

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.

Open Device Manager.

Expand Universal Serial Bus Controllers.

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

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| Þ | Mice and other pointing devices |
| Þ | Monitors |
| Þ | Network adapters |
| Þ | Print queues |
| ⊳ | Processors |
| Þ | Software devices |
| Þ | Sound, video and game controllers |
| Þ | Storage controllers |
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| 4 | Generic USP Hub |
| | Generic USB Hub |
| | Intel(R) 8 Series/C220 Series USB FHCI #1 - 8C26 |
| | Intel(R) 8 Series/C220 Series USB EHCI #2 - 8C2D |
| | Intel(R) USB 3.0 eXtensible Host Controller - 0100 (Microsoft |
| | USB Composite Device |
| | USB Composite Device |
| | 🖗 USB Root Hub |
| | 🏺 USB Root Hub |
| | LISB Root Hub (xHCl) |

Click View.

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



Device Manager now shows all USB Printing Support listings.

Right-click every one, and uninstall.

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| | Apple Mobile Device USB Driver |
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| | Generic USB Hub |
| | Intel(R) 8 Series/C220 Series USB EHCI #1 - 8C26 |
| | Intel(R) 8 Series/C220 Series USB EHCI #2 - 8C2D |
| | Intel(R) USB 3.0 eXtensible Host Controller - 0100 (Microsoft) |
| | Keyspan USB Serial Adapter |
| 9 | Keyspan USB Serial Adapter |
| | No Printer Attached |
| | SAMSUNG Mobile USB Composite Device |
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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**.



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.

| orms | Ports | Drivers | Security | y Advanced | | | |
|------------------------|-----------|-------------|----------|------------------------|--------------------|---------------------|---|
| Insta | SI | ERVICE | ·c· | | | | |
| Nar | me | | | Processor | Type | | ^ |
| Mic | rosoft e | nhanced | Poi | x86 | Type 3 - | User Mode | |
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| San | nsung N | 1337x 387 | x 40 | х64 | Type 3 - User Mode | | |
| Samsung Network PC Fax | | | C Fax | x64 Type 3 - User Mode | | | |
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| Xer | ox PCL6 | Class Dri | ver | х64 | Type 4 - | User Mode | |
| ZDe | esigner | 110Xi4 20 | 3 dpi | хб4 | Type 3 - | User Mode | |
| ZDe | esigner i | Z4Mplus | 203DPI | хб4 | Type 3 - | User Mode | |
| Zeb | ora 110X | i4 (203 dp | oi) | x64 | Type 3 - | User Mode | ~ |
| | Add | ł | | <u>R</u> emove | | Prop <u>e</u> rties | ; |
| - 14 | 🚱 Char | nge Drive | Setting | s | | | |

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.

| | Driver Properties | | | | | |
|---|--|--------|--|--|--|--|
| Name: | Zebra 110Xi4 (203 dpi) | | | | | |
| Version: | Type 3 - User Mode | | | | | |
| Processor: | x64 | | | | | |
| Language monitor: | nguage monitor: Seagull Network Monitor | | | | | |
| Default data type: | | | | | | |
| Driver <mark>p</mark> ath: | C:\Windows\system32\spool\DRIVERS\x64\3 | | | | | |
| | | | | | | |
| Description | File | ~ | | | | |
| Description Help File | File zpISSenu.chm | ^ | | | | |
| Description Help File Config File | File zpISSenu.chm ss#zpI-u.d64 | î | | | | |
| Description Help File Config File Data File | File zpISSenu.chm ss#zpI-u.d64 zpISS.ini | î | | | | |
| Description Help File Config File Data File Driver File | File zpISSenu.chm ss#zpI-u.d64 zpISS.ini ss#zpI-e.d64 | | | | | |
| Description Help File Config File Data File Driver File Consident File | File zpISSenu.chm ss#zpI-u.d64 zpISS.ini ss#zpI-e.d64 co#bace.ddz | * * | | | | |

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



| Remove Driver | And Package |
|--|---|
| Do you want to remove th the driver(s) and driver pace | e driver(s) only, or remove :kage(s) from your system? |
| ○ <u>R</u> emove driver only | |
| Remove driver and | driver package. |
| ОК | Cancel |

| Click | Remove driver and drive |
|-------|-------------------------|
| packa | ge". |



Click Yes.

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

Click **Delete**.

| The follow | wing package(s) can not be deleted: | ^ |
|---------------------|--|---|
| | | |
| zbrn.inf (| x64) | |
| This pack | age contains the following driver(s) that are in use: | |
| ZDesigne ZDesigr | r 110Xi4 203 dpi; This driver is used on: her 110Xi4 203 dpi | |
| The follo | wing driver(s) can not be deleted: | |
| Driver ZD ZDesig | lesigner 110Xi4 203 dpi (x64) is in use. It is used on: Iner 110Xi4 203 dpi | |

Remove Driver Package

| The follow | ng package(s) will be deleted: | |
|------------------------|--|--|
| zbrn.inf (x | 64) | |
| The follow | ng driver(s) will be deleted: | |
| ZDesigner ZDesigner | 110Xi4 203 dpi (x64) Z4Mplus 203DPI (x64) | |
| | | |

Remove Driver Package

When removing the last listing, this window will show.

Click **Delete**.

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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| | vs → System32 → DriverStore → FileRepository | () | |
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| UMDF | wmbclass wmc union inf amd64 6ccc0 | 7/26/2012 //08 ^// | File fo File fo |
| 🎍 en-US | wmiachi inf amd64 0280h577h05a7694 | 10/17/2012 10:52 | |
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| 📕 en-US | wheters inf amd64_e01/22fd85a2hc5h | 7/26/2012 A-08 AM | Filef |
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| 🍌 61883.inf_amd64_36ddf7dff9220975 | ws3can inf_amd64_728ea390610fd471 | 7/26/2012 4:08 AM | Filef |
| 📕 accelerometer.inf_amd64_25d7c1d09a3860 | wedprint inf amd64_d862d27e1028de00 | 7/26/2012 4:08 AM | Filef |
| 🍌 acpi.inf_amd64_2cd015c9ed1fe039 | wsdscdpc inf amd64_00c505ba0a276900 | 7/26/2012 4:00 AM | Filef |
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| adpu320.inf_amd64_4ea3d42a9839982a | wvmic2.inf_amdb4_d21bac0bb88a1ba3 | 7/26/2012 3:20 AM | Filet |
| agp.inf_amd64_d8404981c7d52b70 | wvpci.int_amdb4_d9f9ab3c48a0efac | 7/26/2012 4:08 AM | Filef |
| akshasp.inf_amd64_c8cf191ec35d1734 | xusb22.int_amdb4_084ta/bed2e5e3c6 | 7/26/2012 4:08 AM | Filef |
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| akshhl.inf_amd64_4c9b15bc78159ad9 | zbrn.int_amdb4_b/f08c/0466a5216 | 8/19/2014 4:40 PM | Filef |
| akshhl.inf amd64 f1c78ffe527c5985 | sprn.inf_amd64_ec9e03455f6e67de | 8/19/2014 4:40 PM | File fo |
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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.

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| (€) → ↑ → Computer → Windows (C:) → | Window | vs ⊧ System32 ⊧ | spool ► drivers ► 3 | x64 ≥ 3 ≥ temp |
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| Cnxrpua6.inf_amd64_1186e063840c | 795 | | | |
| · · · · · · · · · · · · · · · · · · · | Y | | | |

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.

