Dave Yost · Auditor of State

TO: **ALL UAN USERS**

FROM: **UAN SUPPORT**

DATE: **MARCH 12, 2012**

SUBJECT: **DELL PRINTER ISSUES AND SOLUTIONS**

Four issues are being experienced by some UAN clients as they install their new Dell printer. Below is the description of the issue followed by the solution.

Issue: **During the install, a Printer Selection is made and nothing happens**
Solution:

Open the Install CD in Windows Explorer and manually run the install. There are 5 files located on the CD. Two of the files are the install packages for each Printer. Double click on the Printer's install file that you received. Below is a picture of the file structure with arrow pointing to the two install files.

Files Currently on the CD		
2335-ohio-auditors.msi	325,344 KB	Windows Installer P…
2350-ohio-auditors.msi	24,115 KB	Windows Installer P…
autorun.inf	1 KB	Setup Information
install.htm	1 KB	HTML Document
install.vbs	2 KB	VBScript Script File

Issue: **.Net Framework message preventing the install or the 'Reset Dell Printers' icon**
Solution:

Download the latest Windows .Net Framework 4. Below is the direct link from Microsoft to download the update:
http://www.microsoft.com/download/en/details.aspx?id=17718
The update is also available in Windows Update online under the 'custom' options. The .Net Framework 4 update will be listed at the top of the available updates in a section by itself. This file is 40MB, if you cannot download this file, please contact UAN and we will send you the file on CD.

Issue: **Printer does not fully pull the whole sheet of legal paper**
Solution:

Make sure that the Printer's Control Panel displays 'Ready'. If there is an error displayed, push the 'X' button on the control panel or reboot the printer. Then run the 'Reset Dell Printer' icon located off the Start Menu (Start > All Programs > Dell Printers > 23xx-ohio-auditors > Reset Dell Printer). If that option is not available, run the install again.

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Issue: **Printer pulls paper from the wrong tray**
Solution:

Make sure that the Printer's Control Panel displays 'Ready'. If there is an error displayed, push the 'X' button on the control panel or reboot the printer. Then run the 'Reset Dell Printer' icon located off the Start Menu (Start > All Programs > Dell Printers > 23xx-ohio-auditors > Reset Dell Printer). If that option is not available, run the install again.