Procedure to Remove and Install Network Printers.

NOTE: The steps below are for Windows PC’s, ITS will assist you individually is you have a Mac.

Step 1 – Reboot Your Computer

Step 2 – Open The Network Printer List On The Print Server

On Windows 7 - Select the globe in the lower left hand corner of your desktop and type “\print” (without the quotes) and hit “Enter” on your keyboard.

For Windows XP - Open the Start Menu in the lower left hand corner of your desktop and then select “Run” and type “\apu” (without the quotes) and hit “Enter” on your keyboard.

Be sure that you are using \print for Windows 7 and \apu for Windows XP.

For both Windows 7 & XP this will have opened a new window that lists the available network printers you can install.

Step 3 – Open Your Printers List On Your Computer

On Windows 7 – Select the globe in the lower left hand corner of your desktop and then select “Devices and Printers”.

For Windows XP – Open the Start Menu in the lower left hand corner of your desktop and then select “Printers and Faxes”.

For both Windows 7 & XP this will have opened a new window that lists the printers that are currently installed on your computer.

Step 4 – Identify The Network Printers You Use

Write down the names of all of the network printers that you actually use. Network printers will have two words after the printer name the word “on” and the name of the printer server (print, bart, dc1, apu, etc.). For example if you use the Xerox printer in the Executive Directors suite it would say “GH1214-CP on Print” DO NOT close the printer lists you opened on Steps 2 and 3 until all of your network printer(s) are working.

Step 5 – Is Your Network Printer Listed in The Network Printer List

After you identify the network printers on your machine, look at the network printer list from Step 2 and see if your printer(s) are listed. Note that on the network printer list the two words after the printer name are not listed as they are on your computer.

If your network printer is not listed on both printer lists (Steps 2 & 3) jump to Step 9 below and report the problem to ITS via email. Be sure to include the name of the network printer that was listed on your computer but not on the network printer list.
Step 6 – See If You Can Print To Your Network Printer.

Open any text editor (Word, Notepad, Wordpad, etc.) and type something in the document and then try to print it to your network printer. If it prints, your good to go, and don’t need to do anything else unless you use more than one network printer.

--------- Do Not Proceed Unless Your Printout From Step 6 Did Not Print. ---------

Step 7 – Remove The Old Network Printer From Your Computer

DO NOT delete any printers that are directly cabled to your computer. See Step 4 about identifying network printers before you proceed.

Right click on the first network printer on your computer that you identified in Step 4 and select “Remove Device” if you have Windows 7 and “Delete” for Windows XP. If you use more than one network printer listed on your computer that is not working, repeat this process until all of them have need removed from your computer.

Step 8 – Install Your Network Printer(s)

In the network printer list from Step 2, double click on the first network printer you identified to start the installation.

On Windows 7 – You will be asked “Do you trust this printer?” Select “Install Driver”. The printer driver will be installed and the new network printer will show up in your printers list from Step 3.

For Windows XP – You may be asked “Do you wish to connect?” If so, select “Connect” or “OK”, to allow the installation to proceed.

Do this step for each network printer name you identified above. When the network printer shows up in your printers list go back to Step 6 and see if it is printing correctly.

Step 9 – Report Any Problems

If you run into any issues with this procedure, please DO NOT call ITS on the phone, instead send an email to ITS@gallup.unm.edu and tell us what happened and the name of the network printer you were attempting to install. We’ll get to your issue as soon as possible.