

## Driver removal from Windows – as supplied to us by Seagull Scientific

While this information is still relevant it has been superseded by the latest version of Seagull printer driver, version 7.0.3 and higher. Once the new driver has been expanded (try expanding it in the same folder you downloaded it to), **rather than installed**, you will find an icon which looks like a waist basket (trash can). This is an exe file called DriverClean. It will remove most of the Seagull files from across the PC without the need for Editing of the Windows Registry. The one folder known not to be removed is the Seagull folder usually located in the C drive. We recommend this is also deleted before a new version of the driver is fully installed.

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### Deleting Printers on Windows 2000 / XP

To remove a Windows printer driver completely from either a Windows 2000 / XP machine please follow the below procedure. Full driver removal is recommended when either the current driver is corrupted or functioning incorrectly and when you wish to ensure a good installation of updated drivers by starting with a clean slate.

#### Steps to remove the printer driver

Reboot your PC.

Open the printer folder by selecting "Start>Settings>Printers", highlight all the printer drivers from the same family and press "delete" on your keyboard confirming the deletion for each printer.

Although the driver icons are now gone their supporting files are still resident in the windows system. To delete these remaining files, from the printer folder select the "File>Server Properties" menu item.

Select the "Drivers" tabbed page, highlight the appropriate driver files and click the "Remove" button.

Stop the spooler service, delete prt32lm.dll or prt32m.dll from the system32 directory found in the Windows folder and reboot (again). You can stop and restart the spooler service by going to "Start>Settings>Administrative Tools>Services" window.

Install the latest printer driver.

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### Deleting Printers on Windows NT 4.0

#### Steps to remove the printer driver

Please be logged on as the Local Administrator:

Reboot.

We then recommend that you delete all printers from the "Printers" folder. By going to Start > Settings > Printers. You can delete all your printers by highlighting all of them and hitting "Delete" on your keyboard.

Reboot.

Stop the print spooler service. This can be done by going to Start > Settings > Control Panel > Services.

Delete all files from your \winnt\system32\spool\drivers\w32x86\2 directory.

Search for prt32lm.dll and/or ssslmon.dll in the system32 directory, and delete them.

Start the print spooler service. This can be done by going to Start > Settings > Control Panel > Services.

Reboot.

Now install driver.

If it asks to keep existing driver or replace with the new one, please choose "replace".

## Deleting Printers on Windows NT 4.0 (Extended)

Please understand that deleting random entries within the Windows Registry If you need to clean out the Windows NT 4.0 registry for the Seagull Scientific Driver files then please clean out the following places:

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Monitors

In the Monitors Key, you should delete SSS Language Monitor, Seagull Language Monitor, or any other entry which has Seagull in it. If they deleted all printers, they should have only a key called "Local Port" left.

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Environments\Windows NT x86\Drivers\Version-2

Delete all keys here that correspond to our drivers. If they deleted all printers, they can delete everyone of these keys.

HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control\Print\Seagull

They can nuke this whole key. They don't need to, but it will make for a "fresh start". It will delete any custom forms or bar code fonts that they created.

To get rid of any "the driver is already installed" type messages, also search for files with a pattern oem\*.inf that have the word Seagull in them, and delete them. They should all have numbers after the OEM, for example, oem1.inf, oem2.inf, ...

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## How to Remove Printer Drivers in Windows 9X

### Removal

First, reboot your computer before following these steps. Please also note that when I reference the terms Zebra or zpl they are only applicable to Zebra printers. For Datamax printers you will need to utilize the terms DMX and dpl, for Intermec printers the terms IMC or ipl, and for Eltron printers the term epl.

1. Go to Start>Settings>Printers.
2. Delete all Seagull Scientific drivers in this folder.
3. Go to C:\Windows\System and delete any files that begin with zpl or Zebra.

# CITIZEN

4. Delete the files ssslmon.dll and prt32lm.dll or prt32lm.dll in this directory as well.
5. Go to C:\Windows\Inf and delete any files that begin with oem and end with .inf. (oem\*.inf)
6. Download and unzip the file RemovePM.zip from the link that came with these instructions to the Desktop.
7. Double-click on the RemovePM.reg that is now on your Desktop. -Select Yes when it asks if you want to apply the values to your Registry.
8. Delete the RemovePM.reg file that is on your desktop.

RemovePM.reg may be downloaded from the below location:

<ftp://ftp.seagullscientific.com/TechSupport/Resources/Removepm.zip>

## Clean Up and Reinstall

Some of these instructions involve deleting certain operating system files from the computer. These are not vital to system functionality, and so should not be a cause of worry.

1. Go to Start>Find>Files or Folders.
2. Type \*.chk in the Named field and select C: in the Look in field.
3. Press the Search button and wait for the search to finish.
4. Delete all files that were found by the search..
5. Repeat steps 2-4 except with \*.tmp in the place of \*.chk.
6. Now, go to Start>Programs>Accessories>System Tools and select Scandisk.
7. Place a check in the Automatically fix errors box and run a Standard scan.
8. Once the scan is finished reboot the computer.
9. Press Ctrl-Alt-Del to bring up your Task Manager once the computer starts up. -End all tasks except Explorer.
10. Install the drivers.