

In order to print to a local printer you need to set up a fake printer on the remote agent that uses the same printer driver as what your local printer uses.

After you have installed the fake printer (general instructions below) on the remote machine, you need to go to *Settings > Print Capture > Enable Print Capture > Capture to Printer* within the Virtual Technician window on the local machine

Virtual Technician (Net Support Manager (NSM)) Print capture to a local printer

You don't really need to have a physical printer, just the driver at a minimum on the remote PC that you take control of.

This should be a MS-approved standard printer driver, and not a specialty driver like a Fax driver, Microsoft Office Document Imaging driver, Acrobat or the like.

The driver should be locally installed (ie, the driver should reside on your PC, not on a network, though you can "connect" a locally installed driver TO a network printer).

Installing a printer driver is a Windows function, not a NSM one.

Read over the installation instructions that came with your printer. When in doubt, follow the instructions there rather than the ones below.

- Click Start, Settings, Control Panel.
- Double-click "Printers & Faxes"
- Double-click "Add Printer" to start the Add Printer Wizard



The Add Printer Wizard Welcome screen

Click Next



Add Printer Wizard					
Local or Network Printer The wizard needs to know which type of printer to set up.					
Select the option that describes the printer you want to use:					
Local printer attached to this computer;					
Automatically detect and install my Plug and Play printer					
O A network printer, or a printer attached to another computer					
To set up a network printer that is not attached to a print server, use the "Local printer" option.					
< <u>B</u> ack <u>N</u> ext > Cancel					

Local or Network Printer

- Click "Local Printer"
- Make sure there's NO checkmark next to "Automatically detect and install ..."
- Click Next

Add Printer Wizard				
Select a Printer Port Computers communicate with printers through ports.				
Select the port you want your printer to use. If the port is not listed, you can create a new port.				
Use the following port: LPT1: (Recommended Printer Port)				
Note: Most computers use the LPT1: port to communicate with a local printer. The connector for this port should look something like this:				
C Create a new port: Type of port: Local Port				
< <u>B</u> ack <u>N</u> ext > Cancel				



Select a Printer Port

- If you're installing a driver only to keep NSM happy, choose LPT1: or FILE: (it doesn't really matter, since you'll never actually print to the port)
- Click Next

Add Printer Wizard					
Install Printer Software The manufacturer and model determine which printer software to use.					
Select the manufacturer and model of your printer. If your printer came with an installation disk, click Have Disk. If your printer is not listed, consult your printer documentation for compatible printer software.					
Manufacturer Printers Fujitsu Fujitsu GCC Fujitsu Generic HP LaserJet 4Si/4Si MX PS Gestetner HP LaserJet 4WV HP HP LaserJet 4WV HP LaserJet 4W/4MV PostScript Image: Stress Script IDM Image: Stress Script Image: Stress Script Image: Stress Scr					
< <u>B</u> ack <u>N</u> ext > Cancel					

Install Printer Software

- If installing a printer driver only, choose the Print Driver that is used on your local PC that you will be printing to.
- Click Next



Add Printer Wizard
Name Your Printer You must assign a name to this printer.
Type a name for this printer. Because some programs do not support printer and server name combinations of more than 31 characters, it is best to keep the name as short as possible.
Printer name: HP LaserJet 4V/4MV PostScript
Do you want to use this printer as the default printer?
© N <u>o</u>
< <u>B</u> ack <u>N</u> ext > Cancel

Name Your Printer

 You might want to give it a name that indicates it isn't a real physical printer (NSM Remote, or the like) Click Next

Add Printer Wizard	
Printer Sharing You can share this printer with other network users.	Þ
If you want to share this printer, you must provide a share name. You can use the suggested name or type a new one. The share name will be visible to other network users.	
Do not share this printer	
O <u>S</u> hare name:	
< <u>B</u> ack <u>N</u> ext > Cancel	



Printer Sharing

- Click "Do not share this printer"
- Click Next

Add Printer Wizard Print Test Page To confirm that the printer is installed proper!	y, you can print	t a test page.	Ŷ
Do you want to print a test page?			
O <u>Y</u> es			
	< <u>B</u> ack	<u>N</u> ext >	Cancel

Print Test Page

- Click No
- Click Next



Add Printer Wizard			
	Comple Wizard	ting the Add Printer	
	You have successfully completed the Add Printer Wizard. You specified the following printer settings:		
	Name: Share name: Port: Model: Default: Test page:	HP LaserJet 4V/4MV PS <not shared=""> LPT1: HP LaserJet 4V/4MV PostScript Yes No</not>	
	To close this	wizard, click Finish.	
		< <u>B</u> ack Finish Cancel	

Completing the Add Printer Wizard

- Review your choices. Click Back if you need to change anything
- Click Finish

If you don't see "Use this printer as the default printer" in the "Name printer" screen, finish installing the printer, then click Start, Settings, Printers; rightclick the printer you just installed and click "Set as default printer" from the pop-up menu that appears.

If you have a physical printer installed, you can print a test page to make sure it's working correctly and to verify that it's a local and not a network-installed driver.

- Click Start, then click Printers and Faxes
- Right-click the printer you want to test and choose Properties from the pop-up menu
- Click "Print test page" on the Properties dialog box that appears
- When the test page finishes printing, check the following items on it:
 - Computer name: this will be the name of the computer the printer driver is on. It should be the same as your computer's name.
 - Printer name: this should show the name you assigned when installing the driver; if it shows something like <u>\Computername\Printername</u>, the driver's on the network, not on your PC. Consider removing the network version and installing a local driver instead.