
Common Issues – Default Printer Keeps Changing

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Overview

This Guide runs through the process of when being logged into a Terminal Server session and your default printer keeps resetting itself to an un-desired printer.

Process

Depending on your computers configuration, then when you logon to CUE Terminal Servers, the default printer always defaults to a "... (redirected xx)" printer.

This is desired behaviour of having a printer added to the computer itself. Terminal Servers, by design, default to the redirected printer.

If you are on a full PC (usually denoted by having a CD drive) then you can remove the redirected printers by logging out of CUE Terminal servers. Start by going to Start > Control Panel > Printers and Delete all printer's listed.

If you are on a Thin Client (usually denoted by no CD drive), then please submit a helpdesk ticket, as this is an administrator only task.

Responsibility

PC Issues can be resolved by the user

Thin Client users should direct their issues to CUE IT Support via the usual methods