



Troubleshooting Printing Issues

Virtual Desktop Service

Toby vanRoojen
December 02, 2020

This PDF was generated from https://docs.netapp.com/us-en/virtual-desktop-service/Troubleshooting.printing_issues.html on December 18, 2020. Always check docs.netapp.com for the latest.

Table of Contents

Troubleshooting Printing Issues	1
Error	1
Remote Desktop Services with ThinPrint	1
Windows Virtual Desktop	1

Troubleshooting Printing Issues

Error

Printing to the local printer from the cloud desktop is not working.

Remote Desktop Services with ThinPrint

VDS optionally includes ThinPrint for Remote Desktop Services (RDS) deployments. The software and licensing are automatically configured at initial deployment. If ThinPrint is in use, the following sections can help troubleshooting issues with printing.

Cause

There are a variety of methods to connect to the cloud desktop. These methods differ in how they perform printing functions and thus knowing which type of access is in use is necessary for troubleshooting:

1. Using CloudJumper's access client on a Windows device
 - a. ThinPrint runs on the local device and relays communication between the printer and the cloud desktop
2. Using the HTML5 browser on any device
 - a. The browser will present the printed document as a PDF to download and print locally
3. Using a manually configured RDP client (usually) on a Mac or Linux machine
 - a. Local printers are shared with the cloud desktop by manually configuring "Local Resources" in the RDP Client.

Resolution

1. Attempt to print a document from the local device to confirm that the local device is successfully connecting to the printer.
2. Uninstall and re-install ThinPrint if using the Access Client on a Windows device. <https://www.thinprint.com/en/resources-support/software/clientsandtools/>
3. Make a note of the access type and the results of the first two steps in a new case with CloudJumper Support.

Windows Virtual Desktop

VDS does not implement any printing solution or unique printing configuration for WVD environments. Printing questions should be directed to Microsoft or (if one was implemented) the printing technology vendor.

Copyright Information

Copyright © 2020 NetApp, Inc. All rights reserved. Printed in the U.S. No part of this document covered by copyright may be reproduced in any form or by any means-graphic, electronic, or mechanical, including photocopying, recording, taping, or storage in an electronic retrieval system-without prior written permission of the copyright owner.

Software derived from copyrighted NetApp material is subject to the following license and disclaimer:

THIS SOFTWARE IS PROVIDED BY NETAPP "AS IS" AND WITHOUT ANY EXPRESS OR IMPLIED WARRANTIES, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY DISCLAIMED. IN NO EVENT SHALL NETAPP BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY, OR CONSEQUENTIAL DAMAGES (INCLUDING, BUT NOT LIMITED TO, PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES; LOSS OF USE, DATA, OR PROFITS; OR BUSINESS INTERRUPTION) HOWEVER CAUSED AND ON ANY THEORY OF LIABILITY, WHETHER IN CONTRACT, STRICT LIABILITY, OR TORT (INCLUDING NEGLIGENCE OR OTHERWISE) ARISING IN ANY WAY OUT OF THE USE OF THIS SOFTWARE, EVEN IF ADVISED OF THE POSSIBILITY OF SUCH DAMAGE.

NetApp reserves the right to change any products described herein at any time, and without notice. NetApp assumes no responsibility or liability arising from the use of products described herein, except as expressly agreed to in writing by NetApp. The use or purchase of this product does not convey a license under any patent rights, trademark rights, or any other intellectual property rights of NetApp.

The product described in this manual may be protected by one or more U.S. patents, foreign patents, or pending applications.

RESTRICTED RIGHTS LEGEND: Use, duplication, or disclosure by the government is subject to restrictions as set forth in subparagraph (c)(1)(ii) of the Rights in Technical Data and Computer Software clause at DFARS 252.277-7103 (October 1988) and FAR 52-227-19 (June 1987).

Trademark Information

NETAPP, the NETAPP logo, and the marks listed at <http://www.netapp.com/TM> are trademarks of NetApp, Inc. Other company and product names may be trademarks of their respective owners.