

Deleting ZSB Printer Driver Components from Mac

2023-07-25
Knowledge-000020735

Applicable To:

ZSB-DP12, ZSB-DP14

To properly uninstall the Printer Tools application, it is recommended to use the “Zebra Printer Tools Uninstaller” utility located under the Applications folder. Open/double-click the app and click the “Proceed” button. Once it is done, it will uninstall all the installed printer tool files from the computer.

If the printer tool uninstaller fails to run or hangs midway through the process, follow the steps below to uninstall manually.

Deleting all the ZSB driver components from the Mac OS can be difficult but not impossible.

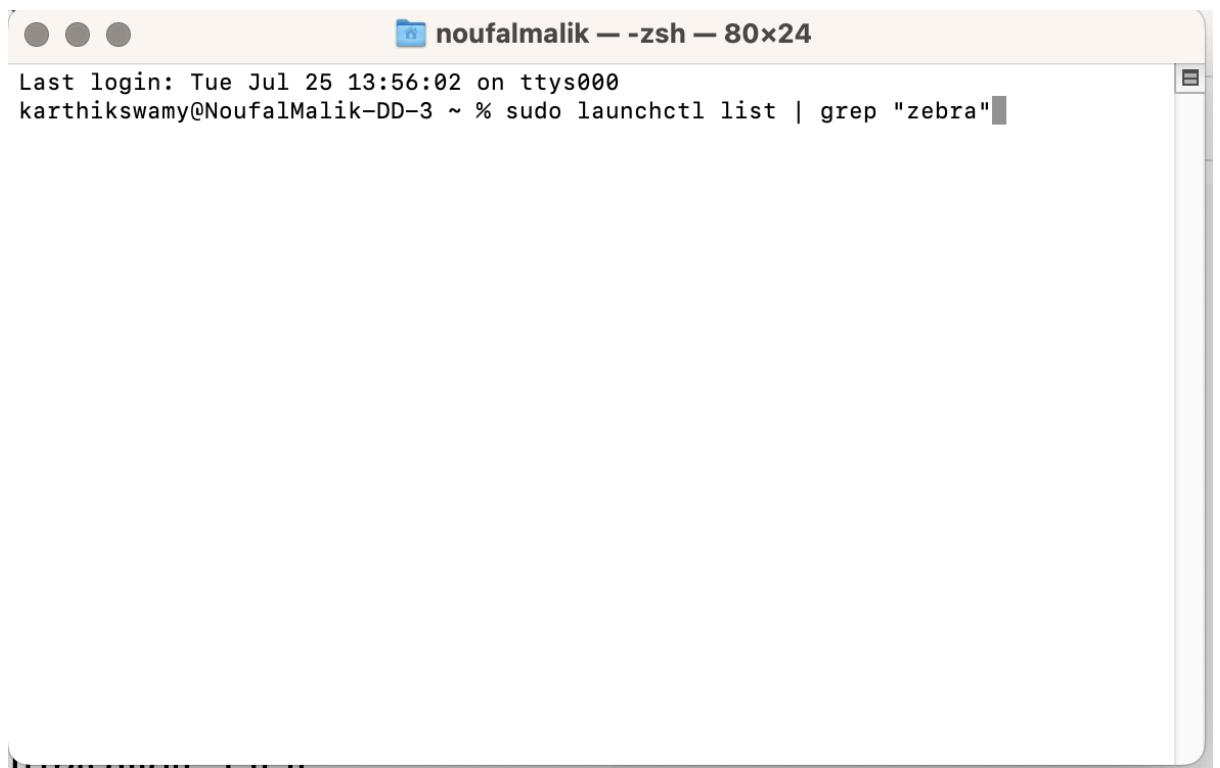
To successfully remove the driver, follow the procedure below.

1. Open the terminal



A screenshot of a Mac OS terminal window. The title bar says "noufalmalik — zsh — 80x24". The window contains the text: "Last login: Tue Jul 25 13:56:02 on ttys000" and "karthikswamy@NoufalMalik-DD-3 ~ %".

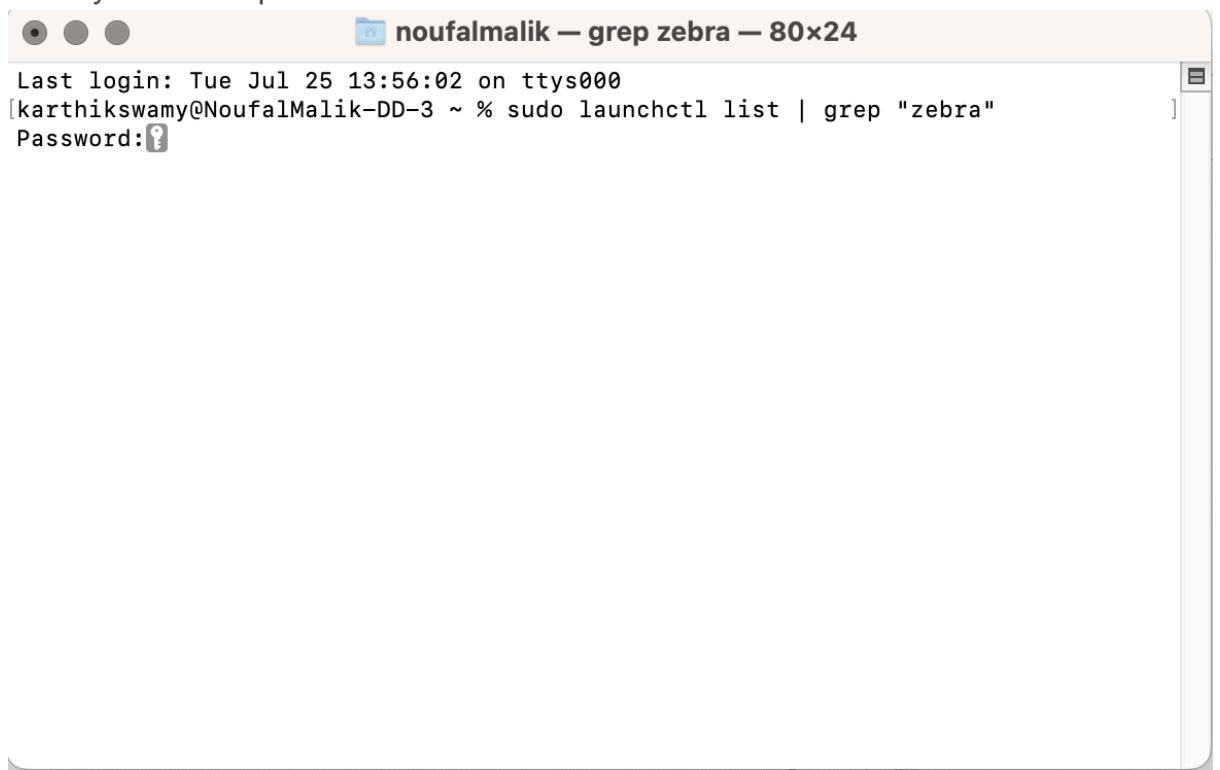
2. Type the command [sudo launchctl list | grep "zebra"] without square bracket



noufalmalik --zsh -- 80x24

```
Last login: Tue Jul 25 13:56:02 on ttys000
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
```

3. Enter system user password



noufalmalik -- grep zebra -- 80x24

```
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
Password: ]
```

4. The following running services are listed

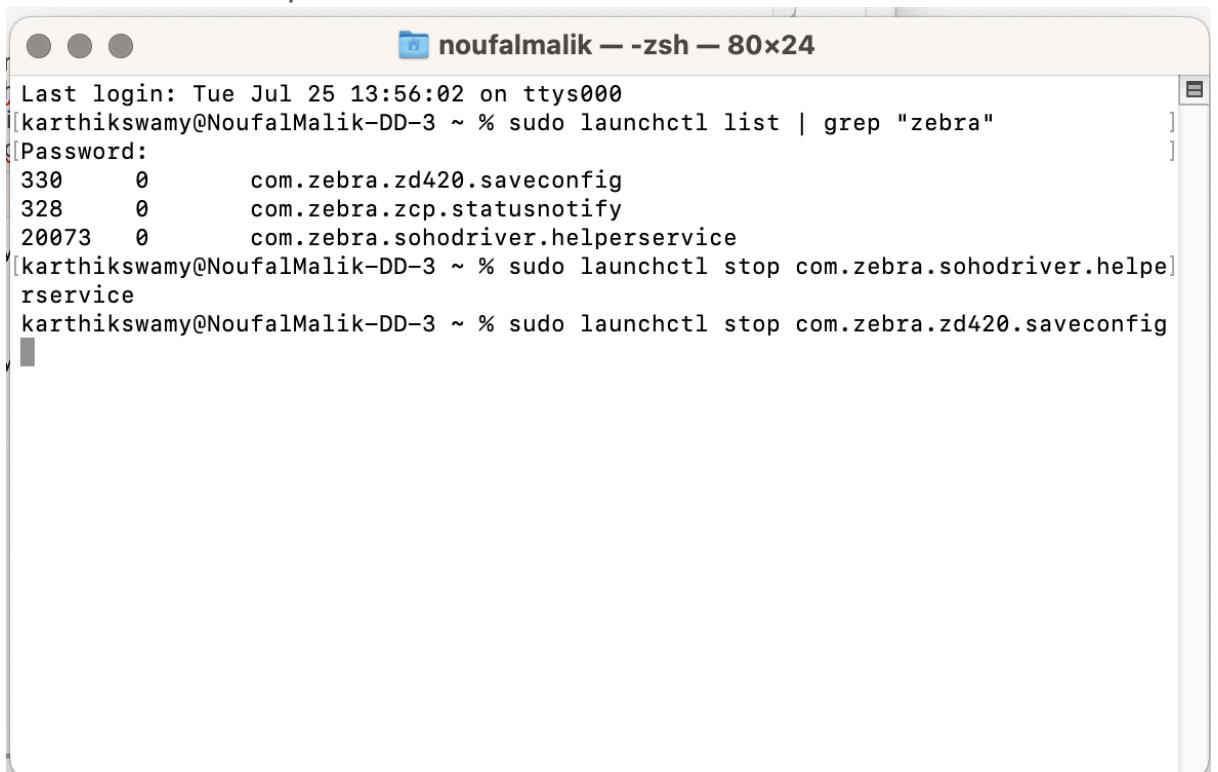
```
● ● ● noufalmalik -- zsh -- 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ %
```

5. Stop the running service using the command below
[sudo launchctl stop com.zebra.sohodriver.helperservice] type the command without square brocket

```
sudo launchctl stop com.zebra.sohodriver.helperservice
```

```
● ● ● noufalmalik -- zsh -- 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
```

Follow the same steps for other service also



```
noufmalik — zsh — 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
```



```
noufmalik — zsh — 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
```

6. Unload the service using the command below
[sudo launchctl unload
/Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist] type the command without square bracket

```
noufalmalik -- zsh -- 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist
```

Follow the same steps for other service also

```
noufalmalik -- zsh -- 80x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/SstatusNotify.plist
```

```
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/S
tatusNotify.plist
```

7. Remove service files from the computer. Use the command below

[`sudo rm -f /Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist`]
without square bracket

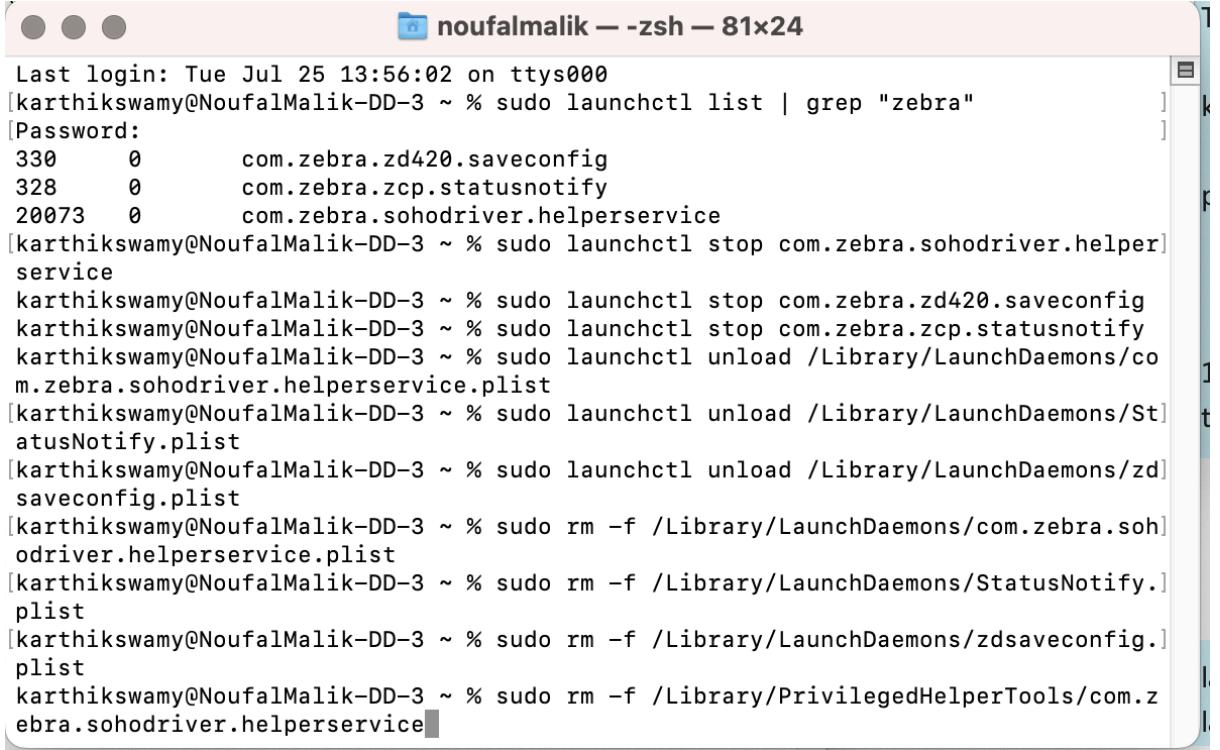
```
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helperservice
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/com.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/St
atusNotify.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/zd
saveconfig.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/com.zebra.soh
odriver.helperservice.plist
karthikswamy@NoufalMalik-DD-3 ~ %
```

Follow the same steps for other service also

```
noufmalik — zsh — 81x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
[Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helper]
service
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/co
m.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/St]
atusNotify.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/zd]
saveconfig.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/com.zebra.soh]
odriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/StatusNotify.]
plist
karthikswamy@NoufalMalik-DD-3 ~ %
```

```
noufmalik — zsh — 81x24
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
[Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helper]
service
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/co
m.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/St]
atusNotify.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/zd]
saveconfig.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/com.zebra.soh]
odriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/StatusNotify.]
plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/zdsaveconfig.]
plist
karthikswamy@NoufalMalik-DD-3 ~ %
```

8. Remove the privileged helper files from computer. Use the below commands
[sudo rm -f
/Library/PrivilegedHelperTools/com.zebra.sohodriver.helperservice] without
square bracket

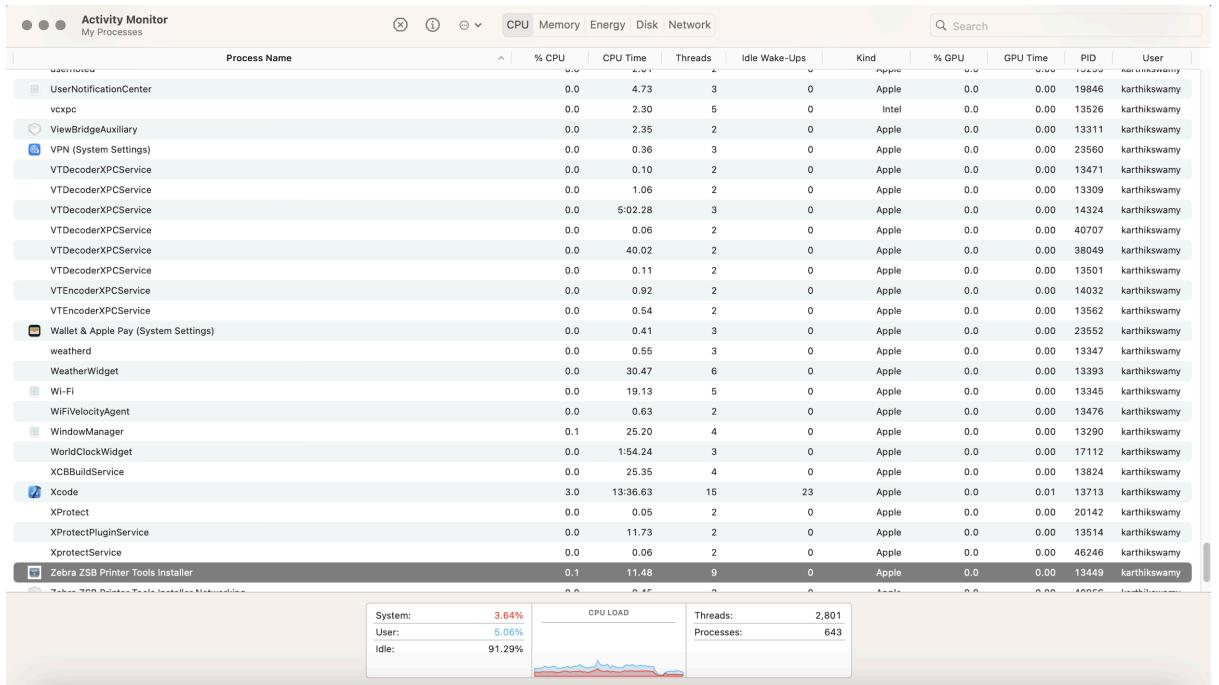


```

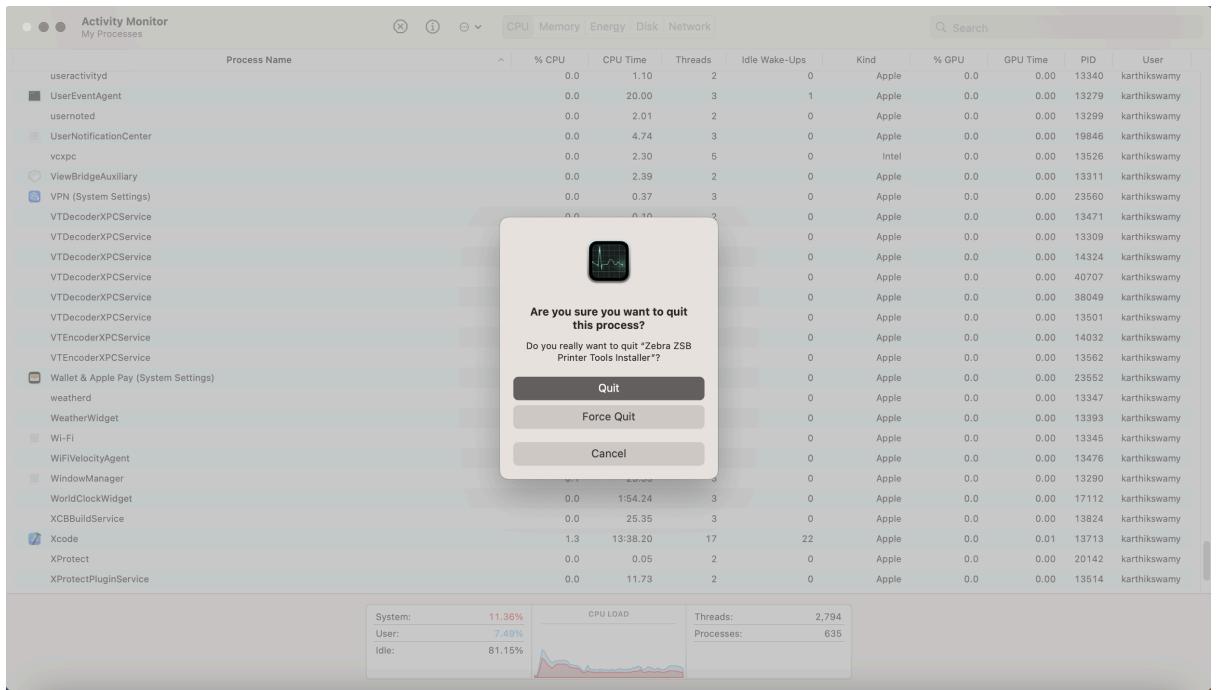
Last login: Tue Jul 25 13:56:02 on ttys000
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl list | grep "zebra"
>Password:
330      0      com.zebra.zd420.saveconfig
328      0      com.zebra.zcp.statusnotify
20073    0      com.zebra.sohodriver.helperservice
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.sohodriver.helper
service
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zd420.saveconfig
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl stop com.zebra.zcp.statusnotify
karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/co
m.zebra.sohodriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/St
atusNotify.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo launchctl unload /Library/LaunchDaemons/zd
saveconfig.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/com.zebra.soh
odriver.helperservice.plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/StatusNotify.]
plist
[karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/LaunchDaemons/zdsaveconfig.]
plist
karthikswamy@NoufalMalik-DD-3 ~ % sudo rm -f /Library/PrivilegedHelperTools/com.z
ebra.sohodriver.helperservice

```

9. Open “Activity Monitor” from the Utilities Folder

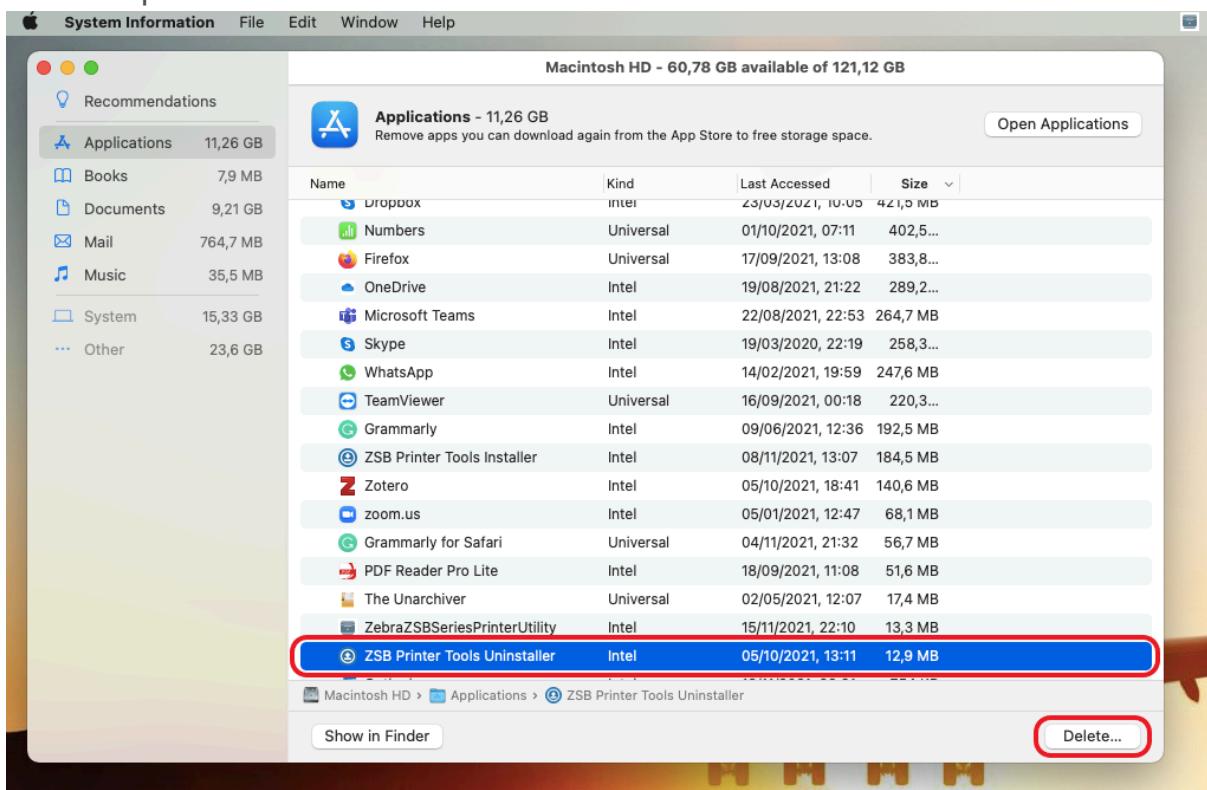


Select “Zebra ZSB Printer Tools Installer” and stop the installer.

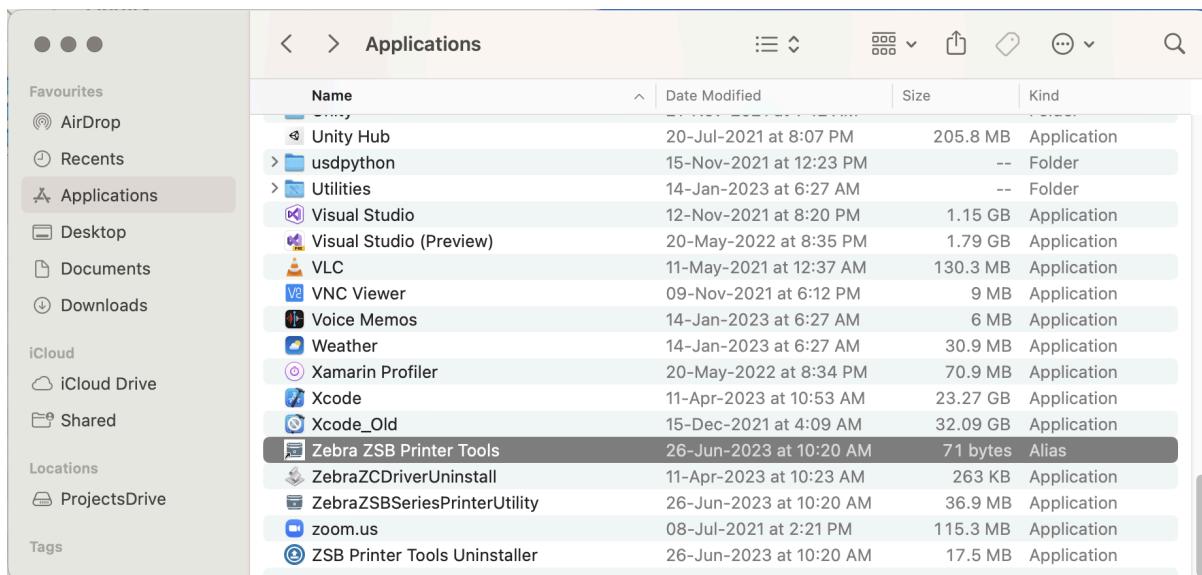


Select “Force Quit” option.

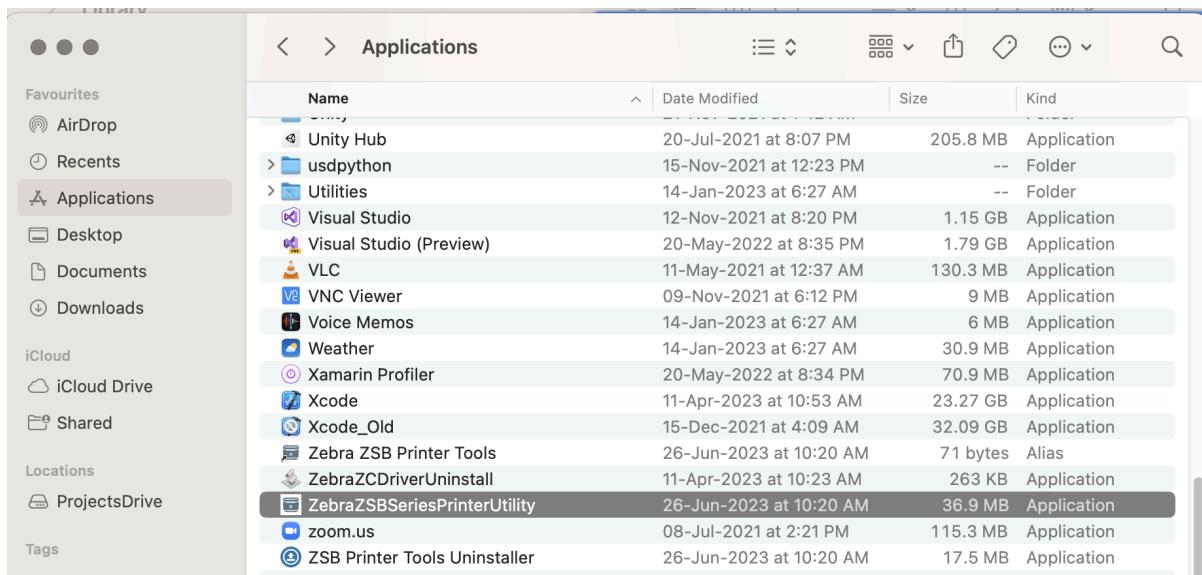
10. In **Applications** (Apple Menu > About this Mac > Storage > Manage > Applications), choose **Zebra Printer Tools Uninstaller** and click **Delete**. The system will ask for the password you use for unlocking the computer. Provide the password.



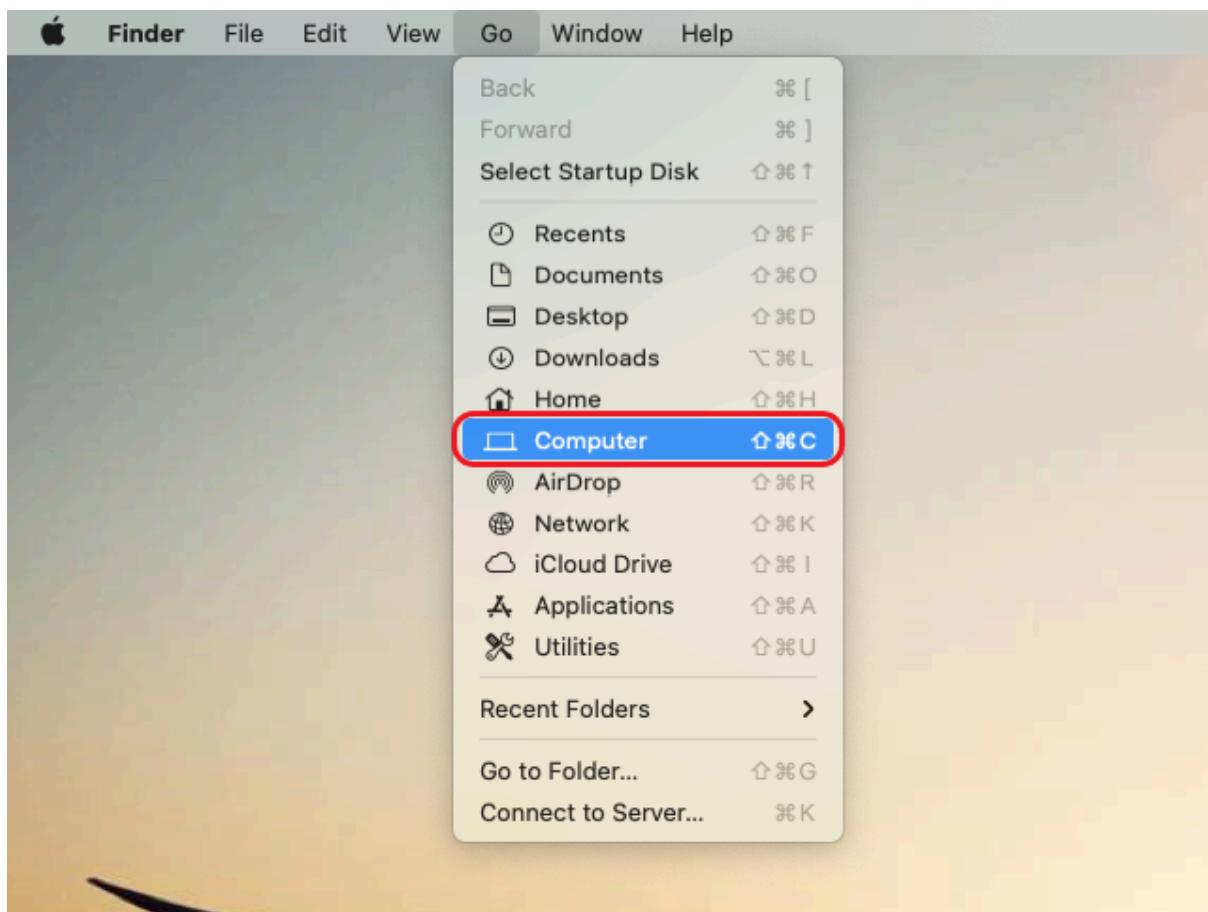
11. In Applications (Apple Menu > About this Mac > Storage > Manage > Applications), choose Zebra ZSB Printer Tools and click **Delete**. The system will ask for the password you use for unlocking the computer. Provide the password.



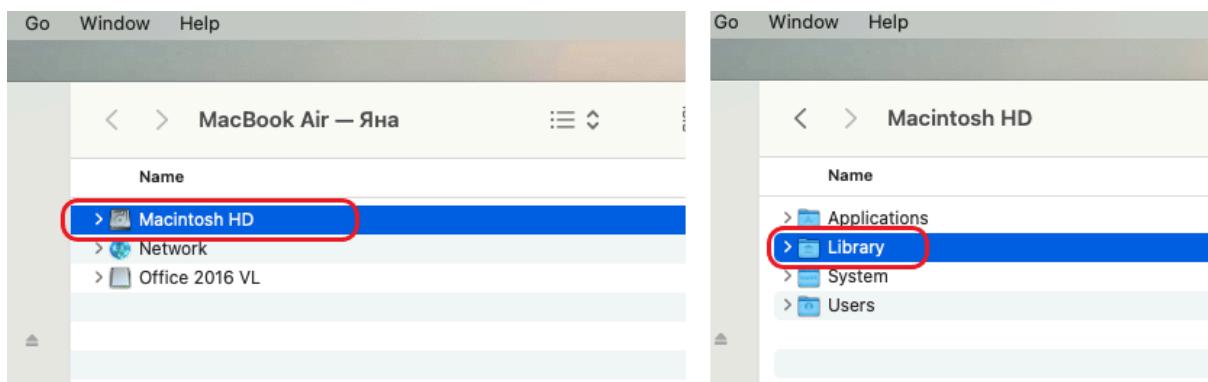
12. In Applications (Apple Menu > About this Mac > Storage > Manage > Applications), choose ZebraZBSeriesPrinterUtility and click **Delete**. The system will ask for the password you use for unlocking the computer. Provide the password.



13. After deleting the application, select the Go tab, then click Computer.



14. Go to Macintosh HD > Library > Printers.



Name	Date Modified	Size	Kind
> OSAnalytics	26 August 2020 at 13:14	--	Folder
> Perl	1 January 2020 at 09:00	--	Folder
> PreferencePanes	8 November 2021 at 13:08	--	Folder
> Preferences	Today at 11:50	--	Folder
> Printers	Today at 08:06	--	Folder
> PrivilegedHelperTools	8 November 2021 at 13:07	--	Folder
> Python	1 January 2020 at 09:00	--	Folder
> QuickLook	12 October 2021 at 23:47	--	Folder

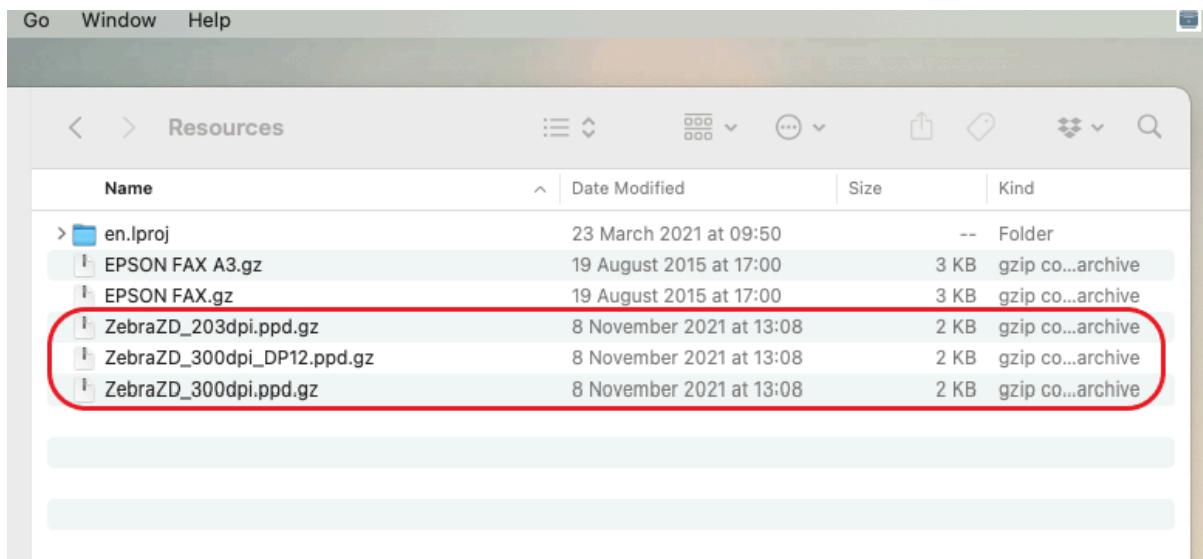
Select **ZebraCloudPrint** and **ZebraZD**, and delete selected folders (Del+CMD). The system will again ask for a password you use to access the computer. Insert it and submit it.

Name	Date Modified	Size	Kind
> Canon	23 October 2014 at 09:40	--	Folder
> EPSON	19 August 2015 at 17:00	--	Folder
> Icons	15 July 2017 at 22:35	--	Folder
> InstalledPrinters.plist	Today at 08:06	398 bytes	property list
> PPDs	1 January 2020 at 09:00	--	Folder
> ZebraCloudPrint	8 November 2021 at 13:08	--	Folder
> ZebraZD	5 October 2021 at 13:11	--	Folder

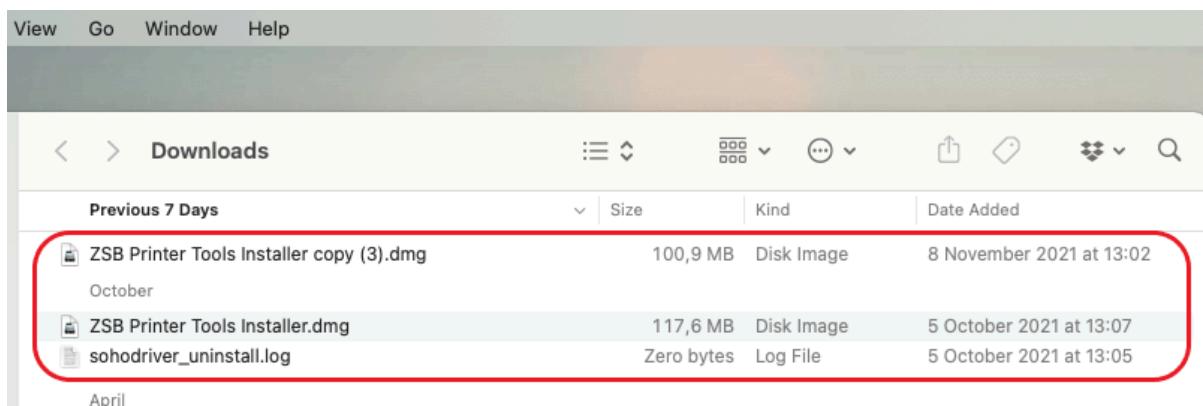
15. After partially removing Zebra Printer Driver, the PPDs folder needs to be checked as well.

Go to **PPDs > Contents > Resources** and delete Zebra printer items. You need to provide a password again.

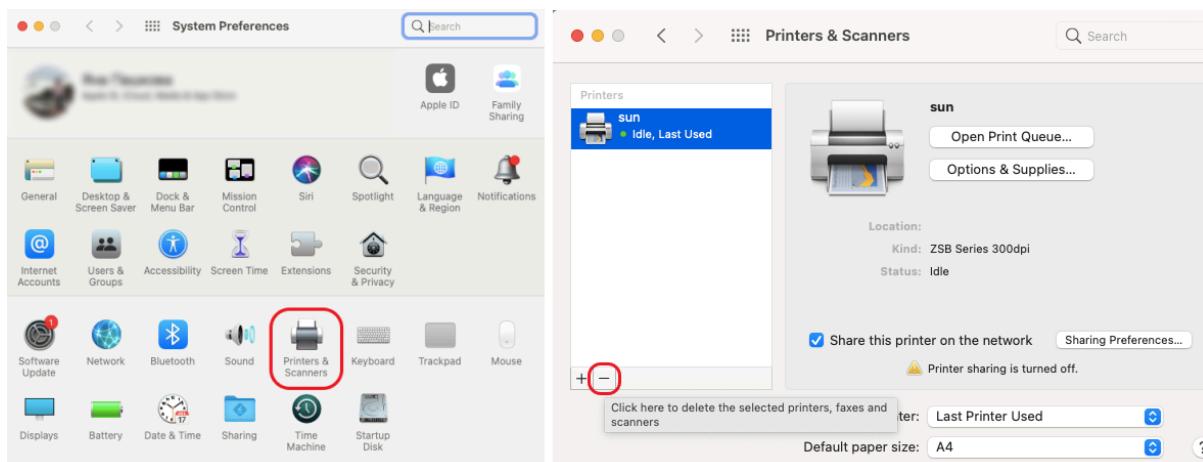
Name	Date Modified	Size	Kind
> Canon	23 October 2014 at 09:40	--	Folder
> EPSON	19 August 2015 at 17:00	--	Folder
> Icons	15 July 2017 at 22:35	--	Folder
> InstalledPrinters.plist	Today at 08:06	398 bytes	property list
> PPDs	1 January 2020 at 09:00	--	Folder
> ZebraCloudPrint	8 November 2021 at 13:08	--	Folder
> ZebraZD	5 October 2021 at 13:11	--	Folder



16. In the **Download** folder, delete the following:



17. From the Apple Menu, go to **System Preferences** and select **Printer and Scanners**. Select [-] sign to delete the printer.



18. Confirm your selection and restart the computer.