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 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. (INSERT PRINTER PIC)

You can verify that the computer has detected its external ports via device manager (INSERT DEVICE MANAGER PIC)

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.

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.

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