10.11. Printer setup for Remote Desktop Client

In low bandwidth situations the mSupply client can become laggy and unstable, in these cases it may be recommended to use RDP through the Windows Server Remote Desktop Client application. If the site is dispensing and using a printer, this introduces some complicated steps.

Requirements

At dispensary: - A computer **with serial/com port** and with RDP access to server - A Zebra printer with serial/com port

Server/machine that is remoted to: - mSupply Client installed and can connect to mSupply server - Windows server installed that has Remote Desktop Client

Setup the Remote Windows Server Machine

Use Windows Run (i.e. command prompt/powershell) to run *tsconfig.msc* and *gpedit.msc*.

- In the tsconfig window, right click on "RDP-Tcp" and click "properties". Go to client settings and make sure that the COM port is unchecked in "Redirection - disable the following" list.

🃽 Remote Desktop Session Host Configuration					
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Image: Session Host Configuration: Image: Sessio	Configuration for Remote Desktop Session Host server: CKMOHTS1 You can use Remote Desktop Session Host Configuration to configure settings for new connections, modify the settings of existing connections, and delete connections. You can configure settings on a per-connection basis, or for the RD Session Host server as a whole. Connections Connection Name Connection Type Transport Encryption Comment RDP-Tcp Microsoft RDP 7.1 tcp Client Compatible RDP-Tcp Properties General Log on Settings Sessions Environment Remote Control Client Settings Network Adapter Security Color Depth 16 bits per pixel Temperties Market: Catings				
	Us Montor Settings Limit maximum number of monitors per session 4 Us Redirection Lice Disable the following Prive Drive Windows Printer ULPT Poit CDM Port CDM Port CDM Port Clipboard Audio and video playback. Audio necording Supported Plug and Play Devices Default to main client printer				
1	OK Cancel Apply				

- In the gpedit window, follow the hierarchy shown below and make sure "Do not allow COM port redirection" is disabled (not configured probably fine).

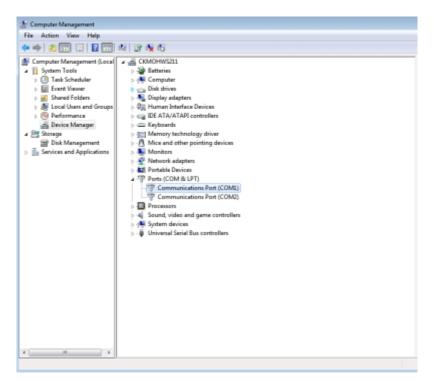
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 Software Settings Windows Settings Administrative Templates Control Panel Network Printers System System All Settings User Configuration 	Edit <u>policy setting</u> Requirements: At least Windows XP Professional or Windows Server 2003 family Description: Specifies whether to prevent the redirection of data to client COM ports from the remote computer in a Remote Desktop Services session. You can use this setting to prevent users from redirecting data to COM port peripherals or mapping local COM ports while they are logged on to a Remote Desktop Services session. By default, Remote Desktop Services allows this COM port redirection. If the status is set to Enabled, users cannot redirect server data to the local COM port. If the status is set to Disabled, Desktop Services the point of the status is set to Disabled,	Setting Setting Setting Do not adjust default option to 'Install Updates and Shut Down' in Do not allow adding new targets via manual configuration Do not allow dational session logins Do not allow changes to initiator CHAP secret Do not allow changes to initiator CHAP secret Do not allow clent printer redirection Do not allow clent printer redirection Do not allow color changes Do not allow compression on all NTPS volumes Do not allow desktop composition Do not allow Flip3D invocation Do not allow Flip3D invocation Do not allow finds to run Do not allow Inkball to run Do not allow local administrators to customize permissions Do not allow LPT port redirection Do not allow LPT port r	State Not configured Not configured	•

Setup the Local Machine

- The machine that you will be dispensing from needs to have the appropriate Zebra printer. - Check that your printer has a 9 pin serial/com port on the rear - Check your Computer also has a 9 pin serial/com port (right most port below).



- You can verify that the computer has detected its external ports via device manager



- Using a RS232 serial cable, plug the printer into the computer.

Caution: If you have a cable that has the female plug at both ends, it is likely a *Null Modem* cable. This cable will not work (even with adapter).

- If you have mSupply available locally on the machine, you can try testing printing a label to confirm your local setup is correct using *misc. labels* in the special menu.

Remote Desktop Connection Settings

You must enable port sharing on the remote machine (at dispensary) in Remote Desktop Client for the machine you are going to remote into.

- 1. Enter the connection details for the machine you are going to RDC into
- 2. Show connection options
- 3. Select "Local Resources" tab
- 4. In the section "Local devices and resources" click the "More..." button
- 5. Ensure that the "Ports" checkbox is ticked
- 6. OK!

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Remote Desktop Connection					
General Display Local Resources Programs	s Experience Advanced				
Remote audio					
Configure remote audio settings. Settings					
Keyboard					
Apply Windows key combinations:					
Only when using the full screen	-				
Example: ALT+TAB					
Local devices and resources					
Choose the devices and resources your remote session.	s that you want to use in				
Printers V C	lipboard				
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Remote Desktop Connection	83				
Remote Desktop					
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Local devices and resources					
Choose the devices and resources on this computer that you want to use in your remote session.					
Smart cards					
V Ports					
Drives					
Other supported Plug and Play (PnP) devices					
Which devices can I use in my remote session?					
	OK Cancel				

Open mSupply Client in the rdc window and test printing, hopefully it works!

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From: https://docs.msupply.org.nz/ - **mSupply documentation wiki**

Permanent link: https://docs.msupply.org.nz/dispensing:printer_setup_for_rdc



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