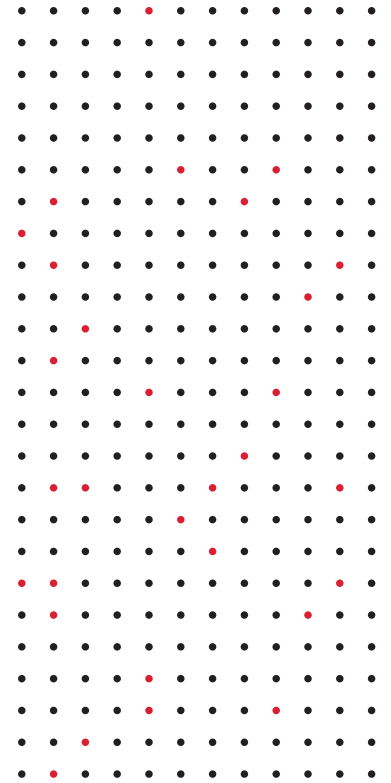


# Print Support Application (PSA) by Xerox



Microsoft is transitioning to a modern print infrastructure that replaces traditional print drivers, such as the Xerox® Global Print Driver®, with a universal “driverless” model that includes inbox drivers using the Internet Printing Protocol (IPP) Class Driver. This update reflects Microsoft’s heightened focus on security. To support this, they have introduced Windows Protected Print Mode (WPP), designed to block and eliminate all third-party print drivers, minimising print-related vulnerabilities.

In response, we have created a Print Support App (PSA), accessible through the Xerox® Print and Scan Experience App, that customises the user experience of the generic IPP Class Driver, adding advanced printer features and offering an enhanced user experience for all compatible devices.

## FREQUENTLY ASKED QUESTIONS (FAQS)

### When will this transition take place?

TIMELINE	MICROSOFT’S PLAN	WHAT DOES THIS MEAN?
September 2023	Announcement	<a href="#">Microsoft announced the end of servicing plan for third-party printer drivers on Windows.</a>
1 July 2025	No new printer drivers will be published to the Windows Update.	After this date, print vendors will no longer be able to create WHQL-certified drivers for new products. While existing print drivers can still be updated – for example, to resolve an issue – drivers for new products cannot be certified. Support for new products will no longer be added to the Global Print Driver.
1 July 2026	The printer driver ranking order will be modified to always prefer the Windows IPP inbox class driver.	After this date, when a printer is added to a PC using “Add Device” or “Add Print Wizard”, Windows will create a print queue using the Microsoft IPP Class driver by default.
1 July 2027	With the exception of security-related fixes, third-party printer driver updates will no longer be allowed.	After this date, existing print drivers will no longer receive updates or regular issue fixes, except in cases where a security vulnerability is identified.

# What are we doing to support Microsoft's end-of-servicing plan for third-party printer drivers?

## What has Microsoft released in support of this transition?

- They have released the Microsoft IPP Class Driver which comes in box with all Windows 10 21H2 and above and Windows 11 operating systems.
- The Windows Protected Print (WPP) mode with Windows 11 24H2 and above.

## Why is Microsoft doing this, and what is the benefit?

Microsoft's reliance on manufacturers like Xerox to update drivers has exposed systems to security threats, e.g. [PrintNightmare](#). To address this, Microsoft redesigned its printing infrastructure, introducing Windows Protected Print Mode (WPP) for enhanced security by blocking third-party drivers and adopting IPP-based printing.

The new printing infrastructure offers greater simplicity and reliability by eliminating the need for users to select from hundreds of drivers. The Microsoft IPP Class Driver, compatible with all Mopria®-certified printers and available on all PC architectures, ensures ease of use and stays consistently up to date.

## What is a Mopria-certified print device?

A Mopria®-certified printer is a printer that has passed a certification process defined by the Mopria® Alliance and can print with Mopria-capable devices. Mopria® is a printing standard that allows users to print and scan using Mopria®-certified devices without installing additional software or drivers.

## What is a print driver?

A print driver is a software component that allows a computer to communicate with a printer by translating the computer's digital data into a format the printer can understand. Print drivers bridge your computer to your printer, facilitating the communication necessary to convert digital documents into physical printouts.

## What is a third-party print driver?

A third-party print driver is software developed by a printer manufacturer, such as Xerox or an external provider, rather than the operating system's developer (like Microsoft for Windows). This driver serves as the communication link between the operating system and a specific printer model, translating print requests from the computer into instructions that the printer can understand.

## Which new drivers does this new print infrastructure support?

This new print infrastructure supports two class drivers: the IPP Class Driver and the Universal Print Class Driver.

## What is IPP Printing/IPP Class Driver?

IPP is the Internet Printing Protocol in Windows 11/10 that allows you to print documents over a network using IPP-enabled printers. This protocol simplifies printing by eliminating the need for specific printer drivers, making it easier to manage and use printers across different devices and platforms.

The IPP Class Drivers will allow us to provide baseline functionality for printers without requiring the installation of third-party drivers or utilities.

## What is Microsoft Universal Print?

Microsoft Universal Print is a cloud-based print management solution that uses IPP and Mopria® standards to allow printers to communicate directly with Universal Print without drivers or on-premise print servers.

## What is the difference between IPP Class Drivers/Universal Print and a third-party print driver (e.g. Xerox® Global Print Driver®)?

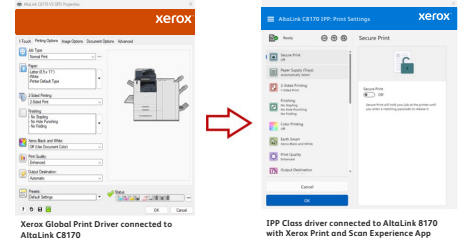
IPP Class Drivers/Universal Print are designed to be compatible with most printer hardware brands. They're universal by design, but they can provide limited finishing options.

**Third-party Print Drivers** are hardware-manufacturer-specific drivers with model-specific capabilities, such as finishing like stapling, booklet making, hole punching, collation, etc.

## How will our clients receive the familiar user experience with IPP Class Drivers/Universal Print once the Xerox® Global Print Driver® is deprecated?

We have created the Xerox® Print and Scan Experience App that acts as the Print Support App (PSA) for clients with Microsoft IPP Class driver queues connected to their Xerox® Devices, or Universal Print (UP) Class driver queues connected to cloud printers. This app customises IPP or UP printers, provides access to all our features and gives our

printer drivers an enhanced and coherent user experience across all devices – making print job setup fast, simple and efficient.



## Where can I get the Print Support App?

Clients using IPP Class Drivers/Microsoft Universal Print will have the PSA made available to them via an automatic download of the Xerox® Print and Scan Experience App. Users without existing IPP Class Drivers/Universal Print can manually download and install the Print and Scan Experience App from the Microsoft Store. And, users with limited or no access to the Microsoft Store can download and install the app [here](#).

## What versions of Windows are supported?

This new print architecture supports Windows 11 and Windows 10 (21H2 and above).

## Can users continue using Print Drivers by Xerox after 1 July 2025?

Yes. All Print Drivers by Xerox will continue to work with their supported products and operating system as long as Windows Protected Print mode is not enabled on the PC.

## Will we, at Xerox, continue supporting our print drivers?

Yes, we will continue to provide standard print driver support for all released print drivers until Microsoft enables print drivers to be WHQL-certified (currently until 1 July 2027). After this date, only security concerns can be addressed.

## Will we add support for new products to the Global Print Driver?

Per Microsoft's [end-of-servicing plan for third-party drivers](#), after 1 July 2025 we will no longer be permitted to add support for new products to the Xerox® Global Print Driver®.

Find out more at [www.xerox.co.uk/en-gb/office/software-solutions/xerox-print-and-scan-experience-app](http://www.xerox.co.uk/en-gb/office/software-solutions/xerox-print-and-scan-experience-app).