

Printing guide for remote access desktop - corporate users of non-CCC devices

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Introduction

To print from the remote desktop, you will need to install a small application called Net2Printer and then configure your printer options. This guide gives instructions for both these processes. Once these options are set, they will only need to be reset if you change your PC or your printer.

If you need help

If you have any problems using the remote access desktop, please contact the IT Service Desk on **0300 126 7333** or email **bsupporthd@cambridgeshire.gov.uk**, your call will then be passed to the relevant IT team. If you phone outside working hours, your call will be redirected to a voice mail service and you will be asked to leave a message. You will need to give your user name, user ID and contact details. Your call will be passed on to us first thing the next working day. If you phone during on-call hours, you will receive a response within two hours.

We regret that where the remote access desktop does not work because of the configuration of or a fault with, a non-CCC PC, we are unable to offer support.

Installing Net2Printer

Please note: In order to install Net2Printer, you will need administrative rights to your PC/laptop, otherwise you will encounter an error.

1. At the initial menu options screen under **Web bookmarks**, click **Net2Printer printing client** indicated by the arrow in Fig 1.

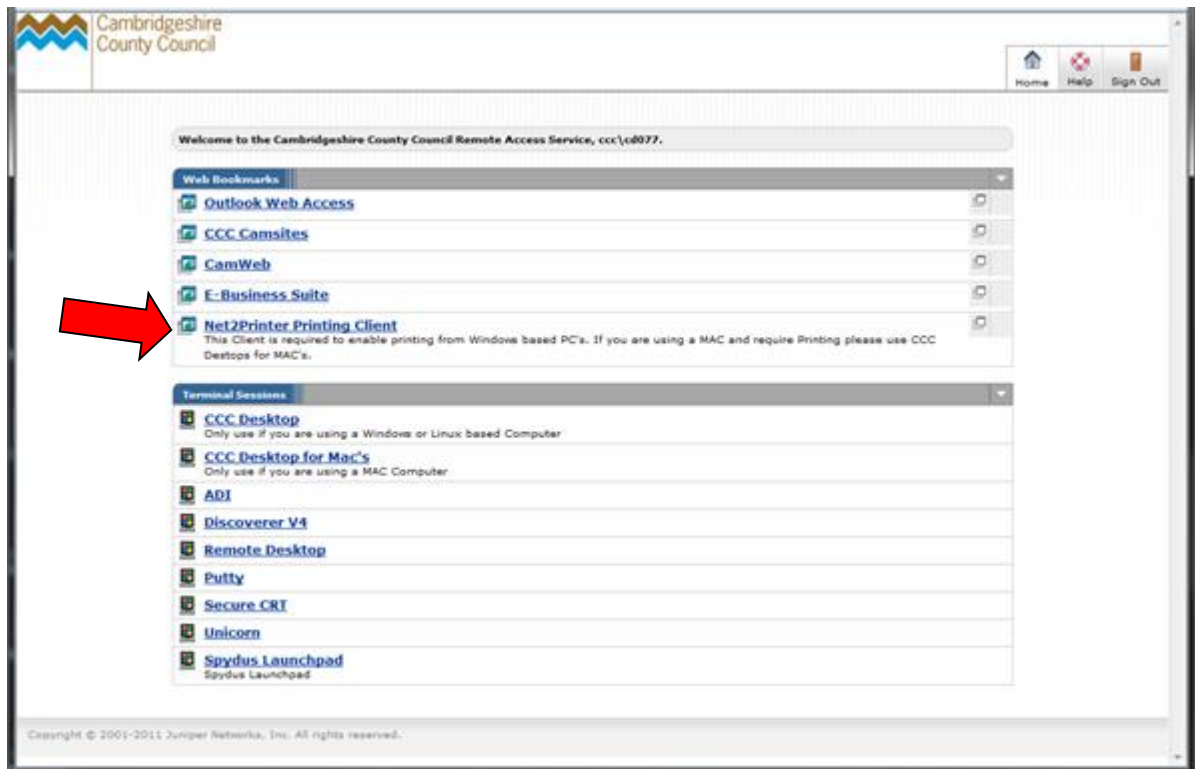
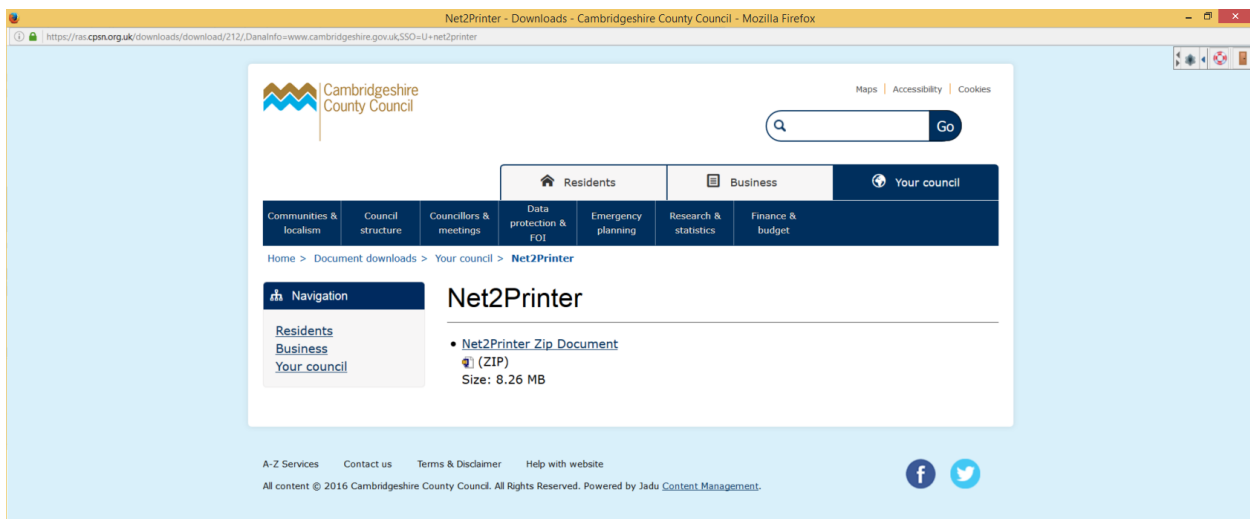


Fig 1

2. Click on the link for the Net2Printer Zip Document



3. A dialogue box similar to the one shown in Fig 2 (right) will display. Click the **Save** option.

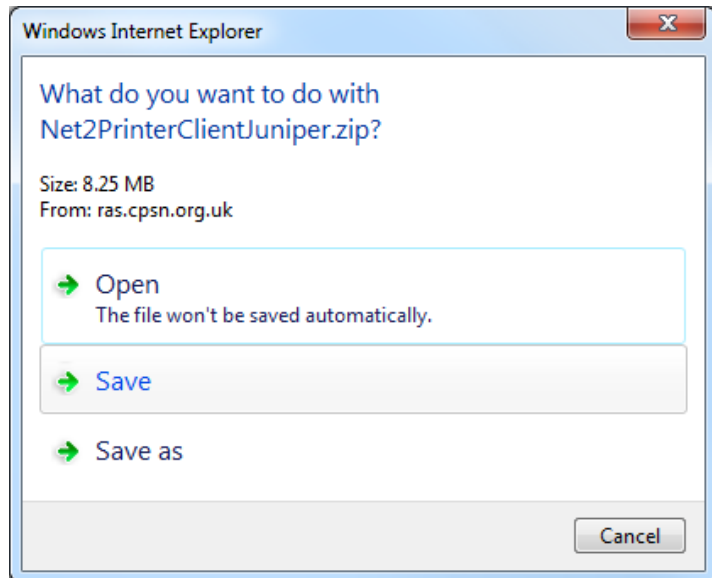


Fig 2

4. Once the installation has downloaded (as shown in the Windows 7 example in Fig 3), click the **open** option indicated by the arrow. Earlier versions of Windows may display this message in a different format.

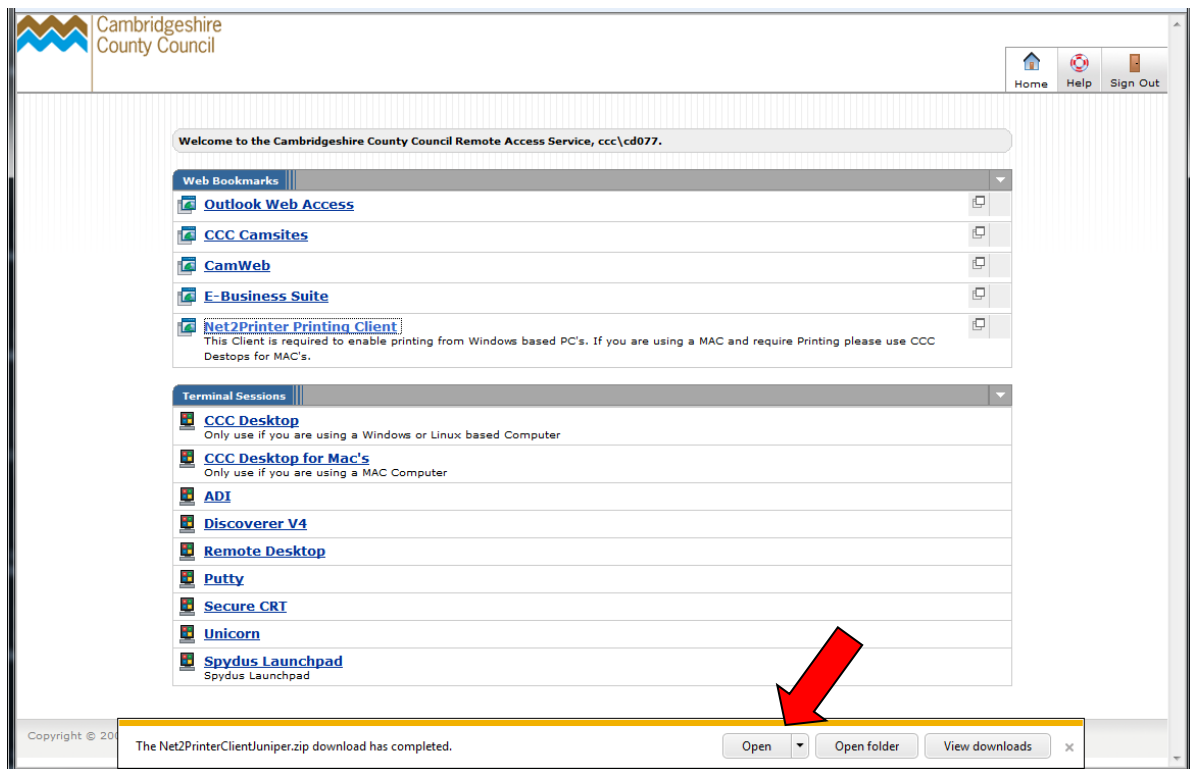


Fig 3

5. Double Click Net2PrinterClientJuniper.exe shown circled in Fig 4, to start the installation (this screen may look different depending on your version of windows).

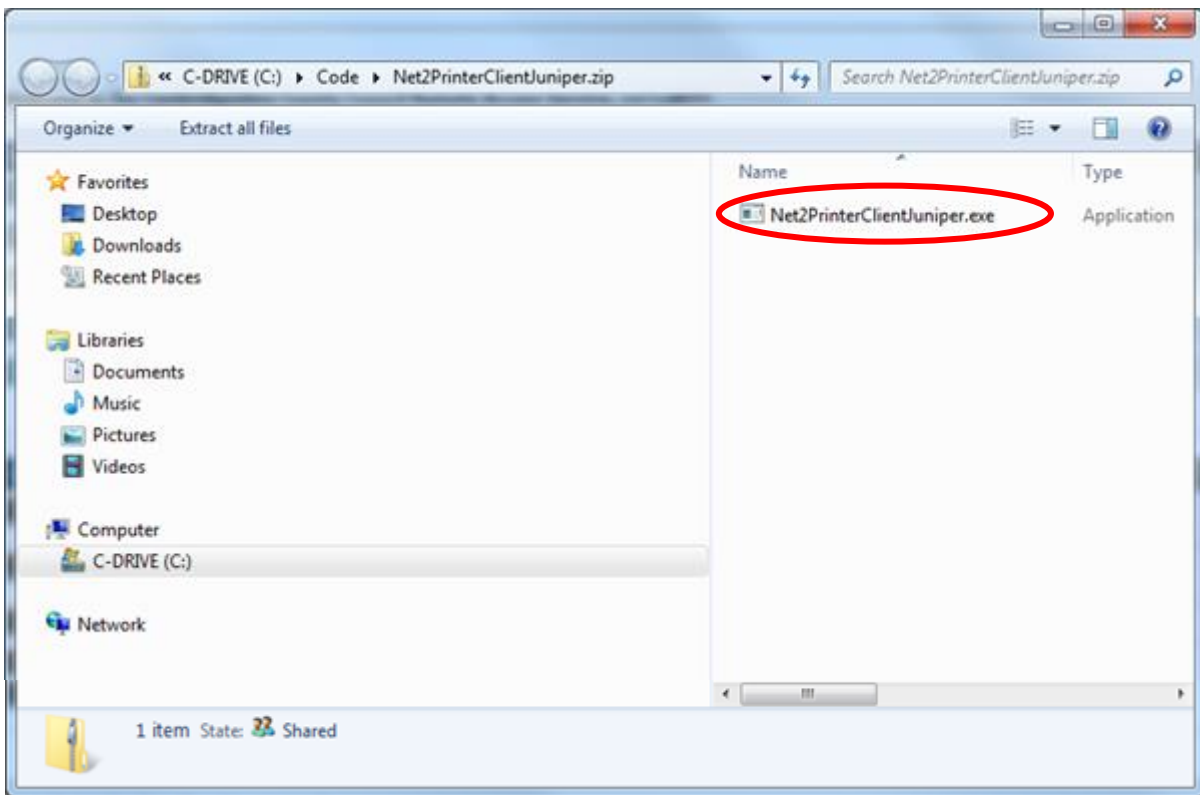


Fig 4

6. You may be presented with the security warning shown in Fig 5. Click on **Run**.

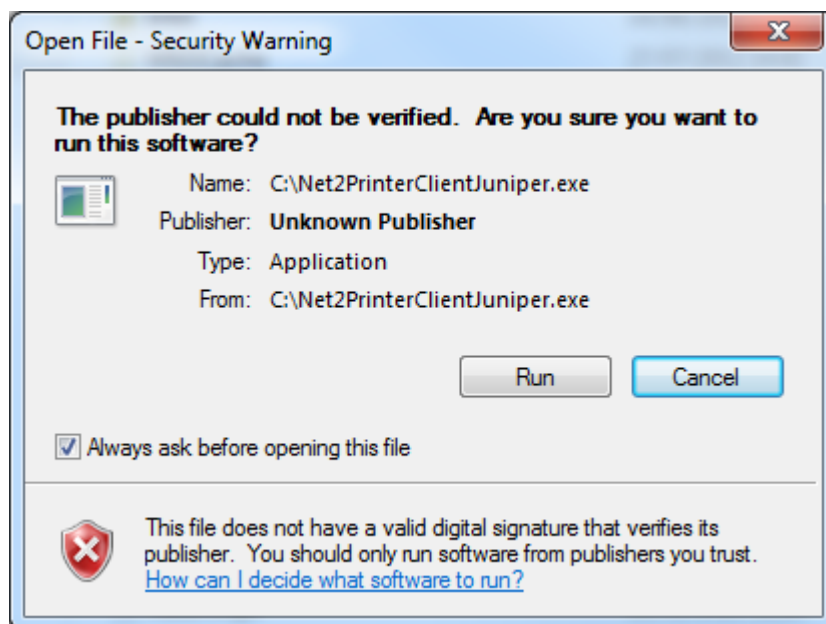


Fig 5

7. You may also receive a User Account Control warning, Click **Yes** to this.
8. The Net2Printer installation dialogue box will display, shown below in Fig 6. Click **Next**

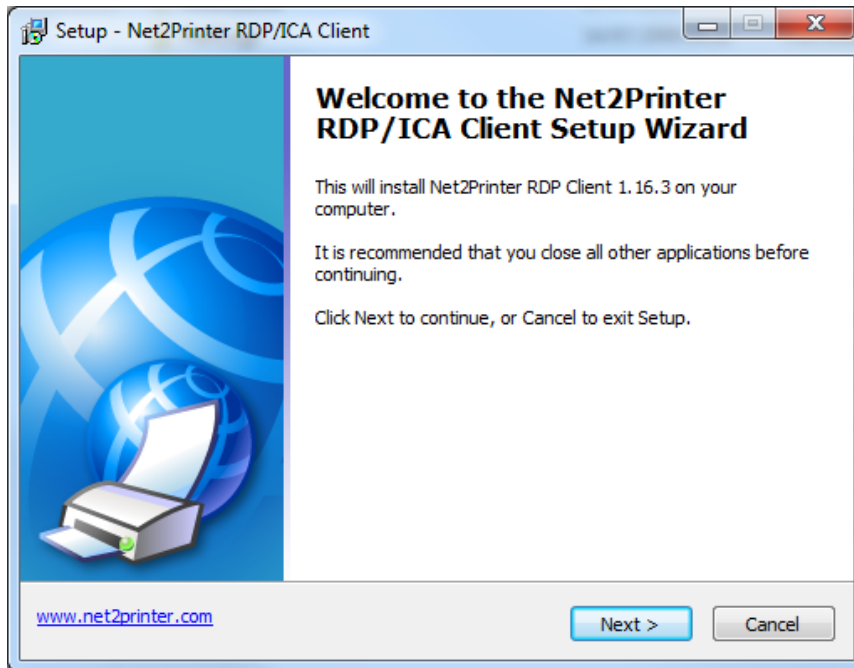


Fig 6

9. The Net2Printer licence agreement will display (Fig 7). You will need to click the option to **accept the agreement** and then click **Next**, if you wish to continue with the installation.

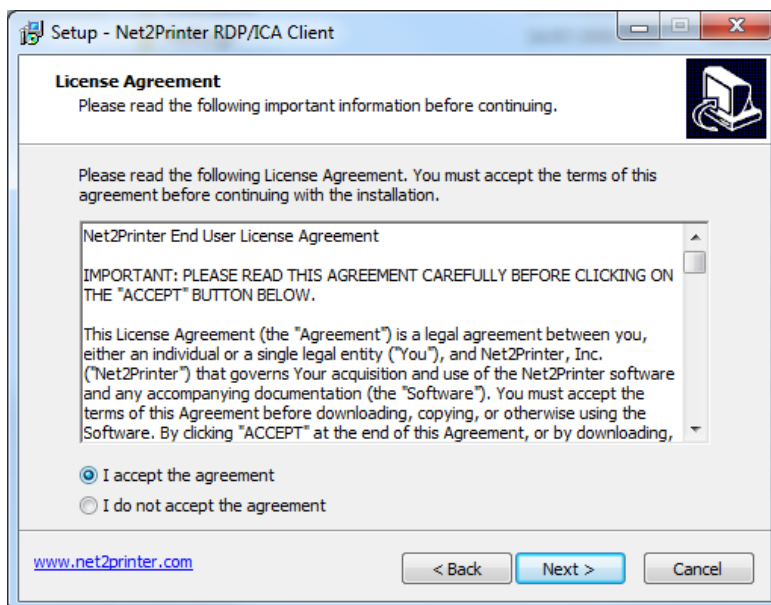


Fig 7

10. At the next dialogue box (Fig 8), click **Next** to accept the default installation directory

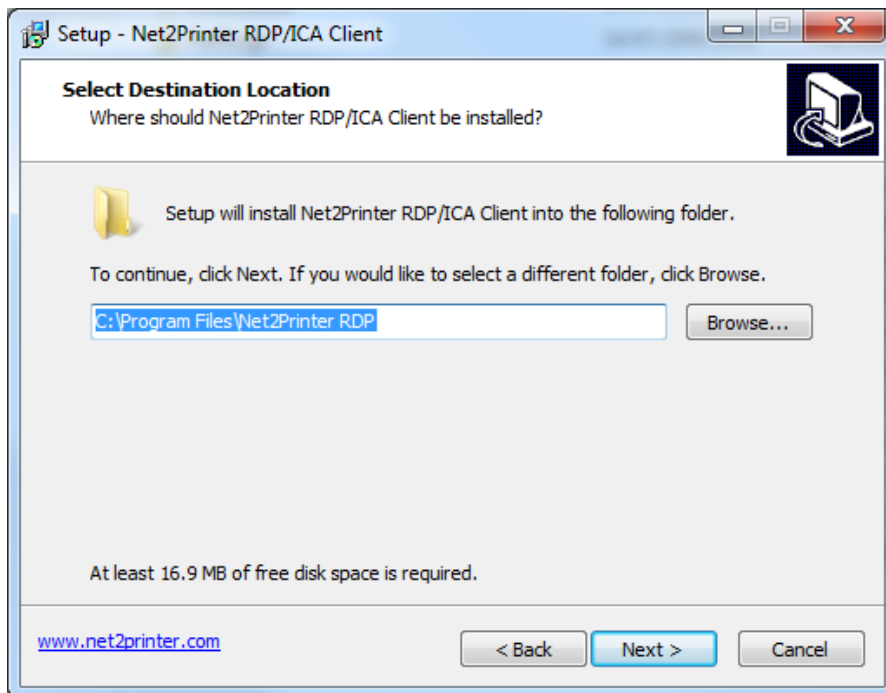


Fig 8

11. In the installation information dialogue box (Fig 9) ensure that the default **Enable Net2Printer RDP for all users** is selected and click **Next**

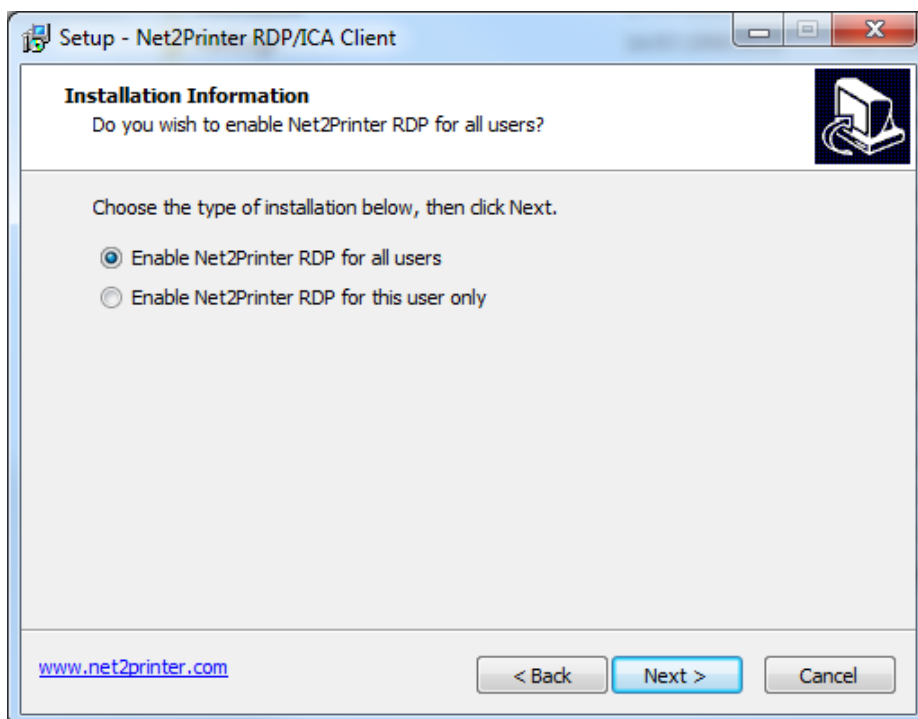


Fig 9

- At the ready to install dialogue box (Fig 10) click the **Install** button. Net2Printer should now install. **Please note:** if you do not have administrative rights to the PC you may receive the error message *'An error occurred while trying to create a file in the destination directory: Access is denied.'*

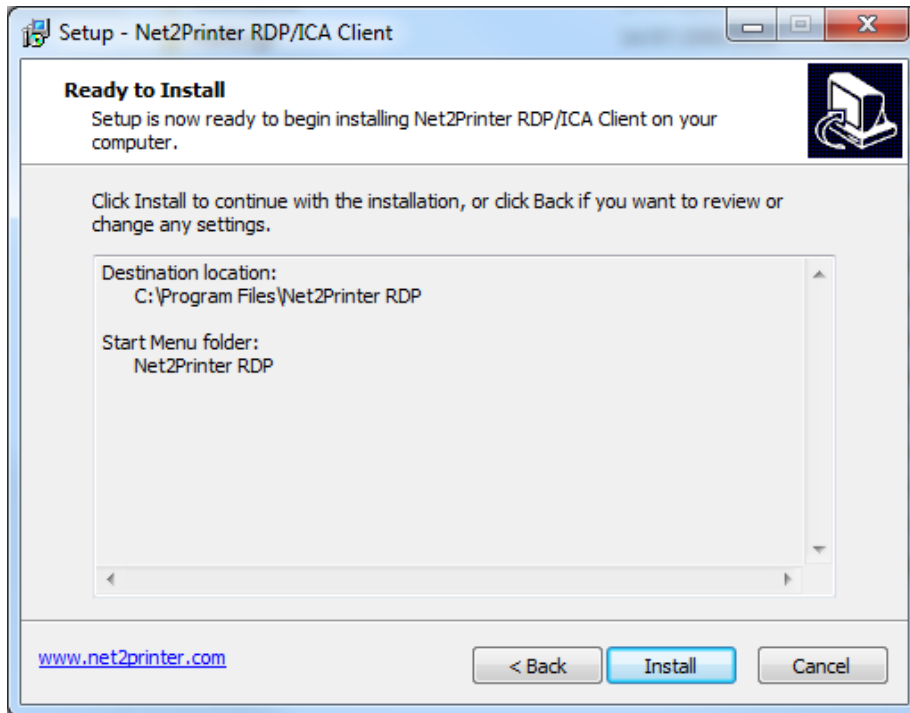


Fig 10

- Click **Finish** (Fig 11) once the installation has finished. Please note that additional configuration steps are required once you have logged into a remote access session. See the following section on configuring your printer.

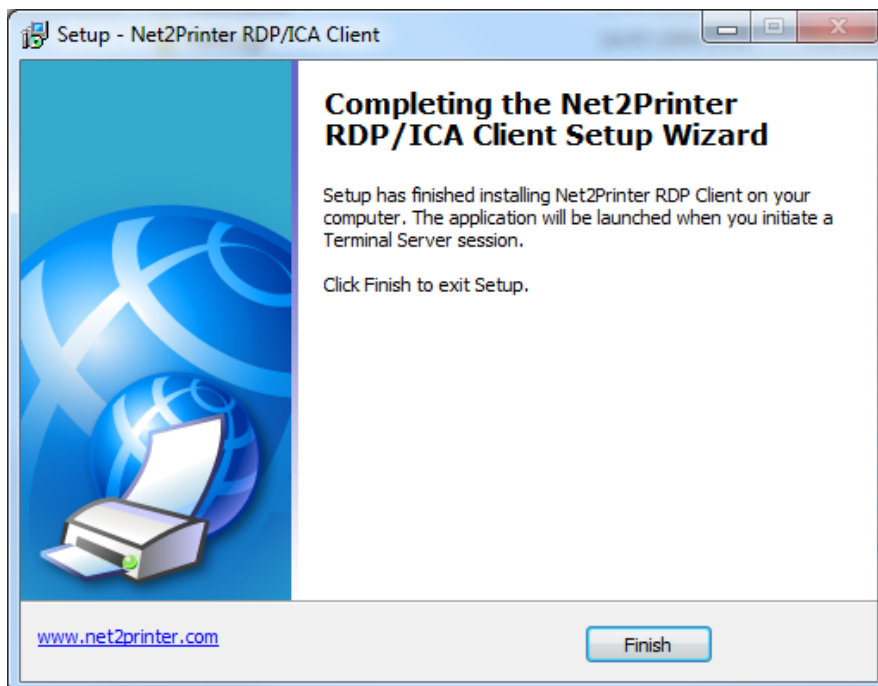


Fig 11

Instructions on how to configure your printer options are given in the following sections called **Configuring your printer**, **Add a printer**, **Display printer properties**, **Select printer driver**, or **Print a PDF**. Once these have been done they will be saved in your profile and will only need to be reset if you change your laptop or printer.

Print in the same way as you would in the office, the printer will be listed in the format:
User ID – printer name.

Configuring your printer

1. Minimize your CCC Desktop by clicking on the minimize icon on the bar at the top of your screen (see Fig 12)

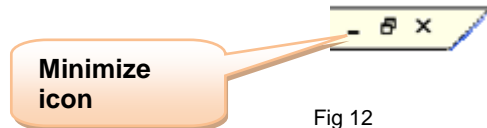


Fig 12

2. Right-click on the printer icon in the bottom right-hand corner of your screen (Fig 13)



Fig 13

3. Select **Configuration** from the menu that appears

The dialogue box shown in Fig 14 will appear

From this point you can **Add a printer**, **Display printer properties** or **Select printer driver** – please see following sections

:

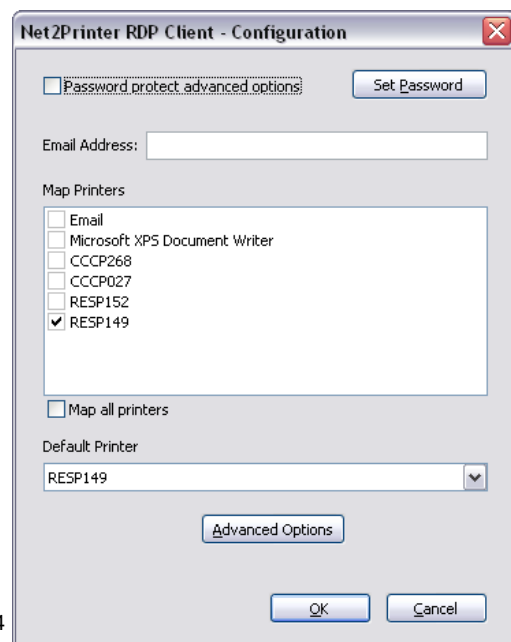


Fig 14

Add a printer

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. From the list, click on the printer you wish to add
3. Click **OK** when you have finished
4. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

Display printer properties

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. Select the name of the printer that you want to use, by clicking on it, e.g. CCCP268 (see Figure 14)
3. Click Advanced Options
4. The dialogue box shown in Fig 15 will display
5. Select the Client Printing Tab

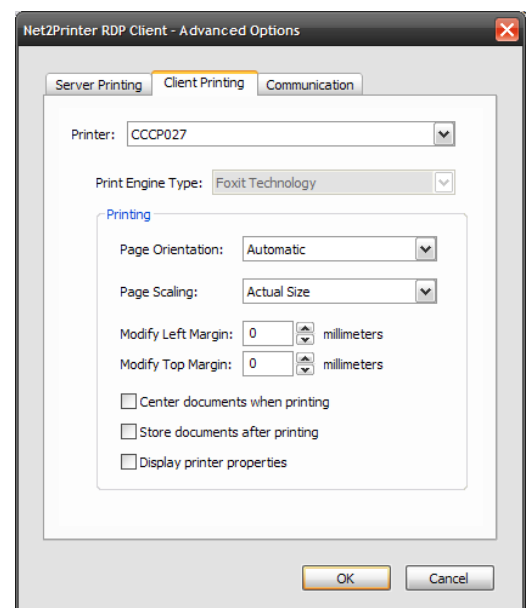


Fig 15

6. Tick the Display Printer Properties box highlighted in Fig 16
7. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

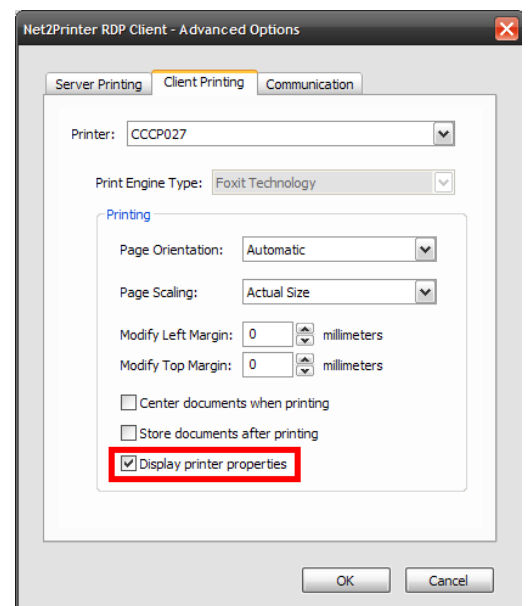


Fig 16

After making this change, you will no longer need to set printer options within the CCC Desktop. You can select to print double sided or multiple copies from the printer properties displayed on your PC.

Note: these settings are printer dependant i.e. your printer needs to have a duplex facility to print double sided.

Select printer driver

1. Open the Net2Printer configuration dialogue box (see **Configuring your printer**)
2. Select the name of the printer that you want to use, by clicking on it, e.g. CCCP268 (see Figure 14)
3. Click **Advanced Options**
4. The dialogue box shown in Fig 17 will display

5. Select the **Server Printing** Tab
6. Click on the drop down box for **Printer Driver**
7. Select Amyuni 4.x Driver

For each alternative printer that you use from the remote desktop follow the steps below to set the printer driver:

8. Click on the drop down box for **Printer:** and select an alternative printer
9. follow steps 6 & 7 above

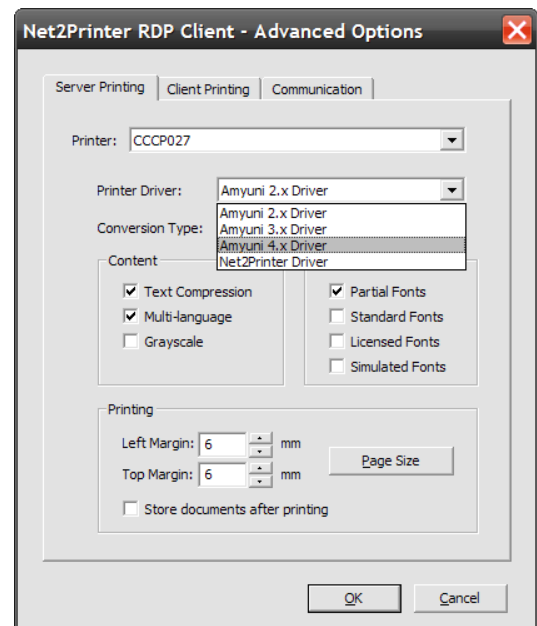


Fig 17

10. After selecting the printer driver for each printer maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

Print a PDF

To print a PDF successfully the 'Print as image' option must be selected.

1. Open a PDF file, click on print and the following Print screen will appear.

2. Click **Advanced**

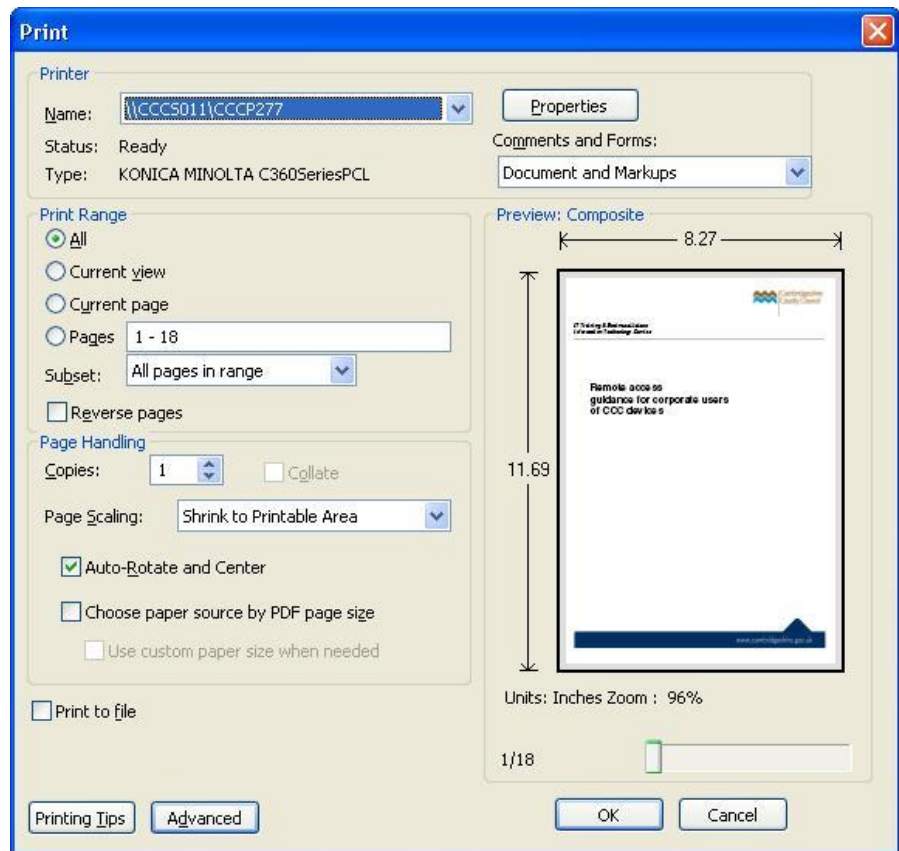


Fig 18

The Advanced print setup screen will appear

3. Tick the **Print as image** box

4. Click **OK**

Your PDF document will now print out.

5. Maximize the CCC Desktop application by clicking on the CCC Desktop at the bottom of the screen

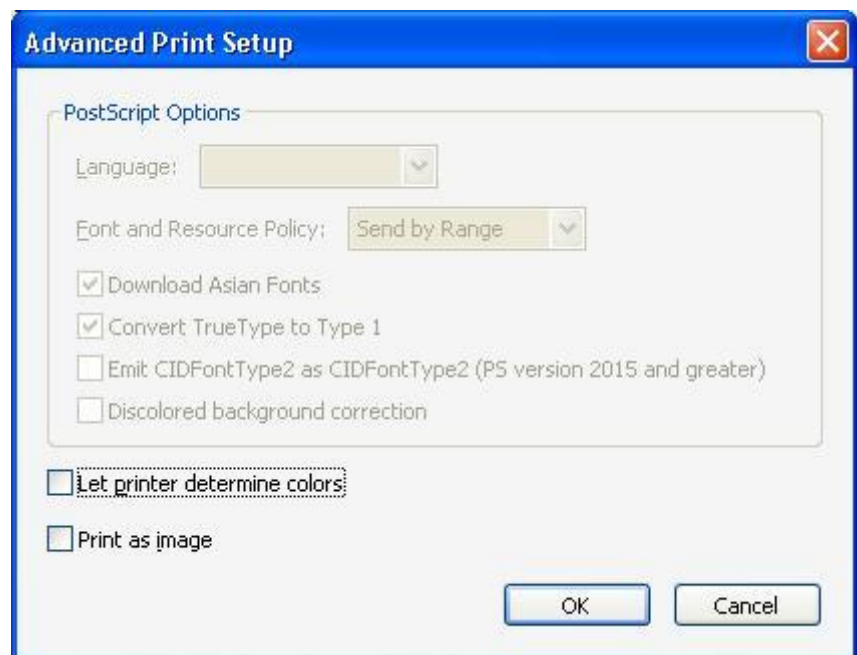


Fig 19