10.09. 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

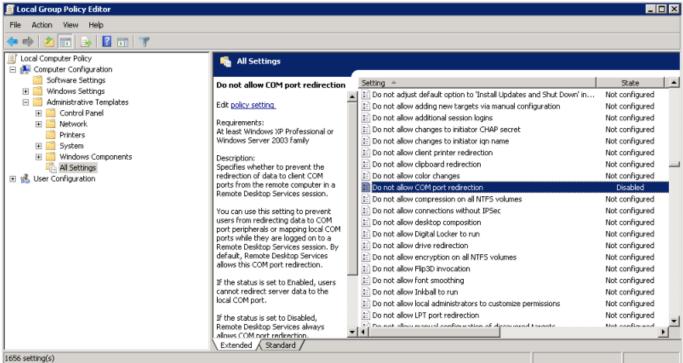
Setup the Remote Windows Server Machine

Use Windows Run 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 Hos	it Configuration		
File Action View Help			
(= =) 🔽 🖬			
G RD Session Host Configuration:	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		
	BPP-tcp Microsoft RDP 7.1 tcp Client Compatible RDP-tcp Properties Image: Compatible General Log on Settings Sessions Environment Remote Control Client Settings Network Adapter Security Color Depth Image: Color Depth Image: Color Settings Image: Color Settings Gen 16 bits per pixel Image: Color Settings Image: Color Settings Image: Diable the following Image: Color Settings Image: Color Settings Lice Disable the following Image: Color Settings Ice Drive Windows Printer Re Drive Windows Printer RD COM Port Clipboard Image: IP Defoult to main client printer		
	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).

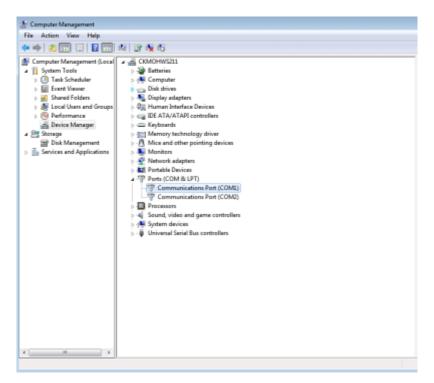


Setup the Local Machine

- 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!

Remote Desktop Connection		
Remote Desktop Connection		
General Display Local Resources Programs 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 that you want to your remote session.	use in	
V Printers Clipboard		
More		
Remote Desktop Connection	23	
Remote Desktop Connection		
Local devices and resources		
Choose the devices and resources on this computer that you was in your remote session.	ant to	
Smart cards		
V Ports		
Which devices can I use in my remote session?		
ОК	Cancel	

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

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