

## Users with Cognitive Printer Administrator <Jadmin> previously installed or downloading Drivers

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

1] If you do NOT have the cleaner utility already, download the **Utility for Advantage DLX** from [http://www.cognitivetpg.com/resources\\_Utility.aspx](http://www.cognitivetpg.com/resources_Utility.aspx) to remove all remnants of older Cognitive Drivers so you have no driver conflict issues .

2] Uninstall Cognitive Printer Administrator <Jadmin> via <Start>Settings>Control Panel>Add/ Remove Programs<see **fig1** below:

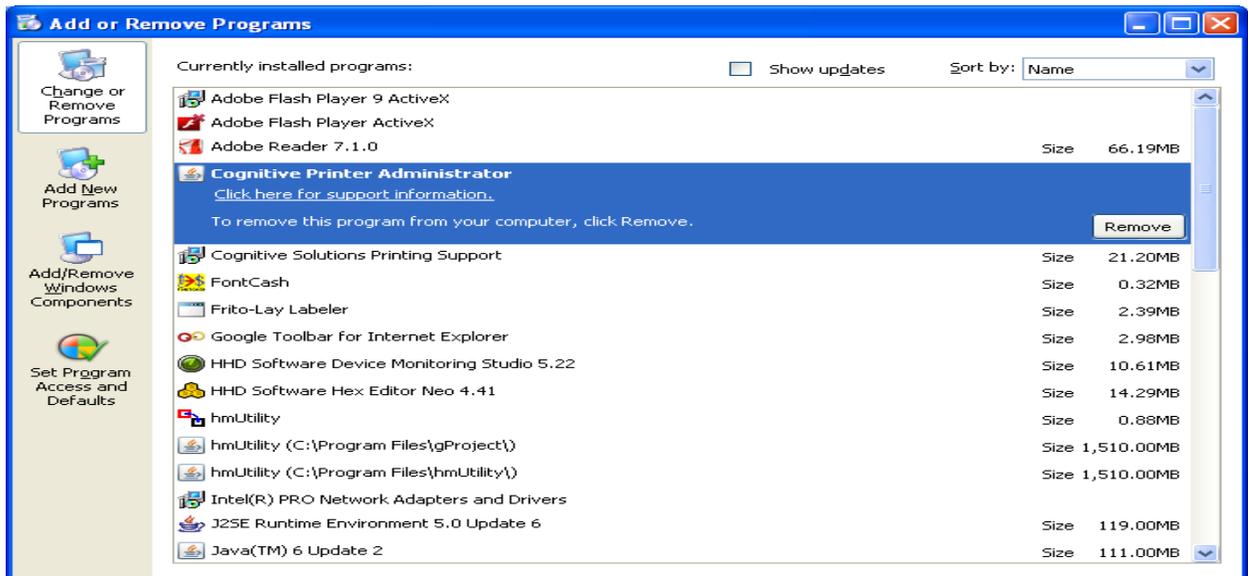
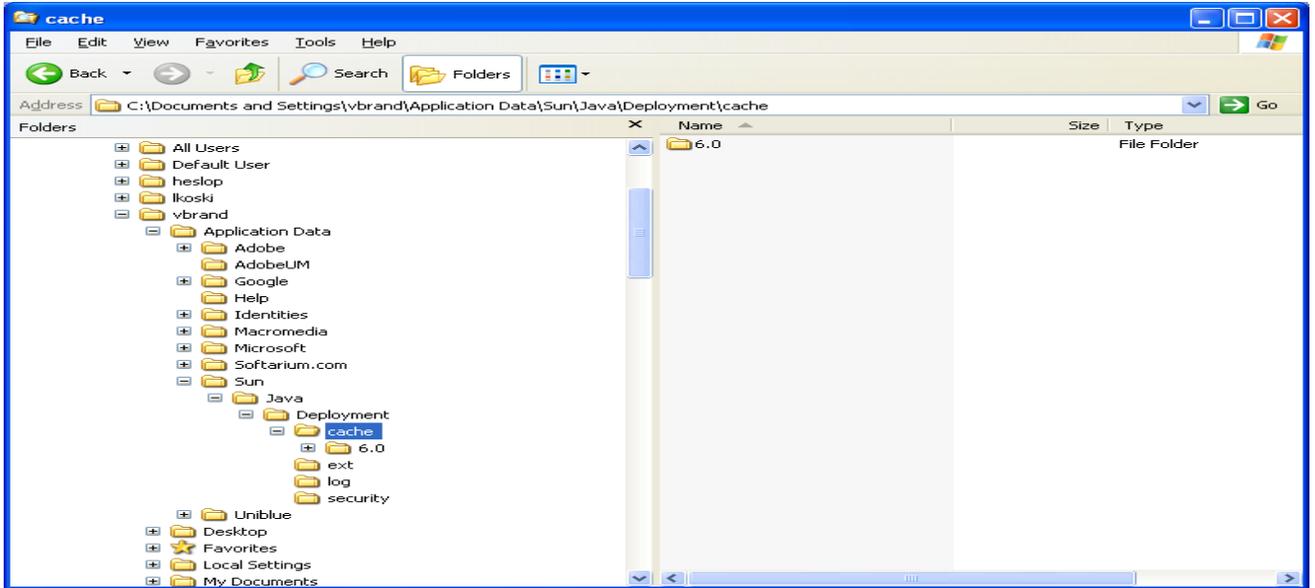
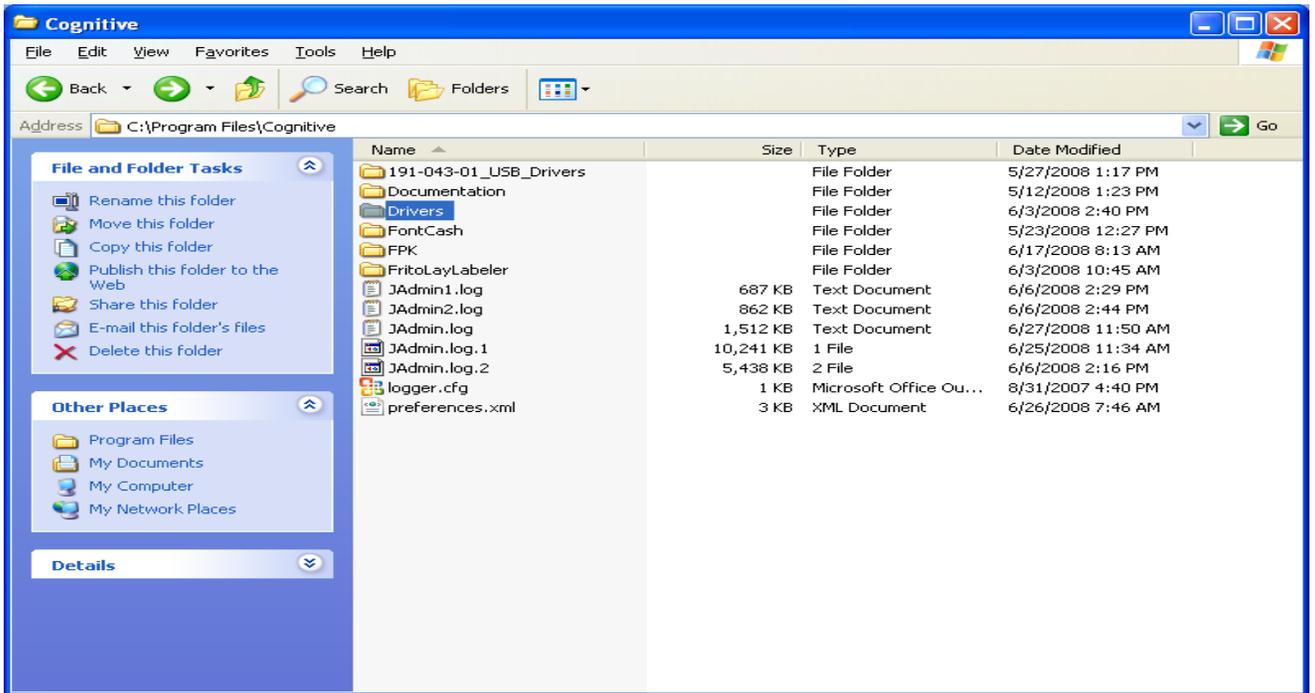


fig1

2] In windows explorer>delete the 6.0 folder, see the pix below:



3] Remove any remnants of Cognitive drivers by deleting the “Drivers” folder in C:\Program Files\Cognitive directory, see the **fig2** below:



**fig2**

4] Install the new Cognitive Printer Administrator < Jadmin> utility:

Depending on your PC configuration click on the link

Cognitive Printer Administrator (C) 32-Bit

“<http://jadmin.cognitive.com/c-series/32/JAdmin.jnlp>”.

Or

Cognitive Printer Administrator (C) 64-Bit

<http://jadmin.cognitive.com/c-series/64/JAdmin.jnlp>  
<http://jadmin.cognitive.com/c-series/32/JAdmin.jnlp>

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if prompted to run the cleaner in Jadmin when it is launched, run cleaner in Jadmin the first time it say “yes”.