



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.

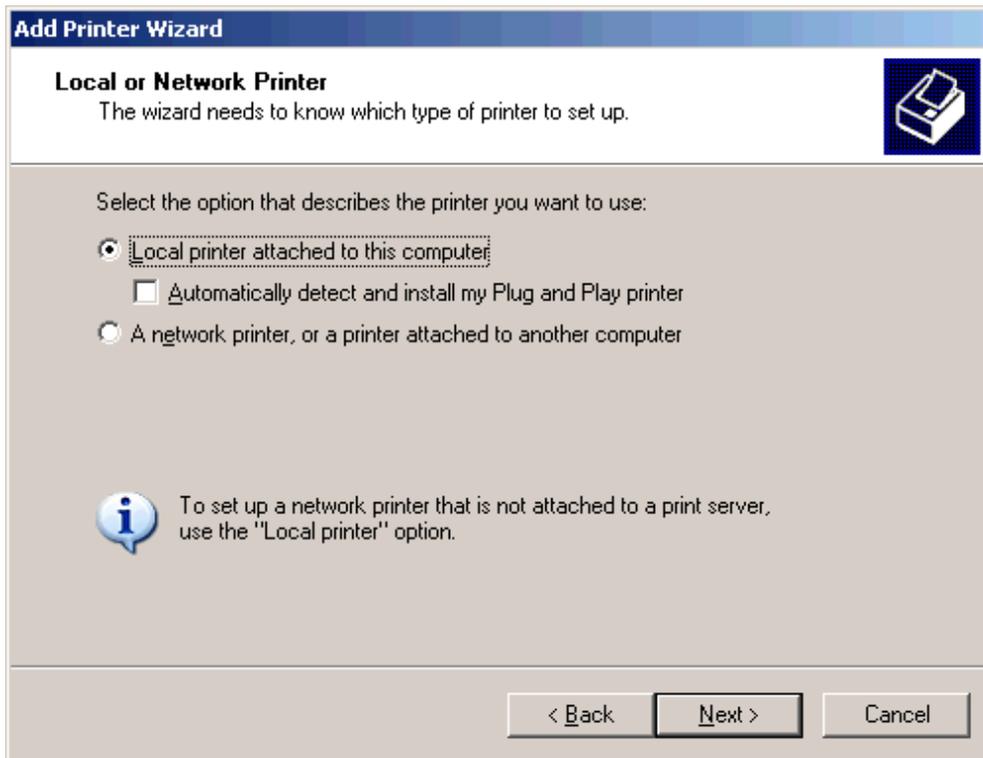
Read over the installation instructions that came with your printer. When in doubt, follow the instructions there rather than the ones below.

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



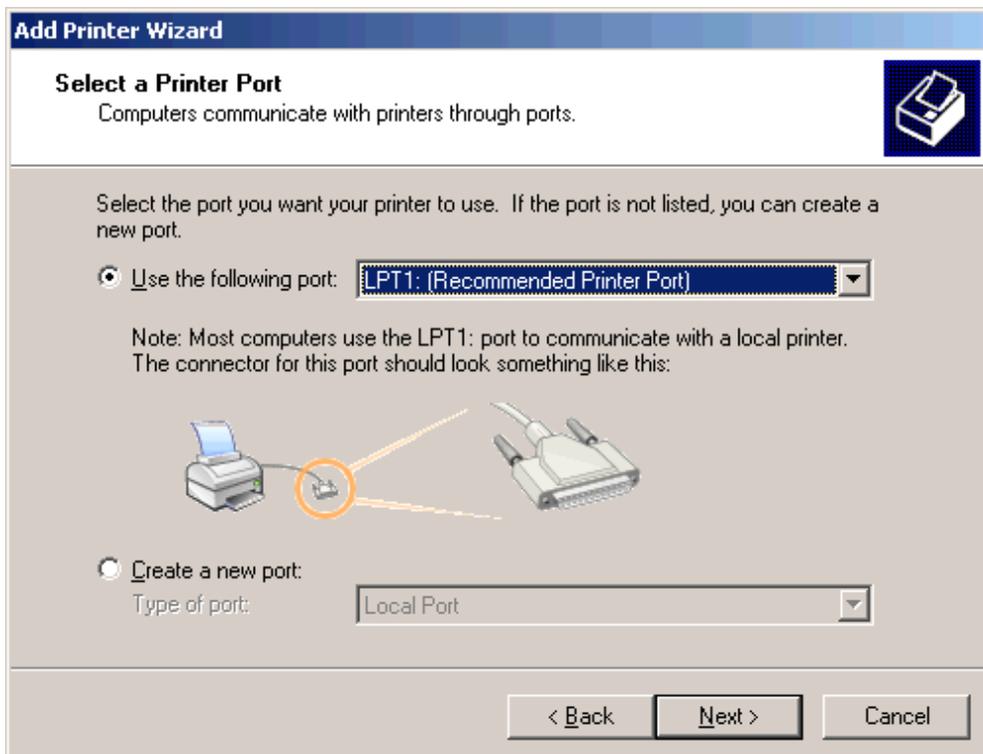
The Add Printer Wizard Welcome screen

- Click Next



Local or Network Printer

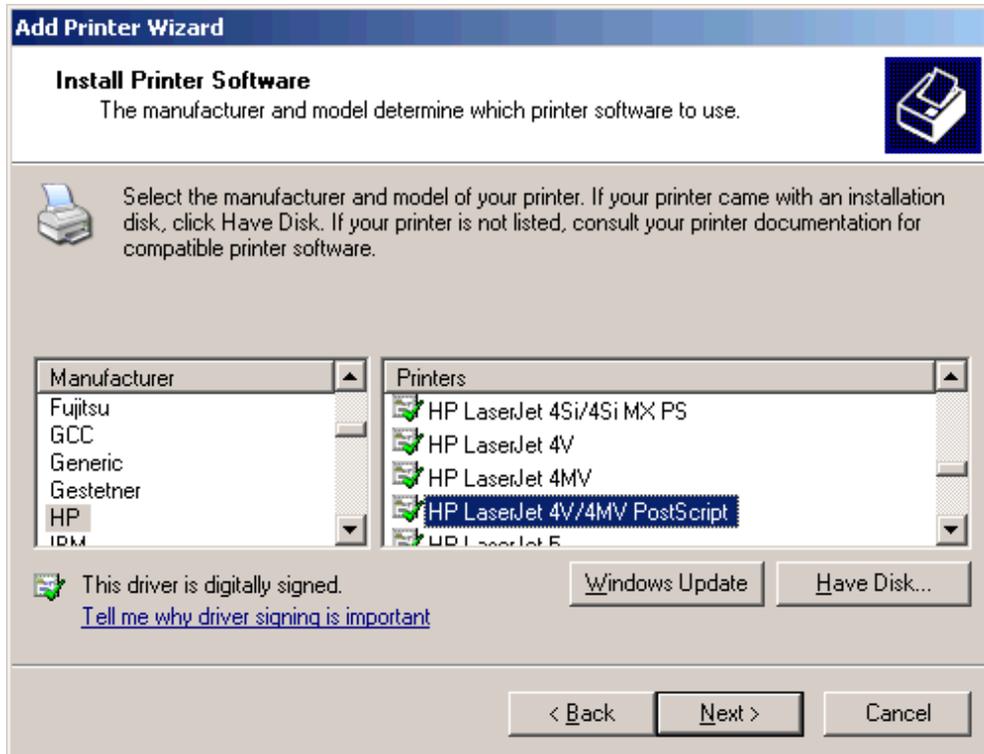
- Click "Local Printer"
- Make sure there's NO checkmark next to "Automatically detect and install ..."
- Click Next





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



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:

Do you want to use this printer as the default printer?

Yes
 No

< Back Next > 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. 

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.

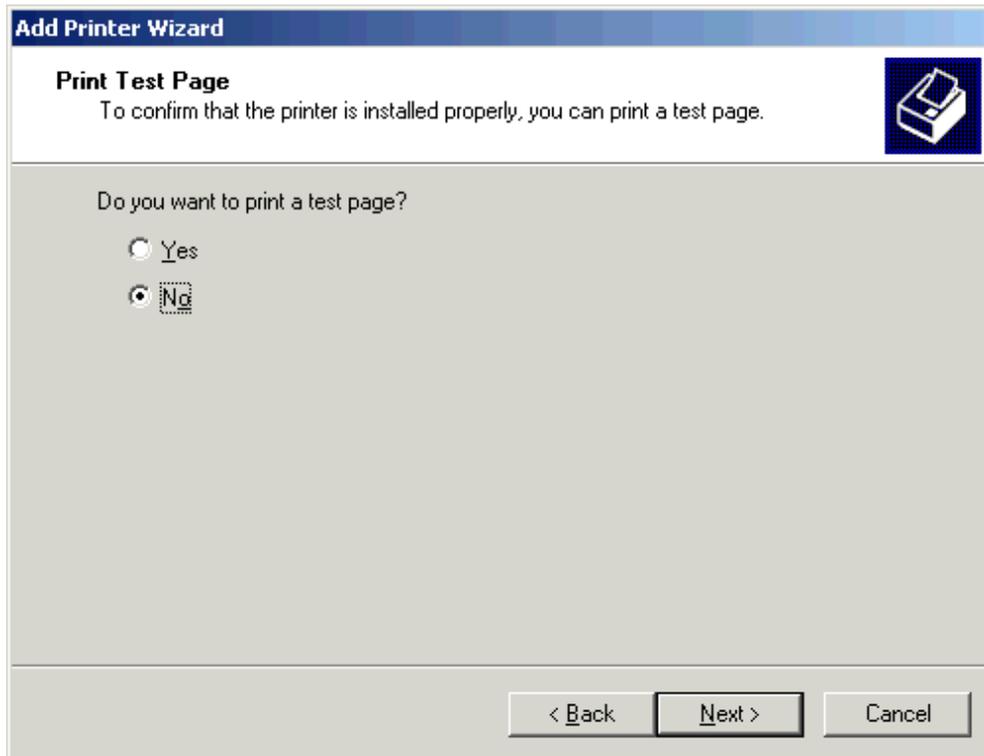
Do not share this printer
 Share name:

< Back Next > Cancel



Printer Sharing

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



Print Test Page

- Click No
- Click Next



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 [\\Computername\Printername](#), the driver's on the network, not on your PC. Consider removing the network version and installing a local driver instead.