

GSD. – Printer Services – How to map a network printer using the prt.exe tool

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Author: {'link':

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General Information:

Possible symptoms/errors:

Mapping a network printer using PRT EXE tool

Alternative names of the system:

N/A

IMPORTANT NOTICE:

The printer name is required for mappingThe PRT Mapping Tool does not support SAP/ERP printersThe PRT Mapping Tool is created for using the Office Print Service.

Solution:

Advise the user to follow the below steps to map a network printer:

Click the Start-button and start typing "prt" - A searchbar will open.

Select the PRT ConnectNetworkPrinter in the pop up menu:

Type the printer name at the window below > click OK.

The click on OK triggers some actions, amongst other things the reachability of the printer is checked.

After all actions finished and the installation of the printer succeeded, the user can select the default printer. After the default printer is selected, all windows will close automatically. The user can use the printer now.

Assignment Group:

FDT IT Workplace Delivery (HG) Local IT

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A