

Zebra Universal Driver - Removal Instructions

The following driver removal instructions should be used to resolve the following errors encountered installing the Zebra Universal Driver:

“Data Area Passed to a system call is too small” OR

“Unable to complete installation”

- 1) Locate and run the "Driver Uninstall.exe" program from driver's folder on the installation CD or from within the ZUD folder located on your computer. The C: is the most common place to locate the ZUD folder. Follow the instructions to reboot your computer if prompted.
- 2) The Zebra related, complimentary OEM(n).INF and OEM(n).PNF files must be removed from the computer so that the system will have no previous memory of where to find other versions of the Universal Driver. The (n) within the file names will be a number ranging from 0 to 99.

VERY IMPORTANT NOTES:

If you are unable to find the files listed above using the Windows Search, be sure to click on “More Advanced Options” and place a check in “Search Hidden Files”

A domain administrator is not necessarily the local administrator on the PC with rights to modify system files.

If a customer is in a network environment, sharing a driver installation on another PC can cause problems if they try to install a driver directly on the PC without disconnecting the shared printer and rebooting the PC.

Using the Windows search feature located on the start menu on your computer, search on the local C: drive using the following search criteria:

- Search for OEM*.inf files that contains the word "ZPL" – Look at the files found in the results, write down the file names and then delete them

- Search for OEM*.pnf files – Look at the file results and delete the files that have the same number as it's complimentary .inf file (the ones you wrote down)

- 3) Again, using the Windows search feature, search on the local C: drive using the following naming convention:

zsd*.dcl

It is only necessary to delete the files that reside in the system 32 folder on your computer.

File names to be deleted will be zsdepl.dcl, zsdcppl.dcl, and zsdzpl.dcl

If your computer will not let you delete the .dcl files, this means that the Windows spooler service is "holding" those files in use. Go to the Control Panel / Administrative Tools / Services and right click on Print Spooler and choose to stop the service. Then delete the files.

- 4) Go to Printers and Faxes, right click on any remaining Zebra printers, and delete them.
- 5) Delete the ZUD driver directory from your local disk if you installed from a downloaded driver.
- 6) Empty the recycle bin on your computer.
- 7) Shut down the computer and boot up again.
- 8) Install the most current Zebra Universal Driver or the driver version specified by Zebra Technical Support.