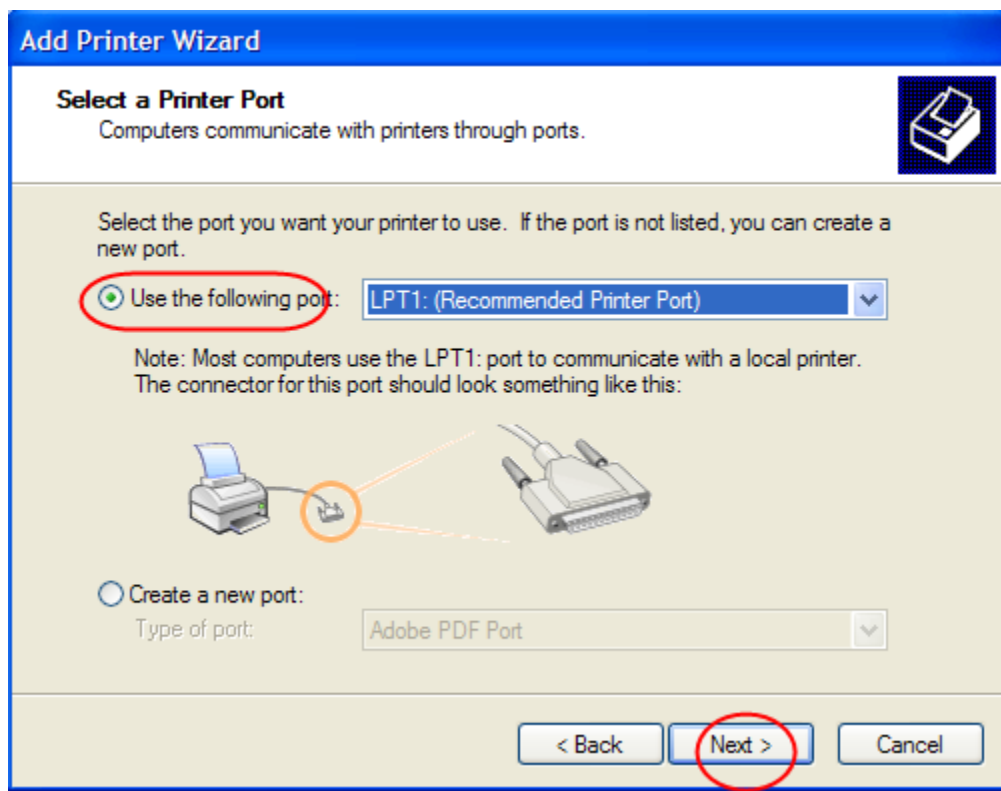


## To Resolve a Remote Printing Issue for an All-in-One HP Printer

### Step 1: (Adding an alternative print driver.)

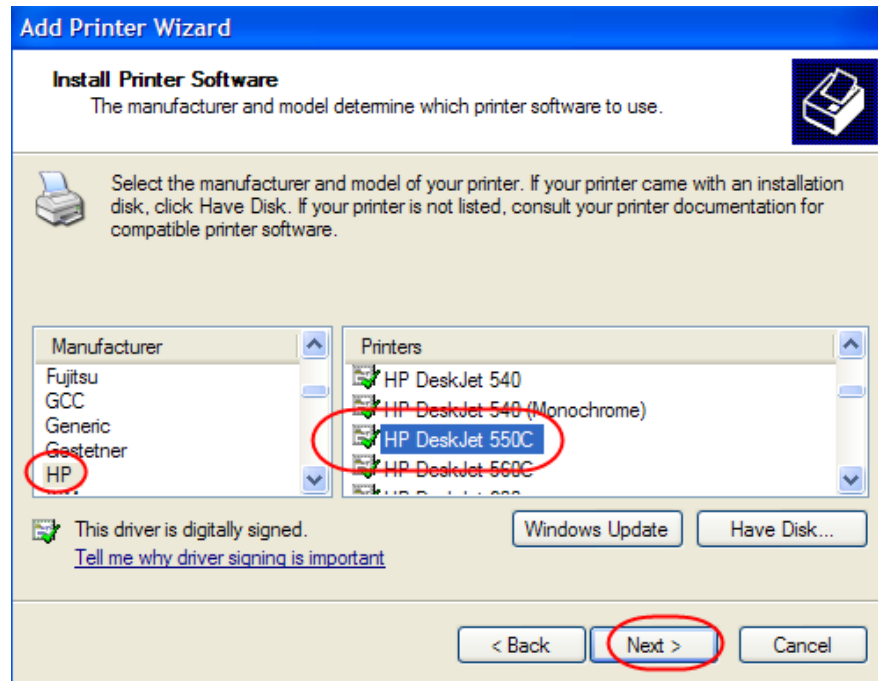
Right click on My Computer > select Explore > Control Panel > Printer and Faxes.  
Double-click the Add Printer icon. Click Next.

When prompted, choose Local, and then click Next.

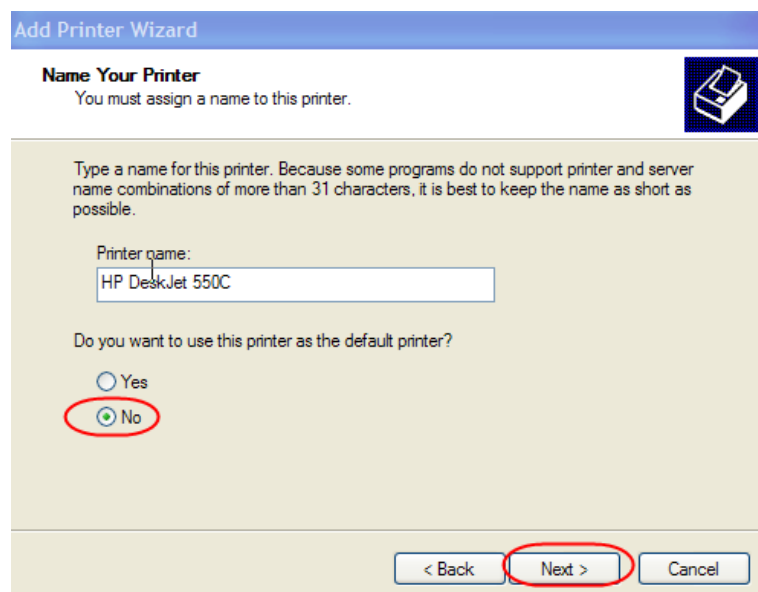


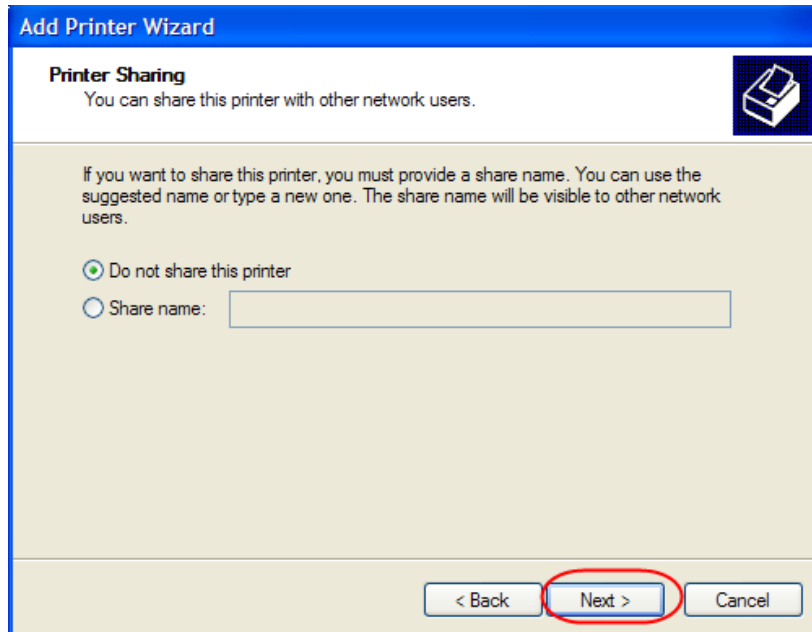
Choose the port as LPT port, and then click Next.

In the Manufacturers list, choose HP.  
In the Printer list, choose the HP DeskJet 550c printer, and then click Next.

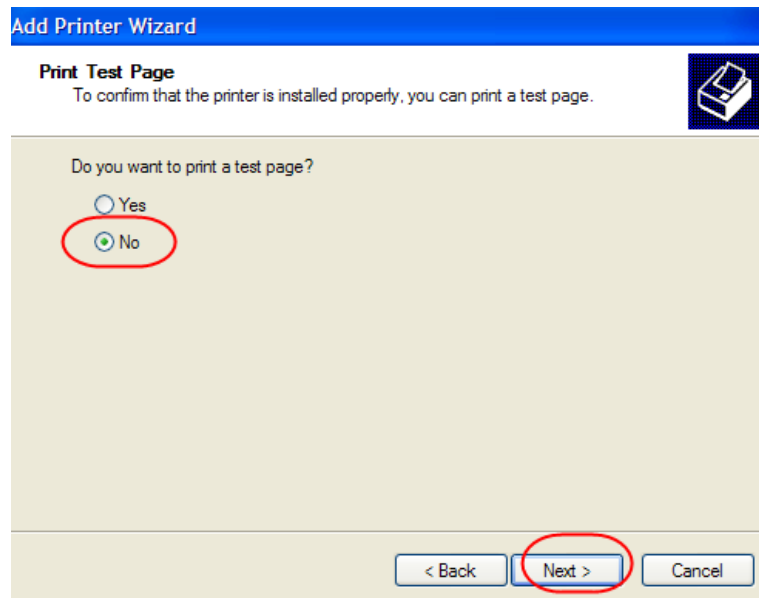


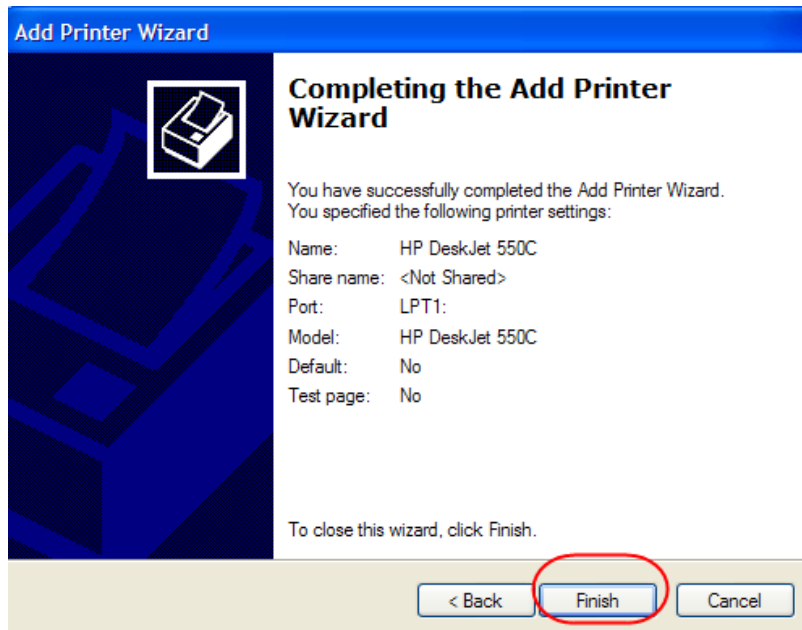
Click No when the "Do you want your Windows based programs to use this printer as your default printer?" message appears. Then click Next.





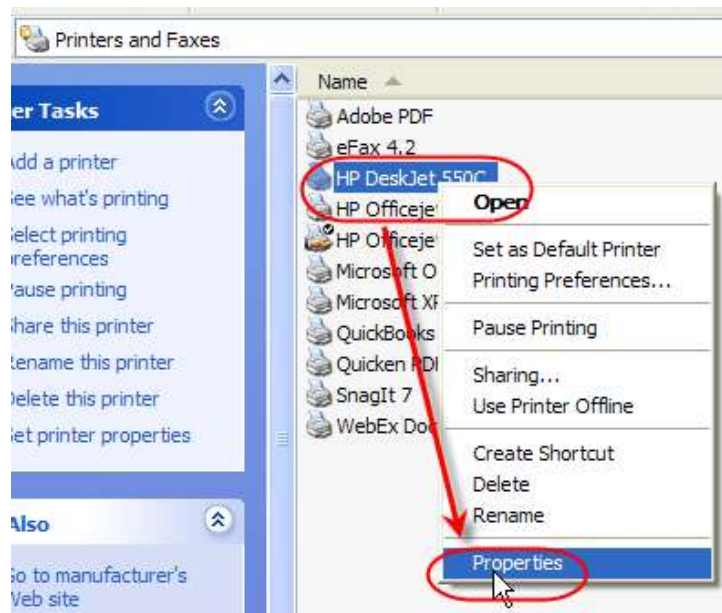
Click No when the "Would you like to print a test page (recommended)" message appears. Then, click Finish.



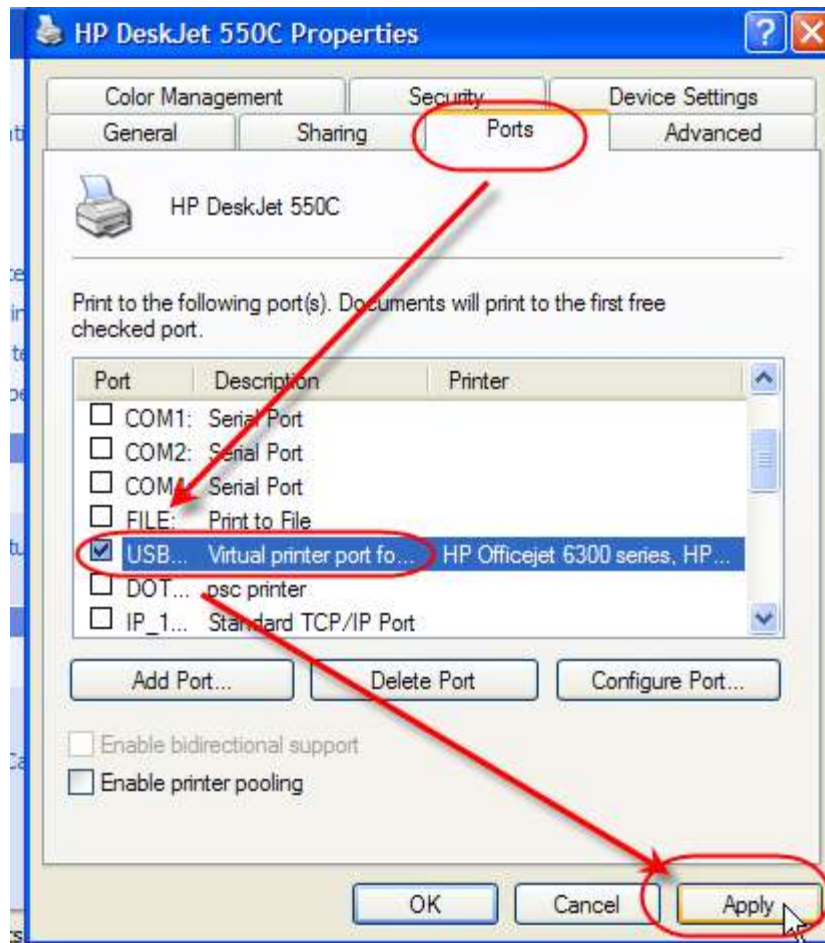


## Step 2: (Pointing it to your printer)

Right Click on the HP DeskJet 550c Icon then Left Click on Properties



Click on the **Ports** Tab. Select **USB Virtual Printer Port**. Click **Apply**



Click on the **General** Tab. under location: Enter "*myname*"Home  
Press "Print Test Page" Press OK

If it prints, the next time you log onto the terminal server you should be able to print fine.

