

Printer Driver Installation Manual



Copyrights

Any unauthorized reproduction of the contents of this document, in part or whole, is strictly prohibited.

Limitation of Liability

SATO Corporation and its subsidiaries in Japan, the U.S. and other countries make no representations or warranties of any kind regarding this material, including, but not limited to, implied warranties of merchantability and fitness for a particular purpose. SATO Corporation shall not be held responsible for errors contained herein or any omissions from this material or for any damages, whether direct, indirect, incidental or consequential, in connection with the furnishing, distribution, performance or use of this material.

Specifications and contents in this document are subject to change without notice.

Trademarks

SATO is a registered trademark of SATO Holdings Corporation and its subsidiaries in Japan, the U.S. and other countries.

Windows is a registered trademark of Microsoft Corporation in the United States and/or other countries.

All other trademarks are the property of their respective owners.

Software Updating Disclaimer

While all efforts have been taken to ensure accuracy and currency of the information contained herein, there are instances where the contents of this document may be outdated. In that case, proceed to your local SATO regional website (https://www.sato-global.com/drivers/redirect.html) to check whether an updated document has been made available for your reference.

Contact Information

Access the following site and select the region/country nearest to you.

https://www.sato-global.com/about/locations.html

Version: GBS-Printer Driver-r07-06-10-20IM

© 2020 SATO Corporation. All rights reserved.

Table of Contents

٦	Table of Contents	. 1
1	Purpose of this Manual	. 3
2	Printer Driver Installation	. 5
	 2.1 SATO Printer Driver Installation using PrnInst 2.1.1 Network Port Installation Steps 2.1.2 USB Port Installation Steps 2.1.3 Other Port Installation Steps 2.1.4 Printer Options 2.1.5 Installation Process 	5 7 13 15 17 18
	2.2 PrnInst Based Driver Installation using Remote Desktop	19
	 2.3 Printer Driver Installation using Windows Installer 2.3.1 Plug and Play Driver Setup 2.3.2 Printer Driver Available on Windows Update Site – Automatic Installation 2.3.3 Printer Driver Unavailable on Windows Update Site – Manual Installation 2.3.4 Preinstalling the Printer Drivers	20 21 21 22 22 23
_	2.4.1 SATO Advanced Port Monitoring	23
3	Uninstalling a Printer Driver	27
	3.1 Uninstalling SATO Driver using PrnInst	27
	3.2 Simultaneous Removal of Preloaded Printer Drivers using PrnInst	29
	3.3 Uninstalling a Driver using Command Line Parameters	30
	3.4 Uninstalling a Printer Driver using Windows Administrative Tools	31 32
4	Printer Driver Update	35
	4.1 Selecting the Drivers	25
	······································	35
	4.2 Updating the Printer Drivers using PrnInst	35 35
5	4.2 Updating the Printer Drivers using PrnInst	35 35 39
5 6	4.2 Updating the Printer Drivers using PrnInst Import and Export Driver Settings Using Command Line Utility	35 35 39 41
5 6	4.2 Updating the Printer Drivers using PrnInst Import and Export Driver Settings Using Command Line Utility Troubleshooting	35 35 39 41 41

Appendix: Command Line Parameters for PrnInst	15
7.1 INSTPRN – Printer Driver Installation	45
7.2 INSTMULTPRN – Installation of Multiple Printers	45
7.3 LANG – Setting the PrnInst Language	46
7.4 UNINSTALL – Uninstall Printer	48
7.5 UNINSTALLPRN – Uninstall specific Printer	48
7.6 UNINSTALLALL – Uninstall all Printers	48
7.7 NOLICENCE – No License Display	49
7.8 NOCERT – Do not force Driver Certification when installing a Driver	49
7.9 DIR – Change Start Browsing Path	49
7.10 PREINSTALL – Preinstall Driver Package	50
7.11 UNINSTALLPACKAGE – Uninstall Driver Package	50
7.12 INSTALLPORTMON – Silent Installation of Port Monitor	51



The purpose of this installation manual is to successfully guide you through the process of printer driver installation.

This manual should be used in combination with printer installation and user manuals. Refer to the driver release notes for detailed information on the latest features, specifications, solved and known issues.

This page is intentionally left blank.

2

Printer Driver Installation

There are two ways to install SATO printer drivers. We recommend using the **PrnInst** application. The application is controlled by the graphical user interface or command line interface. An alternative option is to use the **Windows Add** printer process.

Refer to the corresponding sections of this manual to successfully perform the driver installation. Before starting printer driver installation, make sure that you are logged in as an administrator.

2.1 SATO Printer Driver Installation using PrnInst

Printer Installation Wizard (PrnInst) is a dedicated application for installing printer drivers on Windows based systems.

PrnInst based installation is available for the devices that are connected to LAN networks or any computer port. For printers that support plug and play installation procedure, refer to Section 2.3.1 Plug and Play Driver Setup.

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

1 Unzip the installation files to a selected folder.

2 Run PrnInst.exe

3 A welcome screen appears. Click **Next**.



4 Select Install Printer Driver and click Next.



5 Select the printer port and click **Next**.



2.1.1 Network Port Installation Steps

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

Network Port Installation Using Network Discovery

Detect Network Printer window appears immediately after starting the network port installation process.

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

Detect Network Printer				IN
Please select the printer	r found on the loca	al network.		
The listed printers were four	id on the network.	Please select the o	Jesired printer and	1
press the Add button. Press	Manual button if y	our printer is not lis	ted.	
CL6NX-J Plus 305dpi (192.1 HC4-LX TT 203dpi (192.168	68.1.113) 1.119)			
104-LX 11 2030pr (152.100	.1.113)			
			Ref	
				resh
				resh

Note

For printers that identify themselves by their series (and not by the exact model), select from the listed series of printers. These series may include multiple printer models. The selection will direct you to **Section 2.1.4 Printer Options**.

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

Printer Installation Wizard	
Select Printer Please select the printer that you would like t	to install.
SATO CG208 SATO CG212 SATO CG408 SATO CG412 SATO CL408e SATO CL412e SATO CL412e SATO CL4NX 203dpi SATO CL4NX 305dpi SATO CL4NX Plus 203dpi SATO CL4NX Plus 305dpi SATO CL4NX Plus 609dpi SATO CL4NX Plus 609dpi SATO CL608e SATO CL608e SATO CL612e SATO CL6NX 203dpi SATO CL6NX 305dpi	
	<u>Exit</u> < <u>Previous</u> <u>Next</u> >

3 You are directed to **Section 2.1.4 Printer Options**.

Note

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

Manual Network Port Installation

Detect Network Printer window appears immediately after starting the network port installation process.

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

Printer Installation Wizard				
Detect Network Printer Please select the printer	found on the loc	al network.	AV	
Scanning network for conne connected to the network. Pl	cted printers. Plea ease wait for a m	ase make sure that t noment.	he printer is tu	rned on and
CL6NX-J Plus 305dpi (192.10 HC4-LX TT 203dpi (192.168.	58.1.113) 1.119)			
				<u>R</u> efresh
	<u>E</u> xit	< <u>P</u> revious	<u>M</u> anual	Add

2 Select the appropriate printer model.

Printer Installation Wizard		
Select Printer Please select the printer that you would li	ke to install.	
SATO CG208 SATO CG212 SATO CG408 SATO CG412 SATO CL408e SATO CL412e SATO CL412e SATO CL4NX 203dpi SATO CL4NX 305dpi SATO CL4NX Plus 203dpi SATO CL4NX Plus 305dpi SATO CL4NX Plus 609dpi SATO CL4NX Plus 609dpi SATO CL608e SATO CL608e SATO CL612e SATO CL6NX 305dpi		▲
	<u>E</u> xit < <u>P</u> i	revious <u>N</u> ext >

3 Select Network Port window allows you to select which network port should your printer be connected to.

Print	er Installation Wizard			
5	Select Network Port Select the port your printer is	connected to.		TD
(Create a new network port			
(Use an existing port:			
Γ	Port	Туре	Configuration	^
	LAN_SATO_M84_Pro_600DPI	SATOV6 Advanced	10.65.17.210:9100	
	LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.211:9100	
	LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.210:9100	~
Ľ	Show <u>a</u> ll ports		C <u>o</u> nfigur	e
		<u>E</u> xit	< Previous	ext >

Create a new network port

This option opens the Add Network Port window.

Printer Installation Wizard		
Add Network Port Enter port configuration f	for the desired printer.	
Port name:	LAN_SATO_CG208	
Printer Name or IP Address:		
Port number:	9100	
	<u>E</u> xit	< <u>P</u> revious <u>N</u> ext >

- **Port Name**: defines the name for the newly created network port.
- **Printer Name or IP Address**: defines which printer (its name or IP address) connects to the newly created network port.
- **Port Number**: the number of the newly created network port. PrnInst suggests the number automatically.

Use an existing port

This option selects an automatically detected network port to connect the printer to.

Printer Installation Wizard			
Select Network Port Select the port your printer is O <u>C</u> reate a new network port () <u>U</u> se an existing port:	connected to.		TD
Port	Туре	Configuration	~
LAN_SATO_M84_Pro_600DPI	SATOV6 Advanced	10.65.17.210:9100	
LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.211:9100	
LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.210:9100	
IP_10.65.14.204	Standard TCP/IP Port	10.65.14.204	
IP_10.65.7.100	Standard TCP/IP Port	10.65.7.100	
IP_10.65.7.106	Standard TCP/IP Port	10.65.7.106	
IP_10.65.7.107	Standard TCP/IP Port	10.65.7.107	
IP_10.65.7.91	Standard TCP/IP Port	10.65.7.91	
IP_10.65.7.93	Standard TCP/IP Port	10.65.7.93	\sim
∽ Show <u>a</u> ll ports		C <u>o</u> nfigure	e
	<u>E</u> xit	< <u>P</u> revious <u>N</u> e	xt >

Select **Show all ports** option to list all available (also non-network) ports. Click **Next** to proceed to **Section 2.1.4 Printer Options**.

2.1.2 USB Port Installation Steps

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

Printer Installation Wizard		
Detect USB Printer Automatically detect printer co	onnected to USB port.	
Please connect the printer to is already connected and turr the USB cable.	USB port and then turn on ed on please disconnect a	the printer. If printer nd then reconnect
	<u>E</u> xit	< Previous Next >

- 1 Click **Next** after detecting the printer. PrnInst will take you to the final stage of printer driver installation process. **Section 2.1.4 Printer Options** window appears.
- 2 If the printer driver for the connected printer is already installed, PrnInst offers you to update it. Click **Next** to proceed to printer driver update.

If driver does not recognize the printer Plug and Play ID, the Select Printer window appears.

Printer Installation Wizard		
Select Printer Please select the printer that you would li	ke to install.	
SATO CG208 SATO CG212 SATO CG408 SATO CG412 SATO CL408e SATO CL412e SATO CL412e SATO CL4NX 203dpi SATO CL4NX 305dpi SATO CL4NX Plus 203dpi SATO CL4NX Plus 305dpi SATO CL4NX Plus 609dpi SATO CL4NX Plus 609dpi SATO CL608e SATO CL612e SATO CL6NX 203dpi SATO CL6NX 305dpi		
	<u>E</u> xit < <u>F</u>	Previous <u>N</u> ext >

Click **Next** after selecting the printer model. PrnInst will take you to the final stage of printer driver installation process. **Section 2.1.4 Printer Options** window appears.

2.1.3 Other Port Installation Steps

Other allows you to connect the printer to serial (COM) or parallel (LPT) ports or to connect it manually. After selecting the **Other** port connection option, follow the steps below.

1 Select the appropriate printer model.

Printer Installation Wizard			
Select Printer Please select the printer that you would	like to install.		
SATO CG208 SATO CG212 SATO CG408 SATO CG412 SATO CL408e SATO CL412e SATO CL412e SATO CL4NX 203dpi SATO CL4NX 305dpi SATO CL4NX Plus 203dpi SATO CL4NX Plus 305dpi SATO CL4NX Plus 609dpi SATO CL608e SATO CL608e SATO CL612e SATO CL6NX 203dpi SATO CL6NX 305dpi			~
	<u>E</u> xit	< <u>P</u> revious	<u>N</u> ext >

2 Select the port for connecting the printer. The port can either be an existing or a newly added one.

nter Installation Wizard			
Select Local Port Select the port your printer is	connected to.		
Port	Туре	Configuration	^
COM1:	Serial Port		
COM2:	Serial Port		
COM3:	Serial Port		
COM4:	Serial Port		
FILE:	Local Port		
LAN_SATO_M84_Pro_600DPI	SATOV6 Advanced	10.65.17.210:9100	
LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.211:9100	
LAN_SATO_M84_Pro_600DP	SATOV6 Advanced	10.65.17.210:9100	
IP_10.65.14.204	Standard TCP/IP Port	10.65.14.204	
IP_10.65.7.100	Standard TCP/IP Port	10.65.7.100	
IP_10.65.7.106	Standard TCP/IP Port	10.65.7.106	\sim
	Ad	d Port C <u>o</u> nfigu	re
	<u>E</u> xit	< Previous	lext >

- Add Port: creates a new port. Press the button to open Advanced TCP/IP Port Configuration window.
- Configure: allows you to configure the local port.

Note

If the printer supports bidirectional communication, its driver automatically reports which ports are suitable for the printer to connect to.

To configure the currently selected local port, click **Configure**. System dialog opens allowing you to set the appropriate port-specific values.

3 Click Next to proceed to Section 2.1.4 Printer Options.

2.1.4 **Printer Options**

Printer Options window allows you to set printer identity parameters.

Printer Installation Wizard	
Printer Options Please select printer of	options before installation.
Printer <u>n</u> ame:	SATO CG208
Driver version:	8.4.0.20279
Port name:	LPT2:
<u>S</u> elect language:	English v
Location:	
<u>C</u> omment:	
I want to use this p	rinter as the Windows <u>d</u> efault printer
	<u>E</u> xit < <u>P</u> revious <u>I</u> nstall

- Printer name: sets custom printer name to make it easily recognizable after the installation.
- **Driver version**: information about the current driver version.
- Port name: information about the currently used port.
- Select language: defines driver user interface language.
- Location: add information about where you can find your printer.
- Comment: add additional information for the users of your printer.

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

Click **Install** to initiate the printer driver installation process.

2.1.5 Installation Process

Printer driver installation window appears after clicking Install.

Printer Installation Wizard	
Installing Printer Driver Printer Installation Wizard is installing the printer driver.	
Installing printer driver SATO CG208	
	Quertal
	Cancel

Summary window appears after a successful installation.

Printer Installation Wizard	
Summary Operation completed. Please read the summary below.	
Installed printers:	
Installation of SATO CG208 (ver. 8.4.0.20279) on port LPT2:succeeded.	
Open prin	ting preferences
Install another printe	er <u>E</u> xit

Click **Install another printer** if you wish to continue installing additional printers. Click **Exit** to finish the installation.

2.2 PrnInst Based Driver Installation using Remote Desktop

Printer mapping must be disabled when installing a printer driver using the remote desktop. To disable it, deselect **Printers** option of the **Local Resources** tab in the **Remote Desktop Connection** window.

General	Display Local Resources	Programs	Experience	Advanced
Remote	audio			
	Configure remote audio	settings.		
	Settings			
Kauhaa	di ili			
Reybua	Apply Windows key cor	mbinations:		
-	Only when using the fu	II screen	3	~
	Example: ALT+TAB			
1 1 -1	2 2042-2014 - 2010 - 2010			
Local d	vices and resources	d resources t	hat you want t	to use in
-	vour remote session.	1000010001	nor you mane	10 000 11
	Prințers	✓ Clip	oboard	
	CONTRACTOR AND			

2.3 Printer Driver Installation using Windows Installer

Printer driver installation using Windows Installer is used on devices that are connected via one of the following ports:

- USB port
- Parallel port (LPT)

2.3.1 Plug and Play Driver Setup

During this procedure, Windows automatically detects the newly connected hardware using a plug and play event on both ports – USB and LPT.

Follow these steps to install a printer driver:

- **1** Connect the printer to a power outlet and turn it on.
- **2** Connect the printer to a computer using USB or LPT port.
- **3** The driver is located online and downloaded to the PC. Automatic installation starts immediately.
- **4** The installed printer is ready for printing.

Note

Automatic printer detection is supported on USB and LPT ports only. The driver needs to be installed using PrnInst on other ports.

The **Add a printer** detection procedure differs between various operating systems. Follow the steps described below.

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

Installing dev	rice			
	Please wait while S	Setup installs necessary	files on your system. Th	is may take
•	several minutes.			
~				

2.3.2 Printer Driver Available on Windows Update Site – Automatic Installation

The printer driver is automatically downloaded and installed.

On the latest operating systems (Windows 7 and later), a system notification message is shown. If you click the notification message, the new **Driver Software Installation** dialog box is shown. Monitor the installation status using this dialog box:

Driver Software Installation	colution process off affect	X
Your device is ready to use		
USB Printing Support	Ready to use Ready to use	
		Close

2.3.3 Printer Driver Unavailable on Windows Update Site – Manual Installation

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

- 1 Connect the printer to power outlet and turn it on.
- **2** Connect the printer to a computer.
- **3** Windows detects the printer.
- **4** Windows Update automatically checks for the printer driver online and fails. Start with manual installation.

The manual driver installation varies between various operating systems. Follow the steps described below.

- 1 Open Control Panel and click Hardware and Sound -> Devices and Printers -> Device Manager.
- **2** Expand node **Other devices**. The installed printer is listed here.
- **3** Right-click the printer and select **Update Driver Software**.
- 4 At the message How do you want to search for driver software?, select Browse my computer for driver software.

2.3.4 Preinstalling the Printer Drivers

Driver preinstallation option has two benefits:

- It speeds up the installation process Windows Update is not contacted.
- It simplifies the USB printer installation when printer drivers are not available on the Windows Update site.

To preinstall a printer driver on Windows, use the PrnInst command line options.

Refer to chapter 7 **Appendix: Command Line Parameters for PrnInst**. If new hardware is detected through plug and play event (on USB or parallel port), the operating system automatically installs the preinstalled printer driver. It does not query Windows Update for the driver.

Syntax

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

Sample

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

2.4 Additional Installation Options

2.4.1 SATO Advanced Port Monitoring

SATO Advanced Port Monitor installation is required to:

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

Installation

Follow these steps to install the SATO Advanced Port Monitor:

- Make sure that the printer is turned on and connected to:
 - The computer if the serial port (COM) or parallel port (LPT) connections are in use.
- The network if a network (LAN) printer is in use.
- Follow Section 2.1.1 Network Port Installation Steps of the PrnInst installation wizard to install.
- A list of all detected network printers is shown.
- Select the printer on the list and click Add.

Note

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

 If the printer is not connected using the network interface or if the network interface has not been detected, choose Manual Network Port Installation, select the appropriate port type. You can also click Manual while the printer discovery is still in progress in order to interrupt it. Advanced Port Monitoring Configuration window appears:

Port Type Selection				
For Crype Selection	-			
Select port type:	SERIAL (CO	M)	<u> </u>	

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

Port Name	
Name: COM_	
Serial Port Data	
Serial port:	COM1 -
Bits per second:	19200 💌
Data bits:	8
Parity:	None
Stop bits:	1
Flow control:	Hardware 💌
Timeout settings	
Enable dowr	nload
Printing:	200
Download:	7000

Port Name <u>N</u> ame: LAN		
TCP/IP Data		
Printer Name or IP Address	:	
Port Number:	9100	
Îmeout settings		
🔲 Enable download		
Printing:	200	
Download:	7000	

Name: LPT_		
Parallel Port Data	т 1 -	
Timeout settings		
Enable download		
Reception:	500	
Reception interval:	200	
	0000	-
Transmission:	3000	
Transmission: P <mark>rinting:</mark>	200	_

During the download procedure, the **Enable download** checkbox should be selected. This option sets port timeout values to the values that are appropriate for downloading.

Note

This option has an impact on the printer performance. Do not select the **Enable download** setting during usual printing.

2 Printer Driver Installation

This page is intentionally left blank.

3 Uninstalling a Printer Driver

Same as driver installation, there are two ways to uninstall SATO printer drivers. The standard method is to use the PrnInst through graphical user interface or command line. Another option is to use the **Windows Administrative Tools**.

Make sure that you are logged in as a user with sufficient rights for uninstalling the printer driver.

When removing a printer driver, make sure that:

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

If you are unable to delete the printer driver, perform one of the following actions:

- Restart the Windows Spooler.
- · Delete print jobs from the Windows Spooler.
- · Restart the computer when required in certain cases.

3.1 Uninstalling SATO Driver using PrnInst

To uninstall a printer driver using the PrnInst, follow these steps:

1 Start PrnInst and click Next.

2 Select Uninstall Printer Drivers and click Next.

Printer Installation Wizard
Installation Options Please select one of the driver installation or removal options.
→ Install Printer Driver Installs printer driver.
→ Up <u>date Printer Drivers</u> Updates one or more already installed printer drivers.
→ <u>Uninstall Printer Drivers</u> Uninstalls one or more printer drivers.
→ <u>Remove Preloaded Drivers</u> Removes preloaded drivers.
Exit < Previous Next >

3 Uninstalling a Printer Driver

3 Select the printer driver to be removed and click **Next**.

ous <u>N</u> ext >

• **Remove unused ports**: frees up the ports after uninstalling your printer drivers.

4 Successful printer removal is confirmed.

Printer Installation Wizard	
Summary Operation completed. Please read the summary below.	
Uninstalling following printer(s) from the system:	
- SATO CG208succeeded.	
	Exit

3.2 Simultaneous Removal of Preloaded Printer Drivers using PrnInst

Follow these steps to remove the preloaded printer drivers using PrnInst.

Start PrnInst and click Next.

2 Select Remove Preloaded Drivers and click Next.



3 Select all the printers from the list and click **Next**.

	nove Driver Package		
	system.	ge you want to remove from the	
Sele	ect the drivers from the list you wa	ant to remove from the system:	
•	Manufacturer	Version	
-	SATO	8.4.0.20236	
	SATO	8.4.0.20279	
	SATO	7.1.00.9844	
	SATO	7.8.12.17497	
Inf fi	ile: C:\WINDOWS\inf\oem56.inf		
		Evit < Drovid	Nevts

Note

The **Remove Preloaded Drivers** option only removes the driver installation files from the system. To uninstall a driver, select **Uninstall Printer Drivers** in step 2.

3.3 Uninstalling a Driver using Command Line Parameters

Use the command line parameters to remove the printer drivers without interacting with GUI. Control the PrnInst with command scripts as defined in the following section. Provide the printer name in the command line parameter UNINSTALLPRN.

Syntax

/UNINSTALLPRN=<printer name>

Sample

PrnInst.exe "/UNINSTALLPRN=SATO"

3.4 Uninstalling a Printer Driver using Windows Administrative Tools

Follow this procedure to delete a printer and to remove a printer driver from the system. Choose the procedure that is compatible with your operating system.

Note

For advanced users only. We recommend using PrnInst to uninstall the drivers.

- 1 To open the **Print Management** console, click **Control Panel** -> **System and Security** -> **Administrative Tools** and double-click **Print Management**.
- **2** Expand **Print Servers** <computer name> node.
- **3** Select **Printers node**.
- **4** Delete the printer.
- 5 Select Drivers node.
- **6** To delete a driver, select it and run **Action -> Remove Driver Package**.

Note

Print Management console is not available by default. Refer to the console instructions to activate it.

3.5 Removing Drivers from Windows Driver Store

To completely remove all printer files from Windows driver store, follow the procedure described in this section.

Uninstall the printer driver. Refer to Uninstalling a Printer Driver on page 27.

Note

When deleting the printer from your computer, this procedure only removes the printer as a device. Driver files still exist on the disk. When you connect the printer next time, Windows installs the stored printer driver that was previously used.

To verify which drivers are stored in the system, perform the following:

- a. Open Command Prompt as an administrator.
- b. Enter the following command: pnputil.exe -e

2 A list of all INF files for the installed drivers appears. They are named as oem<number>.inf. Here is an example:



3 When searching for the appropriate INF file, check for:

- Driver package provider.
- Driver date and version.

To delete a driver package, follow this procedure:

1 Open **Command Prompt** as administrator.

- a. Open All programs -> Accessories Start menu group.
- b. Right-click Command Prompt.
- c. Select Run as administrator in the menu.

2 Run the following command to list all INF files: pnputil.exe -e

- **3** Find INF package to be removed (check Driver package provider, Driver date and Version to identify the correct package).
- **4** Delete package using the following command: pnputil.exe –f –d oem<number>.inf Replace <number> parameter with the number that is identified in step 2.

The utility deletes the INF file:



This page is intentionally left blank.

Printer Driver Update

4.1 Selecting the Drivers

Most printer driver distributions contain printer drivers for several printers. In a single printer driver distribution, there are certain driver files that are shared among different printers.

Note

If you have installed several drivers from the same printer driver distribution, the drivers for all these printers are going to be updated if you update a single driver.

4.2 Updating the Printer Drivers using PrnInst

To update an existing printer driver, run PrnInst application for that specific printer.

- 1 Start PrnInst and click Next.
- 2 Select Update Printer Drivers and click Next.



3 Select a printer to update its driver.

Update Printer Driver		
Updates one or more alread	dy installed printer drivers.	
Select printer drivers that will be Drivers that share files will be up	updated. odated at same time.	
Printer name	Installed version	New version
SATO CG208	8.4.0.20279	8.4.0.20442

4 Compare Installed version column with New version column for details about the version upgrade.

Note

- If printer drivers of the same multiple printer models share the same driver files, these printers are selected and upgraded simultaneously.
- Grayed-out printers are currently missing and cannot be updated.

5 Click Update.

6 Summary window appears after a successful driver update.



7 Click Exit to close PrnInst.

Update with Print Jobs In Spooler

With print jobs waiting in the Windows Spooler, PrnInst shows the following notification:

Printer Installation Wizard						
Remove print jobs from spooler All print jobs must be removed before continuing						
The following printers have print jobs in print spooler. The uninstallation procedure is not possible until all jobs are deleted or finished. Please select one of the methods below to continue.						
SATO CG208	 Manual mode Please wait for jobs to get printed or manualy delete them from printer spooler. After completing press <u>Next</u> > to continue the process or <u>Refresh to recheck</u>. <u>A</u>utomatic mode Printer Installation Wizard will delete all jobs that are needed to complete the uninstallation procedure 					
	<u>E</u> xit < <u>P</u> revious <u>R</u> efresh					

These two options are available:

- Manual mode Delete current print jobs manually. To check if the queue is empty and to continue with the driver update, click Refresh.
- Automatic mode PrnInst deletes all print jobs and continues with the installation.

To verify that the printer driver has been updated correctly, check the driver version in the **About** tab after the update. If the old version is shown, reboot Windows to finish the update process.

On a 64-bit Windows operating system, there is a separate process named Splwow64.exe that allows 32-bit applications printing using the 64-bit printer drivers. During the driver installation, a warning message shows that another process has locked the printer driver. After clicking **Next**, PrnInst restarts the Splwow64.exe process to unlock the printer driver.

Printer Installa	tion Wizard				
The driver is locked by another process Close applications locking the driver, and press <next></next>					
	Close the "NiceLabel v6" application and ther	n click <u>N</u> ext >.			
		<u>E</u> xit <u>N</u> ext >			

5 Import and Export Driver Settings Using Command Line Utility

To speed up the process of importing and exporting and be able to control if not in the driver's user interface, you can use the command line utility. You can run it from the command (batch) files to automate the import and export process.

The utility ImportExportTool.exe can be found in the Tools folder of your SATO printer driver installation. The syntax to use the command line utility is as follows:

ImportExportTool.exe <Printer_name> <File_name> <import|export> <current|default> All parameters are mandatory.

- **Printer_name**: Specifies the name of the printer driver as is displayed in Devices and Printers. Make sure to enclose the name in double quotes, if it contains spaces.
- File_name: Specifies the name of the file that will either store the exported settings, or will be used as source of settings to be imported.
- **Import|export**: Specifies the command the utility will execute. Select **Export** to extract driver settings and save them to the file. Select **Import** to read driver settings from the file and apply them to the driver.
- **Current|default**: Specifies the user. Select **Current** to export/import settings for current user. Select **Default** to export/import settings for default user.

This page is intentionally left blank.

6

Troubleshooting

6.1 Locked Printer Driver

During the installation, PrnInst checks for applications that could lock the printer driver files. If detected, such applications will be shown.

\land WARNING

Locked drivers cannot be replaced.

With locked drivers present, the following options are available:

- Close the applications that are locking the printer driver.
- Stop the installation and restart the computer. After restarting, repeat the installation procedure.
- If closing the application window has no effect, use **Task Manager** to end the tasks. Refer to the examples below.
- Continue with the installation. New files are copied installation is complete after restarting the computer.

Example 1: Windows Explorer Locking a Driver

If the printer properties have been checked in **Devices and Printers**, Windows Explorer locks the printer driver. Even after closing the **Devices and Printers**, Windows Explorer still locks the driver.

Printer Installation Wizard
The driver is locked by another process Close applications locking the driver, and press <retry></retry>
The file is locked by the following processes. Please close all applications to release the file and press "Retry" to continue. To force the installation of driver without releasing the file, press "Ignore".
explorer.exe
<u>E</u> xit < <u>P</u> revious <u>I</u> gnore <u>R</u> etry

In such case, restart **Windows Explorer** process in **Task Manager** -> **Processes** tab. To restart the process, right-click **Windows Explorer** process and select **Restart**.

Applications	Processes	Services	Performance	Networking	Users		
Image Na	ame			Descript	tion		*
iexplore.	exe *32			Interne	t Explore	r	
chrome.e	exe *32			Google	Chrome		
chrome.e	exe *32			Google	Chrome		
explorer.	.exe			Window	s Explore	er	
chrome.e	exe *32			Google	Google Chrome		
chrome.exe *32					Google Chrome		
chrome.exe *32					Google Chrome		
Viber.exe *32					Viber		
chrome.exe *32					Chrome		
chrome.exe *32					Chrome		
Jing.exe *32							-
Skype.exe *32							=
svchost.exe					Host Process for Windows Servic		
chrome.exe *32					Chrome		-
•		III				•	
Show p	processes fro	m all users				End Process	

Example 2: Status Monitor Locking a Driver

In certain cases, Status Monitor application locks the printer driver and makes uninstalling a driver impossible.

To stop the Status Monitor, open the **Task Manager** and search for the **Status Monitor** in **Processes** tab. Right-click Status monitor and select **End task**.

				Tas	k Mana	ger	×	i.
File Opti	ons View							
Processes	Performance	App history	Startup	Users	Details	Services		
						•		
Name CC	OM Surrogate	- (22000-1)						
Ca	ommander Serv Status N	iice (32 bit) Monitor (32 bit	0					ĺ
😨 Go	ogle Chrome (32 bit)						
😨 Ge	ogle Chrome (32 bit)						
¢						4	>	4
A	dataile						Enderst	

6.2 **Possible Printer Driver Update Issues**

The driver installer may try to update an already installed printer driver. There are several possible issues that prevent the driver update. The most common two causes are:

- Printer driver is locked. An application has locked it. This prevents the new driver from being installed. The driver files are copied, but unused until the operating system reboot.
- There are print jobs waiting to be printed. You must make sure that there are no jobs in queue. You must either print or delete jobs from Windows Spooler.

In most cases you will have to restart the computer to complete the printer driver installation. We recommend using PrnInst installation utility. The benefits are:

- PrnInst informs about possible issues.
- PrnInst helps resolving problems, which arise during the driver update.

To verify that the printer driver is updated correctly, verify the driver version in the **About** tab after the update. If the old version is still shown, reboot Windows to finish the update process.

This page is intentionally left blank.

Appendix: Command Line Parameters for PrnInst

Use the command line parameters to install the printer drivers without interacting with the PrnInst GUI. Control PrnInst with command scripts as defined in this section.

7.1 **INSTPRN – Printer Driver Installation**

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

Syntax

/INSTPRN=xxxxxxx#yyyyy[#wwwww][#IIII][#ccccc] xxxxx - full printer driver name yyyyy - port name wwwww – printer destination name - optional IIIII - location - optional ccccc - comment - optional

Sample

Use the /DIR parameter with the /INSTPRN parameter to define the printer driver location.

Note

INSTPRN must be the last specified parameter in the command line.

7.2 INSTMULTPRN – Installation of Multiple Printers

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

To find out the correct name of the printer, refer to the <printer_brand>.INF file. It contains the list of all available printer names. Search for the .INF file in the folder, where you have stored the printer driver installation files.

Syntax

Sample

PrnInst.exe /INSTMULTPRN=C:\tmp\PrinterList.tmp For example, PrinterList.tmp file contains the following lines. C:\Drivers\PRINTER1\#Printer1#LPT1: C:\Drivers\PRINTER2\#Printer2#LPT2: C:\Drivers\PRINTER3\#Printer3#LPT3:

Three printer drivers are installed in this sample – Printer1 (linked to LPT1 port), Printer2 (linked to LPT2 port) and Printer3 (linked to LPT3 port).

7.3 LANG – Setting the PrnInst Language

Use this parameter to define the language used in the Printer Installation Wizard. The application always uses the default Windows operating system language. 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, the default language is used.

Syntax /LANG=xxx

xxx - language ID

Language	Language ID
Chinese – Simplified	SCH
Chinese – Traditional	СНІ
Croatian	CRO
Danish	DAN
Dutch	DUT
English	ENG
Finnish	FIN
French	FRA
German	GER
Greek	GRE
Hebrew	НЕВ
Hungarian	HUN
Italian	ITA
Japanese	JAP
Korean	KOR
Lithuanian	LIT
Polish	POL
Portuguese	POR
Russian	RUS
Slovak	SVK
Slovenian	SLO
Spanish	ESP
Swedish	SWE
Thai	ТАІ
Ukrainian	UKR

Sample PrnInst.exe /LANG=GER

7.4 UNINSTALL – Uninstall Printer

Use this parameter to run the PrnInst in the uninstall mode. You will see a list of installed printer drivers. Select one or more drivers to remove.

Syntax

/UNINSTALL

Sample

PrnInst.exe /UNINSTALL

7.5 UNINSTALLPRN – Uninstall specific Printer

Use this parameter to uninstall a specific printer driver from the system.

Note

Provide the exact printer name (as installed). We recommend to copy the printer name from **Control Panel** -> **Printers & Faxes**.

Syntax

/UNINSTALLPRN=xxxxx xxxxx – the exact printer name you wish to uninstall

Sample

PrnInst.exe "/UNINSTALLPRN=SATO-Printer"

7.6 UNINSTALLALL – Uninstall all Printers

Use this parameter to uninstall all printer drivers from the Windows system.

\land WARNING

This action erases the entire range of installed printer drivers from the system.

Syntax

/UNINSTALLALL

Sample

PrnInst.exe /UNINSTALLALL

7.7 NOLICENCE – No License Display

Use this parameter to start the application in a mode where no printer driver license and warranty information are shown during the installation.

Syntax

/NOLICENCE

Sample

PrnInst.exe /NOLICENCE

7.8 NOCERT – Do not force Driver Certification when installing a Driver

Use this parameter to prevent the PrnInst from using the certification installation if the driver has not been digitally signed. Even if the driver has been certified, an installation for normal non-certified driver will be used.

Syntax /NOCERT

Sample

PrnInst.exe /NOCERT

7.9 DIR – Change Start Browsing Path

Use this parameter to specify the location of the drivers. The application will use this path to browse for the printer drivers. The default location is the folder with subfolders from where the application is started.

Note

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

Syntax

/DIR=xxxxx x xxxx - full path to start searching for .INF files

Sample

PrnInst.exe /DIR=C:\Drivers\

7.10 PREINSTALL – Preinstall Driver Package

Use this parameter to preinstall the printer driver on the system. Windows will automatically find the driver needed when the user connects the printer.

Syntax

/PREINSTALL=xxxxx xxxxx - full path pointing to the .inf file

Sample

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

7.11 UNINSTALLPACKAGE – Uninstall Driver Package

Use this parameter to uninstall the printer driver from the system. Windows cannot automatically find the driver of the printer, because it was removed from Windows Driver Storage.

Syntax

/UNINSTALLPACKAGE=xxxxx xxxxx - full path pointing to the .inf file

Sample

PrnInst.exe /UNINSTALLPACKAGE=C:\Drivers\SATO\SATO-printer.inf

7.12 INSTALLPORTMON – Silent Installation of Port Monitor

Use this parameter to silently install a port monitor from the printer driver distribution. When using this command, do not use any other commands from the command line list. Note that this installation does not install the printer driver, just the Port Monitor.

Syntax

/INSTALLPORTMON /name=aaaaa [/type=bbbbb] [/monitor=ccccc] [/inf=ddddd] []

Network port type

/ip=eeeee [/port=fffff]

Serial port type

/port=ggggg [/baudRate=hhhhh] [/dataBits-iiiii] [/parity=jjjjj]

[/stopBits=kkkkk] [/flowControl=IIIII]

Parallel port type

/port=mmmmm [/reception=nnnnn] [/receptionInterval=00000]

[/transmission=ppppp]

Specific port types

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

aaaaa - port name that will be shown in the port list

bbbbb – type of port <LAN, LPT, COM>. Parameter is omissible, depending on the Port Monitor.

ccccc – 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.

dddd – 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

eeeee - ip address of the printer on the network.

fffff – printer's network port number. Parameter is omissible, depending on the Port Monitor.

COM Port

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

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

iiiii - 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)

IIIII – 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 and default value is 500 ms.

ooooo – reception interval for LPT port when download function is enabled. Parameter is omissible and default value is 200 ms.

ppppp – transmission for LPT port when download function is enabled. Parameter is omissible and default value is 3000 ms.

Specific Ports

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

qqqqq – printing timeout value in milliseconds for port specific communication. Parameter is omissible and default value is 50 ms.

sssss - download timeout value in milliseconds for port specific communication. Parameter is omissible and default value is 7000 ms.

Sample

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

