

Problems Printing WYSIWYG Labels From a Terminal Services Session on a Microsoft Windows 2008-2012 Server



Problem Description

This solution requires a program called TSPrint from Terminal Works to be installed on the Terminal Server and it's client software to be installed on the remote computer. A 30 day trial is available from the software vendor at:

<http://www.terminalworks.com/>

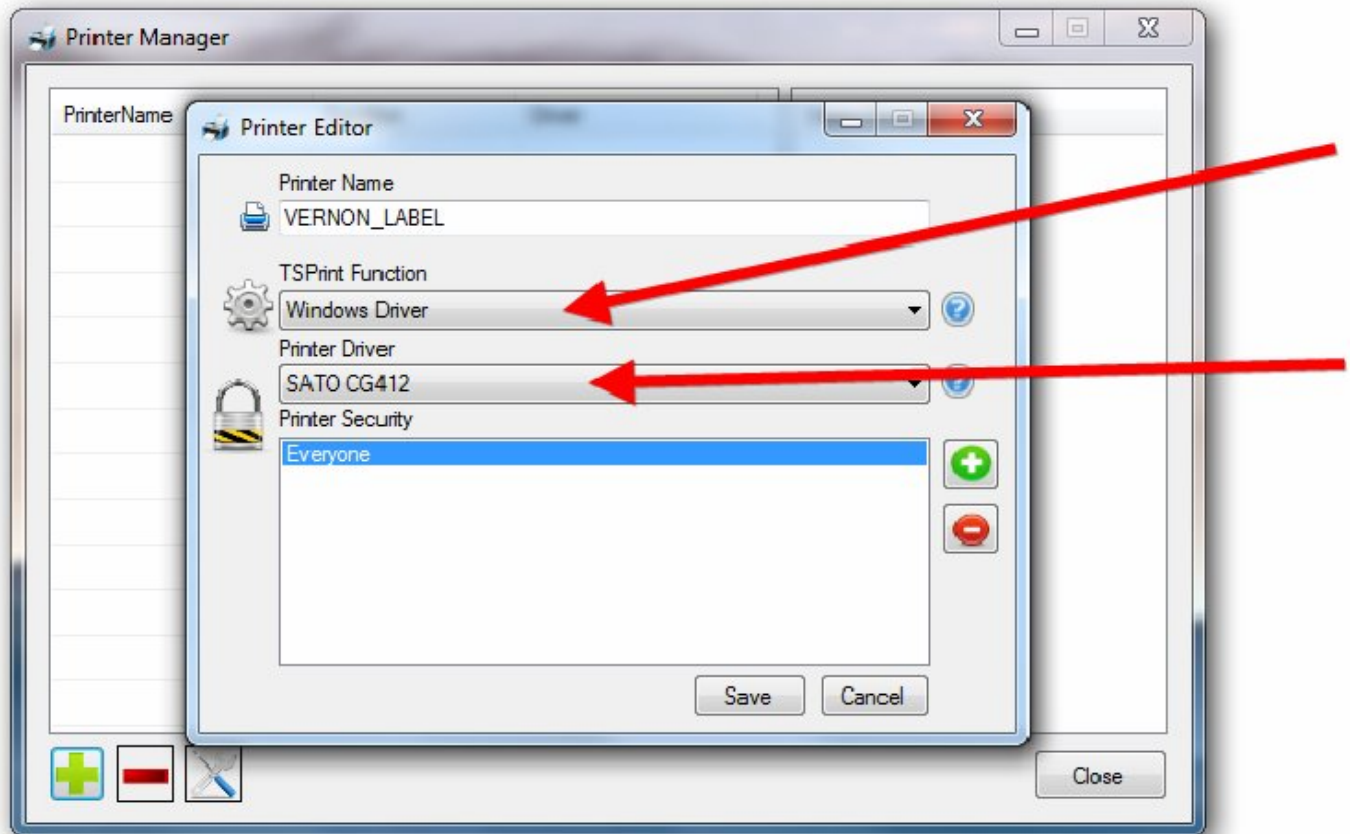


Detailed Problem Solution

Log in to the Terminal Server with the Admin account, and launch TerminalWorks Printer Manager from the start menu.

- Select the printer setup for printing the labels, in the case of a company with a Vernon location, VERNON_LABEL

Make sure NOT to accidentally edit a printer used for a different location, If in doubt, create a new printer.



A - Change TSPrint Function to Windows Driver

B - Select the appropriate Printer Driver (eg SATO CG412 or ZDesigner ... (ZPL))

Click Save,

Then Close.

- Log Off the Terminal Services session (Admin account).
- With no open RDP connections:

Check the driver configurations on the local desktop to make sure all the settings are correct.. (Label size, margins, etc..) if able, create Stock settings, I always set up a stock for every label size to be used, such as "2x4 Shipping". This needs to be selected in main Options tab of the printer driver properties.

- Re-establish RDP connection as regular user (POS3 ..Etc)
- Without starting SystemFive, go into Devices & Printers, and check the settings of the TSPrint driver, it should show up as, for example "VERNON_LABEL". And make sure that if the stock pre-set does not exist, either create it as Admin, or make sure the settings for label size and margins is appropriate. Save.
- Log off the RDP connection.
- Re-establish the RDP connection as regular user again.

- Check the printer settings (as precaution, should have saved without an issue)
 - Launch SystemFive - login as admin or support user
 - In SystemFive:
 - o Make sure that the proper (VERNON_LABEL) printer is assigned in (Settings > Printer Setup > Invoice Setup) once that is proper, close the window, open this window again and double check that it kept the setting.
 - o Go to the Invoice Form Designer for the form in question (Savoy Vernon - Service Tag Label)
- In here, the label design should look proper with no excess white space.

Also a good time to make sure that the correct printer is assigned (VERNON_LABEL)

Save.

- Close SystemFive
- Log off RDP connection.
- Re-establish RDP connection as regular user.
- Let employee log-in, and print a service tag as they normally would.
- Should print a proper label, to the correct printer, without an issue.

Additional Resources

Using Terminal Works to Print to a Slip Printer from Windows XP

http://wiki.wws5.com/doku.php?id=using_terminal_works_with_windows_xp

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