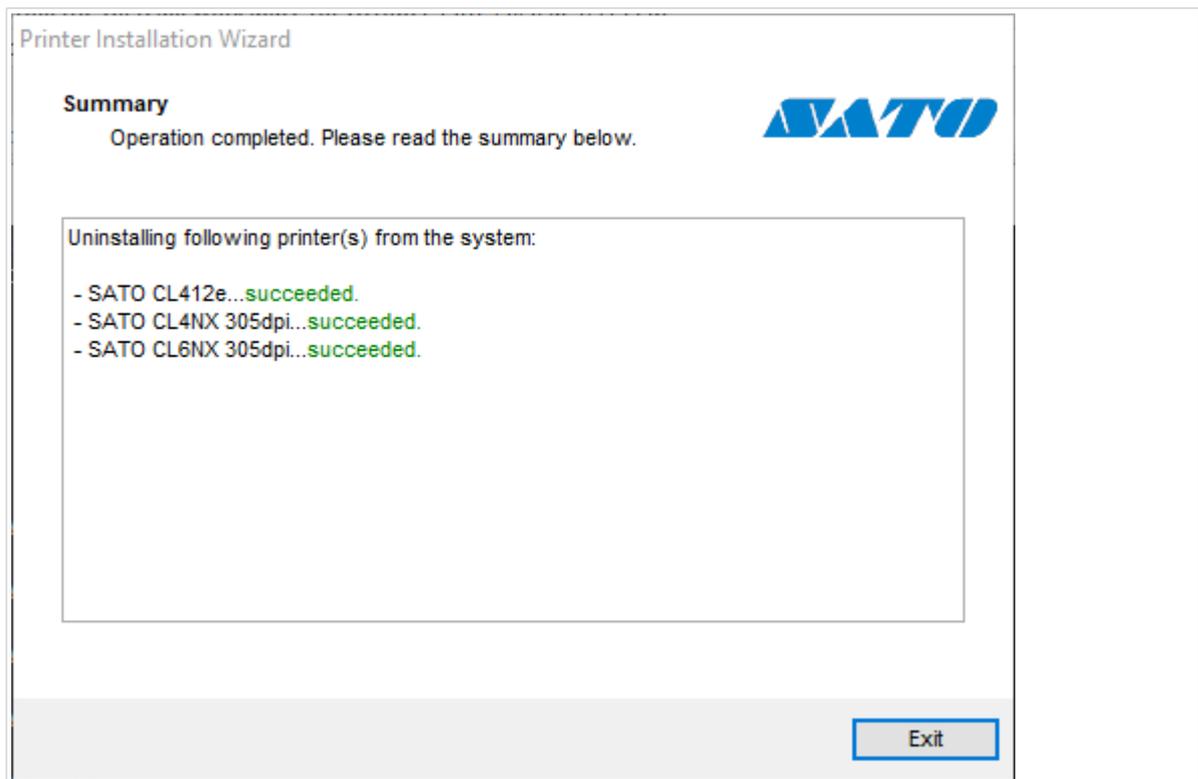


### NOTE

**Remove unused ports** removes only SATO Advanced Port Monitor ports. This option does not remove Standard TCP/IP, USB, LPT, and other ports.

5. Click **Next** to finish the removal process and check the summary.





## 2.1.2. Removing preloaded printer drivers

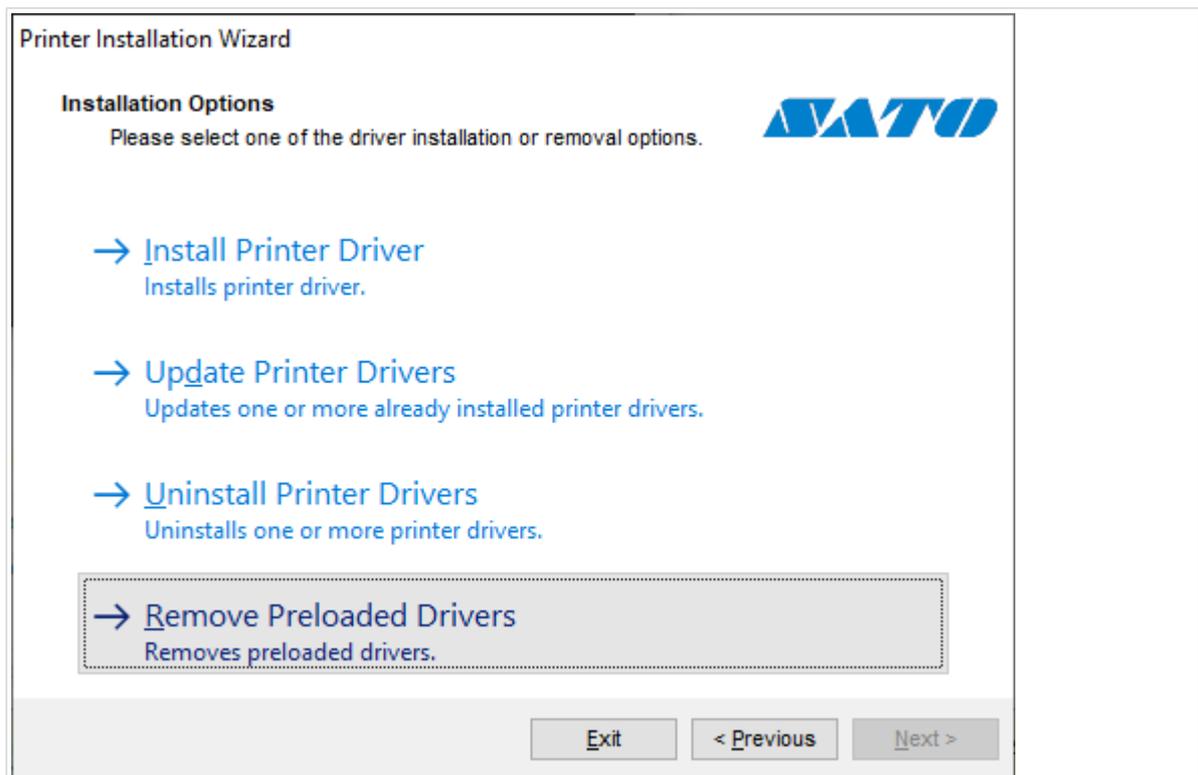
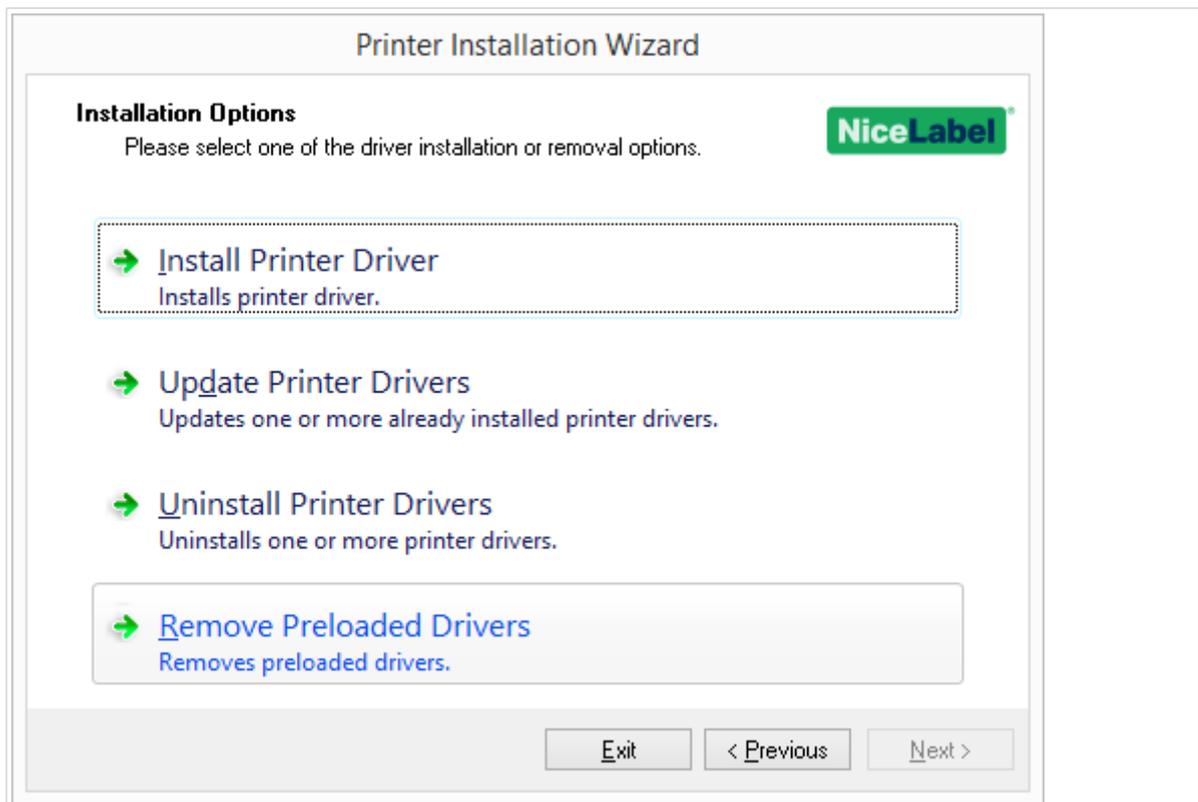
You can remove one or more preloaded drivers at the same time.



### NOTE

The **Remove Preloaded Drivers** option only removes the driver installation files from the system. To uninstall your drivers, select the option **Uninstall Printer Drivers**.

1. Start PrnInst and click **Next**.
2. Select **Remove Preloaded Drivers**.



3. Click **Next**.
4. Select printers you want to remove, then click **Next**.

**Printer Installation Wizard**

**Remove Driver Package** 

Please choose the driver package you want to remove from the system.

Select the drivers from the list you want to remove from the system:

<input checked="" type="checkbox"/> Manufacturer	Version
<input checked="" type="checkbox"/> NiceLabel	7.3.00.0

Inf file: C:\Windows\infoem75.inf

**Printer Installation Wizard**

**Remove Driver Package** 

Please choose the driver package you want to remove from the system.

Select the drivers from the list you want to remove from the system:

<input checked="" type="checkbox"/> Manufacturer	Version
<input type="checkbox"/> SATO	8.3.4.20255
<input checked="" type="checkbox"/> SATO	8.4.0.20442

Inf file: C:\windows\infoem9.inf

## 2.2. Printer driver removal using Windows Tools



### NOTE

Use this method only in special situations, where PrnInst is not acceptable.

You can remove your printer drivers in **Print Management** console.



### NOTE

On some Windows systems, **Print Management** console is not enabled by default.

1. To open the **Print Management** console, press **Windows** key and type "Print Management".
2. Expand **Print Servers > Your\_computer\_name**.
3. Click **Printers** node.
4. Select the printer and delete it.
5. Click **Drivers** node.
6. Right-click your driver, then click **Remove Driver Package...**

Your printer driver is now removed from the system.

## 2.3. Removing drivers from Windows driver store

To completely remove your driver files, first uninstall your printer driver. See section [Printer drivers removal](#). When you remove your printer driver from your computer, this procedure only removes the printer as a device. Driver files still exist on the disk. When you connect your printer next time, Windows installs the stored previously-used printer driver. To verify which drivers are stored in the system, do the following:

1. Run Command Prompt as an administrator.
2. Enter the command: `pnputil.exe -e`
3. A list of all INF files for installed drivers appears. The files are listed as

```
oem<number>.inf
```

```
Published name : oem8.inf
Driver package provider : NiceLabel
Class : Printers
Driver date and version : 01/22/2020 8.2.2.18704
Signer name : Euro Plus d.o.o.
```

4. Search for the right INF file. Check for:

- **Driver package provider.**
- **Driver date and version.**

5. Delete the driver files using the following command: `pnputil.exe -f -d oem<number>.inf`

Your driver and all the driver files are now removed from the system.

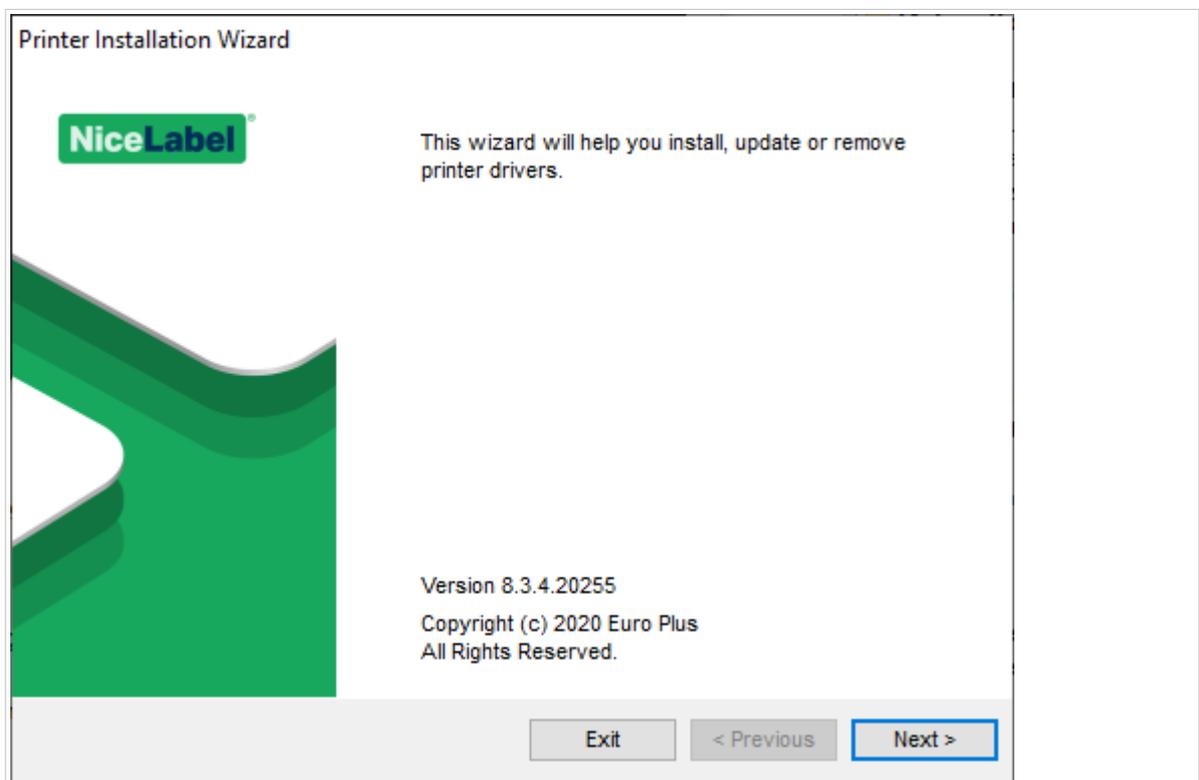
## 3. Printer Driver Update

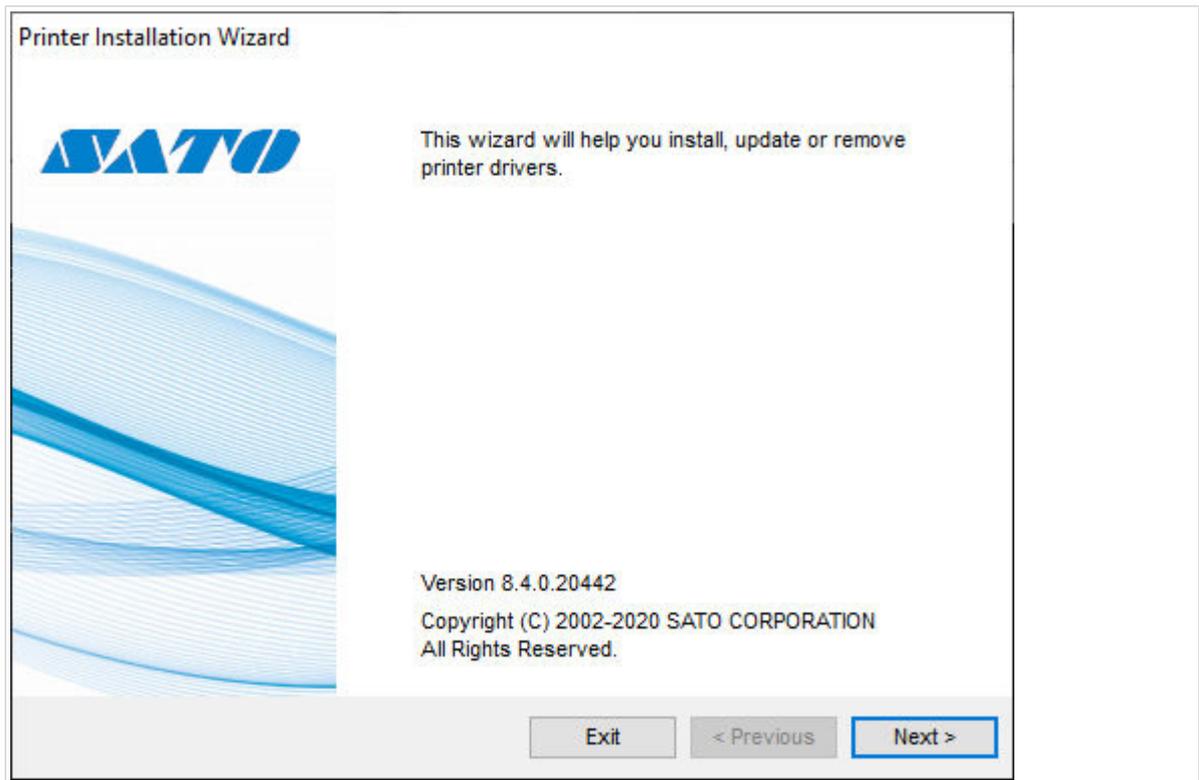
You can update your printer drivers with the PrnInst application. the procedure is similar to installing printer drivers using PrnInst.

If you installed several drivers from the same printer driver distribution, the drivers for all these printers will be updated if you update just one driver.

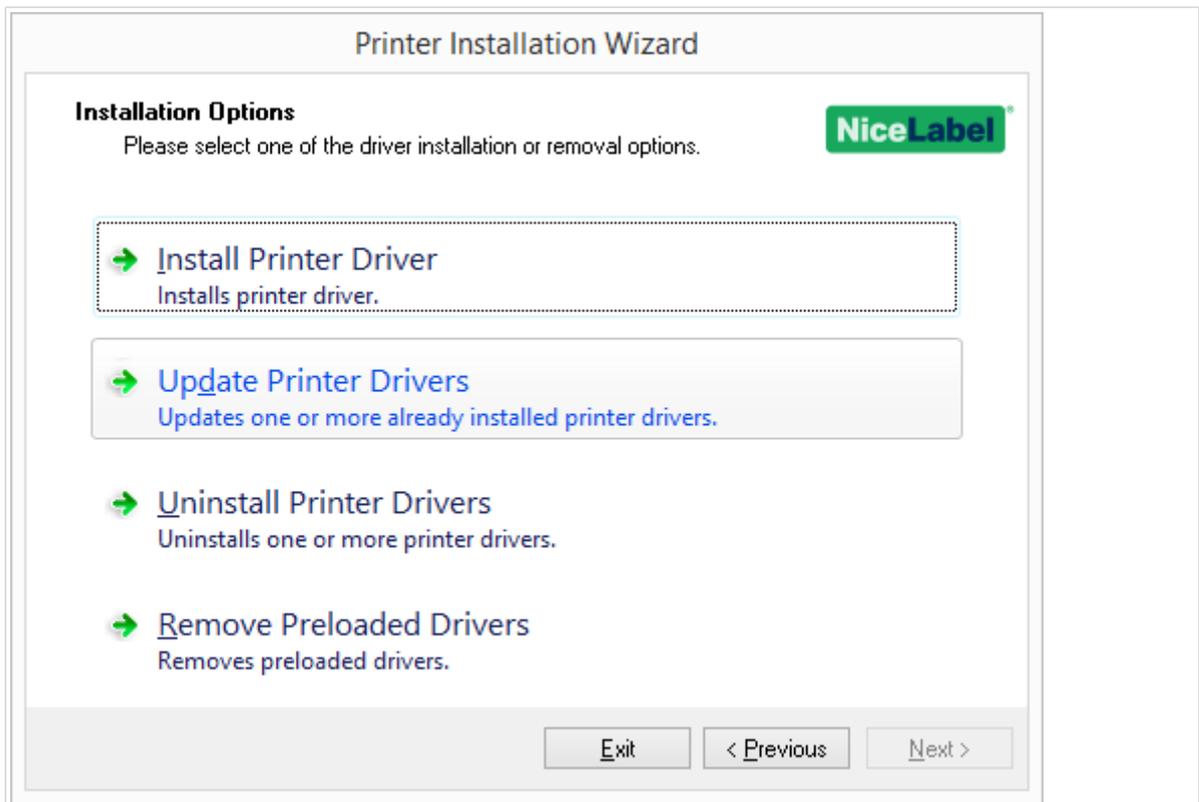
To update your printer driver:

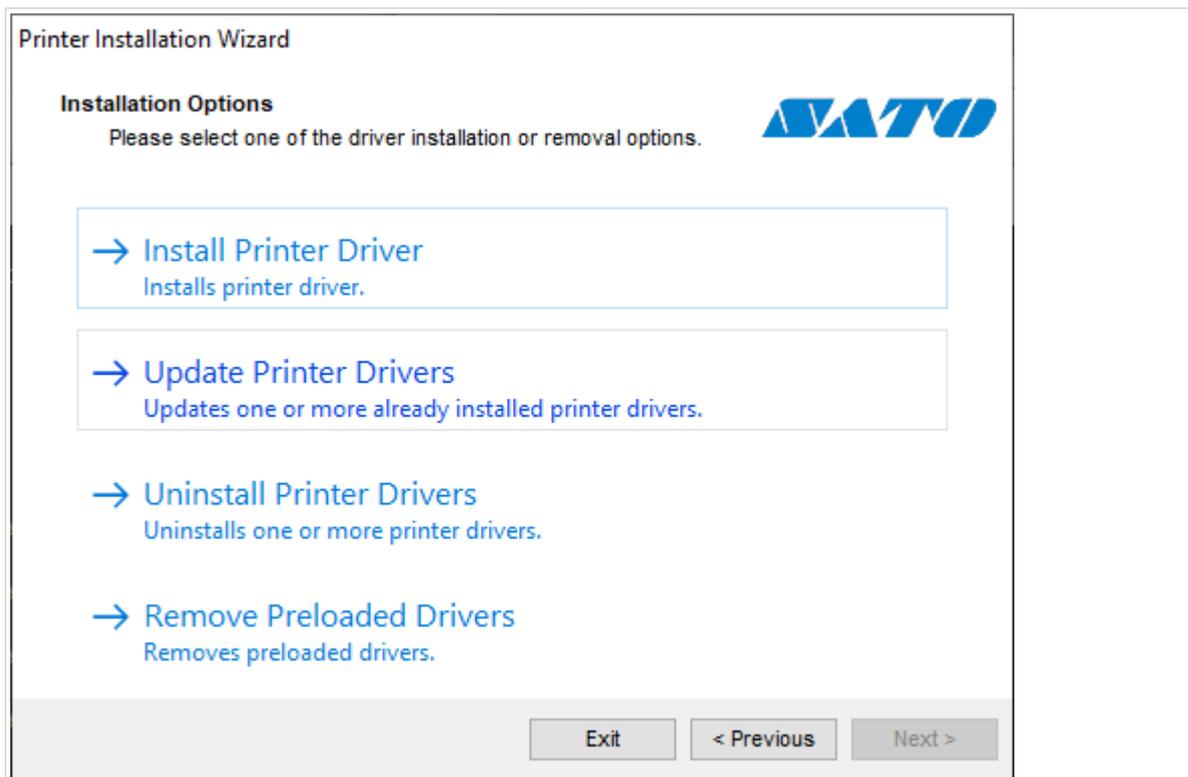
1. Run *PrnInst.exe*.
2. The welcome screen opens. Click **Next**.



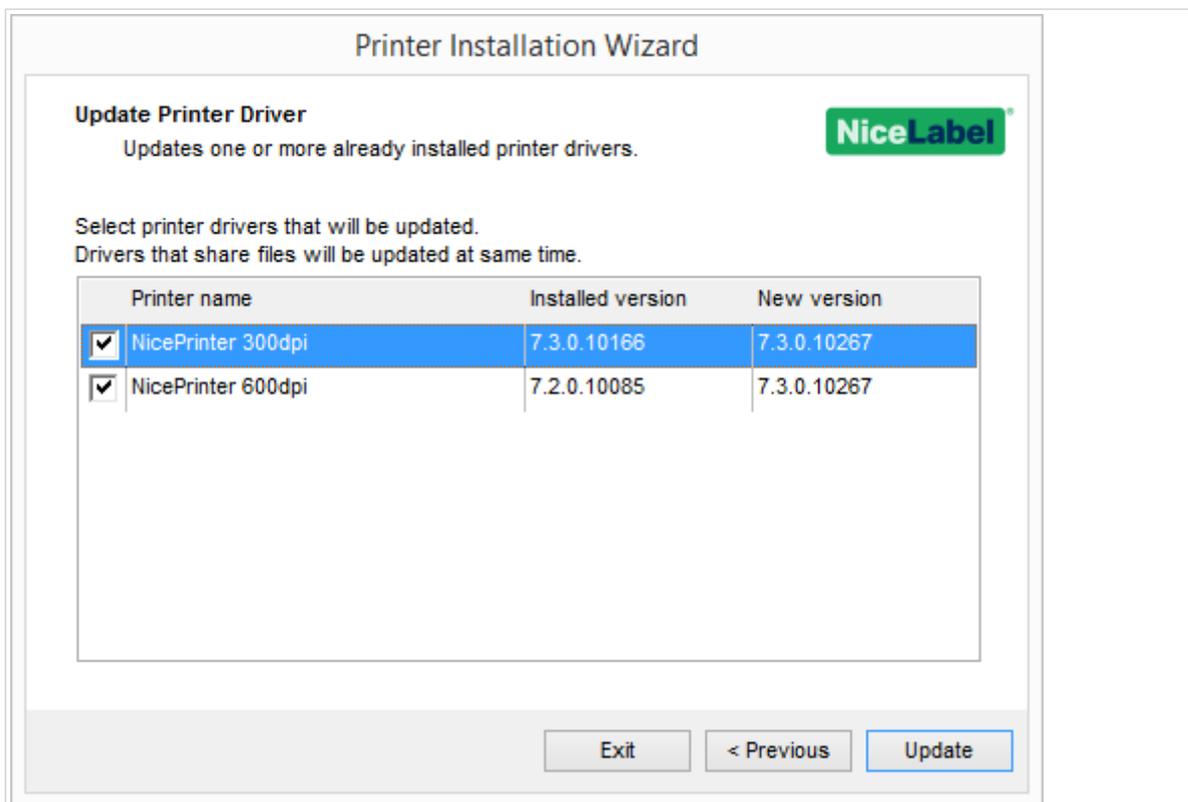


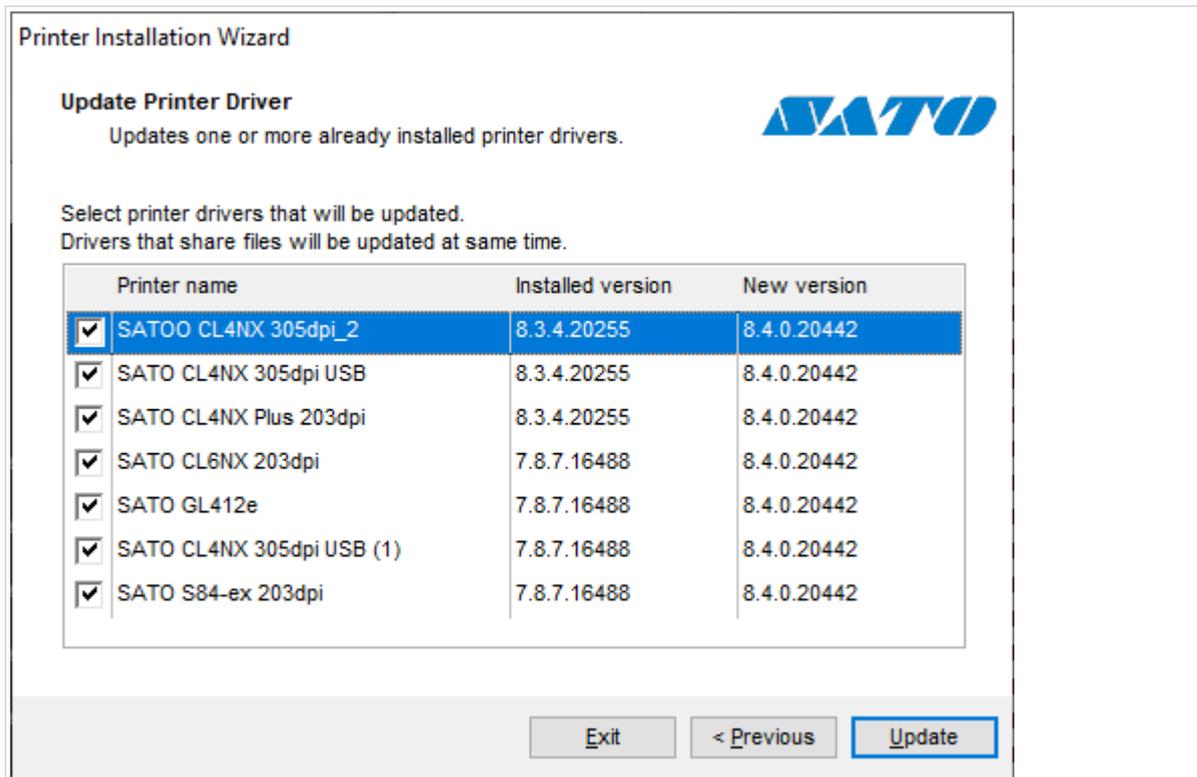
3. **Installation Options** window opens. Click **Update Printer Drivers** option.





4. In the **Update Printer Driver** step you can select or deselect all printer drivers. You can't select or deselect only certain drivers.





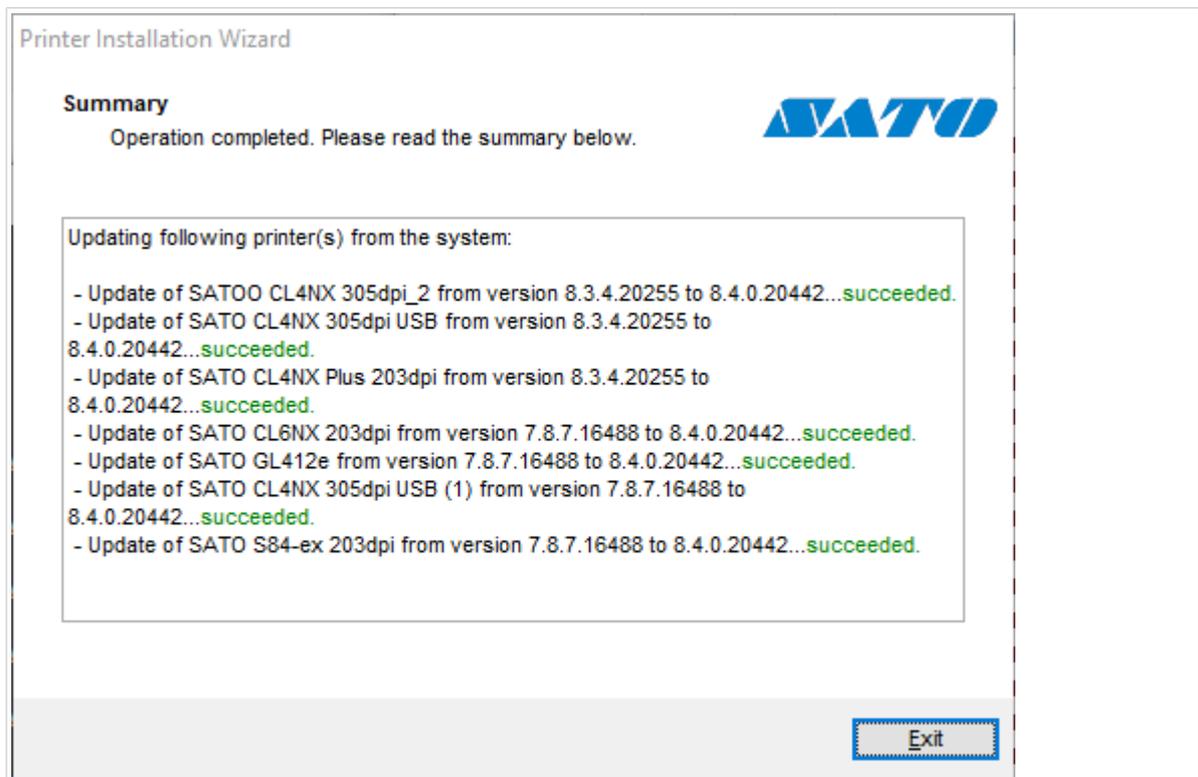
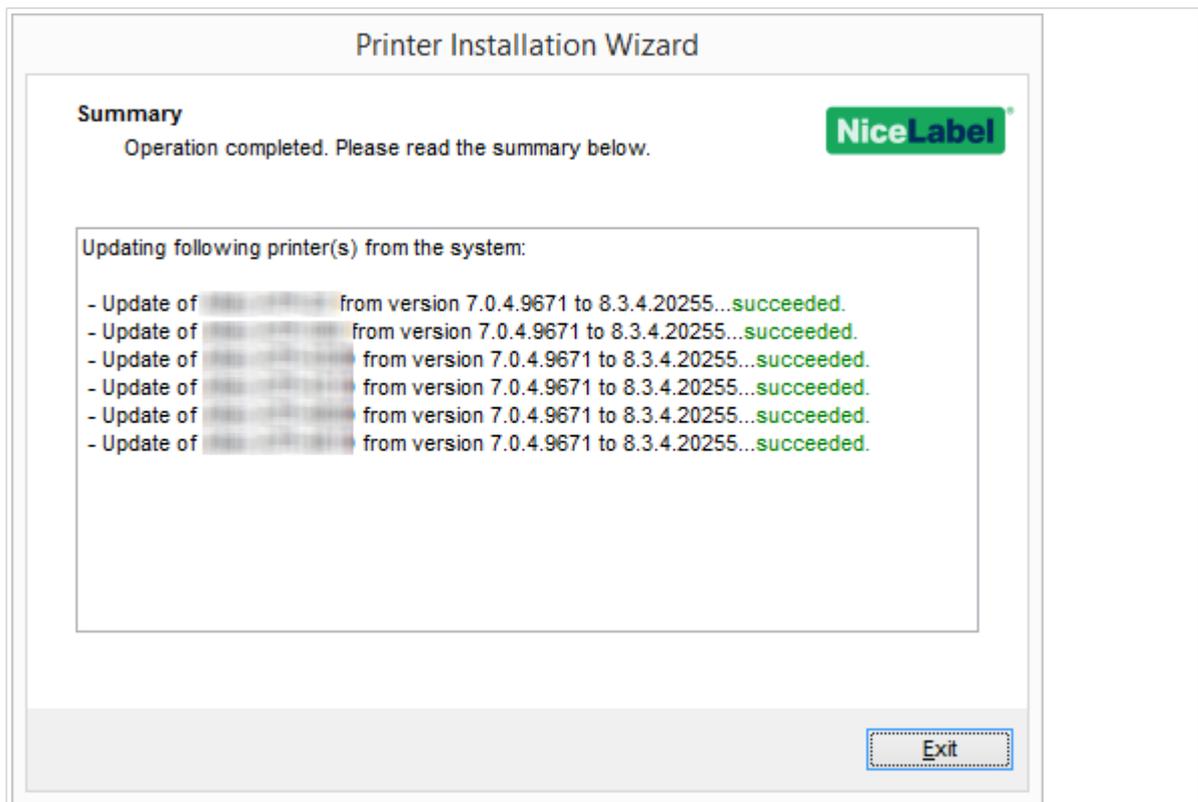
5. Compare the **Installed version** column with the **New version** column for details about the version upgrade. Click **Update**.



**NOTE**

Grayed-out printers are currently missing and can't be updated.

6. The **Summary** window opens after a successful drivers update.

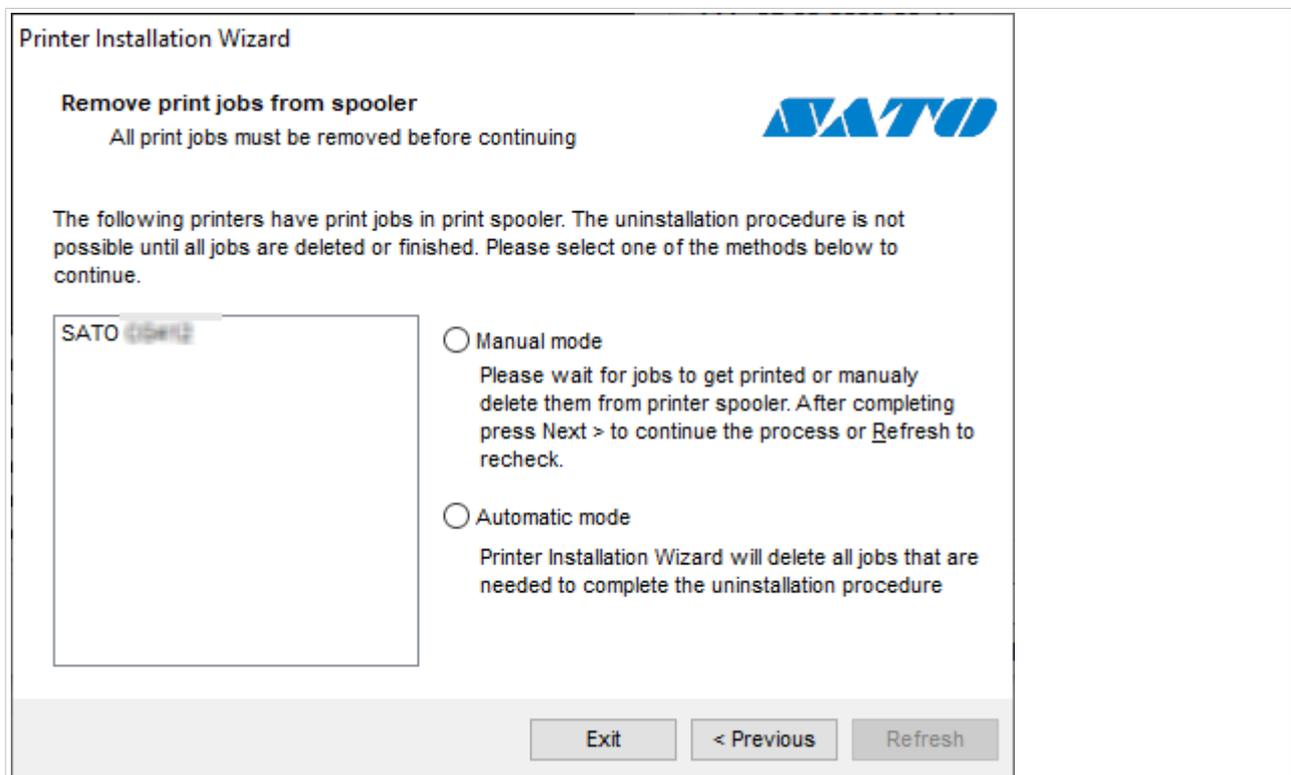
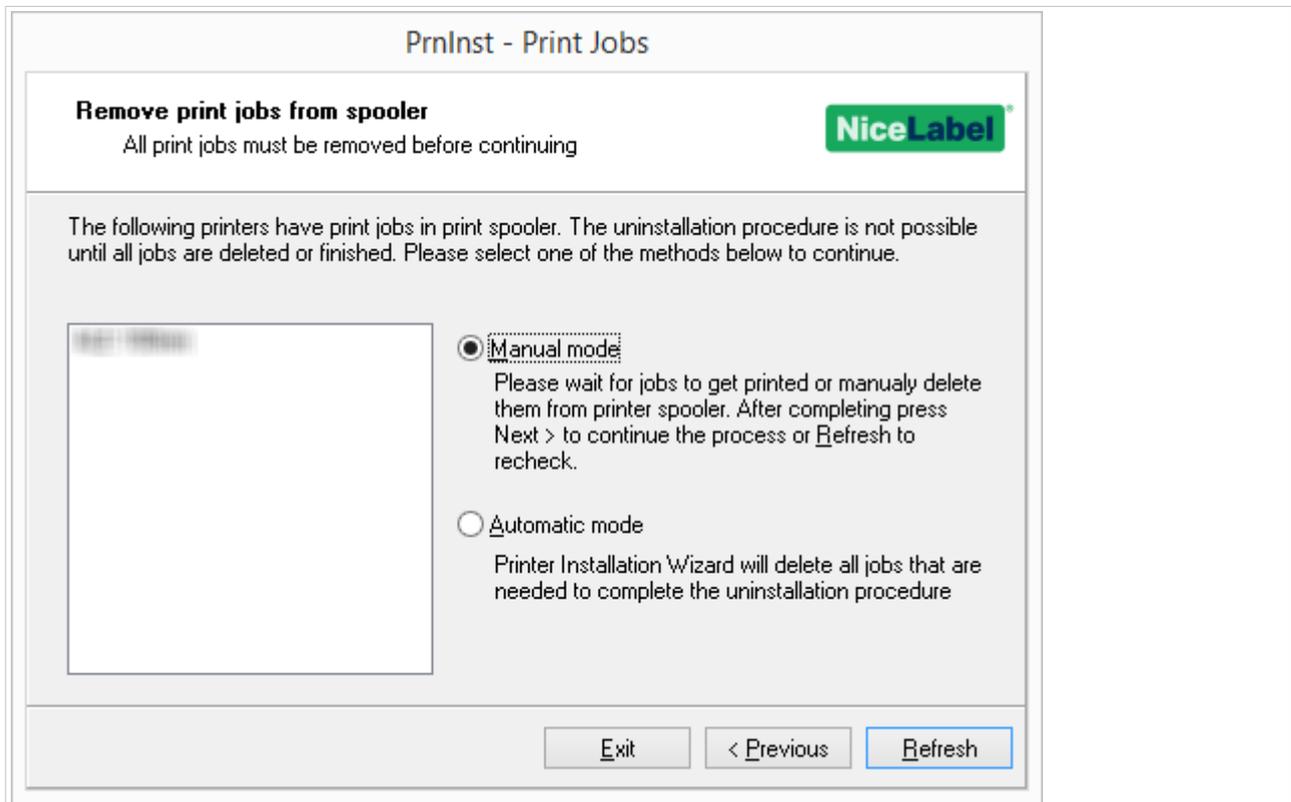


7. Click **Exit** to close PrnInst.

Your printer drivers are now updated.

## 3.1. Updating drivers with print jobs in Windows spooler

If print jobs are waiting in the Windows spooler, PrnInst displays a notification:



You can update your driver in:

- **Manual mode.** Manually remove current print jobs from the spooler. To check if the queue is empty and to continue with the driver update, click **Refresh**.
- **Automatic mode.** PrnInst deletes all print jobs from the spooler and continues with the updating.

To verify that your printer drivers are updated, check the driver version in the **About** tab after the update. If the old version displays, restart Windows to finish the update process.

# 4. Troubleshooting

## 4.1. Locked Printer Driver

During the installation, PrnInst checks for applications that could lock the printer driver files and prevent the installation. Installation wizard displays locking applications.



### WARNING

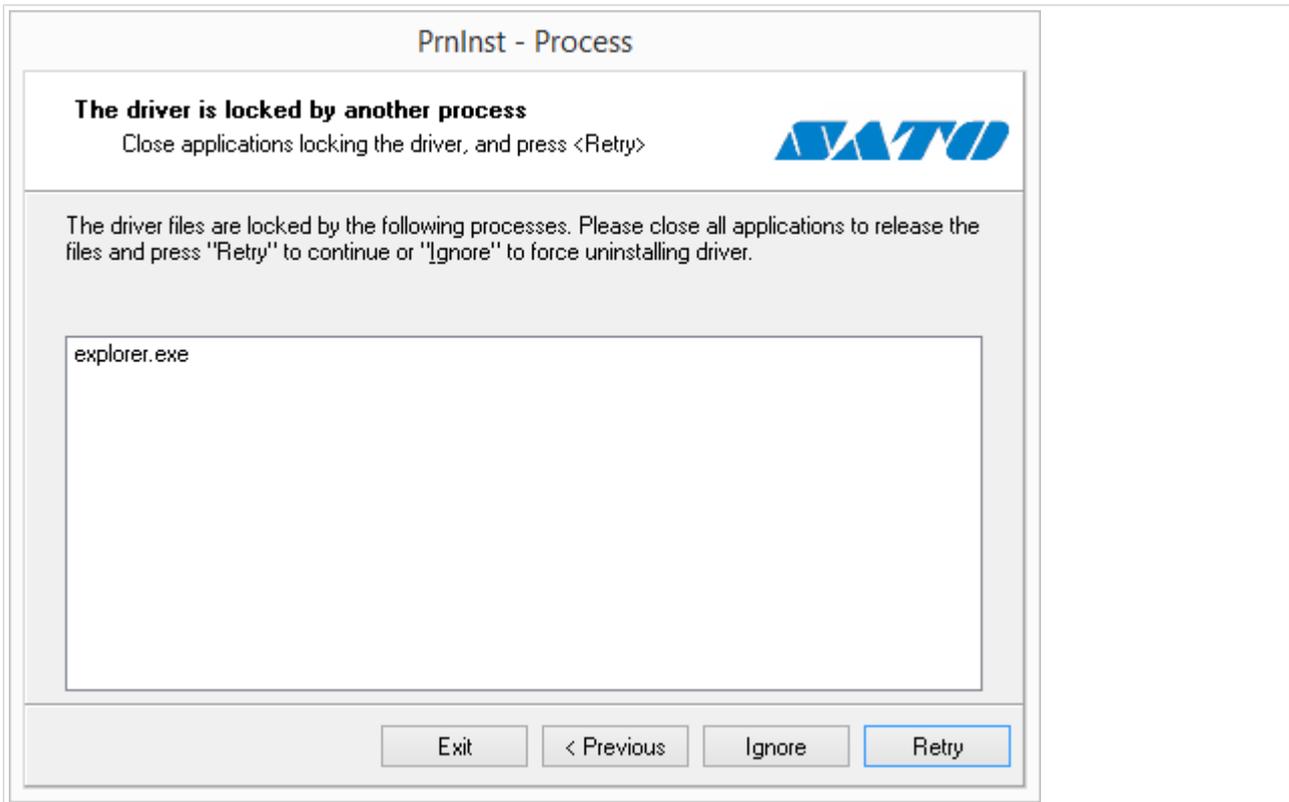
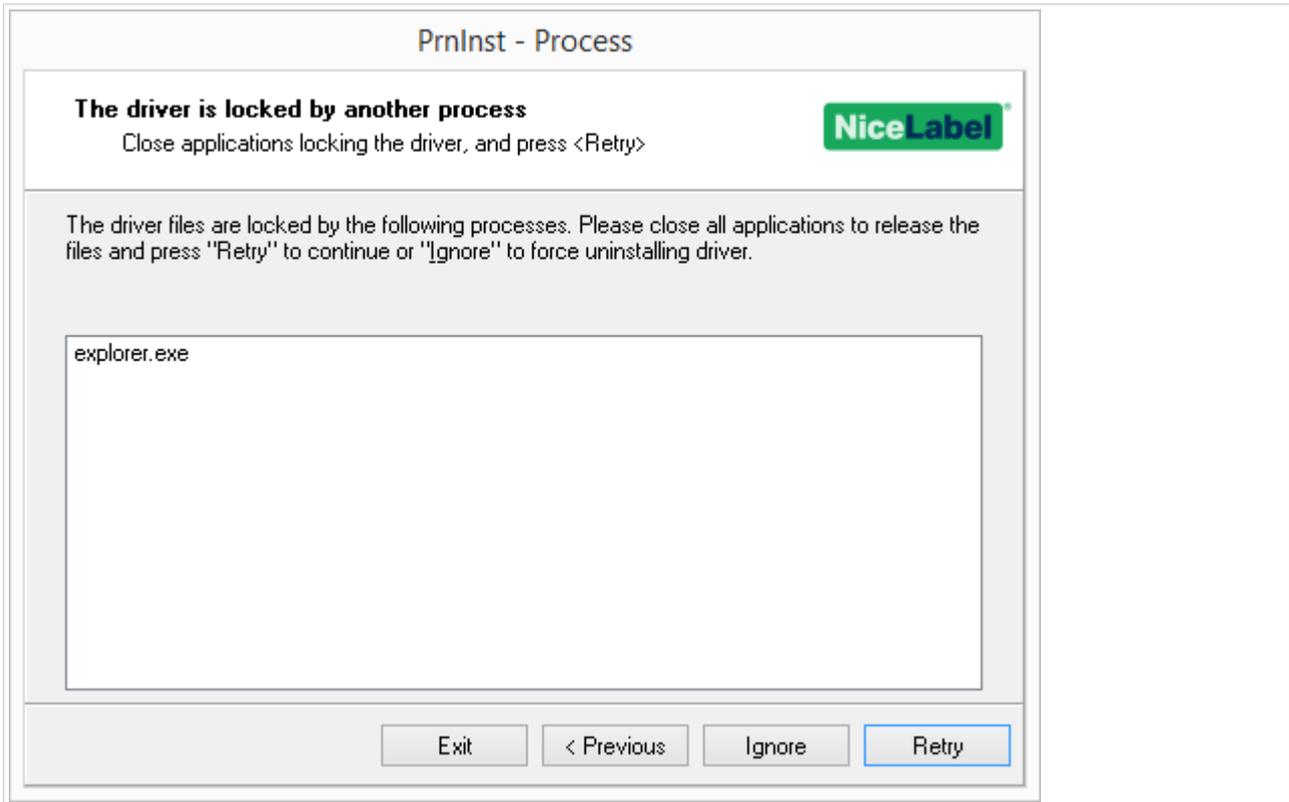
You can't install, uninstall or upgrade locked drivers.

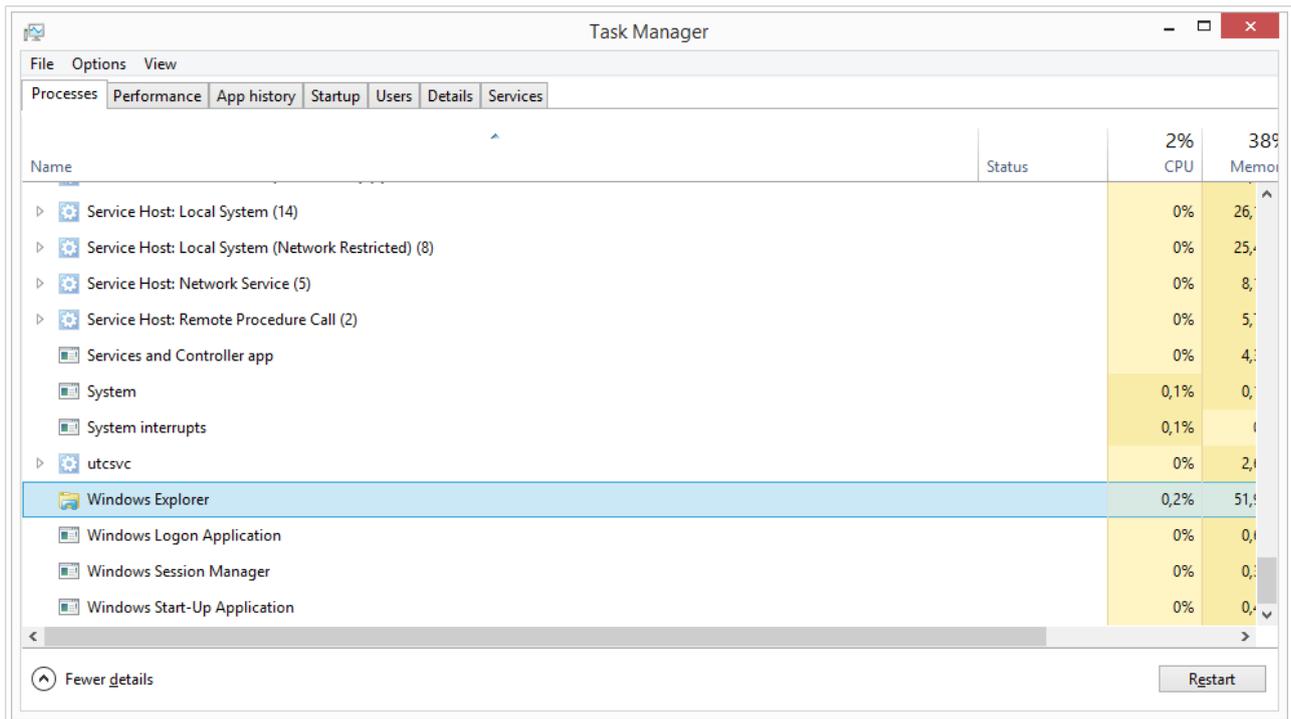
To unlock your printer driver:

- Close the applications that are locking your printer driver.
- Cancel the installation and restart your computer. After restarting, repeat the installation procedure.
- If closing the application window has no effect, use **Task Manager** to end the tasks. See the examples below.
- Continue with the installation. The installation process creates copies of driver files and completes the installation after you restart your computer.

### 4.1.1. Example: Windows Explorer locks driver

Restart **Windows Explorer** process in **Task Manager > Processes** tab. Right click **Windows Explorer** process and click **Restart**.





Now you can click **Retry** in your driver installation window. Installation should be complete.

## 4.2. Possible printer driver update issues

When you install a new driver, the installer also updates all other drivers from the same printer brand. The following issues prevent the installation of your new driver:

- Another application locked your printer driver. See the topic about [locked printer drivers](#) to resolve the issue.
- There are print jobs in the spooler waiting to be printed. Wait for the print jobs to be printed or delete print jobs from the Windows spooler.

Restarting your computer resolves most of the issues. After the restart, try again with the installation process. We recommend using [PrnInst installation utility](#). These are the advantages of PrnInst method of installation:

- PrnInst informs you about possible issues.
- PrnInst helps you resolving problems, which might occur the driver update.

To verify that your printer drivers are updated, check the driver version in the **About** tab after the update. If the old version displays, restart Windows to finish the update process.

# 5. Appendix A: Installing printer drivers on Windows server and client machines

Use this topic to learn how to install, upgrade, and downgrade shared NiceLabel printer drivers on your servers and clients. This document refers to the server OS **Windows Server 2016**, and the client OS **Windows 10**, but you can apply similar steps to other supported Windows operating systems.



## NOTE

We recommend local printer driver installations, but shared printer drivers are the preferred option in some complex environments.

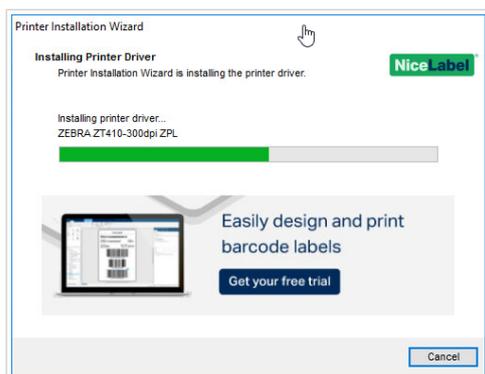
When upgrading, local NiceLabel driver installations upgrade all the files and all the printers from the same printer manufacturer, while shared printer drivers do not.

Installing your printer drivers with other methods can cause problems. Your printer spooler may freeze or crash, or you may face compatibility issues when you install drivers on 32-bit clients.

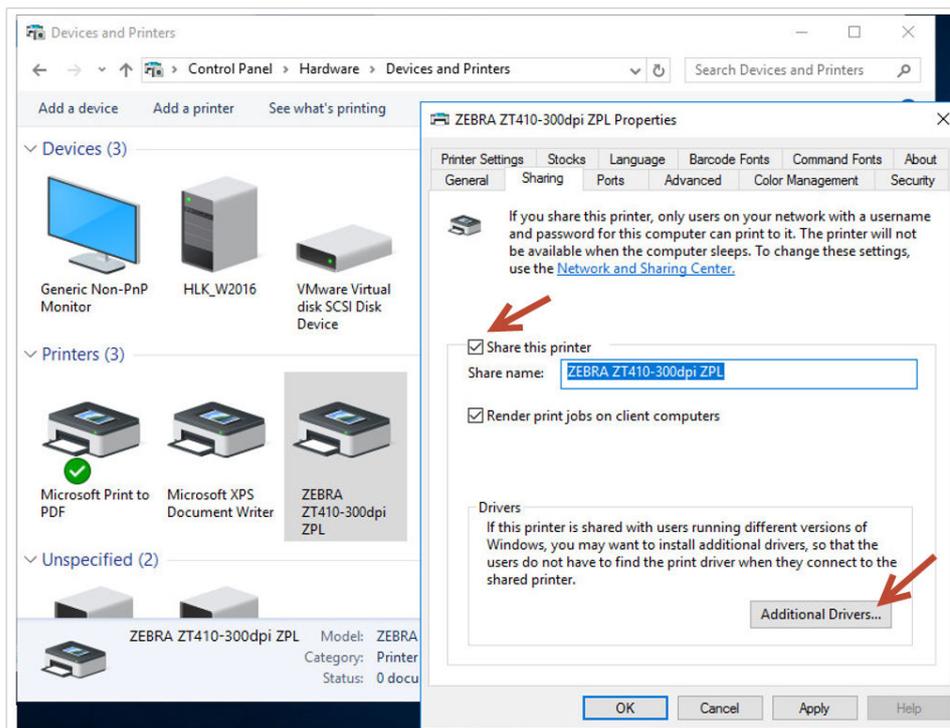
## 5.1. Installing drivers on servers

This topic explains how to install NiceLabel drivers on Windows Server 2016.

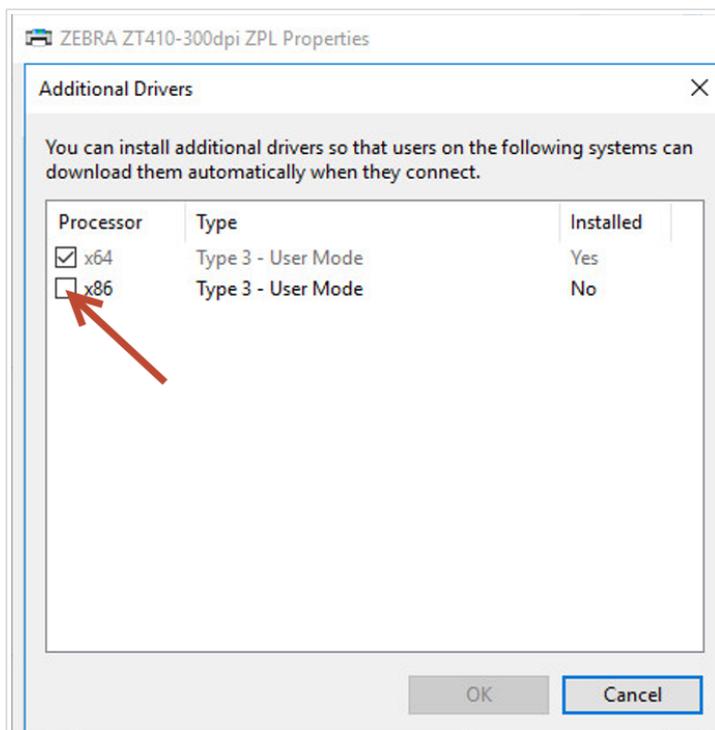
1. [Download](#) the latest NiceLabel driver and run the .exe file to unzip and start your [PrnInst](#) application.



2. On your server, go to **Printer Properties > Sharing** and select **Share this printer**. Then click **Additional Drivers...** to share your newly installed printer.



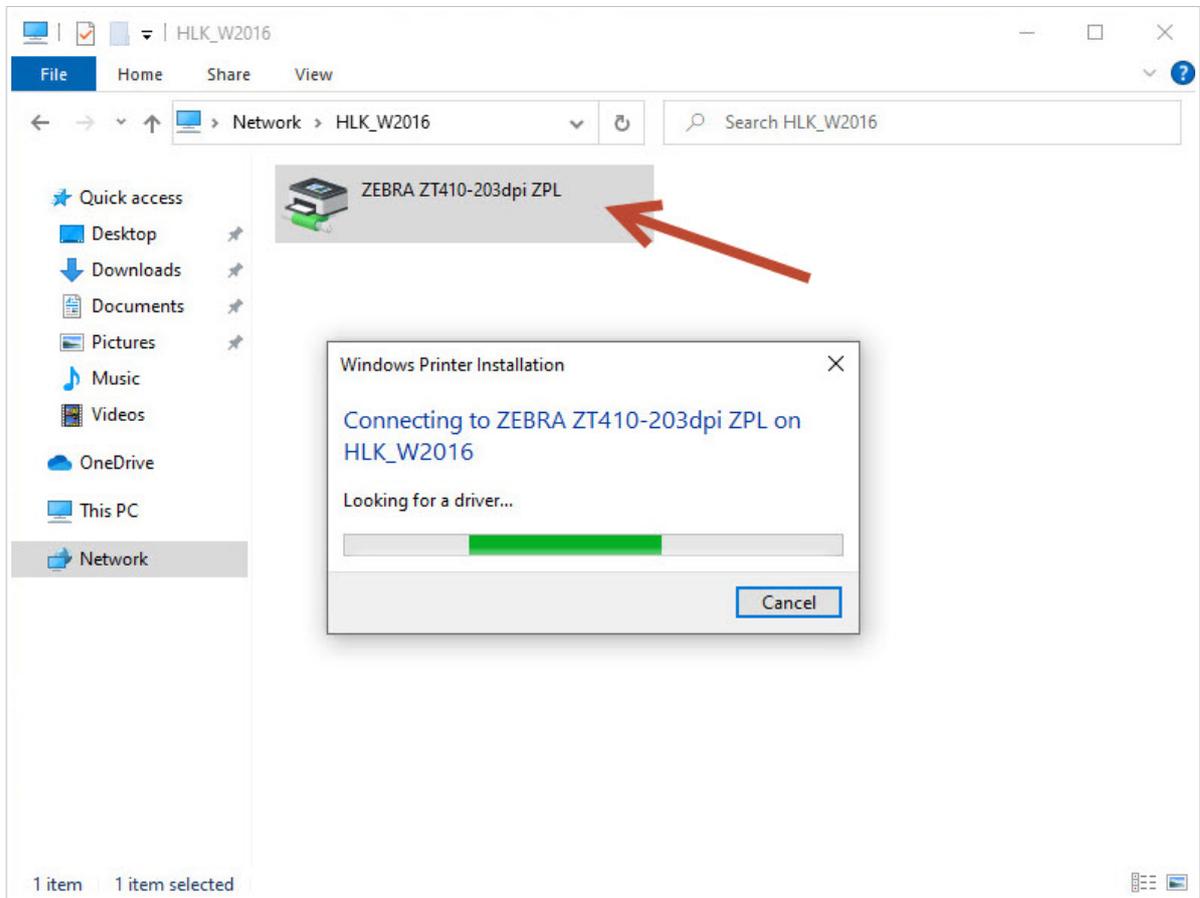
3. If you use a 32-bit client, select **x86** to enable the 32-bit version of your driver.



## 5.2. Adding printers on client computers

This topic explains how to add printers (register shared NiceLabel drivers) on 32-bit or 64-bit Windows 10 clients. Your printer drivers should already be installed on your server.

1. In your client file explorer, connect to the server where you installed your printer drivers. (`\\your_server\`)
2. Double-click the printer you want to add.



3. Repeat this process to add additional printers.

## 5.3. Upgrading drivers on servers

This topic describes how to upgrade both 64-bit and 32-bit drivers on your servers.

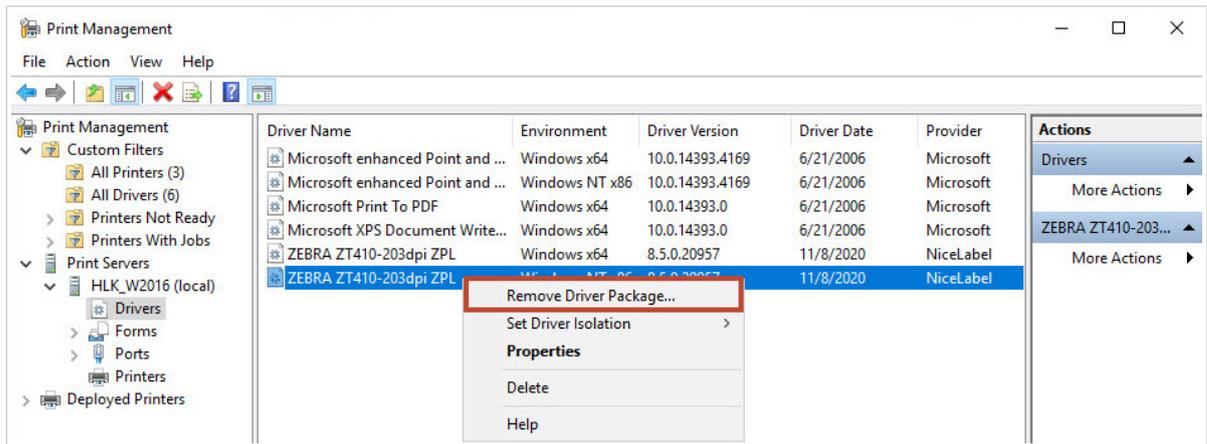
1. [Download](#) the latest NiceLabel driver and run the .exe file to unzip and start your [PrnInst application](#).



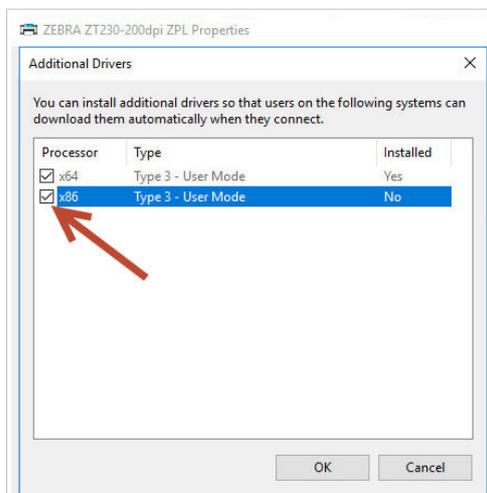
### NOTE

PrnInst does not upgrade your 32-bit drivers. After this step, 32-bit drivers remain on your servers unchanged.

2. First, remove your 32-bit drivers. In **Print Management**, go to **Drivers**, right-click the driver you want to upgrade, and click **Remove Driver Package...**



In **Printer Properties > Sharing > Additional Drivers...** select **x86** to enable the 32-bit version of your driver and show the new driver location.



Print Management

File Action View Help

Print Management

- Custom Filters
  - All Printers (3)
  - All Drivers (5)
  - Printers Not Ready
  - Printers With Jobs
- Print Servers
  - HLK\_W2016 (local)
    - Drivers
    - Forms
    - Ports
    - Printers
  - Deployed Printers

Printer Name	Queue Status	Jobs In ...	Server Name	Driver Name
Microsoft Print to PDF	Ready	0	HLK_W2016 (lo...	Microsoft Print To PDF
Microsoft XPS Document Writer	Ready	0	HLK_W2016 (lo...	Microsoft XPS Document
ZEBRA ZT410-203dpi ZPL	Ready	0	HLK_W2016 (lo...	ZEBRA ZT410-203dpi ZPL

ZEBRA ZT410-203dpi ZPL Properties

General Sharing Ports Advanced Color Management Security Driver Settings

If you share this printer, only users on your network with a username and password for this computer can print to it. The printer will not be available when the computer sleeps. To change these settings, use the [Network and Sharing Center](#).

Share this printer

Share name: ZEBRA ZT410-203dpi ZPL

Render print jobs on client computers

Drivers

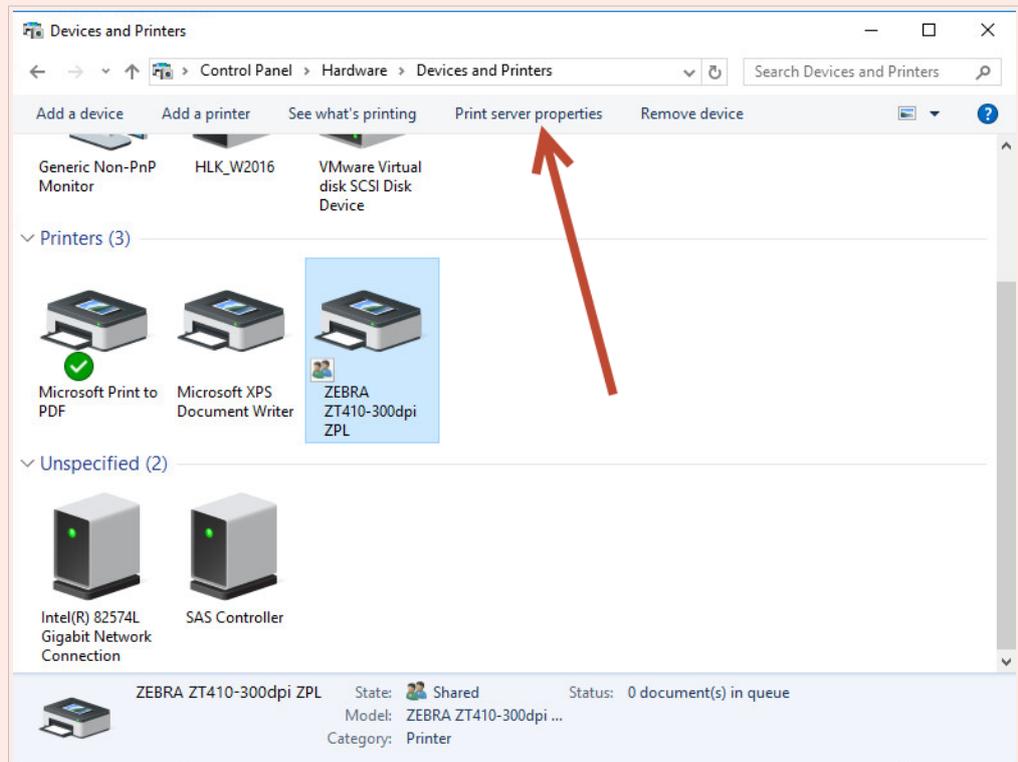
If this printer is shared with users running different versions of Windows, you may want to install additional drivers, so that the users do not have to find the print driver when they connect to the shared printer.

Additional Drivers...



## WARNING

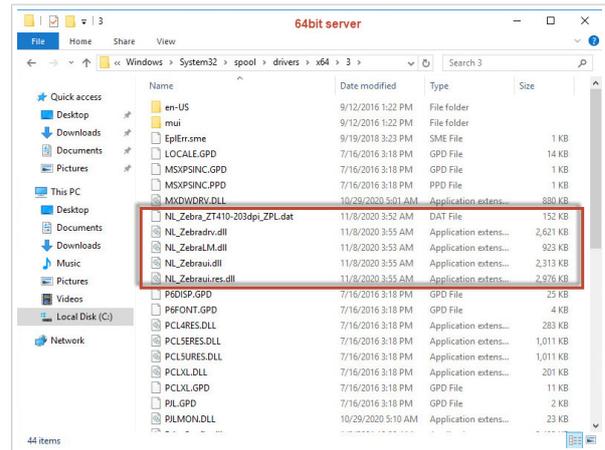
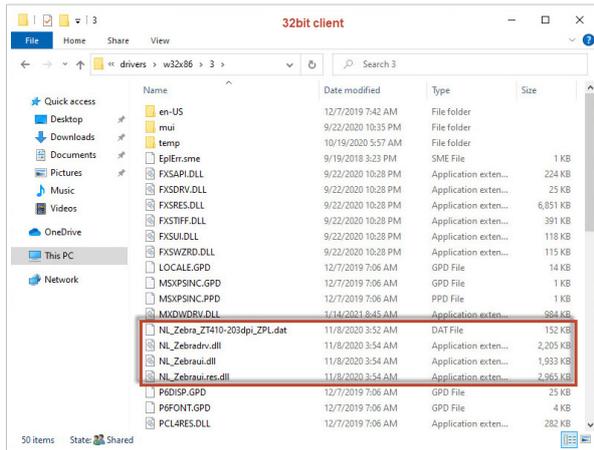
It is also possible to upgrade from **Drivers and Printers > Printer properties > Drivers** with the **Add Printer Driver Wizard**. But we don't recommend this procedure because it may cause problems with mismatched driver files and lead to print spooler crashes.



After you upgrade your 64-bit and 32-bit drivers, verify the file creation dates. Your 32-bit and 64-bit versions should have the same timestamp.

Compare the following files:

- "C:\Windows\System32\spool\drivers\W32X86\3\" for 32-bit.
- "C:\Windows\System32\spool\drivers\x64\3\" for 64-bit.

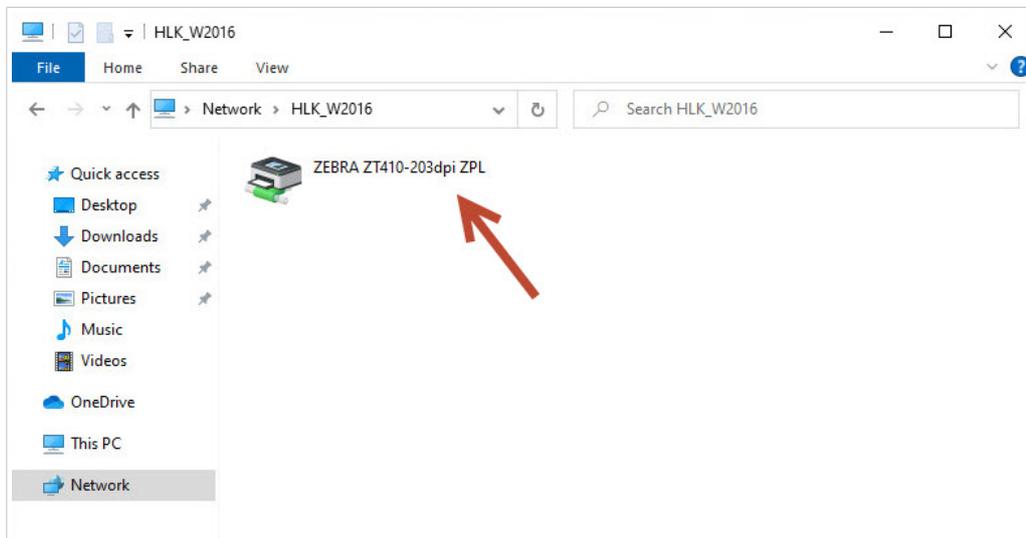


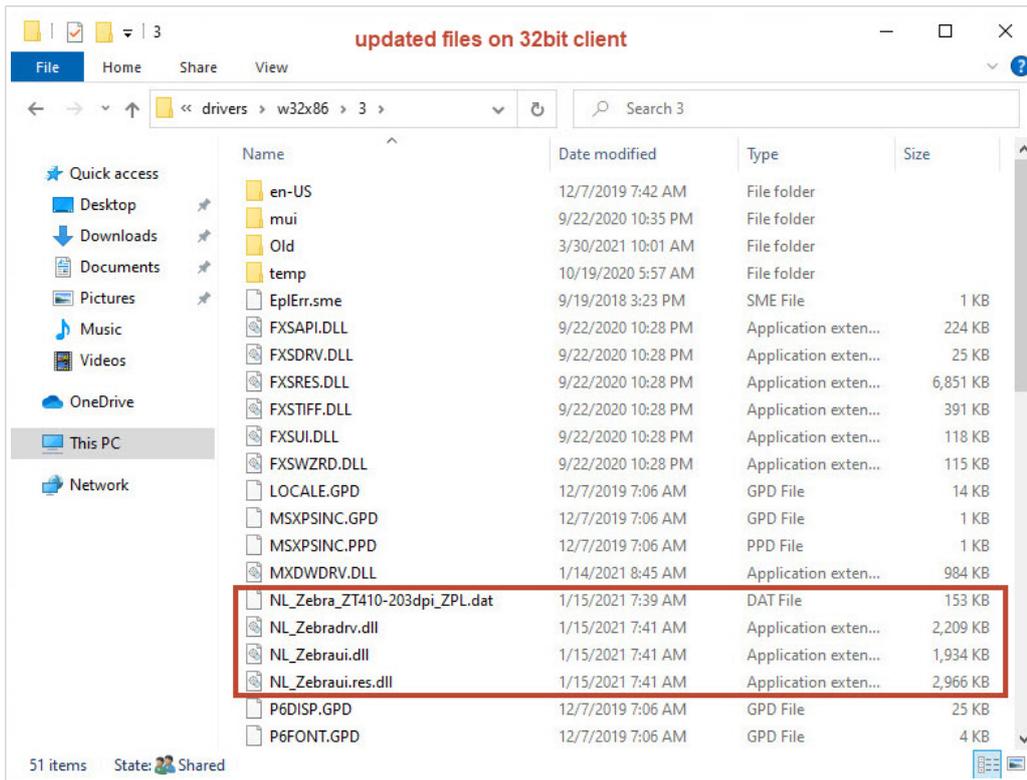
Corresponding *.dat* files in both folders must be the same.

Corresponding *.dll* files must have the same timestamp but should have different versions. You can check the versions by comparing the file sizes.

## 5.4. Upgrading drivers on clients

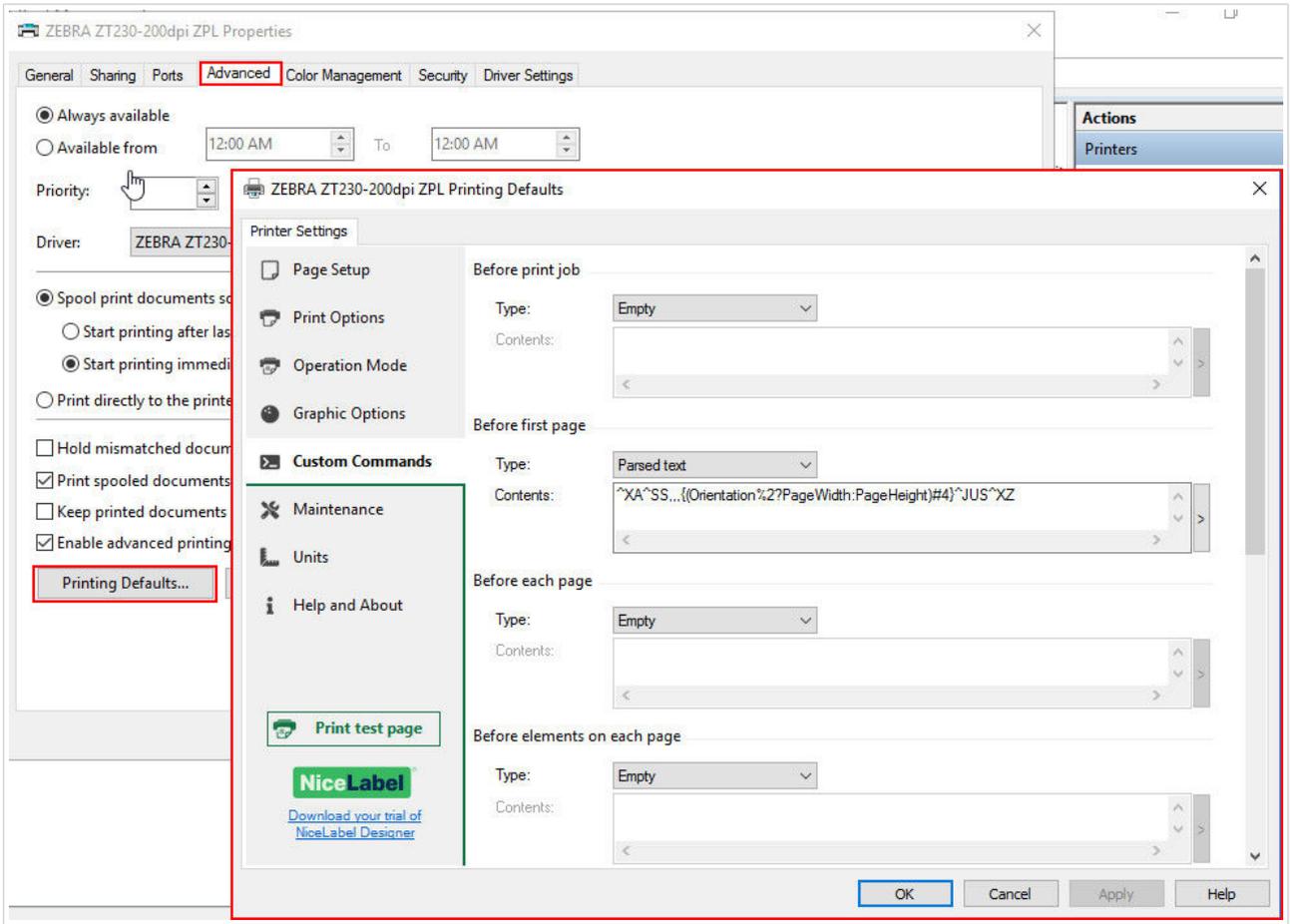
In your client's file explorer, go to your shared printer location on your server. Double-click the printer to upgrade your local drivers (both 64-bit and 32-bit).





## 5.5. Changing Printing Defaults settings

If you change **Printing Defaults** settings on your server, your changes also apply to clients when you [register drivers on your clients](#).

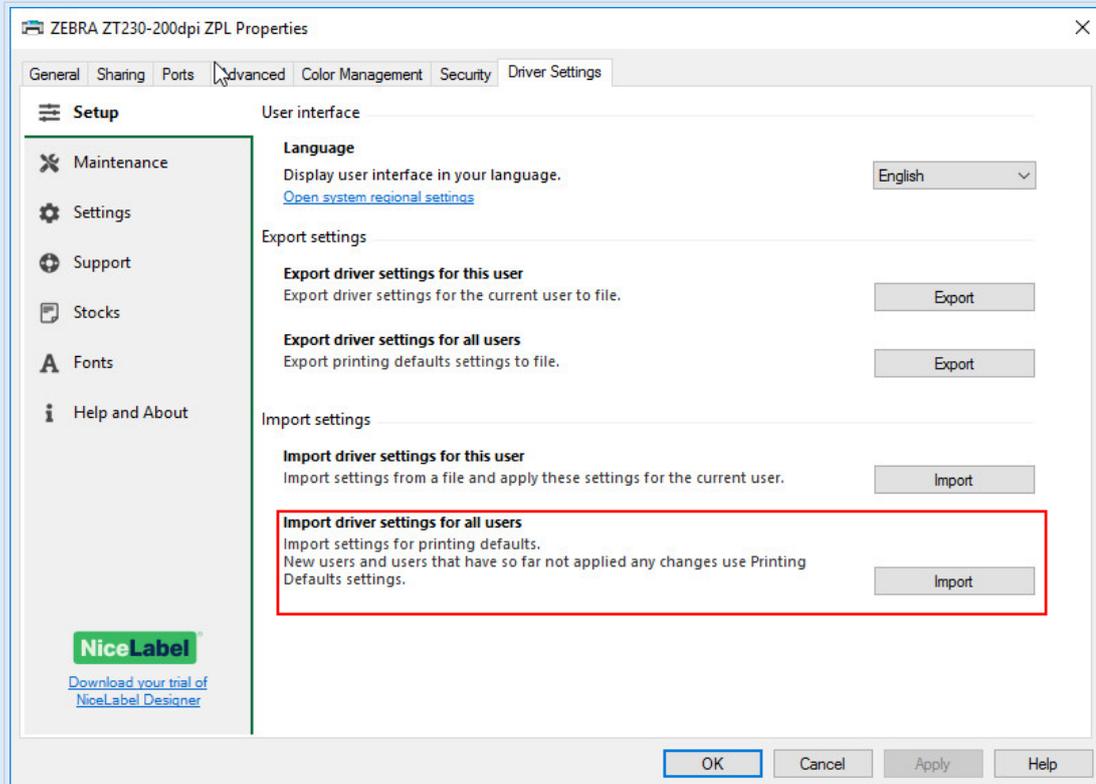


Changing Printer Defaults on your server.



## NOTE

When you import driver settings on your server, choose the **Import driver settings for all users** option.



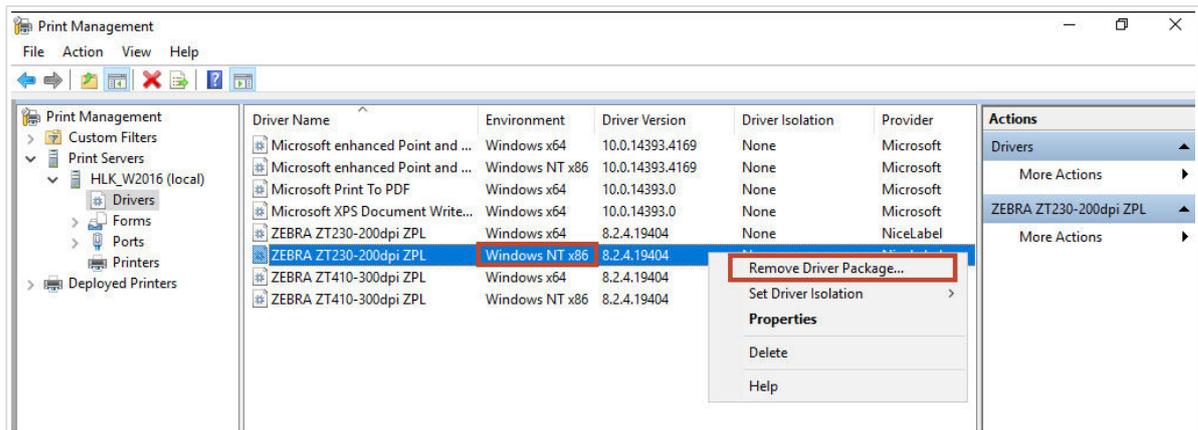
## 5.6. Downgrading drivers

On rare occasions (for example, if the latest driver version has a bug), you may want to downgrade your newly installed driver on your servers and clients.

The downgrade and upgrade procedures differ because Windows doesn't automatically change driver versions during downgrades. Before you install an older version, remove your currently installed driver.

### On the server

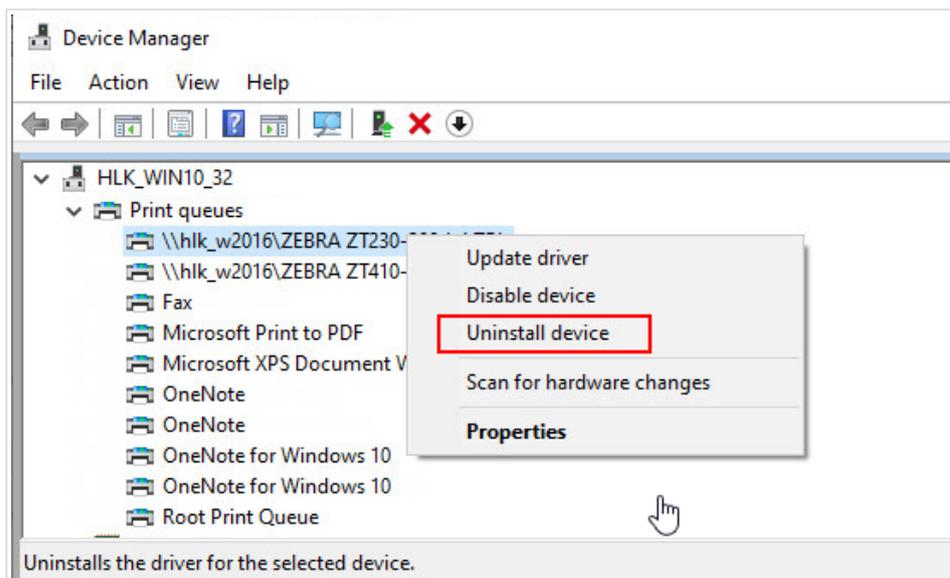
1. Run **Prninst** with the downgraded version.
2. Manually remove your currently installed 32-bit driver. In **Print Management**, go to **Drivers**, right-click the driver you want to downgrade, and click **Remove Driver Package....**



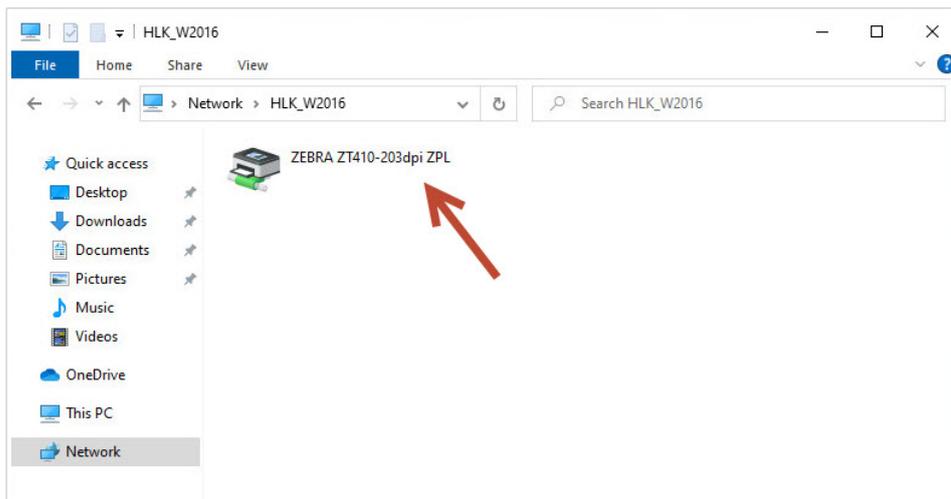
3. Add 32-bit driver with the older version.

## On the client

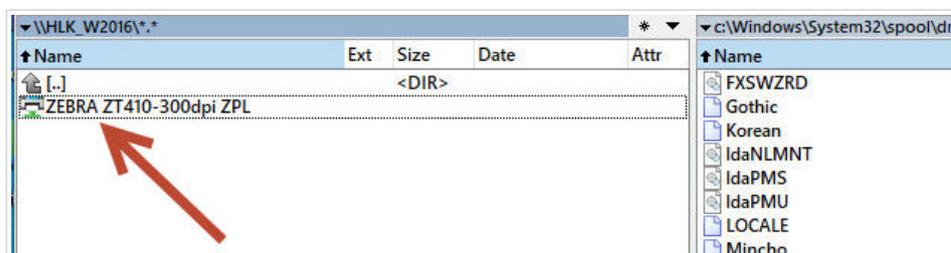
1. Go to **Device Manager > Print queues** and uninstall all printers using the driver you want to downgrade.



2. In **Print Management**, go to **Drivers**, right-click the driver you want to downgrade, and click **Remove Driver Package...**



3. In the client's file explorer go to your shared printer location on your server. Double-click the printer.



The driver on your client is now installed with the older version.

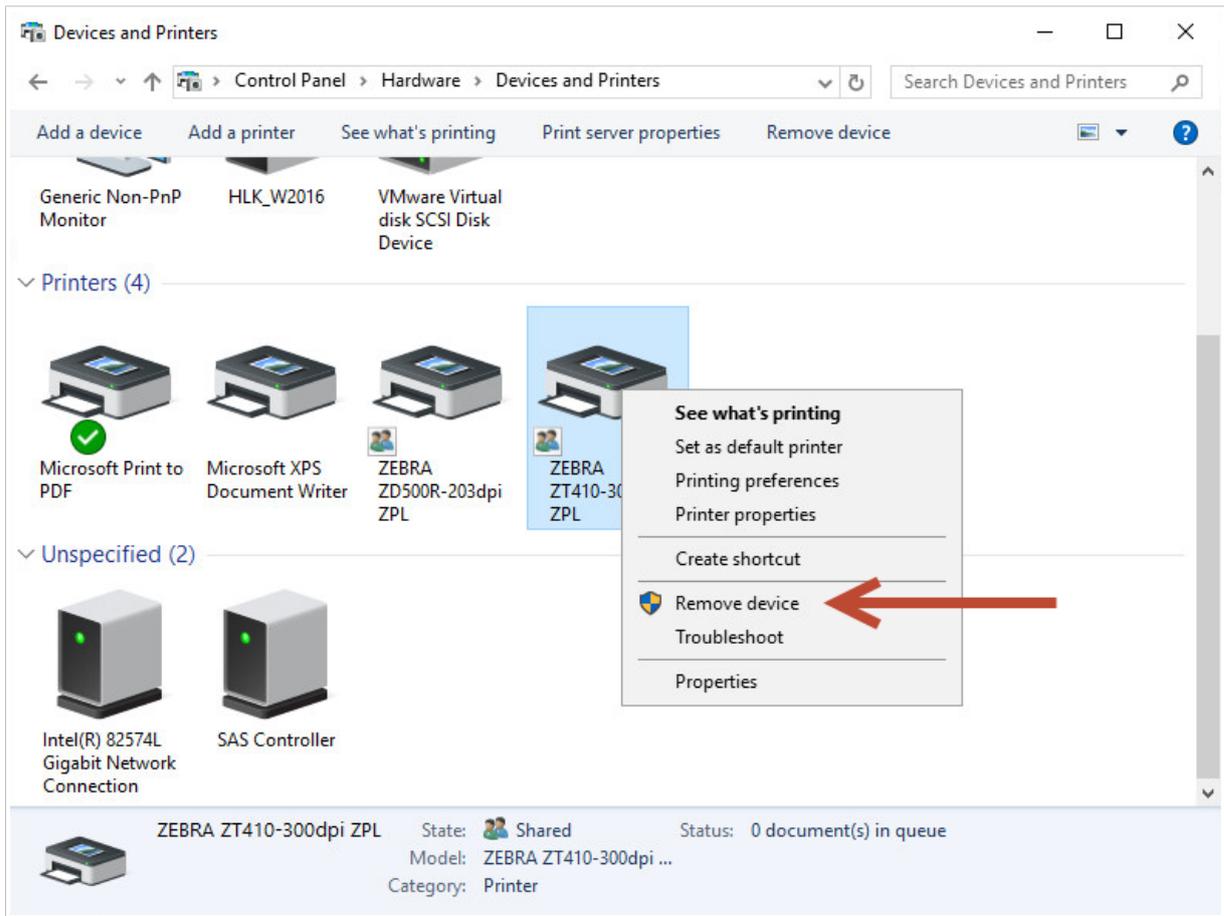
## 5.7. Troubleshooting (removing drivers from servers)

Driver installation on your server may go wrong due to a system failure, damaged installation file, or other reasons. When you try to print, your driver or spooler may crash.

To resolve such problems, remove your driver from the system and perform a clean install.

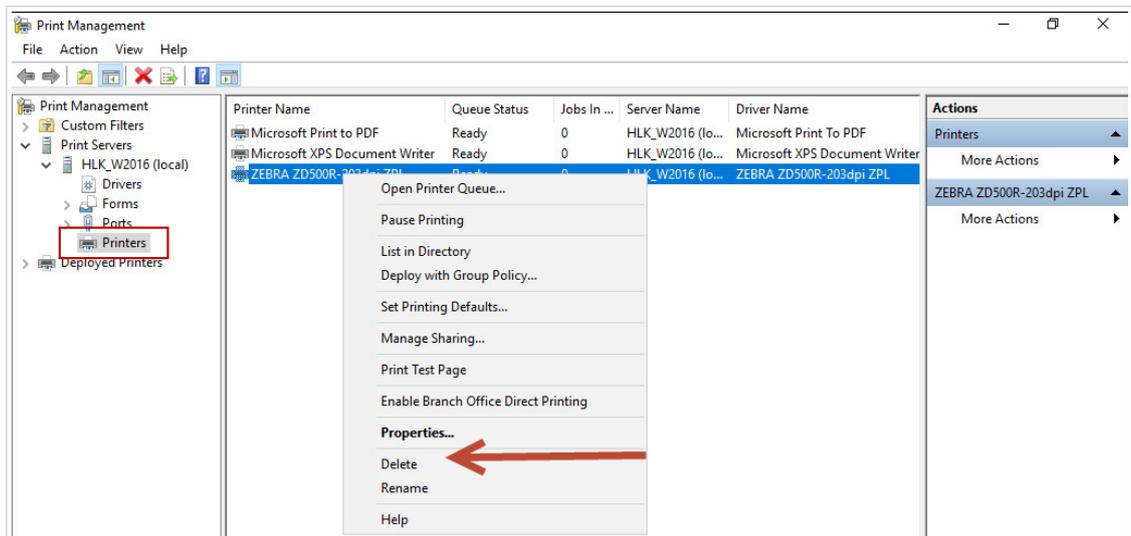
You can remove your driver in two ways:

- On your server, go to **Control panel > Hardware > Devices and Printers**. Right-click the driver, then click **Remove device**.

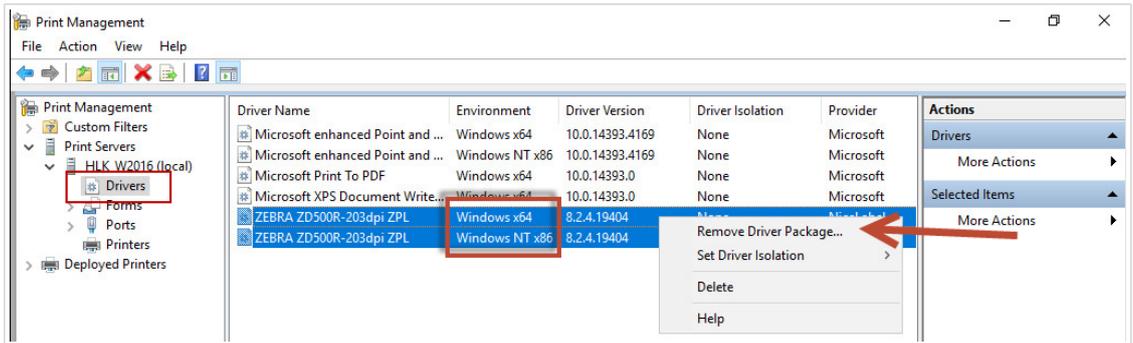


- In **Print Management** on your server:

1. Go to **Printers**, right-click your printer, and click **Delete**.



2. Go to **Drivers**, select both 32-bit and 64-bit drivers, right-click, and click **Remove Driver Package....**



After you remove your driver from your server, delete the remaining **NiceLabel driver files** in the folders:

- *.dll* files for 32-bit drivers: "C:\Windows\System32\spool\drivers\W32X86\31"
- *.dll* files for 64-bit drivers: "C:\Windows\System32\spool\drivers\x64\31"
- *.dat* files: "C:\NiceLabel Printer Drivers\*<printer\_brand>*\Common\"



### WARNING

Only delete NiceLabel files for the driver you want to remove. If you are not sure which NiceLabel files to delete, check the content of the installation package to find the *.dll* and *.dat* files you should delete in the folders mentioned above. The default location of the installation packages is "C:\NiceLabel Printer Drivers"

# 6. Appendix B: Command Line parameters for PrnInst driver installation and removal

You can install your printer drivers with PrnInst using Command prompt (CMD). With Command Line parameters you can also access the installation options that are not available with PrnInst wizard.

## INSTPRN – Printer driver installation

Use this parameter to install a printer driver. Specify the printer name and the port that the printer uses. The specified printer name must match the actual name of your printer. To find out the correct name of your printer, see the <printer\_brand> Sato.INF file. It contains a list of all available printer names. Search for the .INF file in the folder, where you stored the printer driver installation files.

Syntax:

```
/INSTPRN=<driver name>#<port name>[#<printer name>][#<location>][#<comment>]]]
```

<driver name> - full printer driver name

<port name> - port name



### IMPORTANT

Use the "LAN\_" prefix in the **Port Name** to enable bidirectional communication between your printer and the driver. Without the "LAN\_" prefix, printer status checking is disabled

```
LAN_NicePrinter_300 dpi
```

```
LAN_SatoPrinter_300 dpi
```

<printer name> - printer name

<location> - printer location (optional)

<comment> - information for users (optional)

Samples:

```
PrnInst.exe /INSTPRN=PrinterDriver#LPT1:
```

```
PrnInst.exe /INSTPRN=PrinterDriver#LPT1:#MyPrinterName#MyLocation#MyComment
```

```
PrnInst.exe /INSTPRN=PrinterDriver#LPT1:###CommentOnly
```

## INSTMULTPRN – Installation of multiple Printers

Use this parameter to simultaneously install drivers for multiple printers. Specify the printer name and the printer port. Printer name must match the actual name of the printer.

To find out the correct name of the printer, see the Printer Driver Installation List <printer\_brand>.INF file. It contains a list of all available printer names. Search for the .INF file in the folder, where you stored the printer driver installation files.

Syntax:

```
<INF file location>#<driver name>#<port name>[#<printer name>][#<location>][#<comment>]]]
```

<INF file location> - full file name and path of the Printer Driver Installation List file

<driver name> - full printer driver name

<port name> - port name



### IMPORTANT

Use the "LAN\_" prefix in the **Port Name** to enable bidirectional communication between your printer and the driver. Without the "LAN\_" prefix, printer status checking is disabled

```
LAN_NicePrinter_300 dpi
```

```
LAN_SatoPrinter_300 dpi
```

<printer name> - printer name

<location> - printer location (optional)

<comment> - information for users (optional)

Sample:

Install 3 printer drivers: Printer1 (linked to port LPT1), Printer2 (linked to port LPT2), and Printer3 (linked to port LPT3).

```
C:\Drivers\PRINTER1\#Printer1#LPT1:##Office1#DefaultPrinterInOffice1
```

```
C:\Drivers\PRINTER2\#Printer2#LPT2:#ColorPrinter#Office2
```

```
C:\Drivers\PRINTER3\#Printer3#LPT3:#BWPrinter#Office2
```

## LANG – Setting the PrnInst language

Use this parameter to define the language in the Printer Installation Wizard. By default, PrnInst always uses the default Windows operating system language. The default language is defined in **Control Panel > Regional and Language Options**.

Use this parameter to specify other languages for the Printer Installation Wizard.



### NOTE

If you omit this parameter, PrnInst uses the default language.

Syntax:

```
/LANG=<lang>
```

<lang> - language ID

Language	Language ID
Chinese – Simplified	SCH
Chinese – Traditional	CHI
Danish	DAN
Dutch	DUT
English	ENG
Finnish	FIN
French	FRA
German	GER
Hungarian	HUN
Italian	ITA
Japanese	JAP
Korean	KOR
Polish	POL
Portuguese	PBR
Russian	RUS
Slovenian	SLO
Spanish	ESP
Swedish	SWE
Thai	TAI
Turkish	TUR

Sample:

```
PrnInst.exe /LANG=GER
```

## UNINSTALL – Uninstall printer

Use this parameter to run the PrnInst in the uninstall mode. A list of installed printer drivers creates when you run this command. Select one or more drivers and remove them.

Syntax

```
/UNINSTALL
```

Sample

```
PrnInst.exe /UNINSTALL
```

## UNINSTALLPRN – Uninstall a specific printer

Use this parameter to remove a specific printer driver from your system.



### NOTE

Provide the exact printer name (as installed). To be sure, copy the printer name from **Control Panel > Printers & Scanners**.

Syntax:

```
/UNINSTALLPRN=<printer name> [/REMOVEPORT=CURRENT|ALL]
```

```
<printer name> - the name of the printer you wish to uninstall
```

```
CURRENT - Removes your printer port after you uninstall your driver.
```

```
ALL - Removes all unused printer ports.
```

The /REMOVEPORT option only removes NiceLabel Advanced Port Monitor ports. This option doesn't remove Standard TCP/IP, USB, LPT, or other ports.

The /REMOVEPORT option only removes SATO Advanced Port Monitor ports. This option doesn't remove Standard TCP/IP, USB, LPT, or other ports.

Samples:

```
PrnInst.exe /UNINSTALLPRN=NiceLabel SATO_Printer
```

```
PrnInst.exe /UNINSTALLPRN=NiceLabel SATO_Printer /REMOVEPORT=CURRENT
```

## UNINSTALLALL – Uninstall all printers

Use this parameter to remove all NiceLabel printer drivers from your system.

Syntax:

```
/UNINSTALLALL [ /REMOVEPORT=CURRENT | ALL ]
```

Samples:

```
PrnInst.exe /UNINSTALLALL
```

```
PrnInst.exe /UNINSTALLALL /REMOVEPORT=ALL
```

## NOLICENCE – No license display

Use this parameter to start PrnInst in a mode where no NiceLabel printer driver license and warranty information displays during the installation.

Syntax:

```
/NOLICENCE
```

Sample:

```
PrnInst.exe /NOLICENCE
```

## DIR – Change start browsing path

Use this parameter to specify the location of your NiceLabel drivers. PrnInst uses this path to browse for the printer drivers. The default location is the folder where PrnInst starts.



### NOTE

DIR must always be the first parameter in the command line.

Syntax:

```
/DIR=<INF file location>
```

<INF file location> - full path from which to start searching for .INF files

Sample:

```
PrnInst.exe /DIR=C:\Drivers\
```

## PREINSTALL – Preinstall driver package

Use this parameter to preinstall the printer driver. Windows automatically finds the driver when the user connects the printer.

Syntax:

```
/PREINSTALL=<INF file location>
```

<INF file location> - full path pointing to the .inf file

Sample:

```
PrnInst.exe /PREINSTALL=C:\Drivers\SAMPLE_DRIVER\SAMPLE_DRIVER.inf
```

## UNINSTALLPACKAGE – Uninstall driver package

Use this parameter to uninstall the printer driver package. Windows can't automatically find the driver of your printer if it was removed from Windows Driver Storage.

Syntax:

```
/UNINSTALLPACKAGE=<INF file location>
```

<INF file location> - full path pointing to the .inf file

Sample:

```
PrnInst.exe /UNINSTALLPACKAGE=C:\Drivers\SAMPLE_DRIVER\SAMPLE_DRIVER.inf
```

```
PrnInst.exe /UNINSTALLPACKAGE=C:\Drivers\SAMPLE_DRIVER\Sato.inf
```

## INSTALLPORTMON – Silent installation of Advanced Port Monitor

Use this parameter to silently install Advanced Port Monitor from the printer driver distribution. When using this command, do not use any other commands from the command line list.



### NOTE

This command doesn't install the printer driver.

Syntax:

```
/INSTALLPORTMON /name=aaaaa [/type=bbbbbb] [/monitor=ccccc] [/inf=dddddd] [ ]
```

Network port type

```
/ip=eeeeee [/port=fffff]
```

Serial port type

```
/port=gggggg [/baudRate=hhhhh] [/dataBits=iiiiii] [/parity=jjjjjj]
```

```
[/stopBits=kkkkk] [/flowControl=llllll]
```

Parallel port type

```
/port=mmmmm [/reception=nnnnn] [/receptionInterval=ooooo]
```

[/transmission=ppppp]

Specific port types

[/download=rrrrr] [/printingTimeout=qqqqq] [/downloadTimeout=sssss]

aaaaa - port name that will be displayed in port list

bbbbbb - type of port <LAN, LPT, COM>. Parameter is omissible, depending on Port Monitor.

cccccc - name of the Port Monitor being installed. Port monitor name can be found in information installation (.inf) file. Omissible if there is only 1 port monitor.

dddddd - folder location of the information installation file containing Port Monitor. Search for installation information files is subfolder recursive. Omissible if there is only one information file in Printer Installation Wizard folder (or subfolders).

LAN Port

eeeeee - ip address of printer on the network.

ffffff - printer s network port number. Parameter is omissible, depending on Port Monitor.

COM Port

ggggg - systems COM port number (example for COM3: value is 3)

hhhhh - baud rate of serial port in bits per seconds (valid values: 100, 300, 600, 1200, 2400, 4800, 9600, 14400, 19200, 38400, 57600, 115200, 128000, 256000)

iiiiii - data bits parameter for serial port. (Valid values: 5, 6, 7, 8)

jjjjj - parity parameter for serial communication. (Valid values: none, odd, even, mark, space)

kkkkk - stop bits parameter. (Valid values: 1, 1.5, 2)

lllll - flow control parameter (Valid values: xonxoff, hardware, none)

LPT Port

mmmmm - systems LPT port number (example for LPT1: value is 1)

nnnnn - reception timeout for LPT port when download function is enabled. Parameter is omissible. Default value is 500ms.

ooooo - reception interval for LPT port when download function is enabled. Parameter is omissible. Default value is 200ms.

ppppp - transmission for LPT port when download function is enabled. Parameter is omissible. Default value is 3000ms.

#### Specific Ports

rrrrr - enabled port specifics for downloading to printer. Omissible, default values is disabled. (Valid values: 0 - disabled, 1 - enabled)

qqqqq - printing timeout value in milliseconds for port specific communication. Omissible, default values is 50ms.

sssss - download timeout value in milliseconds for port specific communication. Omissible, default values is 7000ms.

#### Samples:

```
PrnInst.exe /INSTALLPORTMON "-monitor=Advanced Port Monitor" /name=MyNewPort /ip=192.168.1.5 /port=9100
```

```
PrnInst.exe /INSTALLPORTMON -inf=c:\temp\driver\ "/monitor=Advanced Port Monitor" /name=NewLanPort /ip=192.100.021.005 /port=9100
```

```
PrnInst.exe /INSTALLPORTMON /inf=c:\temp\driver\ "/monitor=Specific Port Monitor" /ip=192.100.1.1 /type=LAN
```

```
PrnInst.exe /INSTALLPORTMON "/monitor=Specific Port Monitor" /name=MySerialPort /type=COM /port=3 /baudRate=128000 /dataBits=8 /Parity=Even /flowControl=none /StopBits=2
```

```
PrnInst.exe /INSTALLPORTMON "/monitor=Specific Port Monitor" /name=MySerialPort2 /type=COM /port=1 /baudRate=19200 /dataBits=8 /Parity=none /flowControl=Hardware /StopBits=1.5
```

```
PrnInst.exe /INSTALLPORTMON "/monitor=Specific Port Monitor" /name=MyParallelPort /type=LPT /port=3
```