

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:

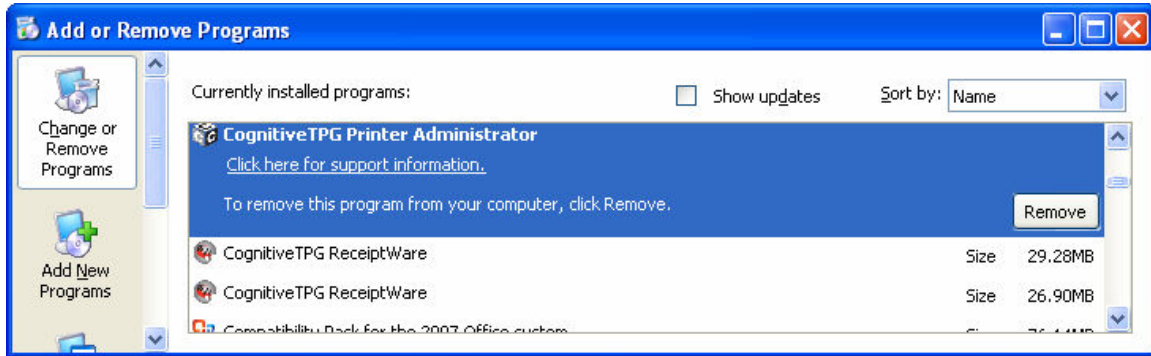


Figure 1

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:

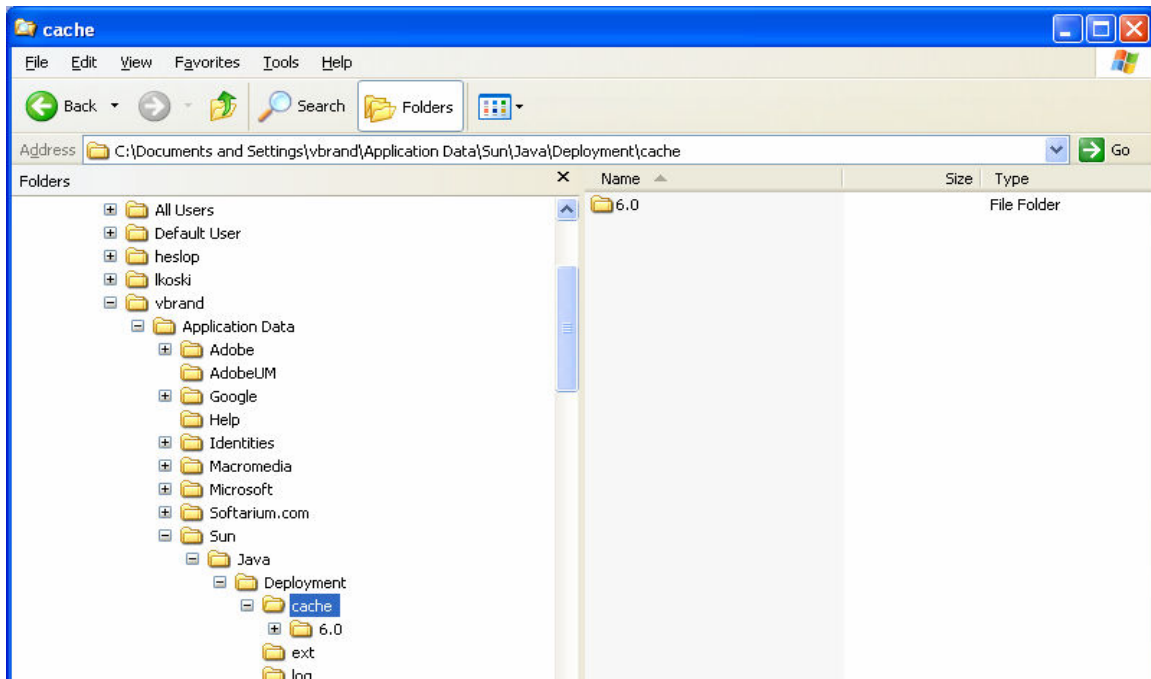


Figure 2

3. Remove any remnants of Cognitive drivers by deleting the “Drivers” folder in C:\Program Files\Cognitive directory, see the **Figure 3** below:

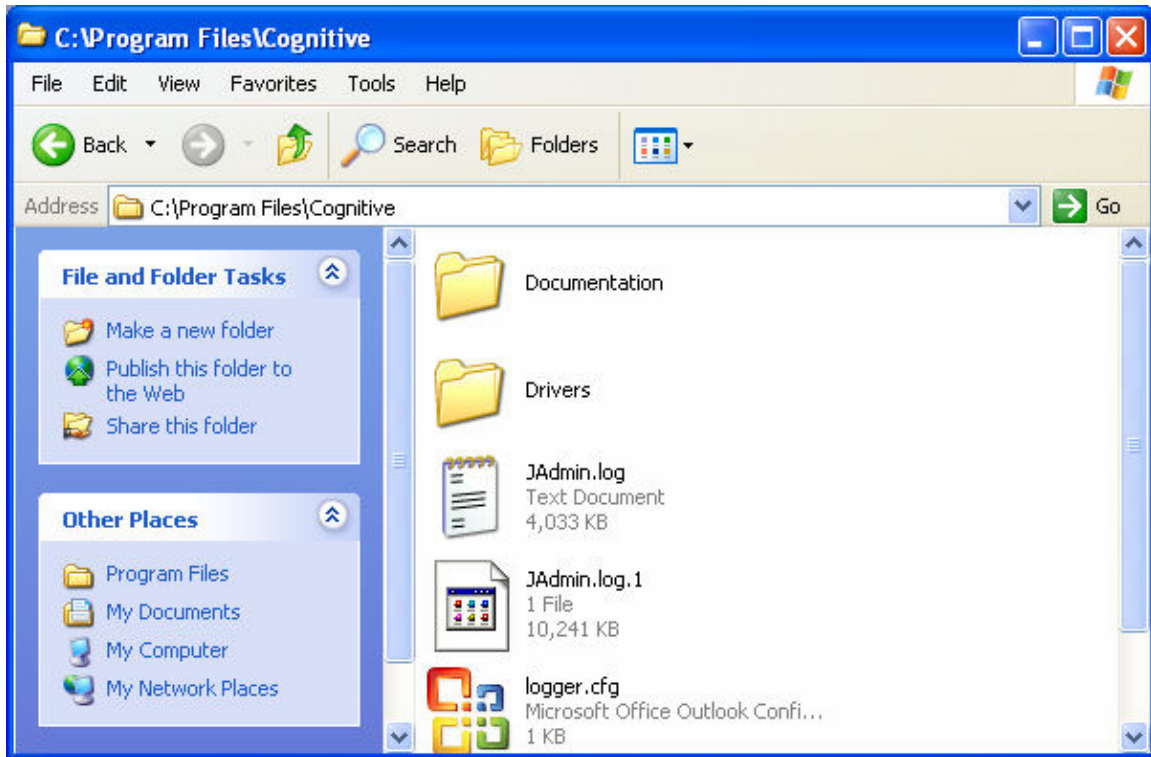


Figure 3

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>)

CognitiveTPG Printer Administrator (C) 32-Bit
<http://jadmin.cognitive.com/c-series/32/JAdmin.jnlp>

Or

CognitiveTPG Printer Administrator (C) 64-Bit
<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.
