

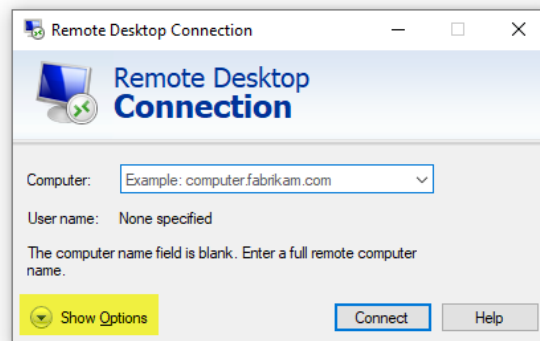
KnowledgeBase Article 2024

Remote Desktop Client Environment Printing Delay

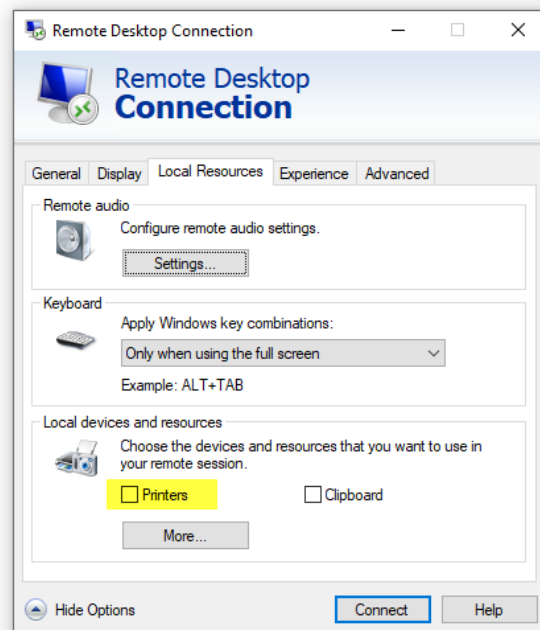
In some environments, there is a delay in printing from within Guardian. This delay is primarily due to Windows Operating System scanning ALL installed printers at the time of printing. To rectify this issue, it is recommended to remove all unnecessary printers from the Remote Desktop Services server and turn off Local Printers in the Remote Desktop Connection client.

To speed up printing via the hosted environment:

1. Remove local resources from the Remote Desktop Connection:
 - a. Start Remote Desktop Connection
 - b. Click the "Show Options" expander



- c. Under the "Local Resources" tab, remove the check mark from "Printers"



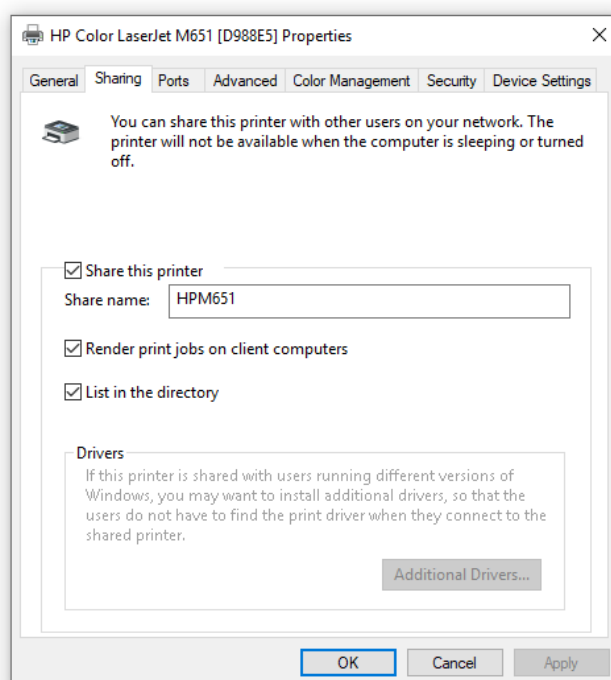
- d. Connect to the remote server

- e. Identify the local computer's IP address

Properties

Link-local IPv6 address:
IPv4 address: 192.168.111.129
IPv4 DNS servers:
Primary DNS suffix:
Manufacturer: Realtek
Description: Realtek PCIe GBE Family Controller
Driver version: 9.1.407.2015
Physical address (MAC):

- f. In the printer properties of the desired printer, Share the printer and note the printer's share name



2. Install the local printer on the remote server

- a. On the remote server, Add the printer, using it's IP address and shared name
- i. Example: \\192.168.1.129\HPM651
- b. Set the printer as Default