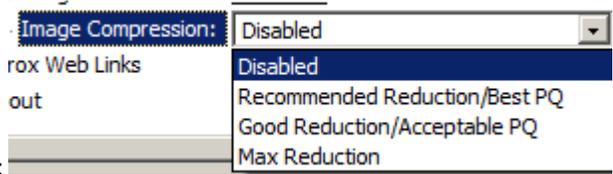


## Troubleshooting Slow Printing

1. Validate that the **DNS is correct** (use “**ipconfig/all**”). **\*Validate the domain name has been programmed\***
  - a. If **correct** > remove DNS from MFD TCP/IP configuration > Print a Test Page to see if there’s improvement.
  - b. If **Yes**, use a different DNS

**NOTE:** if using a Public/Open DNS, try using the Google DNSs: **8.8.8.8 | 8.8.4.4**
2. **Toggle/Test** all available **Ethernet** speeds on the device’s **NIC** card.
3. **Delete any printers using the same IP address or that are no longer being used.**
4. Try a **different driver**: GPD, PCL6, GPD PCL5, GPD PS (if PS option installed), model specific PCL, model specific, PCL5, and model specific PS (if PS option is installed).
5. **Disable** Job Notification in the Administration tab.
6. Configure TCP/IP port from Raw to **LPR** > Queue name ‘**lp**’ > **Uncheck** both **SNMP** and **Byte Counting**. 
7. **Toggle/Test** the **Print Processor** setting within the Printer Properties.
  - a. Devices and Printers > click Printer properties > Advanced Tab > Print Processor Option > **XeroxV5Print OR Win print**.
8. **Toggle/Test the Enhanced Printing feature within the driver**, if applicable.
  - a. Devices and Printers > Right click your Xerox Printer > click Printer Properties >
  - b. Click Advanced Tab > click Printing Defaults click > Advanced Tab > Expand the Driver setting > change to “**Enabled**” >
  - c. Click OK > click OK. > Print test page to see if there’s improvement



d. **Toggle/Test Image Compression:**

9. **As a last option:** Have **IT** check the **Driver Isolation Mode** using **Print Management Console** (page 2)

### Configuring Driver Isolation Mode through Administration

The administrator can use the Windows Print Management console or call the Windows spooler functions to configure the driver-isolation settings for each printer driver installed on a computer. The administrator configures the driver to use one of the settings listed in the following table.

Driver-isolation mode	Meaning
<b>Shared</b>	Run the driver in a process that is shared with other printer drivers but is separate from the spooler process.
<b>Isolated</b>	Run the driver in a process that is separate from the spooler process and is not shared with other printer drivers.
<b>None</b>	Run the driver in the spooler process.

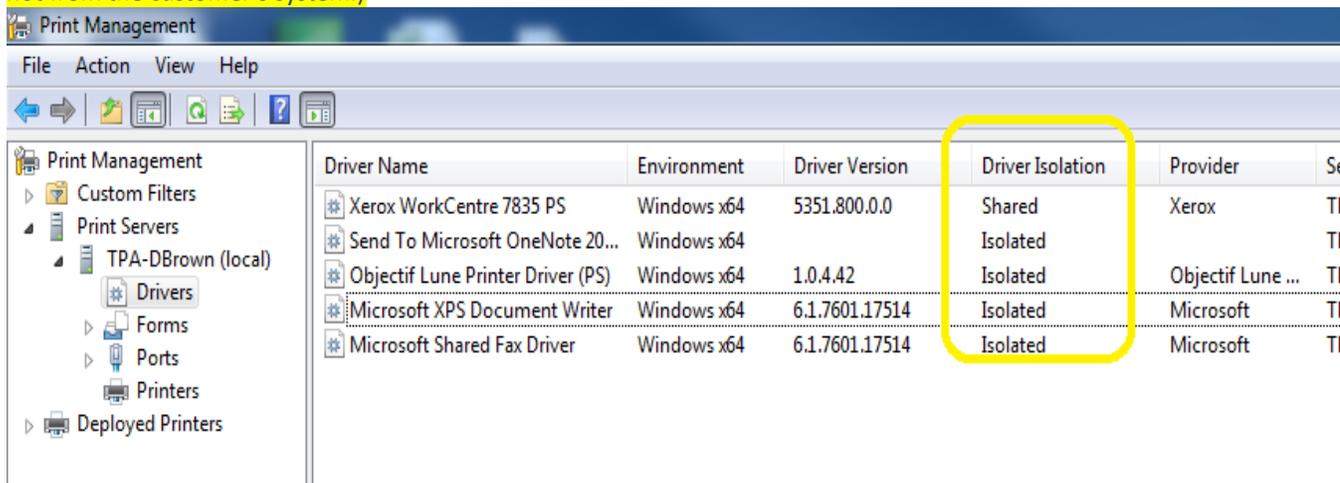
Ideally, a printer driver is able to run in shared mode. That is, it runs in an isolated process shared with other printer drivers but separate from the spooler process. A driver might need to run in isolated mode if it can run in a process separate from the spooler process, but has difficulty sharing the process with other drivers. For example, a poorly designed driver might have file names that conflict with those of related drivers or of different versions of the same driver, or the driver might fault frequently or have a memory leak that interferes with the operation of other drivers that run in the same process.

## Configuring Driver Isolation Mode using Print Management.

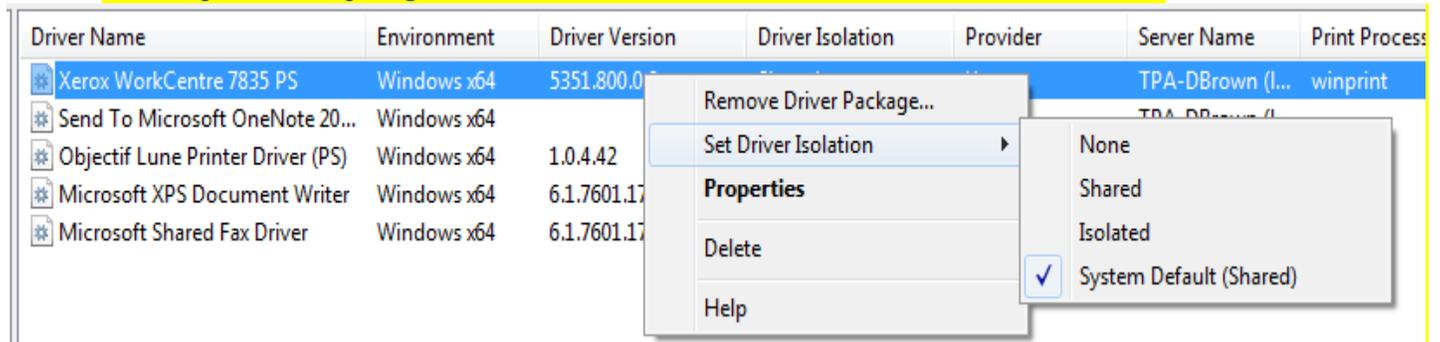
Go to Start > in the Search field type: print management to open the console.

Notice in the Print **Management Drivers list** that all the other drivers had their “**Driver Isolation**” setting switched to “**Isolated**”. All of the **Xerox drivers** were set to “**Shared**”. Driver Isolation is a feature found in Server 2008 R2 and up, & Windows 7\_64bit. Select “**Drivers**” (left pane).

The pane on the right displays the settings on the server – all drivers except the Xerox were set on isolated. (Note – this example is not from the customer’s system.)



To change the setting > **right-click** on the driver > choose a different driver isolation mode;



Change the driver isolation to “**None**” – At another customer this worked to help another apparent spooling-speed issue using a different machine brand and software. And here it **helped even more than the ‘Isolated’** setting.

Driver Name	Environment	Driver Version	Driver Isolation	Provider	Server Name	Print Process
Xerox WorkCentre 7835 PS	Windows x64	5351.800.0.0	None	Xerox	TPA-DBrown (l...	winprint
Send To Microsoft OneNote 20...	Windows x64		Isolated		TPA-DBrown (l...	
Objectif Lune Printer Driver (PS)	Windows x64	1.0.4.42	Isolated	Objectif Lune ...	TPA-DBrown (l...	
Microsoft XPS Document Writer	Windows x64	6.1.7601.17514	Isolated	Microsoft	TPA-DBrown (l...	
Microsoft Shared Fax Driver	Windows x64	6.1.7601.17514	Isolated	Microsoft	TPA-DBrown (l...	

**NO** need to restart the spool service either – the setting appears to take immediate effect.

When **printing**, the **print-job** is processed very **slow**. Copy & Scan is OK. **Perform an on demand overwrite**.

**AFTER FOLLOWING ALL OF THE ABOVE RECOMMENDATIONS, PROBLEM STILL PRESENT,**  
PLACE A SERVICE CALL