Installation instructions for CognitiveTPG Printer Administrator on computers where Administrator was previously installed

If you already have Cognitive Printer Administrator <JADMIN> installed on your PC please perform the following steps:

1. Uninstall CognitiveTPG Printer Administrator via Start>Settings>Control Panel>Add/Remove Programs, see Figure 1 below:

![Figure 1](image1)

2. In Windows Explorer go to "C:\Documents and Settings\<username logged in>\Application Data\Sun\Java\Deployment\cache" and delete the “6.0” folder, see the Figure 2 below:

![Figure 2](image2)
3. Remove any remnants of Cognitive drivers by deleting the “Drivers” folder in C:\Program Files\Cognitive directory, see the Figure 3 below:

![C:\Program Files\Cognitive directory](image)

**Figure 3**

4. Install CognitiveTPG Printer Administrator using one of the links listed below:
   (if you don’t know if you have a 32 or 64 bit Windows system follow this link: [http://windows.microsoft.com/en-US/windows7/find-out-32-or-64-bit](http://windows.microsoft.com/en-US/windows7/find-out-32-or-64-bit))

   CognitiveTPG Printer Administrator (C) 32-Bit

   Or

   CognitiveTPG Printer Administrator (C) 64-Bit
   [http://jadmin.cognitive.com/c-series/64/JAdmin.jnlp](http://jadmin.cognitive.com/c-series/64/JAdmin.jnlp)

   Note: If prompted to run the “Cleaner” when Administrator is launched, click “yes” the first time you are prompted to do so.