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"





• 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.

		Extract		misc	
Share	View	Compressed	d Folder Tools		\sim
S	Pictures Lee - Lit Re database o Extra	views itations act To	Homepage SI chat ad sprin Job Hunting	ides g 2023	Extract all
55		Name		^	
		от 🔢	SHIBA_e-STUDIC	D556_eBx_	DVDV3_70_winPD.zip

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

\downarrow	Extract Compressed (Zipped) Folders
	Select a Destination and Extract Files
	Files will be extracted to this folder:
	Jsers\jmckewan\Documents\misc\TOSHIBA_e-STUDIO556_eBx_DVDV3_70_winPD Browse
	Show extracted files when complete
	Extract Cancel

• 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.





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

instantine printer unver				
Choose your printer from	Choose your printer from the list. Click Windows Update to see more models.			
To install the driver from a	To install the driver from an installation CD, click Have Disk.			
Manufacturer	Printers			
Brother	🔄 Brother Color Leg Type1 Class Driver			
	🕞 Brother Color Type3 Class Driver			
EPSON				
EPSON Generic	Brother Color Type4 Class Driver			
EPSON Generic HP	Brother Color Type4 Class Driver Brother Generic Jpeg Type1 Class Driver			
EPSON Generic HP Microsoft	Brother Color Type4 Class Driver Brother Generic Jpeg Type1 Class Driver Brother Generic Jpeg Type2 Class Driver			
EPSON Generic HP Microsoft	Brother Color Type4 Class Driver Brother Generic Jpeg Type1 Class Driver Brother Generic Jpeg Type2 Class Driver			

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*.

💕 Locate File		🗊 Locate File	
Look in:	32bit	Look in:	64bit
	Name Sf3u.inf		Name Sf6u.inf

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

Instal	ll the printer driver	
	Choose your printer from the list. Click Windows Upda To install the driver from an installation CD, click Have	ate to see more model e Disk.
Printe	ers DSHIBA Universal Printer 2	
C Th	his driver is digitally signed. Window ell me why driver signing is important	rs Update Have
		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*.

+ ←	🖶 Add Printer	
	Type a printer na	ame
1	Printer name:	
	This printer will be ins	stalled with the TOSHIBA Universal Printer 2 driver.

- 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





• 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

Windows Security
Enter network credentials
Enter your credentials to connect to: printers
User name
Password
Remember my credentials

- 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.