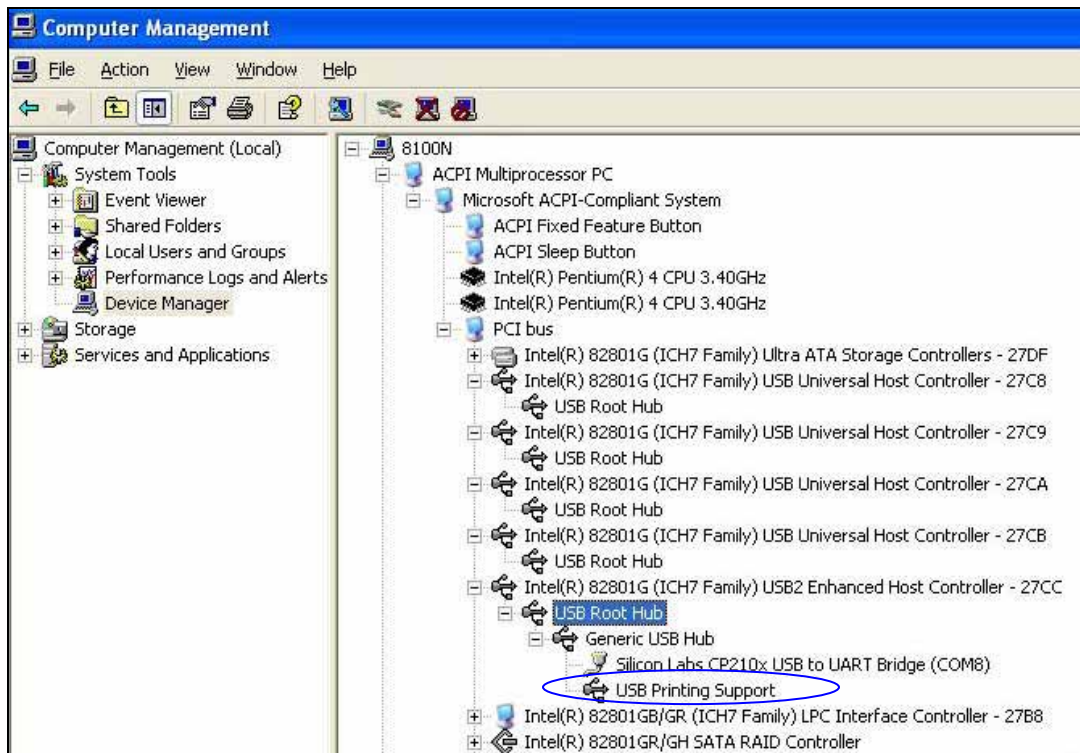


Reinstalling the USB Printing Support Root Hub

1. **Navigate:** Start > Printers and Faxes. The *Printers and Faxes* window opens.
2. Delete the printer.
 - a. Right-click the **Rimage printer** installed on your system.
 - b. Select **Delete** from the dropdown menu.
 - c. Select **OK** to confirm deletion.
 - d. Close the *Printers and Faxes* window.
3. Access the Device Manager.
 - a. From the Windows **Start** menu, right-click **My Computer**.
 - b. Select **Manage** from the dropdown menu. The *Computer Management* window opens.
 - c. Select **System Tools** then **Device Manager** from the pane on the left side of the *Computer Management* window.
 - d. From the menu bar at the top of the window, **Navigate:** View > Devices by Connection.
4. Uninstall the **USB Printing Support Root Hub**.



- a. In the right pane **Navigate:** ACPI Multiprocessor PC > Microsoft ACPI-Compliant System > PCI bus.
 - b. In the **PCI bus** list, several items named **Universal Host Controller** display. Navigate through them to find: **USB Root Hub > Generic USB Hub > USB Printing Support**.
 - c. Right-click the **USB Root Hub** folder that contains USB Printing Support.
 - d. Select **Uninstall**.
 - e. Select **OK** to Confirm Device Removal.
 - f. Select **Yes** to restart the control center.
5. If the *Found New Hardware Wizard* does not run automatically when the control center starts, follow the **prompts** in the wizard, selecting the default settings as needed.