

NU Library – Printing Workaround for Windows 10 Laptops

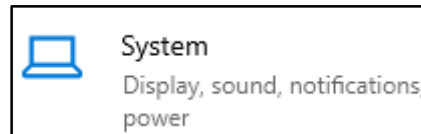
If you are trying to add NU's print network to your Windows 10 laptop and getting the error message "Windows Cannot Connect to the Printer," follow these steps as a workaround.

Step 1: Determine if your Windows 10 laptop is 32-bit or 64-bit:

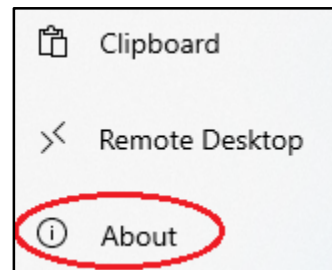
- Click the Windows button on the lower left corner, then click the gear to access "Settings"



- Click *System*



- Click *About*



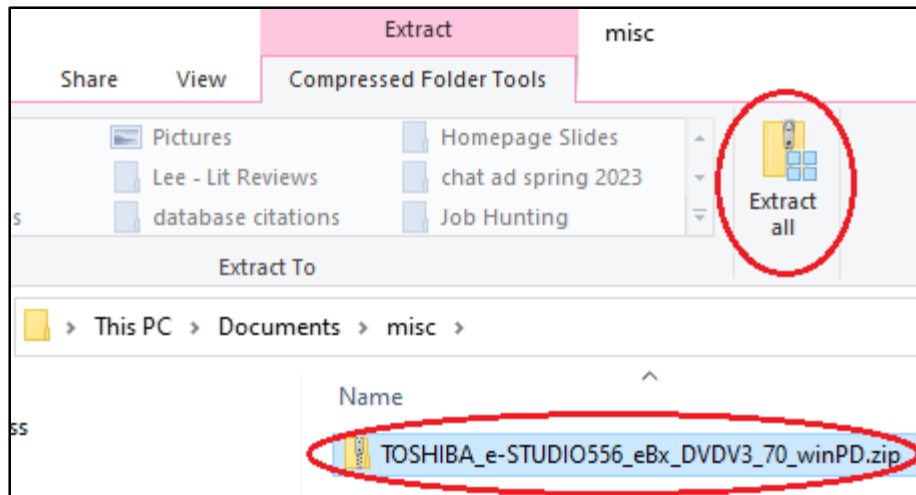
- Under *Device Specifications*, look at *System Type* for the words "32-bit" or "64-bit"

Product ID	00331-20091-64708-AA979
System type	64-bit operating system, x64-based processor
Pen and touch	Touch support with 2 touch points

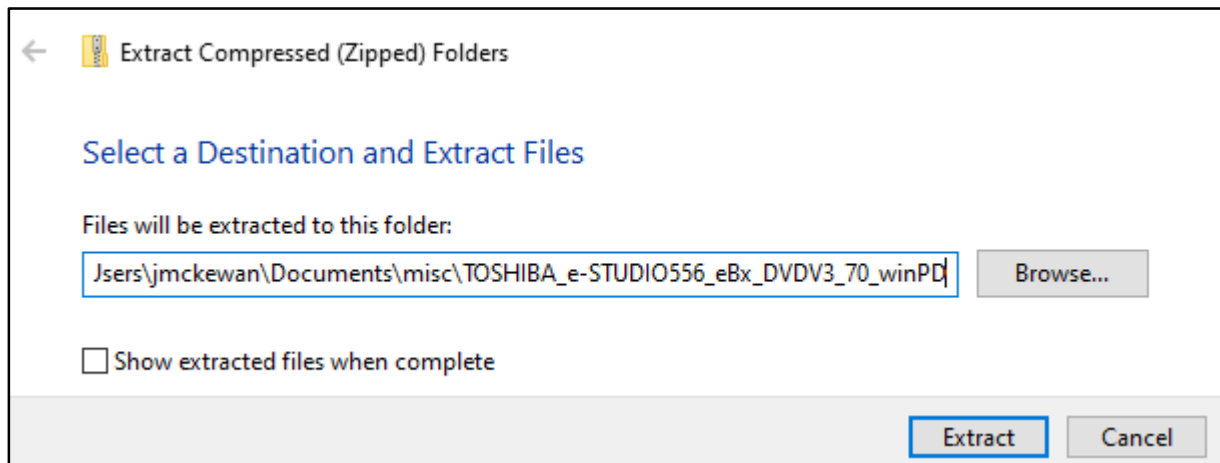
Step 2: Download and UnZip the Printer Drivers

- Go to <https://www.driverscape.com/download/toshiba-universal-printer-2>. You can also get there by doing a Google search for "toshiba universal printer 2" (with quotation marks)
- Click the *Download* button
- The drivers will download as a **.zip** file. Make a note of the location that you save the file to.

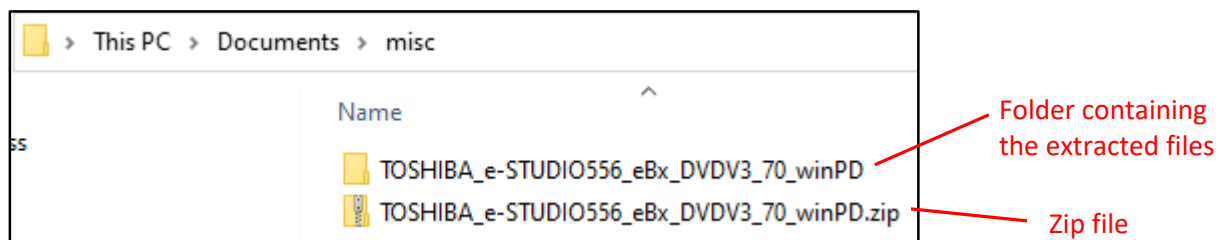
- Open the Windows **File Explorer** program on your laptop, and navigate to the folder where you downloaded the Zip file. Click the file name to highlight it, then click *Extract all* at the top.



- You can leave the destination as-is, and click *Extract*.



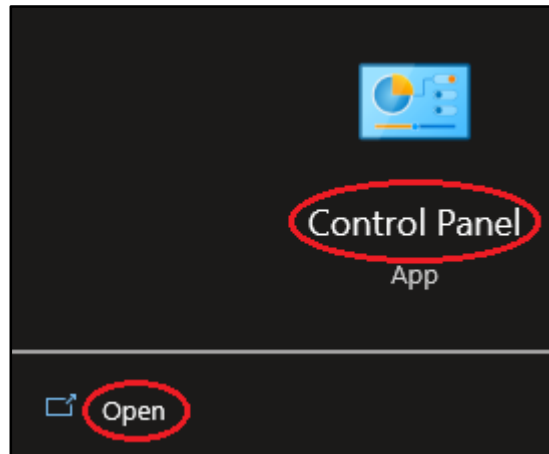
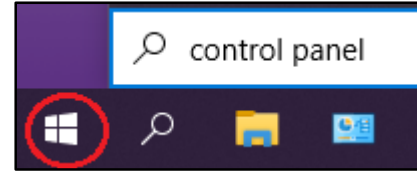
- If you navigate to the download location, you should see both the Zip file, and a folder, with the same name, containing the extracted files.



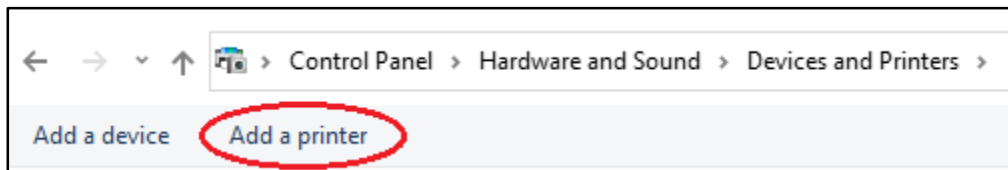
- Remember the location of the folder for later.

Step 3: Create a Local Port for the Printer

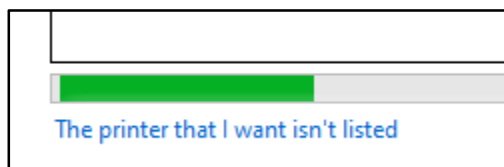
- Click the Windows icon on the lower left corner, and type “control panel”
- Click the words “Control Panel” or the word “Open”



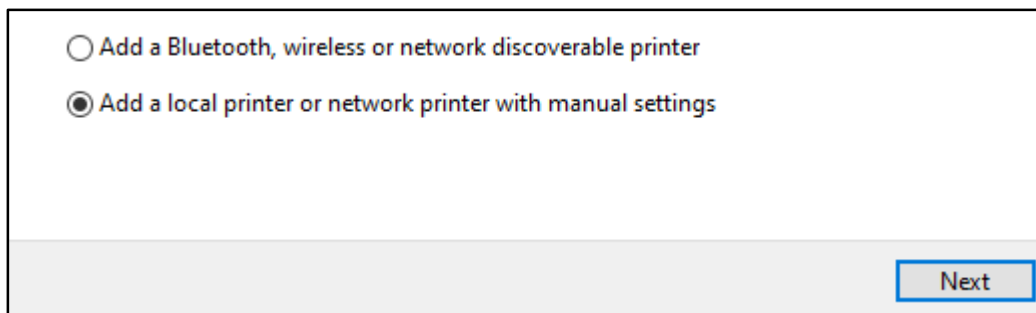
- Under *Hardware and Sound* click on *View devices and printers*
- Near the top, click on *Add a Printer*



- Click “The Printer that I want isn’t listed.”



- Select *Add a local printer or network printer with manual settings* and click Next.

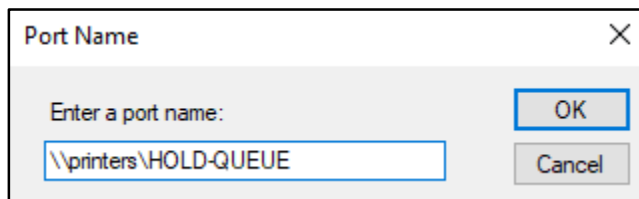


- Click *Create a new port*. For *Type of Port*, select *Local Port*. Then click *Next*.

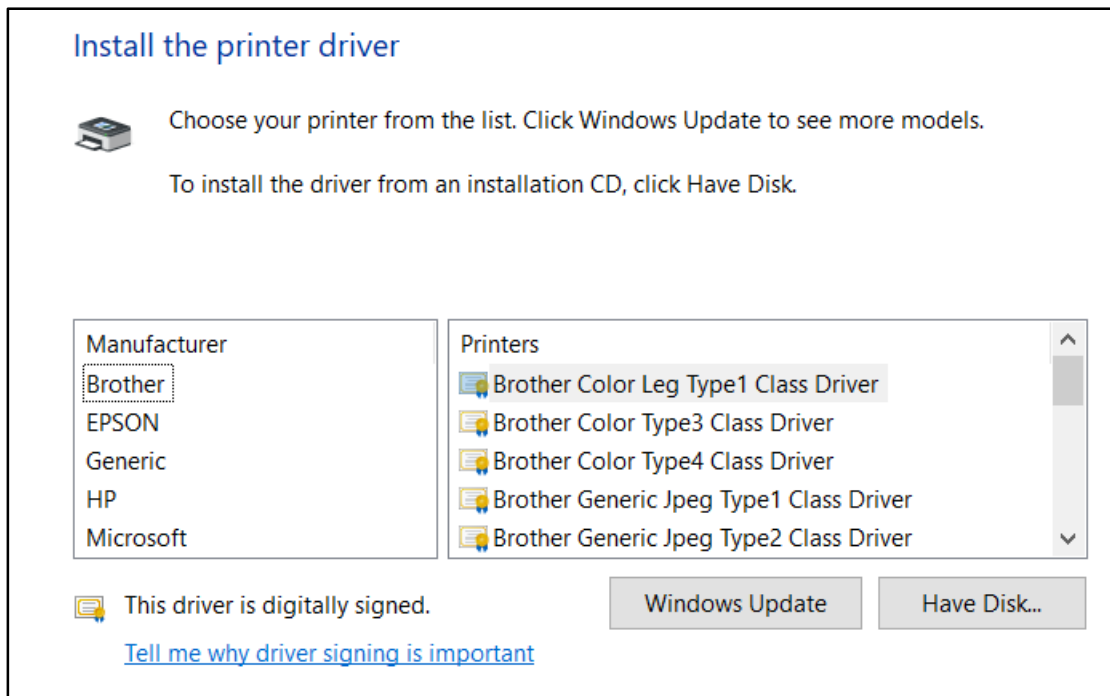


- For the port name, enter: `\\printers\HOLD-QUEUE` and click OK.

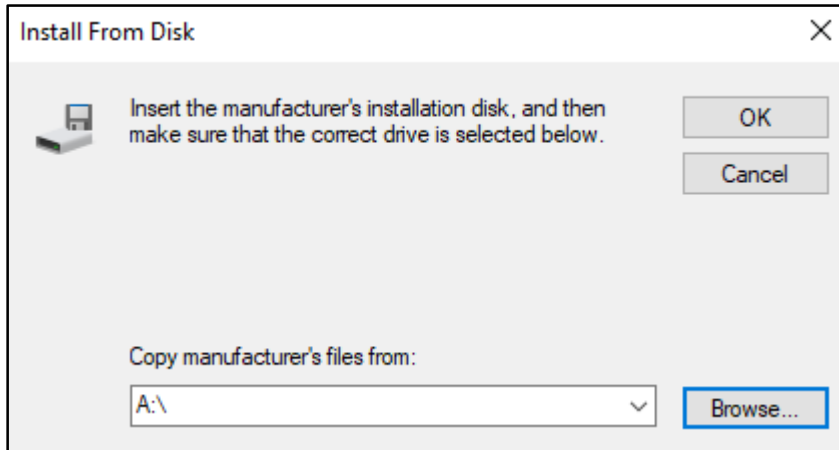
Note that these are back slashes, not forward slashes.



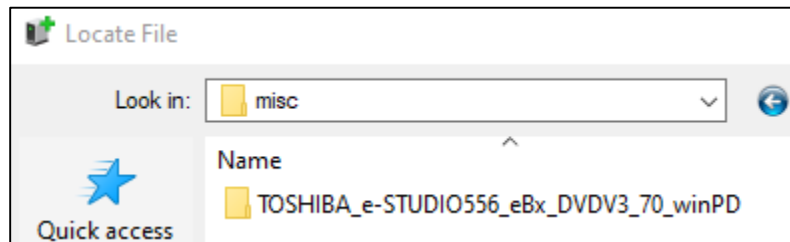
- The next screen asks you to select a printer driver. Click *Have Disk*.



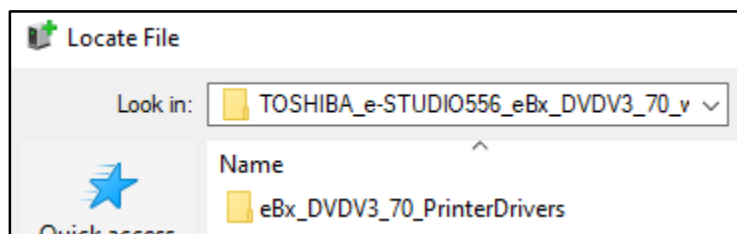
- Click *Browse*.



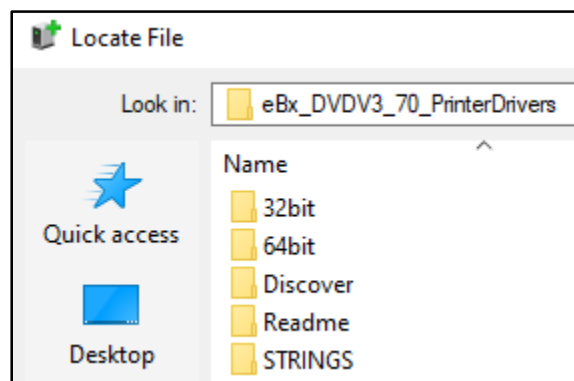
- Navigate to the folder containing the extracted files, and double-click on it.



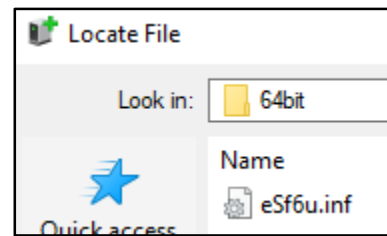
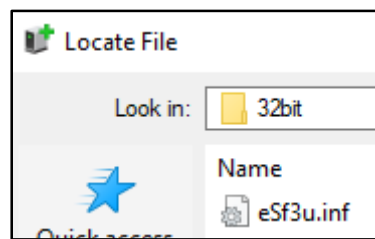
- You'll see a sub-folder beginning with *eBx*. Double-click on that.



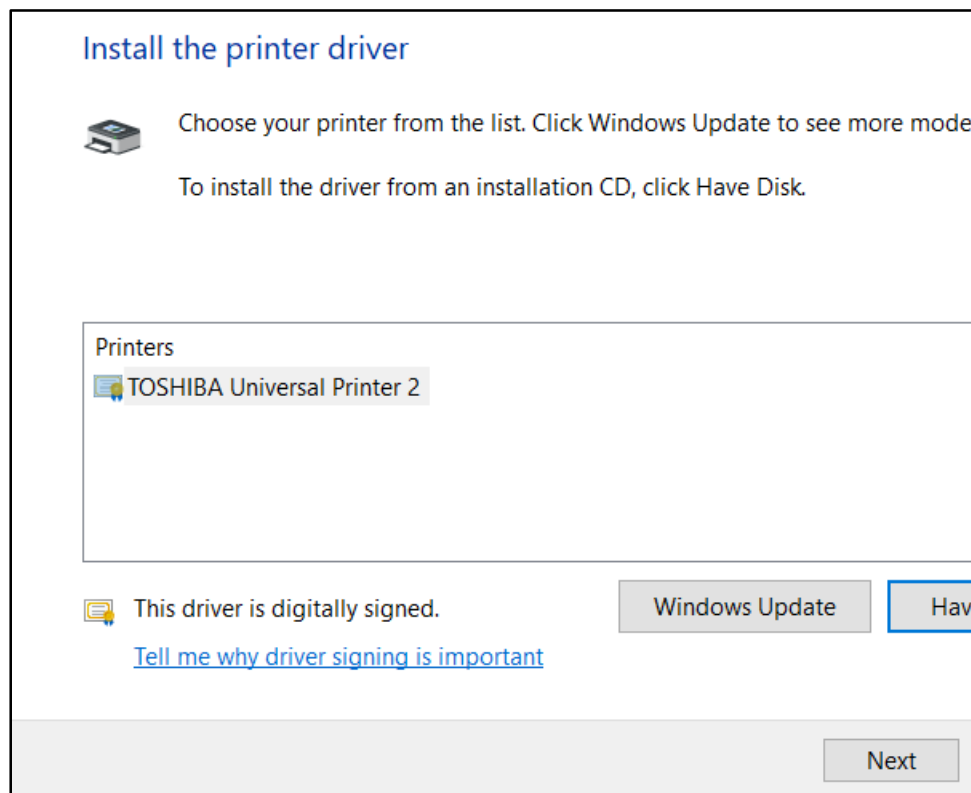
- Remember whether your laptop is 32-bit or 64-bit from **Step 1**, and double-click the appropriate folder.



- Double-click the file that appears, which will be called either *eSf3u.inf*, or *eSf6u.inf*. Then click *OK*.

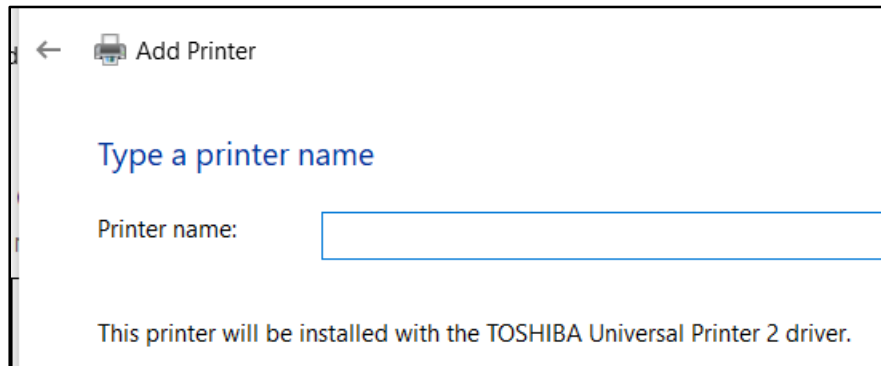


- The driver name, *TOSHIBA Universal Printer 2* should now be listed on the screen. Click *Next*.

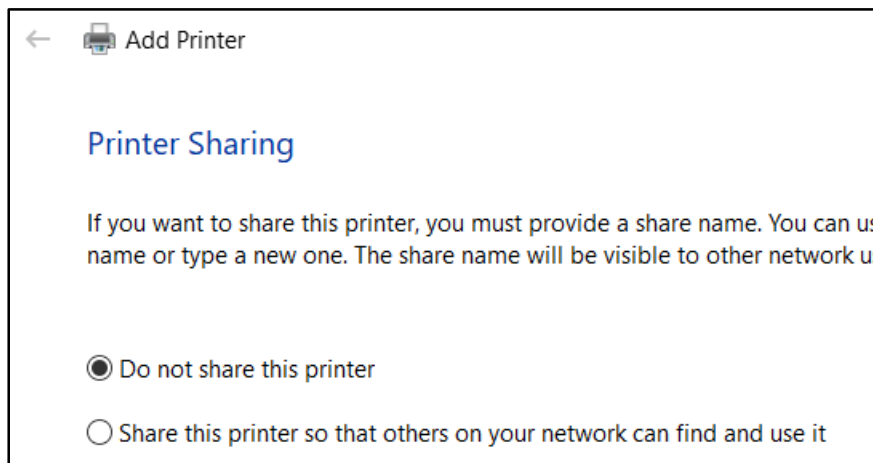


- You will be prompted to enter a name for the printer. The campus print network uses the name HOLD-QUEUE but you do not have to use this. If you have multiple printers installed on your laptop, you may want to give it a name that is more descriptive, such as "NU Printing," for example.

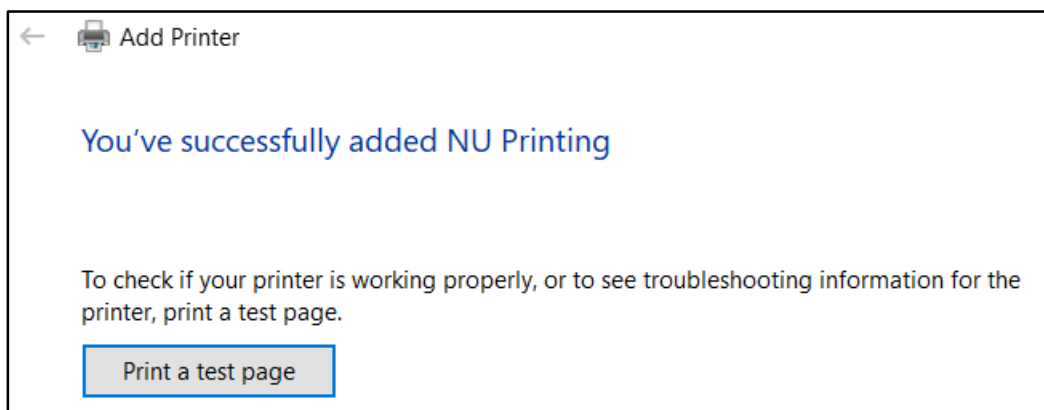
- After typing in the name, click *Next*.



- A box will appear asking “Do you want to allow this app to make changes to your device?” Click *Yes*.
- Under *Printer Sharing*, select *Do not share this printer*, and click *Next*.



- If the printer was installed, you'll see a screen saying *You've successfully added [Printer Name]*. Click *Finish*.



Step 4: Make Sure you are Logged Into the Print Network

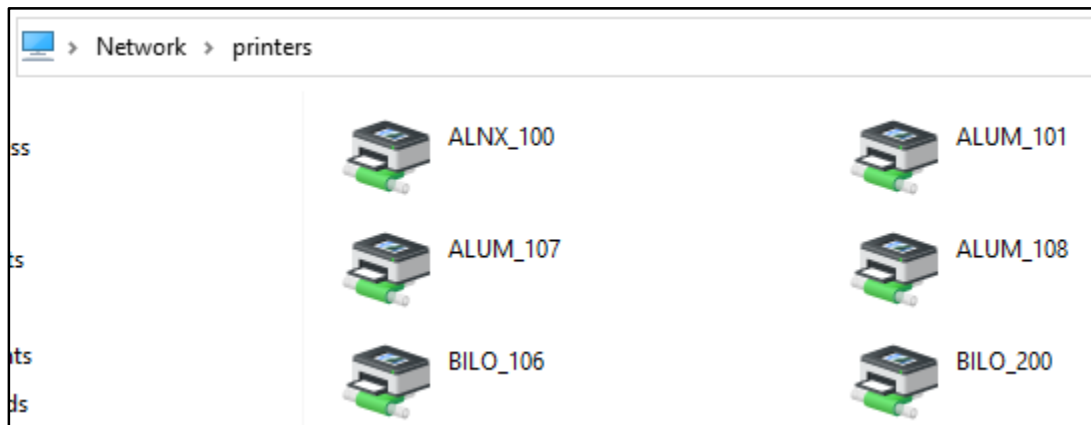
- Open *File Explorer* on your laptop.
- In the address bar, type `\\printers` and press *Enter*



Note that these are back slashes, not forward slashes.



- If you see a list of printer names, then you are already logged in:

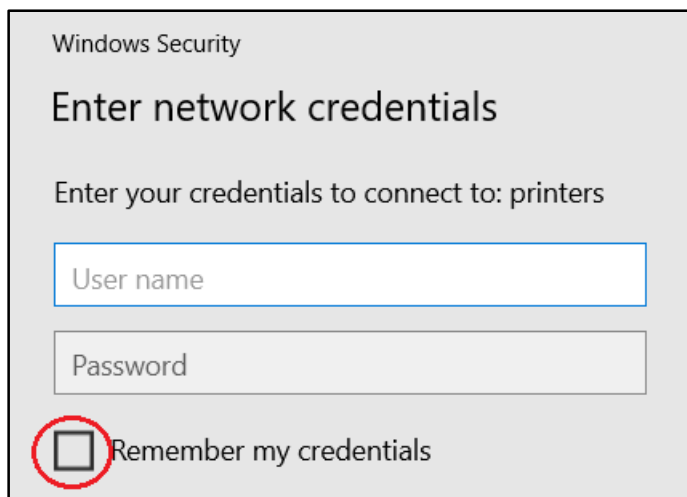


- If you see a box saying Enter Network Credentials, then you will need to login. Your username will be one of these:

Your NU email address, such as: **jsmith@mail.niagara.edu**

Your student ID number, such as: **s1234567**

Your student ID number written with "@niagara.edu" after it, such as: s1234567@niagara.edu



- The password is your PurplePass password (the same one you use to access your email or MyNU).
- **Make sure to check the box that says *Remember my credentials*.**
- Click *OK*.

Step 5: Print!

You are now ready to print from any program. Make sure to choose the correct printer name, based on the name you created in step 3.