

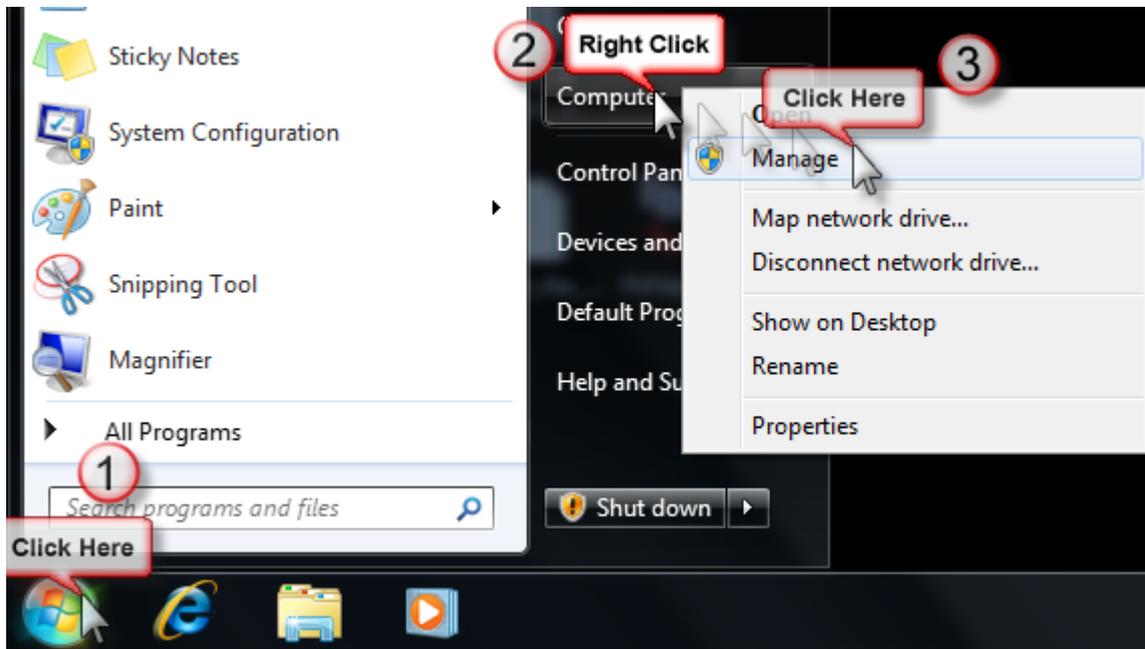
Manual Driver Installation Instructions: Errors: Installer stops on Verifying Driver stage - or - Device driver software was not successfully installed Error - or- Your printer failed to install. (Windows 7, 8, 10 - Any Printer)

Try the following solutions before manually installing.

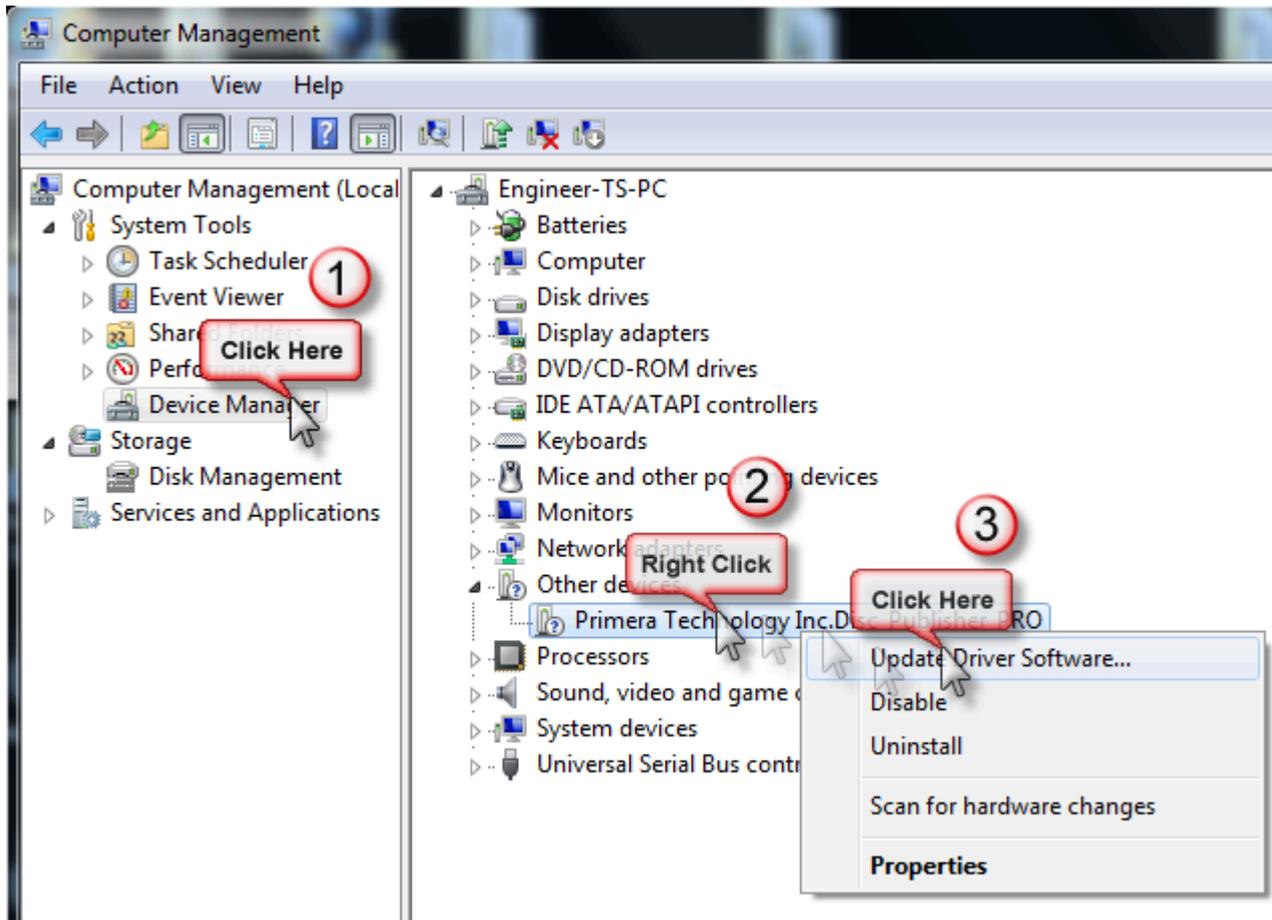
- **A. Run as Admin.** Right-click on the driver installer file that you just downloaded. Choose "Run as Admin". Follow through the installation. If this procedure is successful the driver installer will display a successful message at the end.
- **B. Give Rights.** Follow this article to [Give rights to the Printer and printer folders](#). Click on the driver installer file again. Follow through the installation. If unsuccessful, continue with the manual installation steps below.
- **C. Manual Install.** Use the instructions below to manually install the driver.

Manual Driver Install Instructions:

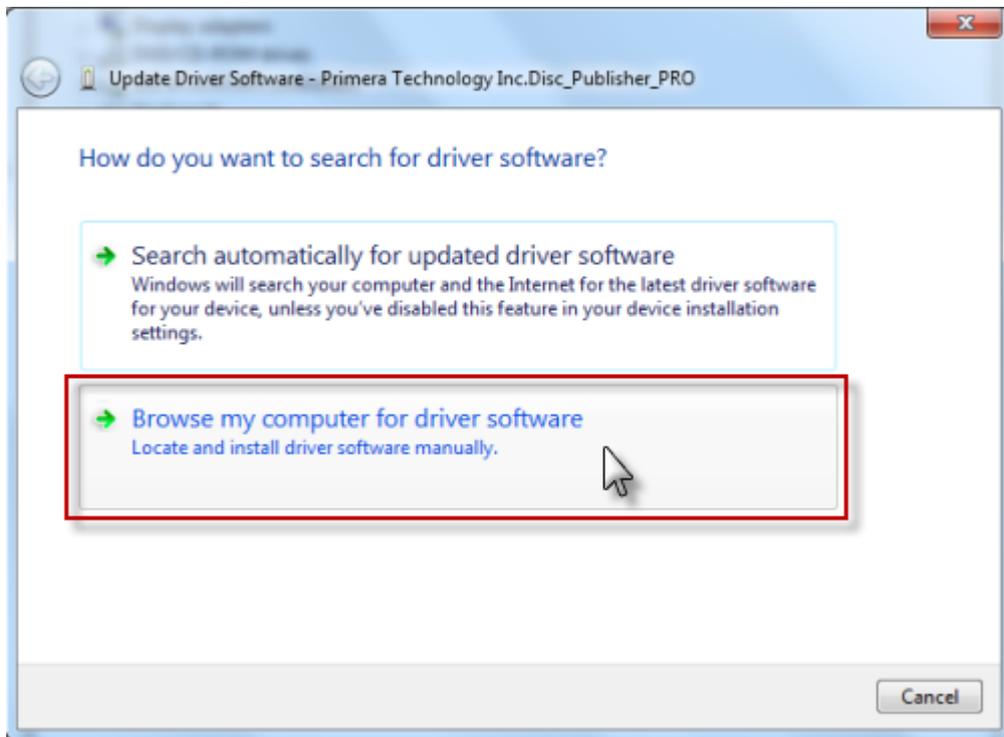
1. Cancel out of the failed install before continuing.
2. Make sure the printer is connected via USB and powered on.
3. To install the driver Click the Windows button - Right Click on Computer - Click on Manage. In Windows 8, Windows 10 or 11, search "Device Manager".



4. Click on Device Manager - Find the Primera product name under Other Devices - Right Click on it - Choose Update Driver. (The printer will not appear unless it is connected and communicating via USB).

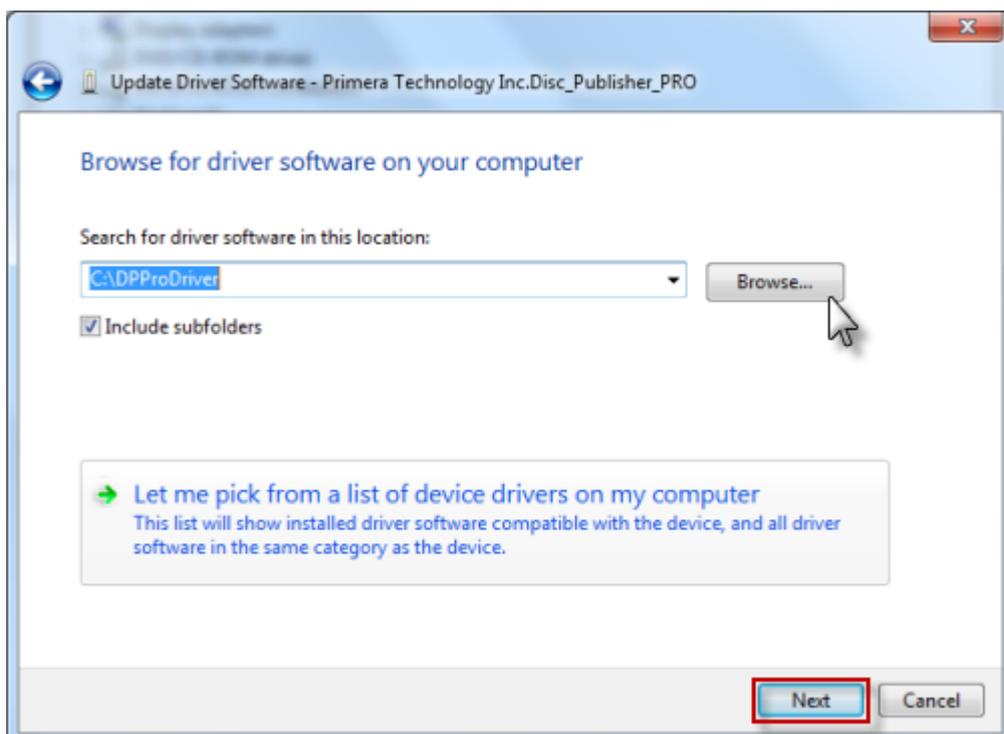


5. Click Browse my computer...

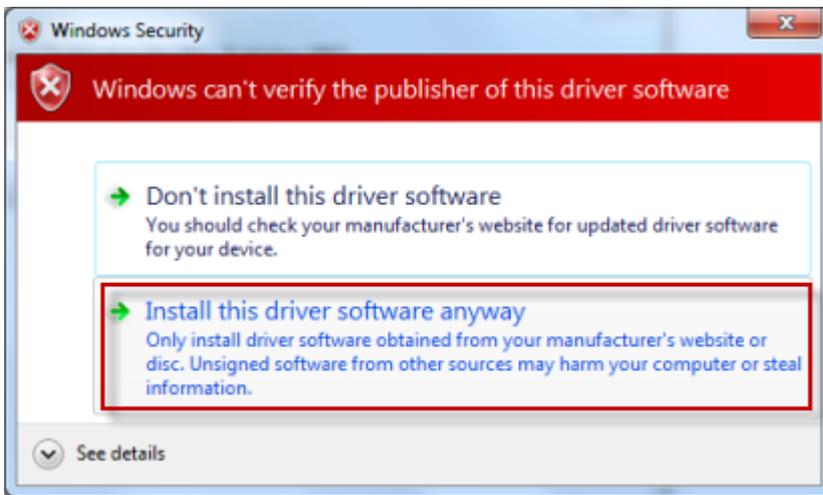


6. Browse to the location of the driver. If you download the driver from a link provided by support it will be in your download folder or where ever it was saved. Make sure you unzip it first before proceeding. If you tried the installer and it failed with one of the messages in the article title, it will be located here: **C:\Users\<currentUser>\AppData\Local\Temp**

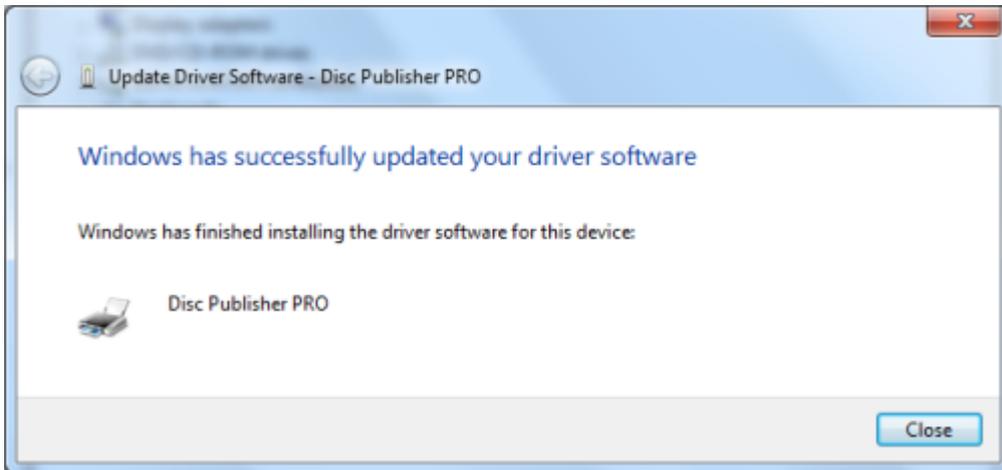
- The driver will be in a folder named "**Setup**" or the product name such as "**LX910 Disc**" or "**LX600 Disc**"
- Under that folder will be another folder called "**Post Setup**" or "**Printer Driver**". Select it. Click Next.
- **Note:** AppData is a hidden folder. Un-hide the folder if necessary using these [instructions](#).



7. Click "Install this driver software anyway" or always trust this publisher.



8. You will receive a "Windows has successfully updated..." message when complete.



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