GSD. Printer - How to Map a Private Printer

General Information:

Possible symptoms/errors:

Mapping a private printer

Alternative names of the system:

n/a

IMPORTANT NOTICE:

N/A

Solution:

If the user wants to use a private printer, advise them to follow the below steps:

The user should request local administrator rights to install the printer drivers and set up the machine. Name of the request is Temporary Local Admin Rights:

Also, you can advise the user to follow the guide

Advise to download the latest printer drivers from the manufacturer's website to install the printer.Make sure that the user has the necessary connection cables (e.g., power, USB cable).

Printing on a local printer connected by cable

Once the printer drivers have been installed and the printer is connected to the PC with a cable, the user can print documents locally. A VPN connection is not necessary. The printer can be found in the list of installed printers in Windows.

Printing to a local printer via Wi-Fi

The VPN connection must be disconnected if the user would like to use print wirelessly.

Explanation: If the user establishes a VPN connection to Fresenius, the user will connect to company network and the PC will receive a network address from Fresenius.

Note: When using a broadband router (regardless of whether it is a Fritz!Box or a device from a telecommunications provider), all connected devices, whether they are wired or connected wirelessly, are assigned a network address in order to be able to communicate with the router and other connected devices. This is usually done automatically and requires no action from the user's side. This allows users to work in the private network and access other devices within that network. When a VPN connection to Fresenius is set up, this connection is terminated and the computer becomes part of the

Fresenius network, which means that access to the user's own devices is no longer possible.

Assignment Group:

n/a

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

Temporary admin rights guide: https://fnc.service-now.com/sp?id=kb_article_view&sysparm;_article=KB0010412&sys;_kb_id=e6ba2eec1bc4ec90f22763546b4bcb17