LANSource™ Technical Information

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Topic Number: FXP5025

Subject: Difficulties installing FAXPRINT printer driver with Windows 95

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1.0 Situation:

After installing the FAXport client, it is discovered that the FAXPRINT printer driver has not been properly installed.

1.2 Symptoms:

The client may receive the following error if using Windows 95:

"This printer could not be upgraded because it's driver (FAXPRINT.DRV) could not be loaded. Please reinstall the printer from the printers folder."

A similar message may occur if you are using Windows 3.1 or 3.11.

NOTE: Installing the FAXPRINT.DRV from the printers folder is not currently possible under Windows '95 as LANSource does not supply an .INF file which would be required in order to do this.

1.3 Solution:

The install program did not detect that the file UNIDRV.DLL was missing from the \windows\ system directory, and so the FAXPRINT.DRV was not properly installed.

To correct this problem, copy the UNIDRV.DLL into the \windows\system directory and reinstall the FAXport client.

The file UNIDRV.DLL may be located in the directory from which the FAXport Client Install was launched, or it may be uncompressed from the original Windows Installation Diskettes.