

# Upgrading GlobalMark® Utilities

## HOW TO UPGRADE THE GLOBALMARK USB DRIVER

The new version of the GlobalMark print driver and File Management Utility will not work with older USB drivers. Follow the directions below to upgrade the USB driver.

### WINDOWS 2000

1. Insert the **GlobalMark Utilities** (or **Print Driver**) CD into your CD-ROM drive and make sure the GlobalMark printer is connected to the PC and powered on.  
**Note:** If the **Setup Language** button appears, click **Cancel**
2. Right-click the **My Computer** icon on your desktop and click **Properties**.
3. Select the **Hardware** tab and click **Device Manager**.
4. Click **Windows CE USB Devices**.
5. Highlight and right-click **Printer for BRC** and click **Properties**.
6. Select the **Driver** tab and then click **Update Driver**.
7. Click **Next**.
8. Click **Display a list of known drivers** and click **Next**.
9. Click **Printer for BRC** in the **Models** list and click **Next**.
10. Click **Next** again.
11. If the **Insert Disk** box displays, click **OK** and go to step 12. If the **Insert Disk Prompt** box does not display, go to step 16.
12. Click **Browse** on the **Files Needed** box.
13. Browse to the CD-ROM drive and select the USB Driver for the printer you are using.
14. Click **Open**.
15. Select **OK**.
16. When the installation has completed, click **Finish**.

### WINDOWS XP

1. Insert the **GlobalMark Utilities** (or **Print Driver**) CD into your CD-ROM drive and make sure the GlobalMark printer is connected to the PC and powered on.
2. Click the **Start** button, right-click **My Computer** from the menu and click **Properties**.
3. Select the **Hardware** tab and click **Device Manager**.
4. Click **Windows CE USB Devices**.
5. Highlight and right-click the **Printer for BRC** and click **Update Driver**.
6. **Windows XP-Service Pack 1 (SP1) users.** Click the option **No, not at this time** on the **Hardware Update Wizard** and then click **Next. Go to step 7.**

OR

**Windows XP-Service Pack 2 (SP2) users.** Click the option **Install the software automatically (Recommended)** on the **Hardware Update Wizard** and click **Next. Go to step 8.**

7. Click **Install the software automatically (Recommended)**, and click **Next**.
8. If the Windows logo warning appears, click **Continue Anyway**.
9. When the installation has completed, click **Finish**.

## WINDOWS 98

1. Insert the **GlobalMark Utilities** (or **Print Driver**) CD into your CD-ROM drive and make sure the GlobalMark printer is connected to the PC and powered on.  
**Note:** If the **Setup Language** button appears, click **Cancel**.
2. Right-click the **My Computer** icon on your desktop and click **Properties**.
3. Click **Device Manager**.
4. Click **Windows CE USB Devices**.
5. Highlight and right-click **Printer for BRC** and click **Properties**.
6. Click the **Driver** tab and then click the **Update Driver**.
7. Click **Next**.
8. Click **Search for a better driver than the one your device is using now**.
9. Click **Next**.
10. Click **Specify a location**. The display should read **D:\GlobalMark USB Driver** (click **Browse** to go to a different location).
11. When the installation has completed, click **Finish**. You may be asked to restart your computer.

## How to upgrade the printer driver

The printer driver needs to be removed before you install the new one.

1. Open the **Printers** folder.
2. Highlight and delete the **GlobalMark printer** (open **File | Delete** OR right-click **GlobalMark printer** and click **Delete**).
3. From the **Printers** folder, open **File | Server Properties**.
4. Select the **Drivers** tab, click **GlobalMark** and click **Remove**. If the driver cannot be removed, you may need to reboot your computer and complete steps 1-3 again.
5. Insert the **Print Driver** CD into your CD-ROM drive.
6. Click **Setup.exe** and follow the instructions to install the new printer driver(s).

## How to upgrade the File Management Utility

Follow the steps below to uninstall the File Management Utility.

1. Click the **Start** button and open the **Control Panel**.
2. Open **Add or Remove Programs**.
3. Click the **File Management Utility** from the **Add or Remove Programs** list.
4. Click **Change/Remove**.
5. Click **Remove** and click **Next**.
6. Click **OK**, then click **Finish** when prompted.
7. Insert the **GlobalMark Utilities** CD into your CD-ROM drive.
8. Click **Install File Management Utility** and follow the instructions to install the new File Management Utility