



How To

Service Documents from APPI

Document: #HT000157

Document Title: Completely Remove ZDesigner Printer Drivers

Product(s): Ti-1000Z

Overview:

The ZDesigner Printer Driver will scatter files and settings all over Windows when installing, just like any other Windows program. Even when doing a normal uninstall, this will likely leave a driver package on the hard drive. Windows will use this driver package to look up and install ZDesigner printers once a Zebra printer is connected.

It will also prevent installation of 3rd party drivers, such as Seagull Scientific's driver, due to Windows already automatically installing ZDesigner printer drivers.

This procedure addresses this problem. Keep in mind, your system will look a little different from the screen shots in this guide, but the principle is the same. For the same reason, this should ONLY be done by the company IT service or someone very familiar with Windows.

Procedure:

Uninstalling ZDesigner USB printer listings

Device Manager

This HOW TO assumes that the only connected printer via USB is the Zebra Printer. If other printers are connected, IT services must be able to identify them.



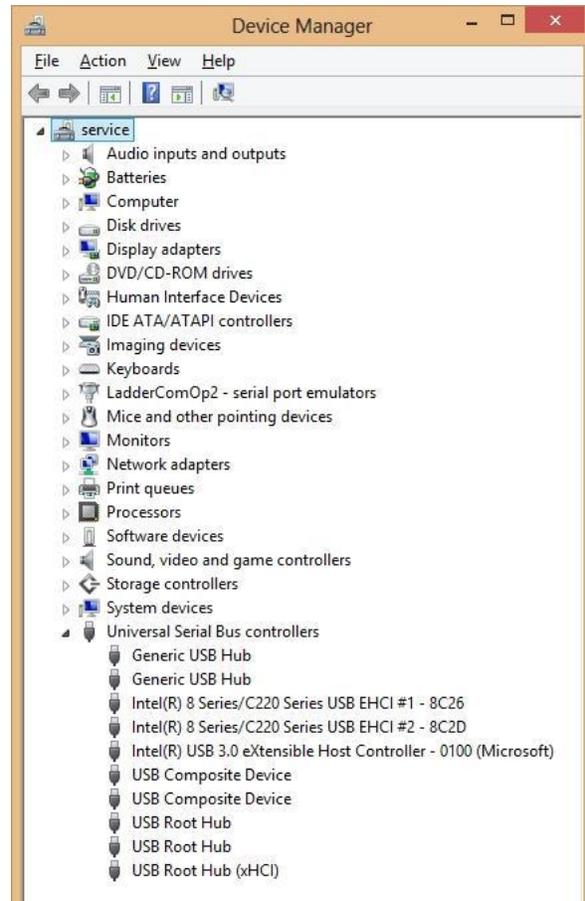
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Open **Device Manager**.

Expand **Universal Serial Bus Controllers**.

If your printer is connected, it will show *USB Printing Support* listings.



Click **View**.

If your printer is not currently connected, click **Show Hidden Devices**.





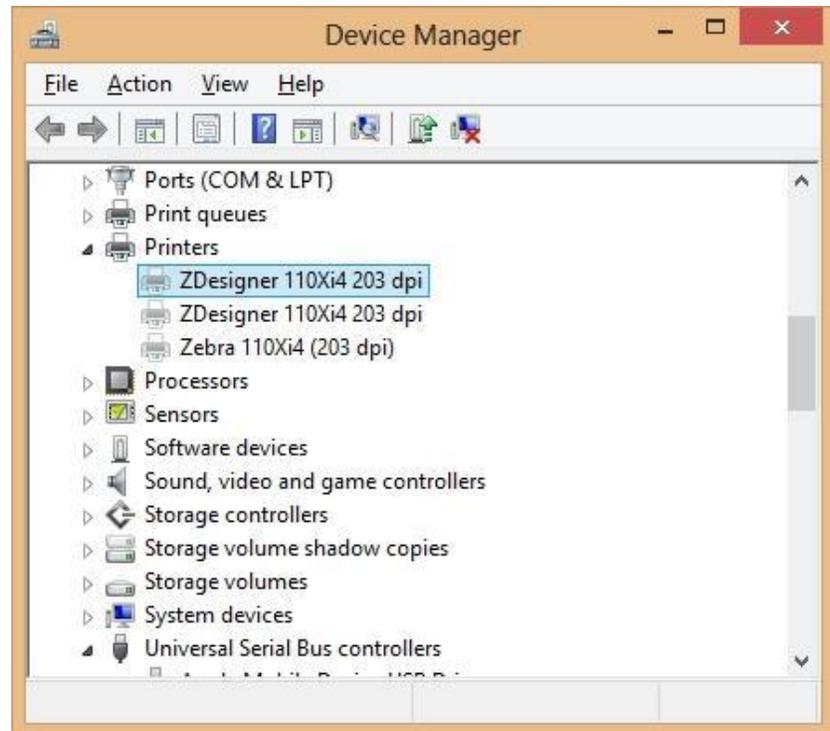
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Expand the **Printers**.

Right-click and uninstall every ZDesigner printer.

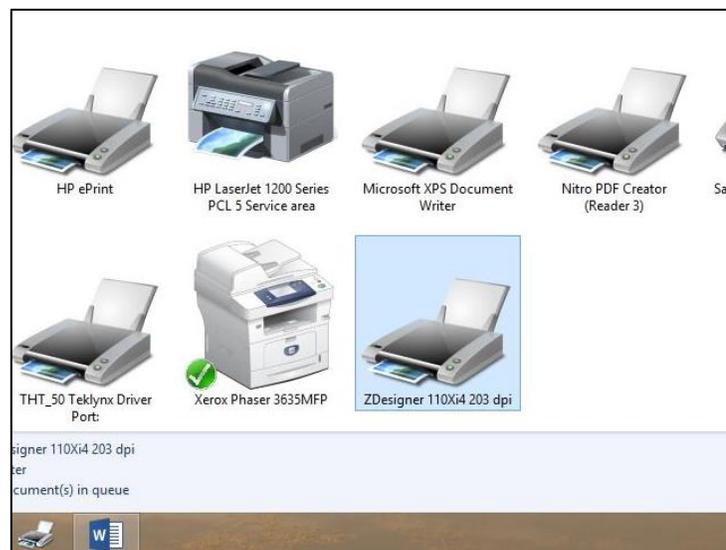
If Windows asks about removing driver package, answer **“Yes”**.



Devices and Printers

If any printers are listed here after uninstalling from **Device Manager**, they need to be uninstalled.

Right-click it, and click **Remove Device**.

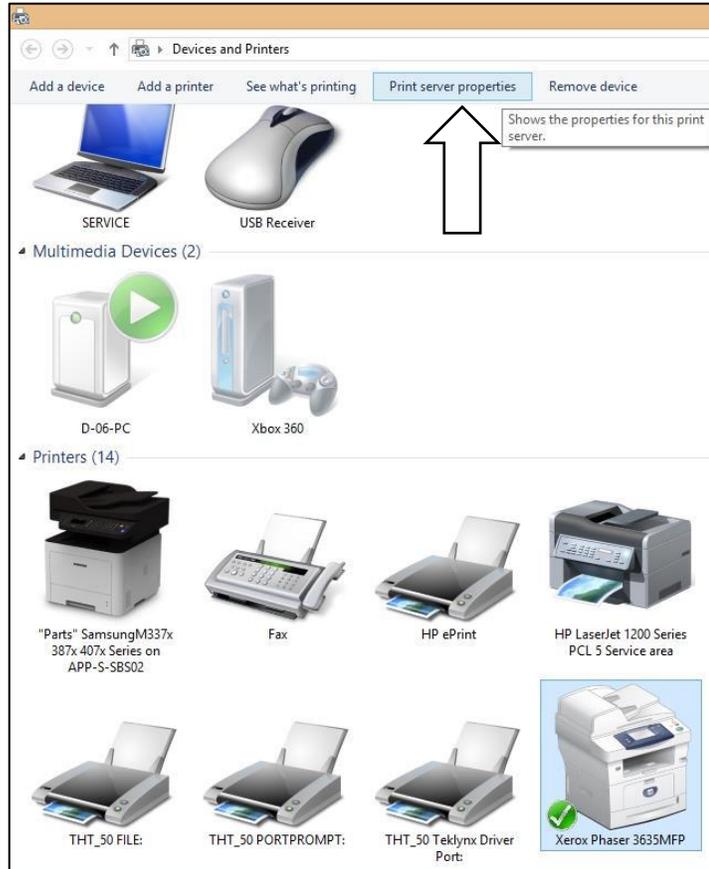




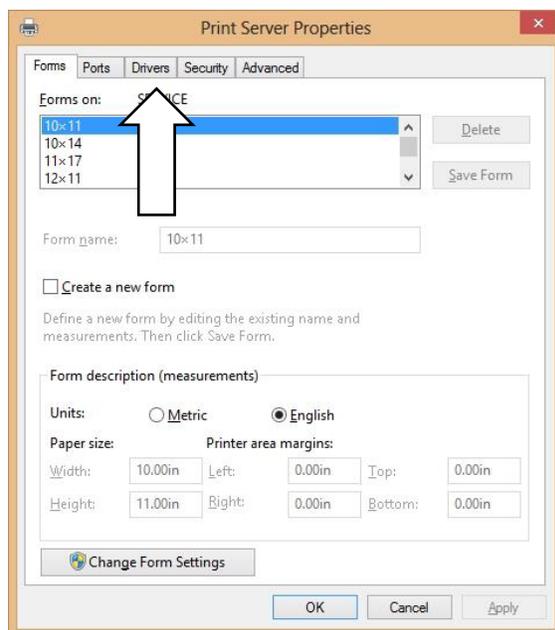
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Now click any other printer or generic printer driver, and click **Print Server Properties**.



This window should pop up.
Click **Drivers Tab**.

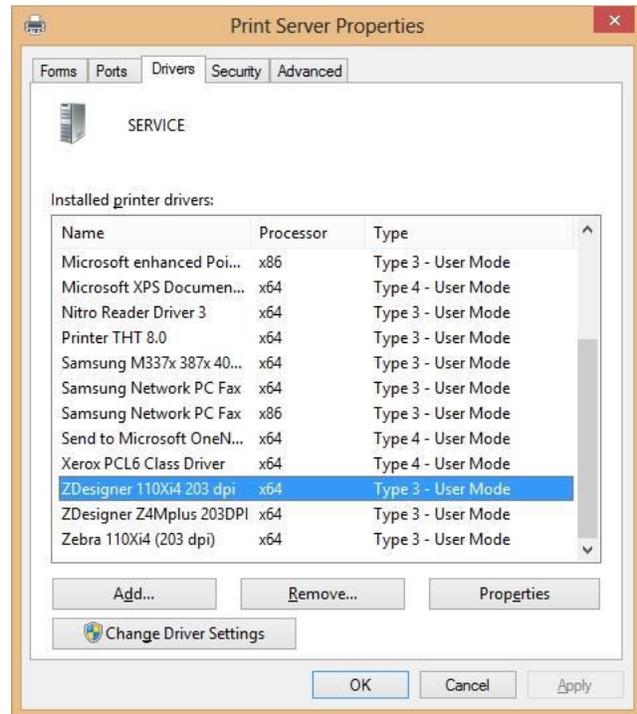




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Find any ZDesigner listing, and highlight it.



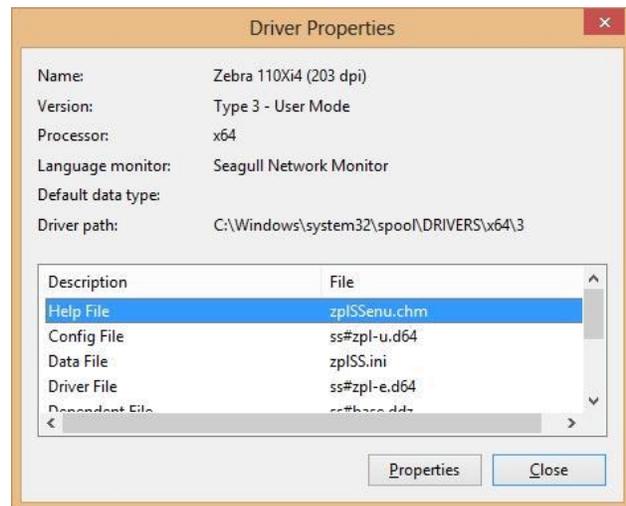
Click **Properties** to see where this driver is stored.

This will be useful to double-check that the Remove process removes the printer driver.

Write down this location.

Click **Close**.

Note: The driver path may differ from the picture.

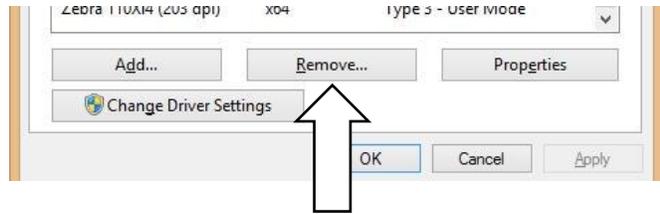




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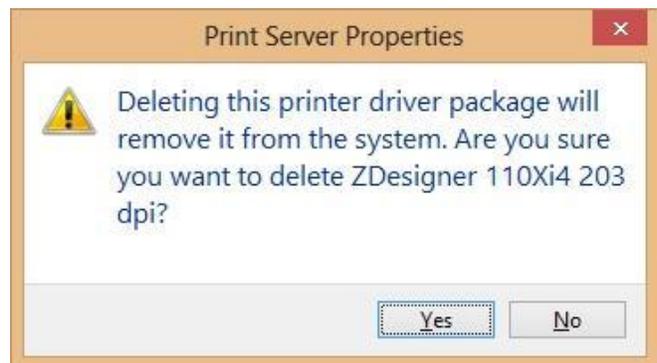
Back in the **Print Server Properties**, click **Remove**.



Click **“Remove driver and driver package”**.



Click **Yes**.





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If you have more than one ZDesigner printer listing, you may get this message. If so, keep repeating these steps.

Click **Delete**.



When removing the last listing, this window will show.

Click **Delete**.





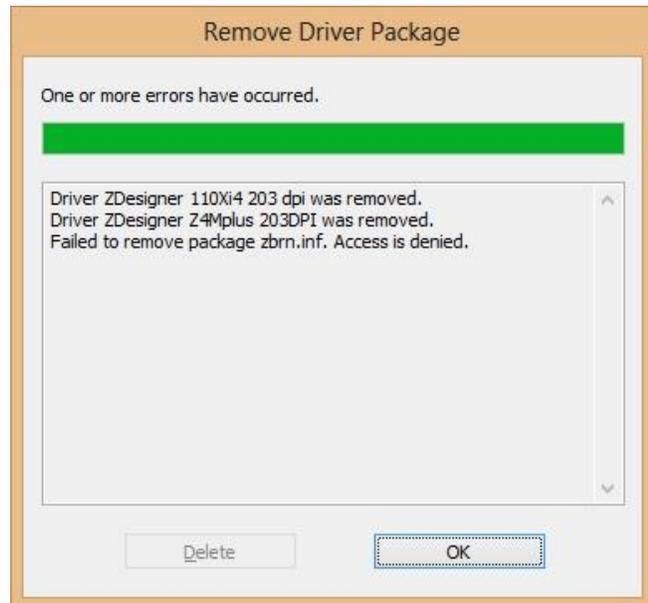
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This will confirm that all drivers are removed.

The packages may or may not have been removed.

This will be done and/or double checked in the next step.



Remove Driver Packages

Installation Packages in File Repository

This will remove stored driver packages. These are the packages Windows uses to automatically install printers.

In Windows Explorer, go to **C:/Windows/System32/DriverStore/FileRepository**

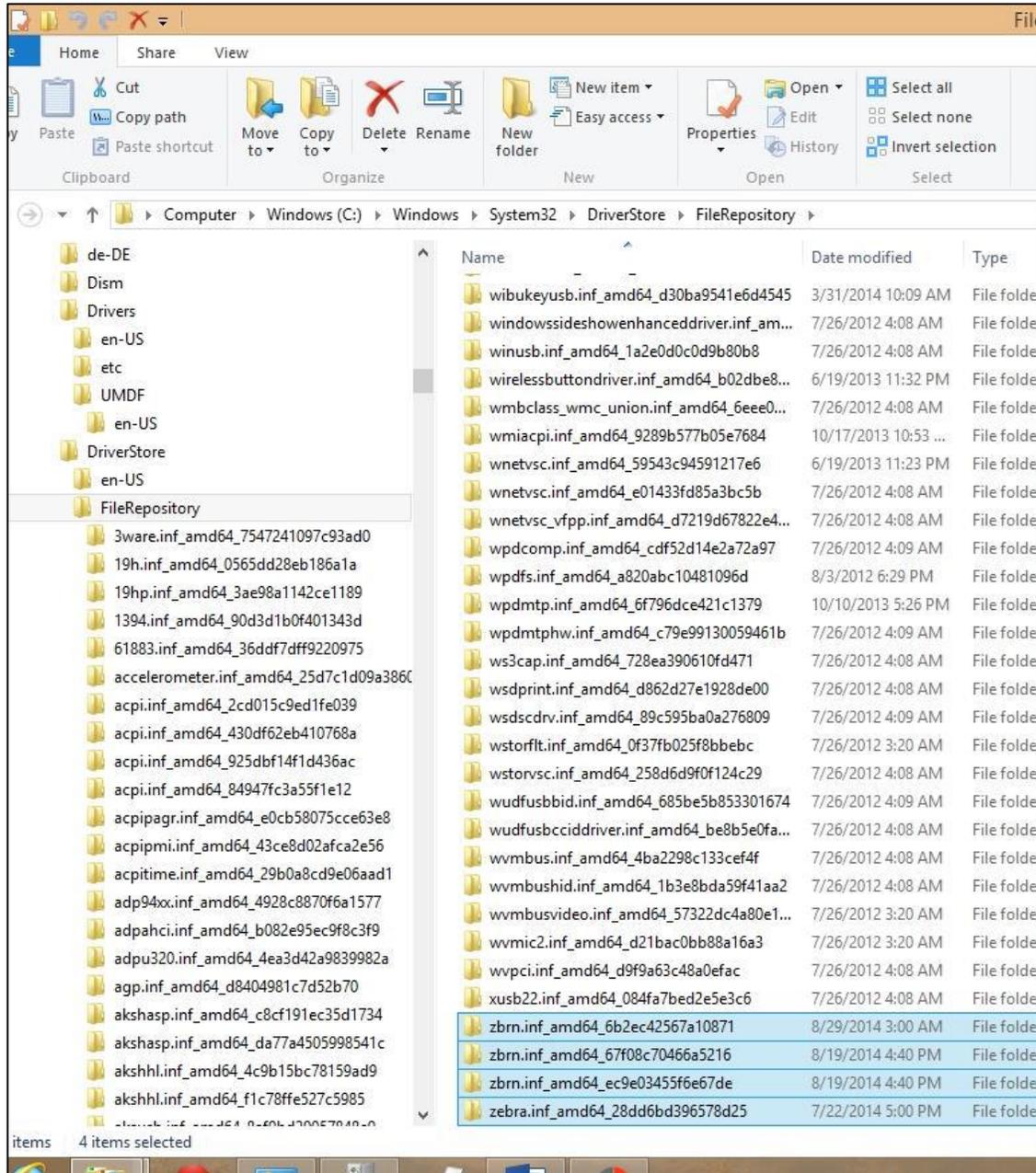
Delete all **zbrn.inf** and **zebra.inf** listings.

Another step is to search C: for **zbrn***, or **PrnInst***. Delete all instances found.



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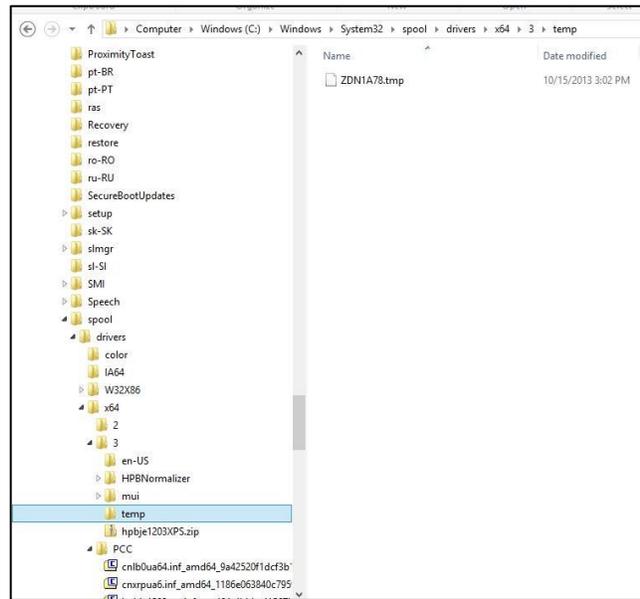
Confirm Removal of Installed Printer Drivers

Go to the location you wrote down earlier. In this procedure we will use the

C:/Windows/System32/spool/x64/3.

Check all subdirectories for any file where **zbrn** is in the name. They should all be gone. If not, delete any that are found.

Most likely candidate is the PCC folder.



Final Confirmation

When all ZDesigner drivers and packages are removed, Windows should not auto install a printer driver. The way to check this is to connect the PC to the bagger, and Windows should list the printer with the correct name, but unspecified type.

You can now install any other driver, such as Seagull Scientifics printer driver.

