

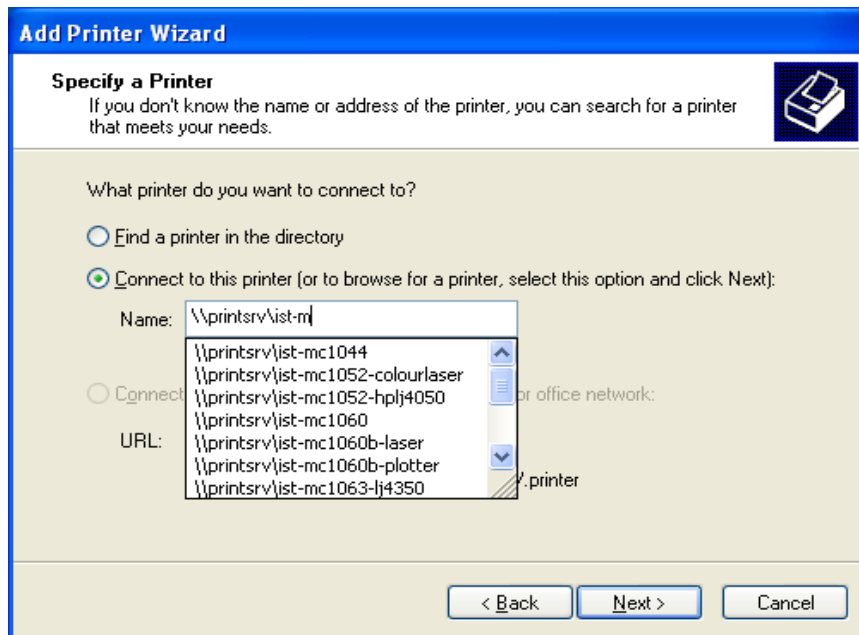
How to install an ADS network printer on the printsrv server

For Windows XP, Vista, Windows 7, standalone Windows laptops and Mac clients

The new printsrv server is a virtual host of two load-balanced print servers (printsrv1 & printsrv2). It offers some redundancy. In the event of either of the actual print servers being down you will automatically fail over to the other server.

ADS managed Windows XP workstations

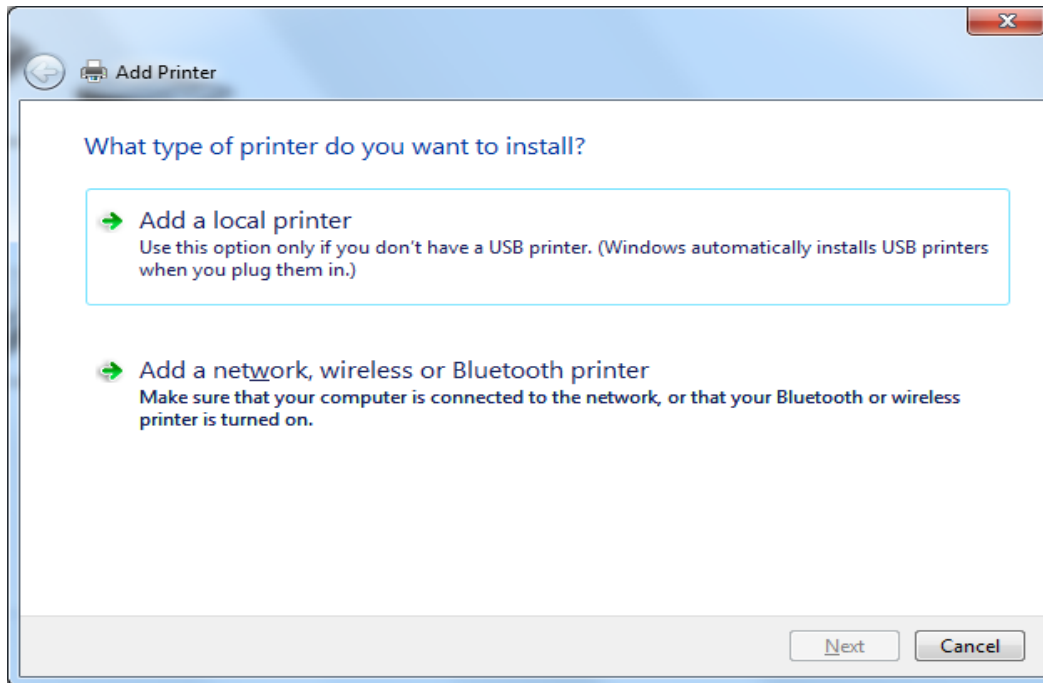
1. Click on the Start menu > go to 'Printers and Faxes' > right-click on the blank space. From the shortcut menu click 'Add Printer'. This will start the Add Printer Wizard.
2. Click 'Next' on the 'Welcome to the Add Print Wizard'.
3. Choose the network printer option. Click on 'Next'.



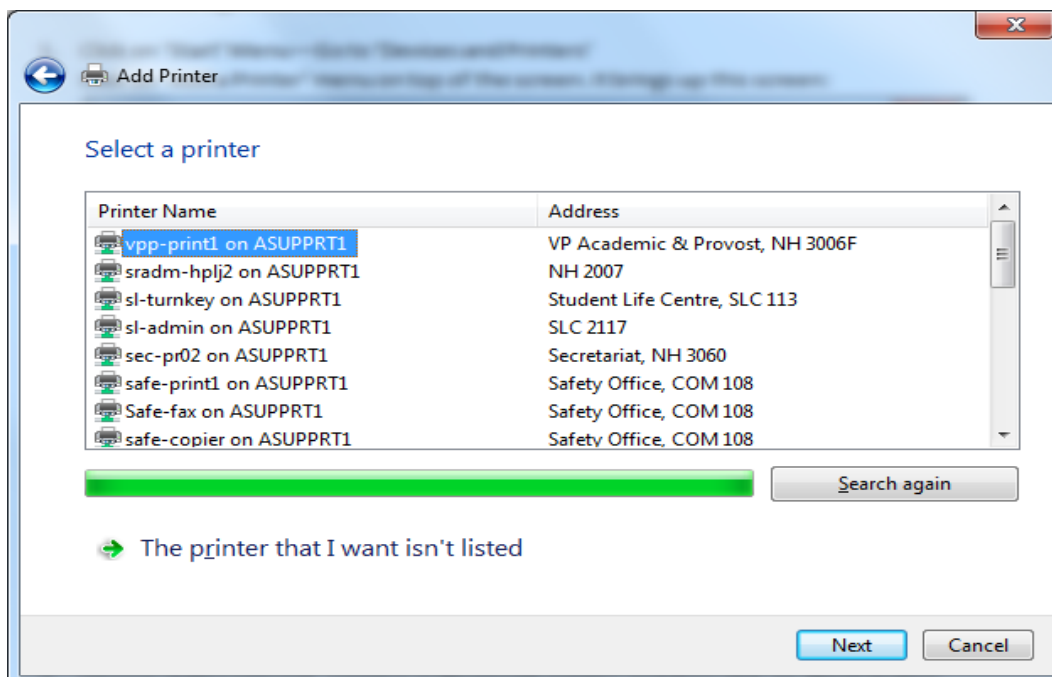
4. Select the 'Connect to this printer' option.
 - Enter the name of the printsrv print queue path you wish to add.
 - After typing in `\\printsrv\` the full list of ADS network printers will appear.
 - Select a printer from the list.
 - Click 'Next'.
 - Choose if you would like to make it your default printer.
 - Click 'Finish' on the final screen.

ADS managed Windows 7 & Vista workstations

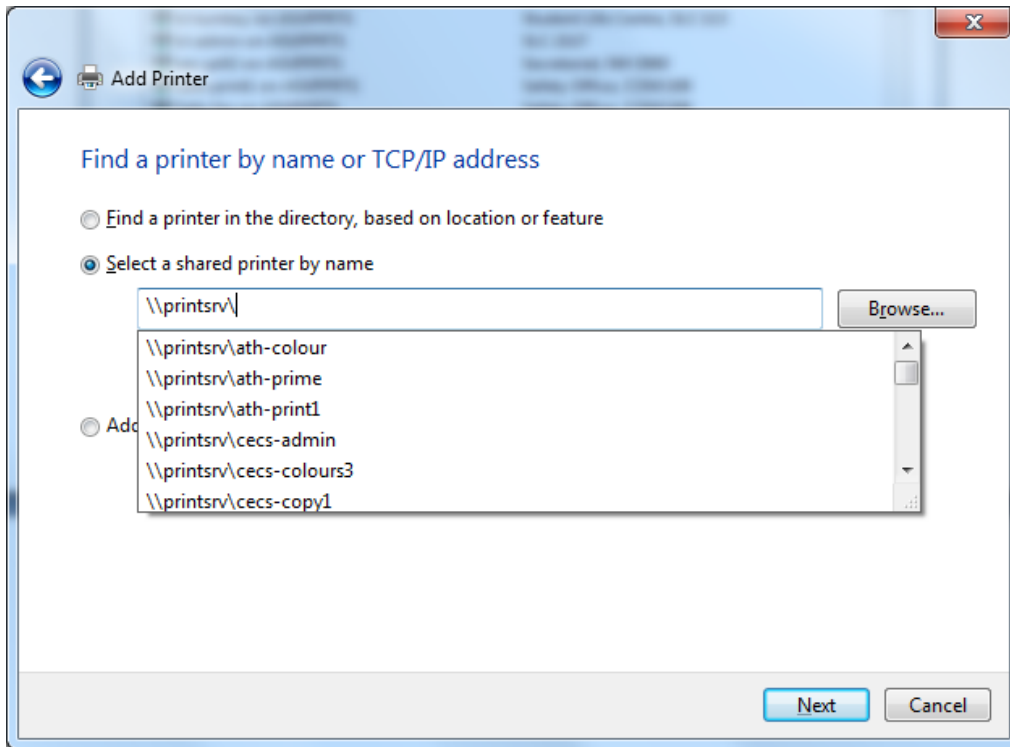
1. Click on the Start menu > go to 'Devices and Printers'.
2. Click on 'Add a Printer' on top of the screen. The Add Printer window appears.



3. Choose 'Add a network, wireless or Bluetooth printer' and then click on 'Next'.



- Warning! DO NOT select a printer from the list. Click on 'The printer that I want isn't listed' and then click on 'Next'.



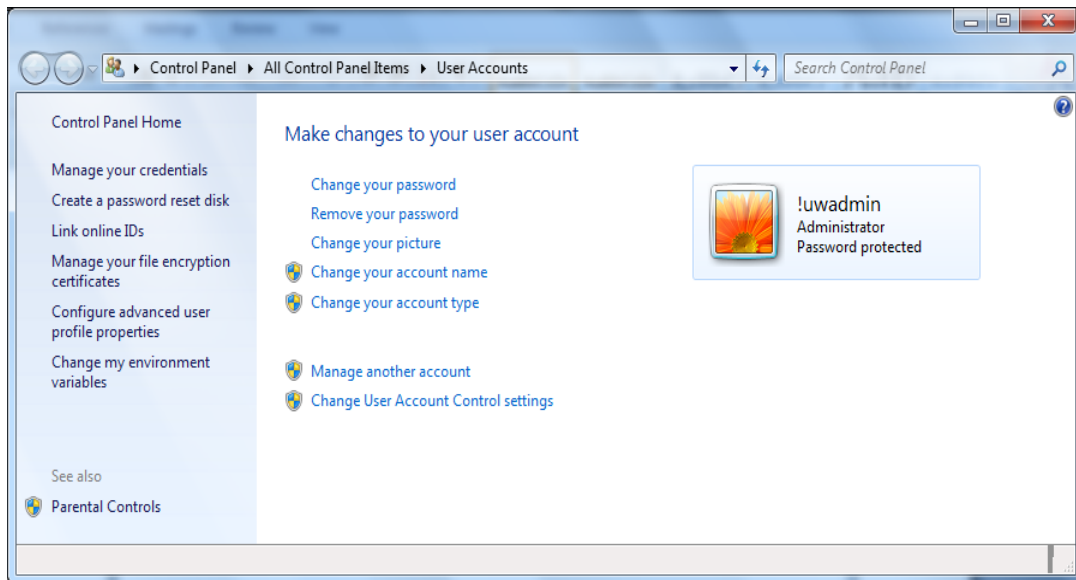
- Choose 'Select a shared printer by name' and manually type `\\printsrv\`, to display a list of all available printers. Choose the printer you want.
- Click 'Next' and follow the screen instructions for the next few easy steps.

Standalone Windows Laptops

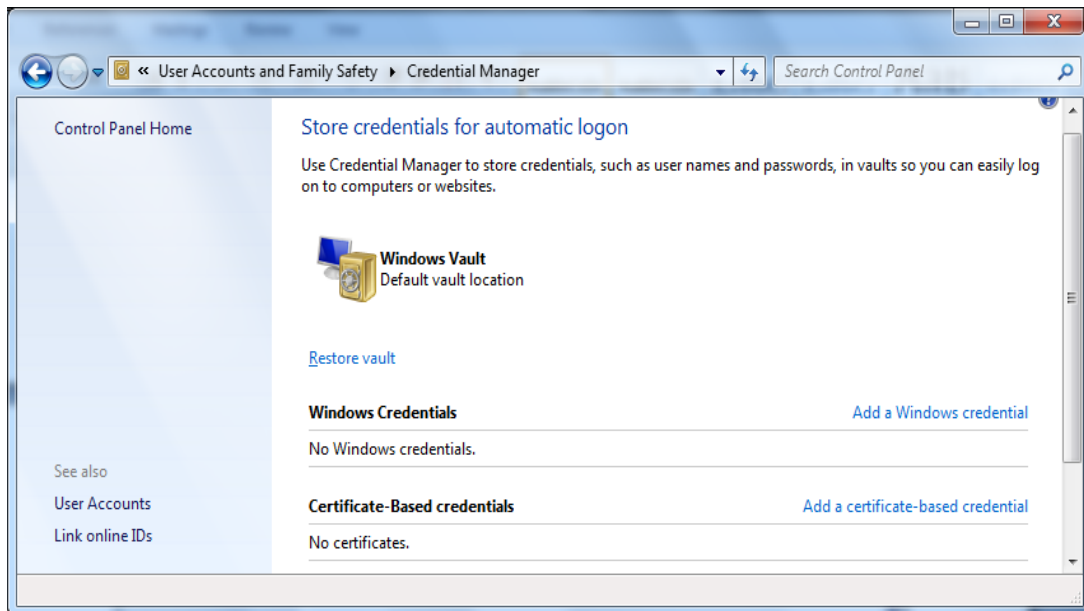
On a standalone laptop, if you would like to use any ADS domain resources in (in this case the printers), you need to authenticate to the ADS domain. One important step of the printer installation is caching an ADS access credential.

Please be aware that installing a printer over a wireless network or remote internet access could take a longer time. It is recommended to bring the laptop on campus and use LAN for printer installation.

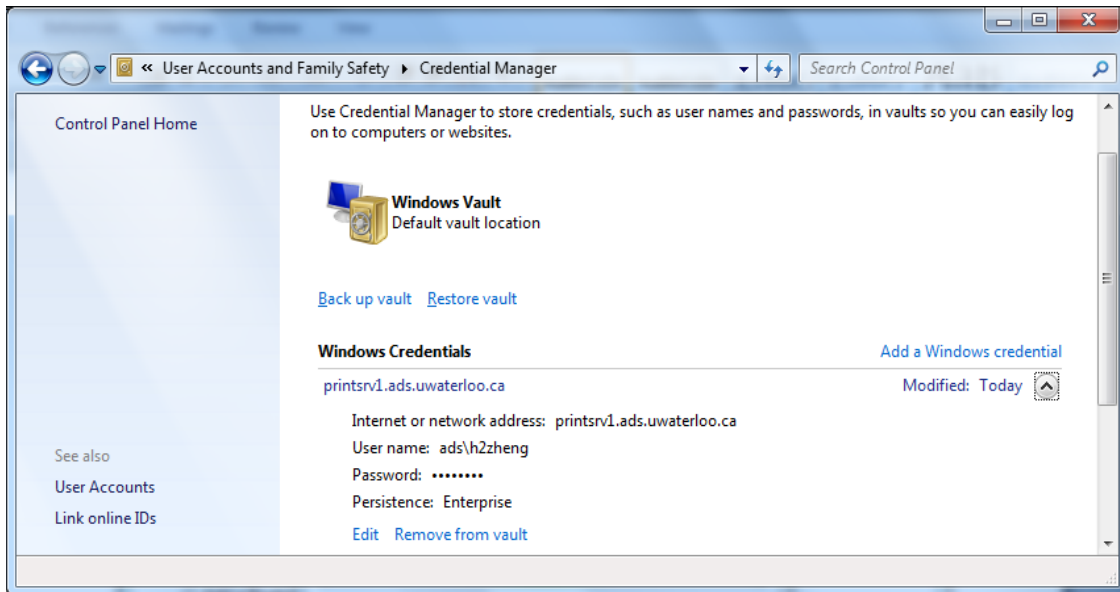
1. From the Start menu > Control Panel > User Accounts, you will bring up the following window:



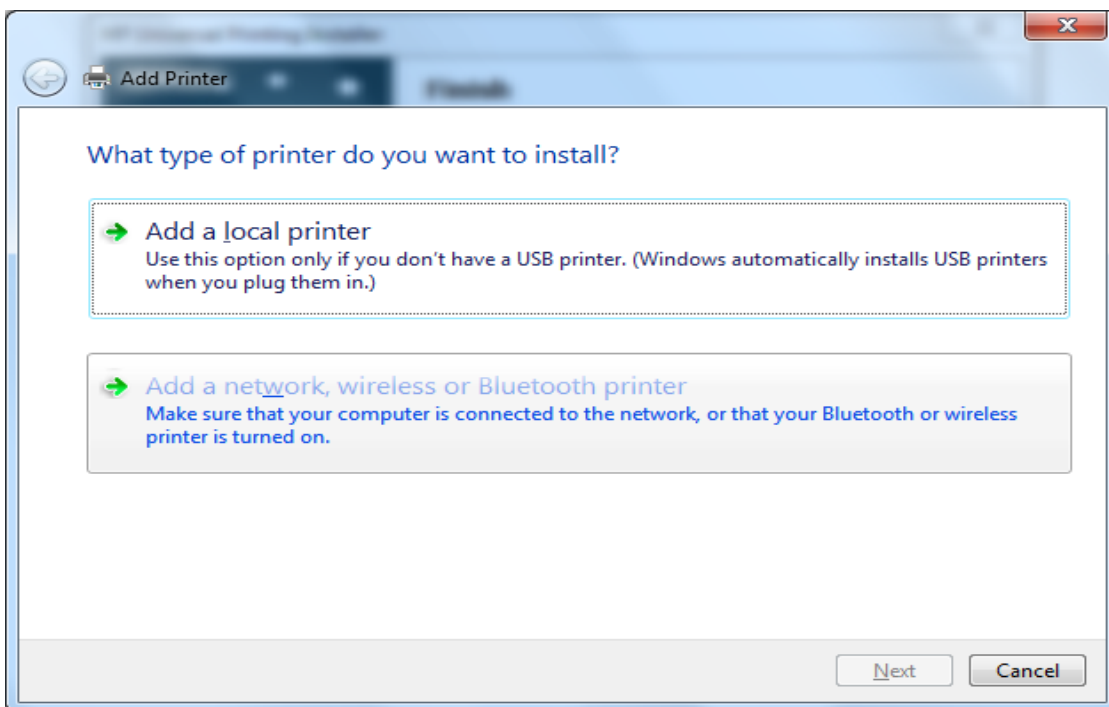
2. Click on 'Manage your credentials' on the left pane.



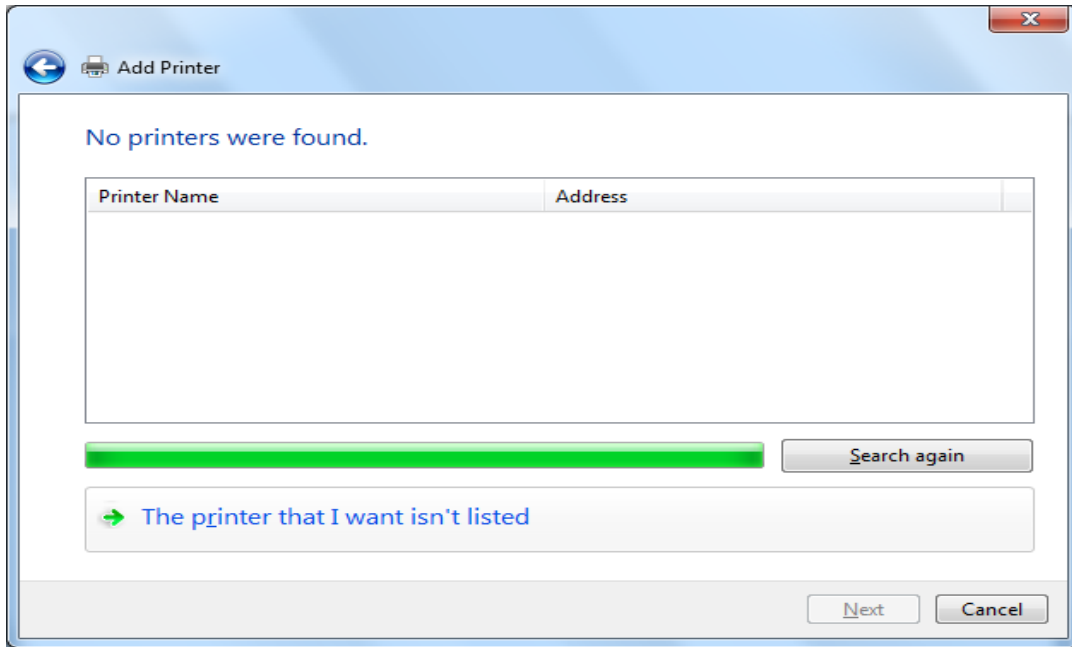
3. Click on 'Add a Windows credential' and enter which server you want to access. In this case you want printsrv1.ads.uwaterloo.ca and your ADS\userid and password. You can also add the entry for printsrv2.ads.uwaterloo.ca. It shows on the following screen:



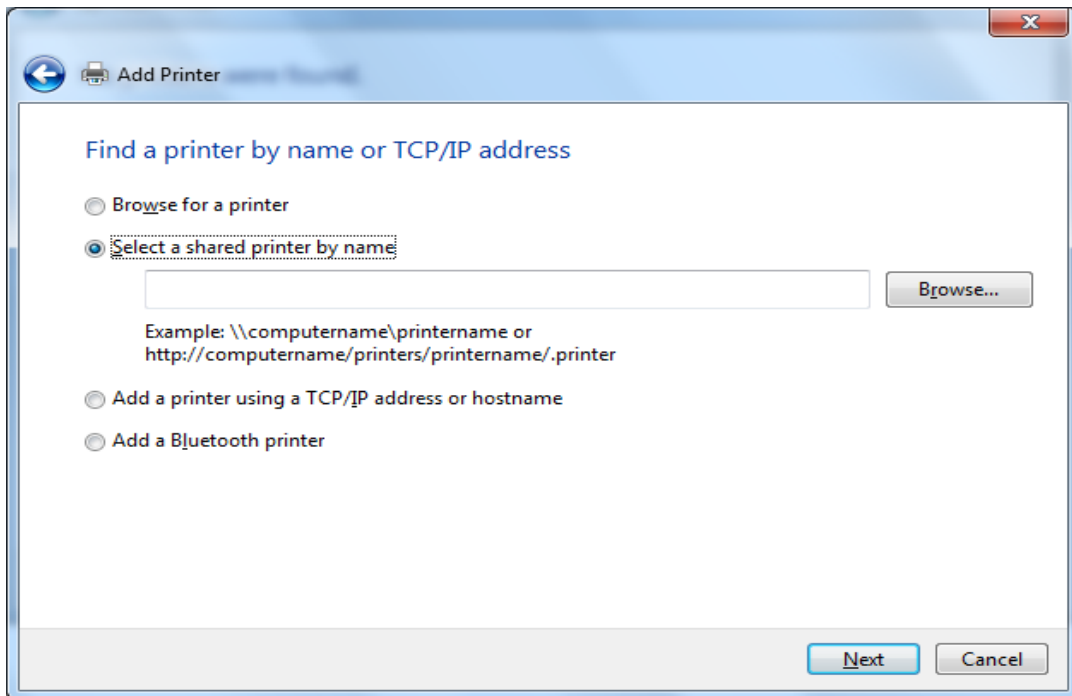
4. After you have added cached ADS credentials, go to the Start menu > Devices and Printers. Click 'Add a Printer' on the top of the screen.



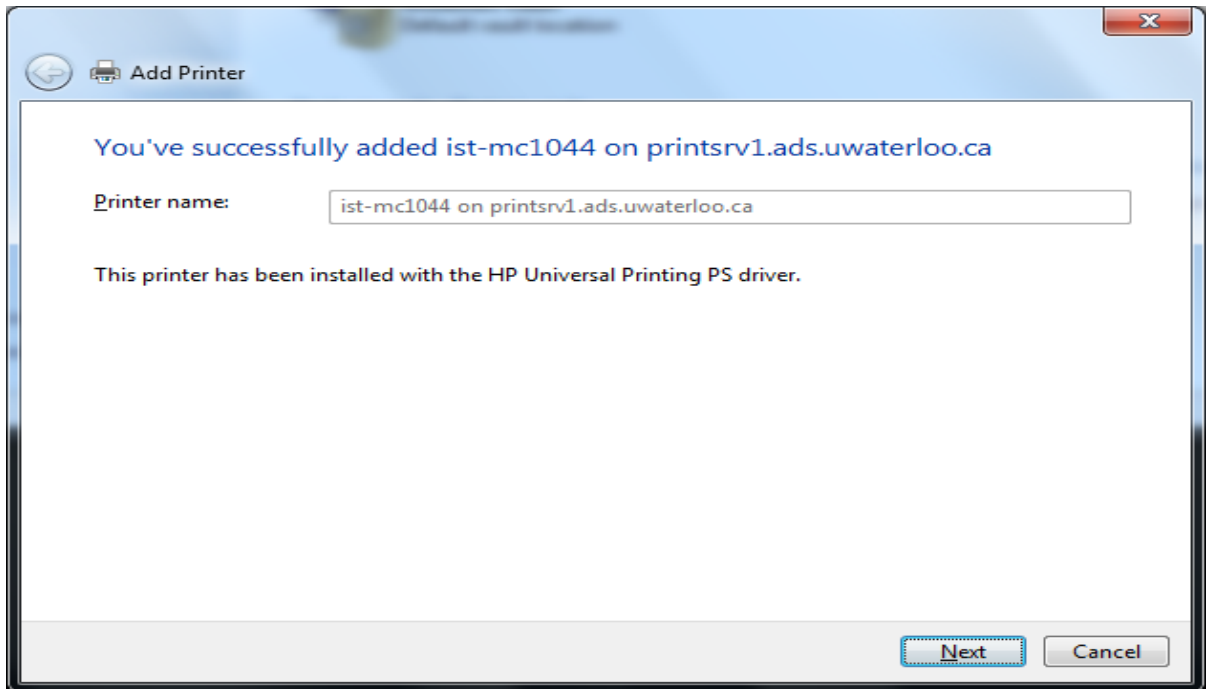
5. Choose 'Add a network, wireless or Bluetooth printer'.



6. Click on 'The printer that I want isn't listed'.



7. Choose 'Select a shared printer by name'.




8. Enter the full path to the printer [\\printsrv1.ads.uwaterloo.ca\printQname](http://printsrv1.ads.uwaterloo.ca/printQname) and then 'Next'.
9. Click 'Next' and Finish the printer installation.

Mapping print queues on Mac Lion (10.7) Clients


Please note: These instructions will also apply to earlier versions of Mac OS with slight variation.

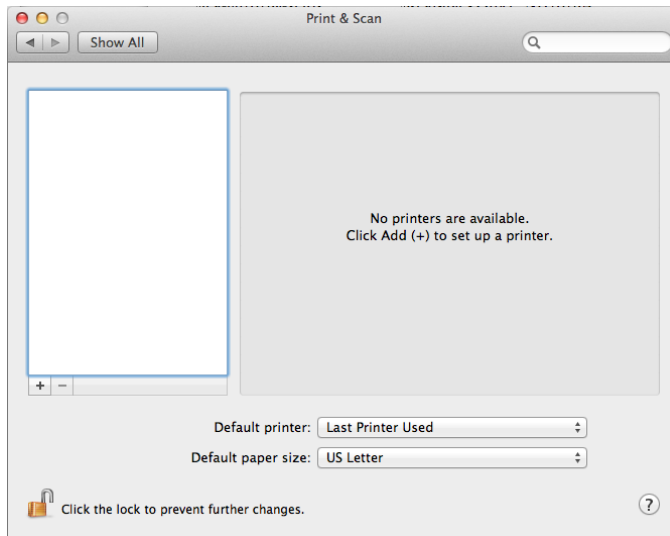
Find your printer:

1. If you do not already know your printer's name/queue go to the following page:
2. https://longpoint.uwaterloo.ca/Windows/ADS/Tools/List_all_printsrv2_PRTs.asp
3. Click on the  button to get a list of printers.
4. Find your printer under the location column, and make a note or copy the "Printer Name" for it.

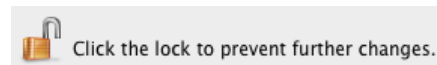
Adding the printer to your Mac:

1. Open up your "System Preferences" 

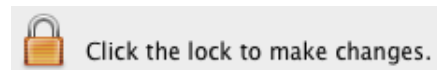
2. Choose “Print & Scan”  and the following dialog window will appear:



3. Make sure that the bottom shows that changes are possible as shown below:

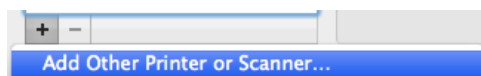


If it shows:

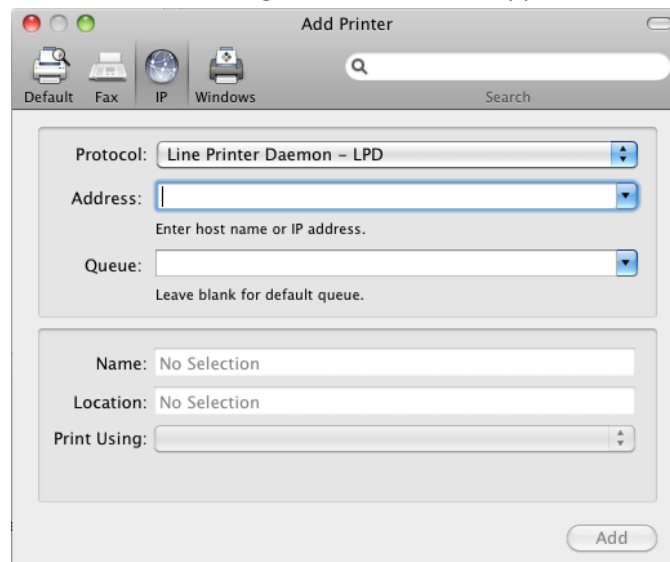


you will have to click on the lock icon and unlock it.

4. To add the printer click on the + symbol, choose “Add Other Printer or Scanner...” as shown below:



5. The Add Printer dialog shown below will appear:



6. Make sure the protocol is “Line Printer Daemon – LPD” and enter `printsv.uwaterloo.ca` in the Address field and make sure that the message “Valid and complete address.” appears beneath the Address field as shown below:

Protocol: Line Printer Daemon – LPD

Address: `printsv.uwaterloo.ca`
Valid and complete address.

Queue:
Leave blank for default queue.

7. In the Queue field enter the Printer Name for your printer, similar to what is shown below:

Protocol: Line Printer Daemon – LPD

Address: `printsv.uwaterloo.ca`
Valid and complete address.

Queue: `ist-chip`
Leave blank for default queue.

8. For the Name and Location fields, enter the name you will remember the printer by, and location for it if you wish, something along these lines:

Name: `CHIP main printer`

Location: `CHIP`

Print Using: Generic PostScript Printer

9. While you can print using the “Generic PostScript Printer” software, it is often best to choose the software for your particular printer model. Choose “Select Printer Software” from the drop down menu as shown below:

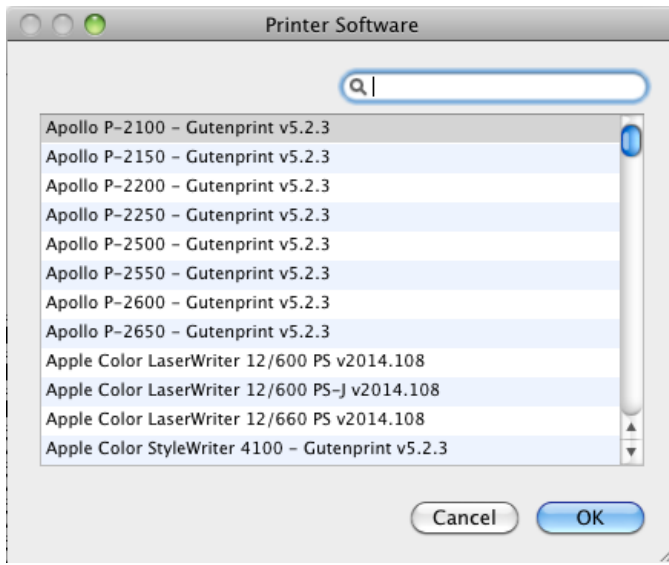
Name: `CHIP main printer`

Location: `CHIP`

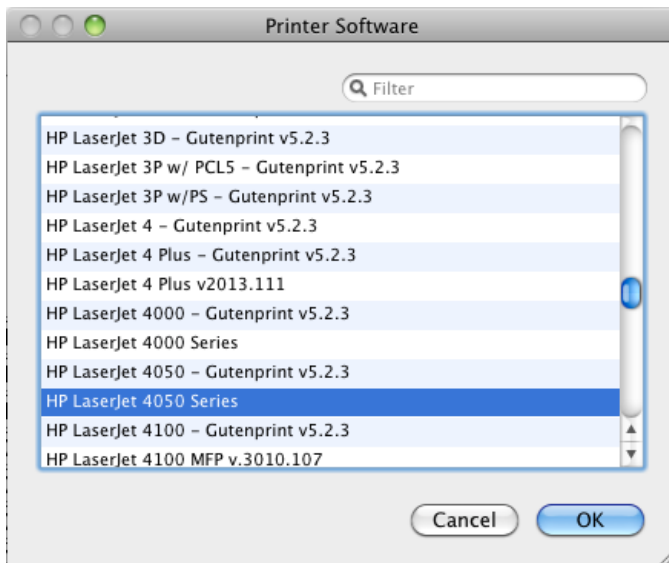
Print Using: `Generic PostScript Printer`

- Auto Select
- Generic PostScript Printer
- Generic PCL Laser Printer
- Select Printer Software...
- Other...

A list of printer types/software similar to the one below will appear:

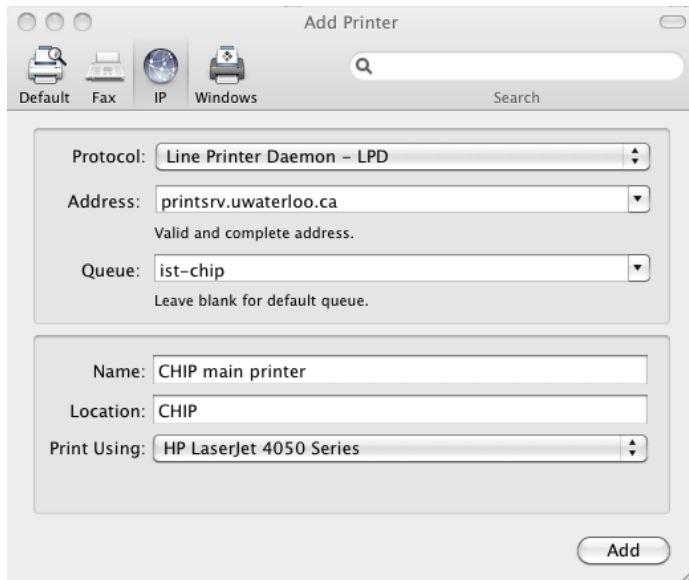


Select your printer as shown below:



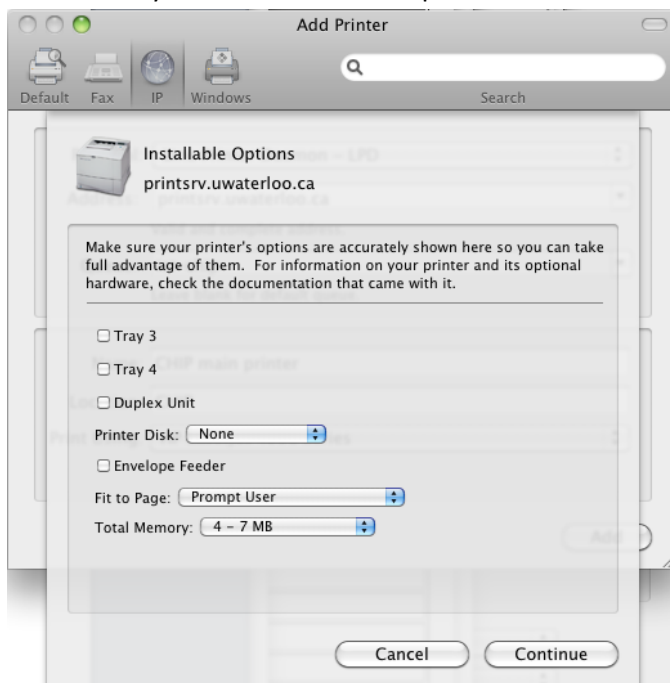
Click the OK button.

Your Add Printer dialog window should resemble the one below:



Click on the Add button.

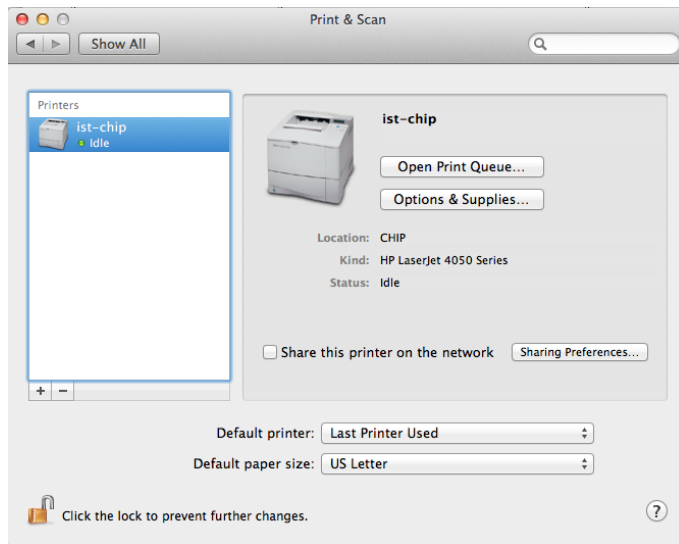
10. You will likely be asked about the options installed on the printer as shown below:



If you know which options your printer has you can set them now. If not, they can be set later if necessary.

Click on the Continue button.

11. The “Print & Scan” dialog window should now show the printer in the printer column as shown below:



12. You can now close this window. Done!

Questions and Answers:

1. What are the print servers I should use now?

Answer:

New Windows print servers are running Windows 2008 R2. There are two servers “printsrv1” and “printsrv2” load balanced using virtual host “printsrv”. So, when you map a printer to [\\printsrv\Qname](#), it could map to either [\\printsrv1](#) or [\\printsrv2](#) in your logon session. Two servers are given an even load.

2. Sometime my printer shows “offline”? What should I do?

Answer:

It could be the server you mapped to in your current session is down; in this case you need to logout and logon again. For users who want to avoid a re-logon, you can install both [\\printsrv1\qname](#) and [\\printsrv2\qname](#) on your local machine.

It could be the Network load balancer is down, in this case we have to wait and do nothing. Fortunately this is very rare.

Sometimes a user’s job queue in the spooler may be having trouble printing. This blocks all other users’ jobs from printing. In this case, you can power cycle the printer or you can call `ntmaint (X84946)` to clear up the queue.

3. I can't map printers on a Windows 7 or Vista workstation?

Answer:

We have edited the PnP restriction local group policy to allow normal users (without admin privilege) to install print queues on Windows 7 and Vista without UAC.

When users are transferred from XP to Win7, their data follows either by roaming profile, Easy Transfer or simply copying over. So, there will be some old print info cached on local machine. The spooler cleanup utility doesn't work on windows 7 anymore. So, there are some manual chores that admin people have to do following this Microsoft recommendation: <http://support.microsoft.com/kb/324757> we are trying to create a script that can automate this tedious procedure.

4. Where do I get the most recent driver?

Answer:

You can get the most recent version of a driver from the vendors' web site. For Windows clients, the driver will be downloaded from the print server automatically when you map a printer on the server. For Mac users, most likely you need to download drivers from the vendors' websites.