Xerox® Smart Start

Customer Tip

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Preface

Xerox® Smart Start is an easy-to-use Windows installer that helps administrators and users select and install the best print software for their printer. Xerox® Smart Start supports Microsoft's IPP, Type 3, and Type 4 print systems. It can create IPP printers, install the Xerox V3 Global Print driver, the V4 product specific driver, and supporting companion applications such as the Xerox® Desktop Print Experience and the Xerox® Print and Scan Experience.

Starting in version 2.5.7.0 IPP will be the default print system in Xerox® Smart Start

Xerox® Smart Start can do the following:

- Find network printers.
- Make recommendations on which driver provides the best experience.
- Allow administrators to pick which printer(s) and print drivers they want to install.
- Upgrades existing printers if new drivers are available.
- Installs TWAIN and WIA scan drivers.

Supported Windows Operating Systems:

- Windows 11
- Windows 10

Smart Start ARM64 Support:

- Only Quick Installs are supported.
- IPP is the only supported print system.
- Smart Start does not support installing the following software on ARM64 OSes.
    - Xerox V3/V4 print drivers
    - Xerox® Desktop Print Experience
    - Xerox® Print and Scan Experience
    - Scan drivers

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Xerox® Smart Start Software

Where can I find Xerox® Smart Start?

Xerox® Smart Start is a stand-alone installer. Download it from www.support.xerox.com. Follow the procedure below to access the software.

1. Under Browse by Product Type, select Printers.
2. Select desired Product Family (example: AltaLink®)
3. Select the desired Model (example: Xerox AltaLink® C8030/ C8035/ C8045/ C8055/ C8070 Color Multifunction Printer)
4. Select Drivers & Downloads
5. Under Xerox Smart Start – Driver Installer, agree to the Terms and Conditions
6. Select Download

How Does Xerox® Smart Start Software Work?

PRINTER DISCOVERY

Xerox® Smart Start scans the local network for supported printers using Internet Printing Protocol (IPP). The scope of the search is based on the IP address subnets of existing printers. Users can also search for specific printers by selecting **"Don't See Your Printer?"**, which allows them to enter a hostname or IP address. When searching for a specific printer this way, Smart Start uses both IPP and SNMP protocols.

INSTALLATION

Xerox® Smart Start can be used by both standard users and administrators to install printers and the Xerox® Print and Scan Experience. Installations that need new print drivers, scan drivers, or the Xerox® Desktop Print Experience require elevation to an administrator.

- Administrators can use Smart Start to install printers even if print or scan drivers are not already installed.
- Standard users can install printers via Smart Start without elevation, provided the required Xerox drivers were previously installed by an administrator or are included as 'inbox' drivers.

  Examples:

  - When installing the Xerox® AltaLink C8130, Quick Install will not display the shield icon. A standard user can create an IPP queue using the inbox Microsoft IPP Class Driver without elevated rights.
  - When the Xerox® AltaLink C8130 V4 PCL6 print driver is already installed on a client, Advanced Install will not display a shield icon, allowing a standard user to create a Type 4 AltaLink® C8130 queue without requiring elevated rights.
  - When the Xerox® Global Print Driver (PCL6 or PS) is already installed on a client, Advanced Install will not display a shield icon, allowing a standard user to create a Type 3 print queue without requiring elevated rights.

- Standard users can use Smart Start to install printers, upgrade existing print drivers, and install scan drivers without pre-installed drivers if Smart Start is running with elevated rights.

When Xerox® Smart Start needs to elevate to perform an installation, it will display a shield icon on the Quick Install/Install button.





When the user selects an install button with a shield icon, a Windows User Account Control *(UAC)* prompt will appear.



To continue, the user must select **Yes** and supply administrator credentials. When the user has supplied administrator credentials, Xerox® Smart Start will close and re-open with elevated privileges.

What happens if I do not have administrator credentials?
If Smart Start displays a UAC prompt and the user does not have administrator credentials, then the user will not be able to install a printer. Select **No** to close Smart Start. Please contact an administrator to install a compatible Xerox print driver on your PC.

The user can choose between two different kinds of installations.

- **Quick Install** – Automatically installs drivers based on the printer model.
  - Quick Install will create an IPP printer and install the Xerox® Print and Scan Experience if the printer supports IPP.
  - If the printer does not support IPP, Quick Install will create a printer using the Xerox® Global Print Driver.
  - Quick Install does not install scan drivers.
- **Advanced Install** – Allows the user to choose which print system, PDL, scan driver, and decide if they want to install Xerox® Print and Scan Experience. Xerox® Smart Start will recommend which options provide the best print experience.
  - If the chosen printer does not support IPP, Smart Start will not present it as an option under Print System.

Installing a Printer with Xerox® Smart Start

Install

1. Launch XeroxSmartStart.exe.
2. Agree to the EULA.
3. Xerox® Smart Start will scan for printers.
4. Select the printer you want to install and choose either **Quick Install** or **Advanced Install.**
5. If Xerox® Smart Start did not find the printer you want to install, select **Don't See Your Printer**.
   - Enter the printer's hostname or IP address and select **Continue**. If Xerox® Smart Start detects your printer, you will then have the option to select Quick Install or Advanced install.
6. When the installation finishes, Xerox® Smart Start will display a confirmation screen. You can **Install Another Device** or exit by selecting **Done**. There is also the option to print a test page and register the device.

Quick Install

If you do not see a shield icon next to Quick Install, you do not need admin rights to install the printer.

- Select **Quick Install** and you are done.

If you do see a shield icon next to Quick Install, then Smart Start needs elevated rights to install a print driver.

- Select **Quick Install**.
- Windows will display a UAC prompt, select **Yes** to elevate.
- Enter administrator credentials to continue.
- Smart Start will re-open on the Ready to Install Screen for the selected printer, with administrator permission.
- Select **Quick Install** to install the printer.

Advanced Install

If you do not see a shield icon next to Install, you do not need admin rights to install the printer.

- Select **Advanced Install**, select the options you want, then select **Install** to install the printer.

If you do see a shield icon next to Install**,** then Smart Start needs elevated rights to install a print driver, a scan driver, or an app.

- Select **Advanced Install**.
- Windows will display a UAC prompt, select **Yes** to elevate.
- Enter administrator credentials to continue.
- Smart Start will re-open with administrator permission.

- Select **Advanced Install**, select the options you want, then select **Install** to install the printer.

Advanced Install Options

On the Advanced Install screen, a set of install options is presented. There is also an "**…**" button next to each option. Selecting the "**…**" displays recommendations on what value to select for each option.

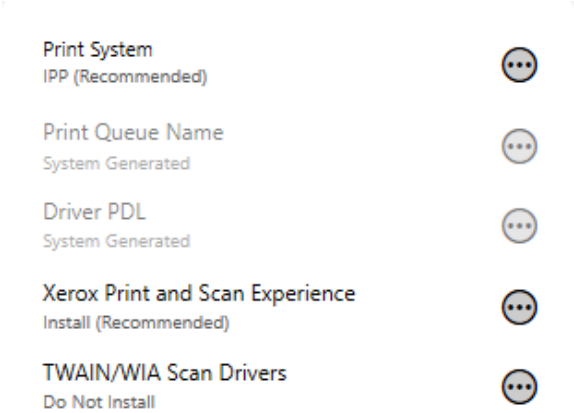
Print Queue Name

For Type 3 and Type 4 print systems, a user can modify the print queue name for the specific printer. The user cannot change the print queue name for the IPP print system.

Print System

A user can choose between Microsoft's IPP, Type 3, and Type 4 print systems.

- If you select IPP, Smart Start will create an IPP printer. IPP is an HTTP printing solution that does not require third-party print drivers.
- If you select Type 4, Smart Start will create a V4 printer with a product specific driver.
- If you select Type 3, Smart Start will create a V3 printer with the Xerox® Global Print Driver.
- When selecting More Options, for an already installed printer an additional option 'Do Not Install New Queue' is available. This allows a user to install other software (i.e. TWAIN drivers) without creating a new print queue.



Driver PDL

For Type 3 and Type 4 print systems, a user has the option of selecting either PostScript, PCL6, and for printers that support it, PCLm. The user cannot change PDL for the IPP print system.

Xerox Print and Scan Experience

You may be given the option to install the Xerox® Print and Scan Experience. If this option is presented, it is defaulted to Install. To block the installation, you must select Do Not Install.

Notes:

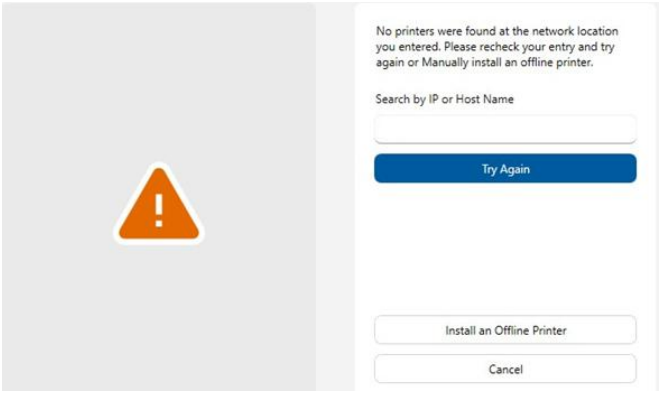
- Installation of the Xerox® Print and Scan Experience is supported on:
  - Windows 11 21H2 22000 or higher.
  - Windows 10 x64 21H2 19044.1806 or higher.
- Installation of the Xerox® Print and Scan Experience is not supported on 32-bit versions of Windows 10.
- Installation of the Xerox® Print and Scan Experience is not supported on ARM64 versions of Windows 10 & 11.

TWAIN/WIA Scan Drivers
Optionally, a user can choose to install scan drivers. By default, Xerox® Smart Start does not install scan drivers.

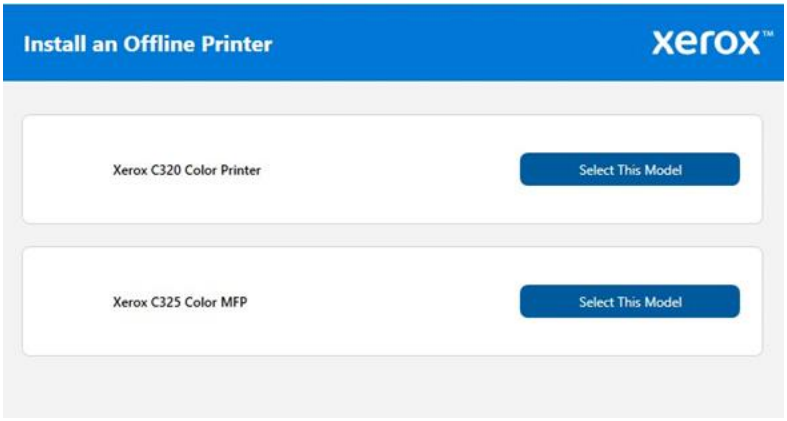
Offline Printer Installation

Xerox® Smart Start can create printers even if the device is offline. During the install process enter device's hostname or IP address, once the device comes back online printing will be available.

Note: Xerox® Smart Start will not install scan drivers for offline printers.



1. Run Xerox® Smart Start and let it finish discovering printers.
2. Select **Don't See Your Printer**.
3. Enter the printer's hostname or IP address and select **Advanced Search**.
4. If Xerox® Smart Start cannot find the printer, it will prompt you to install an offline printer.
5. Select **Install an Offline Printer**.
6. Select a printer model.



7. Smart Start will open the Advanced Install screen.
8. If there is no shield icon next to Install, select the options you want then select **Install**.

   If a shield icon is next to Install, then elevated rights are needed to complete the print driver installation. In this case you will need to follow the steps below to install the printer.

   - Select **Install**.
   - Windows will prompt you to enter administrator credentials in a UAC dialog.
   - Enter administrator credentials then select **Yes** to elevate.
   - Smart Start will return to Advanced Install screen.
   - Select the options you want then select **Install**.
9. Smart Start will install the printer.

Install Printers with Xerox® Smart Start and the Xerox® Quick Link App

With the Xerox® Quick Link App, an administrator can download a custom Xerox® Smart Start installer that already has your printer's network address. This installer skips printer discovery and installs the printer immediately.



The Xerox® Quick Link App is supported by Xerox® ConnectKey® technology enabled devices. Before you can use Xerox® Quick Link you will need to add it to your printer. This is done in the Xerox® App Gallery found on your printer's home screen. Once Xerox® Quick Link is installed, follow these instructions to start printing.

1. From the home screen select the Xerox® Quick Link app on your printer.
2. Xerox® Quick Link App will ask if you are connecting to a computer or mobile device. Select **Computer.**
3. In the next screen, enter your email address and select **Send.**
4. Your printer will send you an email containing a Xerox® Smart Start download link.
5. Open the email and select the **Microsoft Windows** link.
6. This will launch your default web browser and download a custom Xerox® Smart Start installer.
7. Run the installer.
8. Agree to the EULA.
9. Xerox® Smart Start will present you with a Ready to Install screen. Select **Quick Install** or **Advanced Install** to begin.

   Note: If you see a  shield icon next to Quick Install or Install (within the Advanced dialog), then Smart Start needs administrator privileges to install a print driver. Selecting Quick Install or Install will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. Once Xerox® Smart Start relaunches select the desired Install method (Quick or Advanced.)
10. After the installation is finished, the Install Complete confirmation screen is displayed.

Upgrading & Updating Printers with Xerox® Smart Start

Upgrading the Print Driver with Xerox® Smart Start

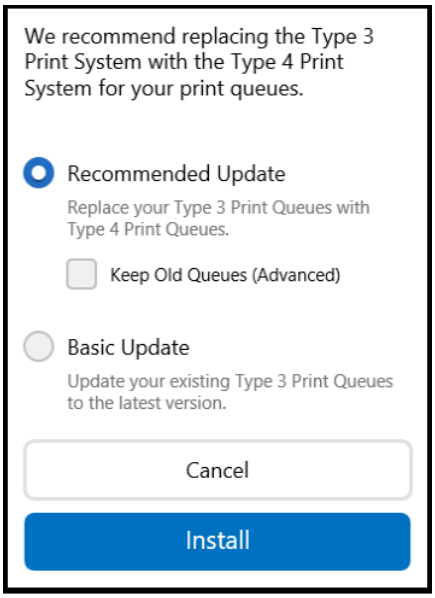
When Xerox® Smart Start scans for printers it checks to see if there are print driver updates available for existing printers. If Xerox® Smart Start finds an update, it will present the user with an **Update** button.



Note: If a shield icon appears next to Update, then Smart Start requires administrator privileges to update a print driver. Selecting Update will present the user with a UAC prompt. The user must enter administrator credentials to relaunch Smart Start with administrator privileges. From there a user can continue with the update.

To upgrade to the recommended option, select the **Update** button. To see upgrade options, select the "**i**" button.

- If your printer is using an out-of-date Type 3 print driver and your operating system supports Type 4 print drivers, then Xerox® Smart Start presents you with the following window after selecting **Update**.
- If you choose **Recommended Update**, then Xerox Smart Start will delete the old Type 3 printer and replace it with a new printer using the Type 4 print driver.
- If you choose **Recommended Update** and checkmark **Keep Old Queues**, then Xerox Smart Start will keep the old Type 3 printer and create a new printer with the Type 4 driver. You will end up with two printers, one Type 3 the other Type 4.
- If you choose **Basic Update**, then Xerox Smart Start will upgrade your printer to the latest Type 3 Xerox® Global Print Driver®.



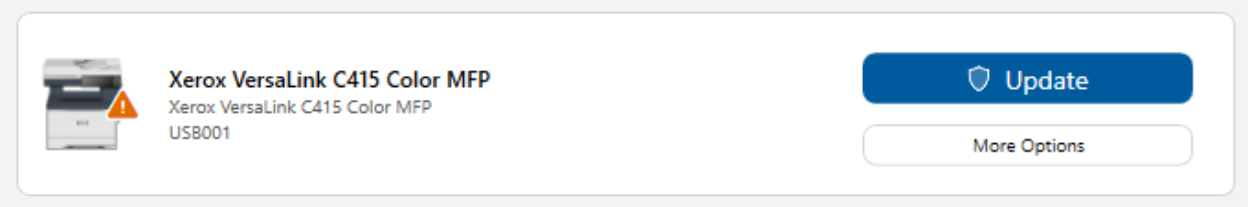
Note: Whichever option you choose Xerox® Smart Start will not delete the old V3 print driver.

Updating Existing USB Printer

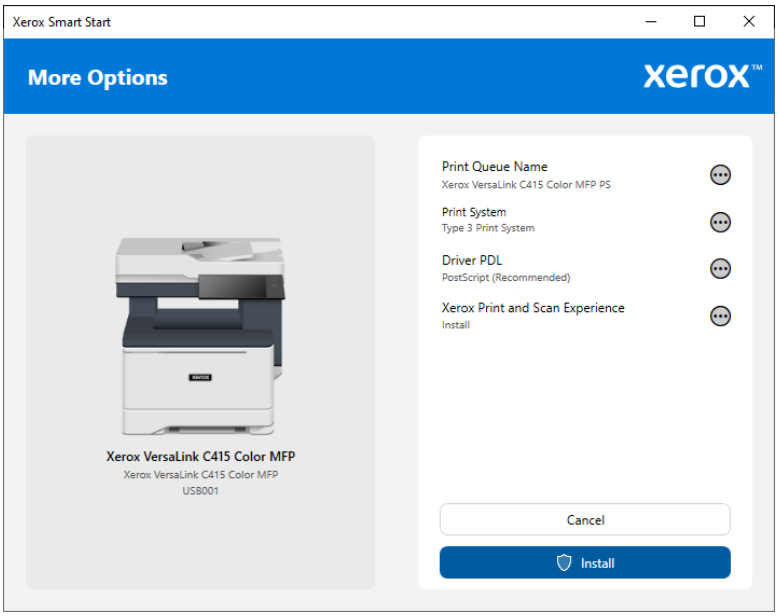
Xerox® Smart Start cannot create USB printers in Windows. To install a USB printer, connect the Xerox printer to the PC with a USB cable. Windows will automatically install the print driver and create a USB print queue.

Xerox® Smart Start can update existing USB printers. When a USB printer is detected, it will appear at the top of the printer list and, if an update is available, the printer can be updated with the following options:

- **Update** – This will install the Xerox® Desktop Print Experience and/or Xerox® Print and Scan Experience app.
    - If Smart Start needs admin rights to update your USB printer, it will display a shield icon next to Update.



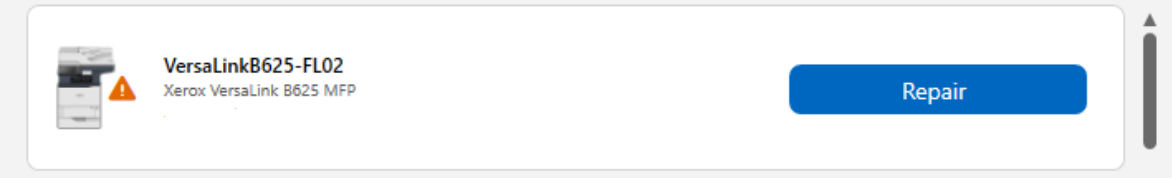
- **More Options** – Allows a user or admin to create additional USB print queues using the Microsoft IPP Class Driver, a Xerox Type 3 print driver, or a Xerox Type 4 print driver. The user or admin can also install the Xerox® Print and Scan Experience app if it is not already installed.
    - If administrator privileges are required to install a print driver or app, Smart Start will display a shield icon next to Install.



Repairing IPP/UP Queues' PSA association with Xerox® Smart Start

One component of the Xerox® Print and Scan Experience (XPSE) is the Printer Support App (PSA) extension INF, which associates Xerox print queues with the XPSE. The extension INF is normally installed automatically through Windows Update when an IPP or Universal Print (UP) printer is created.

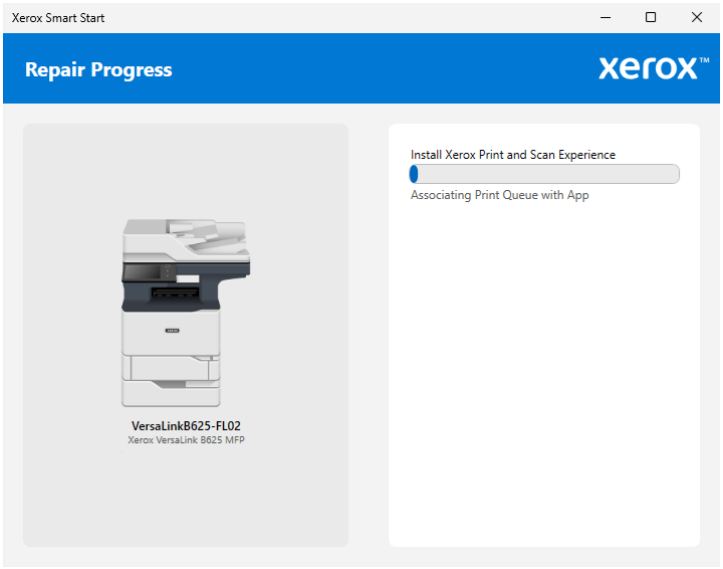
If the update is blocked or fails to download, the print queue will not associate with the XPSE, and users will see the standard Microsoft driver interface when printing. Xerox® Smart Start can repair this issue by downloading and installing the PSA extension INF when the 'Repair' button appears next to the printer icon.



Note: If a shield icon appears next to **Repair**, then administrator privileges are required. Selecting **Repair** will present the user with a UAC prompt. Administrator credentials are required to relaunch Smart Start with elevated privileges and to continue.



When you select Repair, Smart Start downloads and installs the PSA extension INF. Smart Start displays an "Associating Print Queue with App" message.



Troubleshooting

XEROX® SMART START DOES NOT DISCOVER MY PRINTER

- Xerox® Smart Start uses Internet Printing Protocol (IPP) to discover printers. Check network settings on the device's web page and ensure IPP is enabled.
- Xerox® Smart Start uses both IPP and SNMP protocols when searching for a specific hostname or IP address. Ensure both protocols are enabled and the device uses the default SNMP read-only community name string. Select **Don't See Your Printer** and enter the printer's hostname or IP address to find and install it.
  - If neither IPP or SNMP are enabled in your device's network settings, Smart Start will not be able find the printer, even with Advanced search.
- The printer may be on a different subnet than the PC running Xerox® Smart Start. Select **Don't See Your Printer** and enter the printer's hostname or IP address to search for it.

XEROX® SMART START FAILS TO DOWNLOAD PRINT/SCAN DRIVERS

- Xerox® Smart Start downloads print drivers from the Internet. Check your PC's proxy settings and ensure you are connected to the Internet.

XEROX® SMART START TAKES A LONG TIME TO DISCOVER PRINTERS ON MY NETWORK

- Xerox® Smart Start uses every printer in Devices and Printers to search for new printers. Try deleting any old unused printers.
- Remove any old TCP/IP ports from your PC that are no longer assigned to a printer. To remove unassigned TCP/IP ports follow the procedure below:

Caution: Please perform a backup for your Print Management settings prior to preforming this procedure.

1. Select Start, **Settings**
2. Open **Devices** and select **Printers & scanners.**
   - Scroll down until you see **Related Settings**.
   - Select the **Print server properties**.
3. In Print server properties select the **Ports** tab.
4. Select the **Change Port Settings** button.
   - You will be required to elevate to an administrator account.
5. Scroll down the list of printer ports and look for any port described as a *Standard TCP/IP Port* that does not have a printer associated with it.
6. Delete any of these ports.