# **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

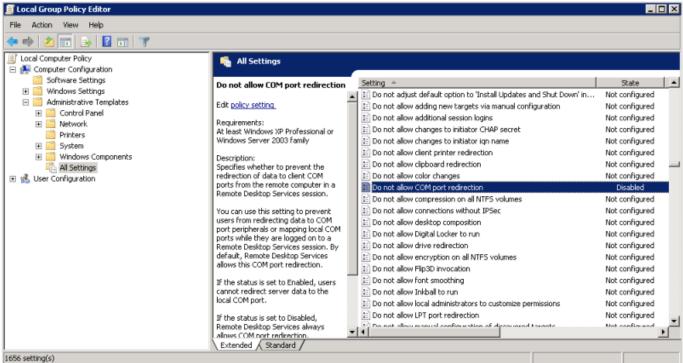
### **Setup the Remote Windows Server Machine**

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 Host	Configuration
File Action View Help	
⊕	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.
l li	Connection Name Connection Type Transport Encryption Comment
	RDP-Tcp Microsoft RDP 7.1 tcp Client Compatible
	RDP-Tcp Properties     General   Log on Settings   Sessions   Edit s   General   Color Depth   Color Depth   Color Depth   Color Depth   Init Maximum Color Depth   16 bits per pixel   Init Maximum number of monitors per session   4   Us   Redirection   Disable the following   Itice   Divable the following   Init Port   Color Depth   Color Depth   General   Init Maximum number of monitors per session   4   BD   Color Depth   Color Depth   Color Depth   Init Maximum number of monitors per session   4   BD   Color Depth   Color Depth   Init Maximum number of monitors per session   4   BD   Color Depth   Color Depth   Color Depth   Init Maximum number of monitors per session   Init Depted <t< th=""></t<>
	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).

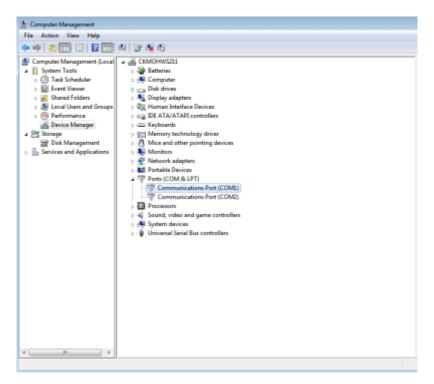


## **Setup the Local Machine**

- 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.

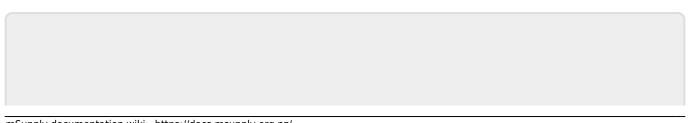
#### **Remote Desktop Connection Settings**

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!

Nemote Desktop Connection	
Remote Desktop Connection	
General Display Local Resources Programs Experience Advanced	
Remote audio	٦l
Configure remote audio settings.	
Settings	
Keyboard	51
Apply Windows key combinations:	
Only when using the full screen	
Example: ALT+TAB	
Local devices and resources	51
Choose the devices and resources that you want to use in your remote session.	
Printers Clipboard	
More	
Remote Desktop Connection	83
Remote Desktop Connection	
Local devices and resources	
Choose the devices and resources on this computer that you want to use in your remote session.	
Smart cards	
✓ Ports	
<ul> <li></li></ul>	]
Which devices can I use in my remote session?	

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



From:

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

### Permanent link:

https://docs.msupply.org.nz/dispensing:printer\_setup\_for\_rdc?rev=157203 3118



Last update: 2019/10/25 19:51