

# RE: RWW Printer Problems

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*Source:*

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2008-07/msg01583.html>

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- *From:* [v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx](mailto:v-terliu@xxxxxxxxxxxxxxxxxxxxxxxx) (Terence Liu [MSFT])
  - *Date:* Fri, 18 Jul 2008 03:17:26 GMT
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Hello Richard,

Thank you for posting here. Let's also thank Merv for the input.

According to your description, I understand that you unable to redirect the printer via RWW when you logon from one remote client. If I have misunderstood the problem, please don't hesitate to let me know.

Based on my research, I suggest we try the following steps to see if we can resolve this issue:

1. Ensure you use the properly steps to redirect printer and drive via RWW.
  - a. Logon the RWW from the Machine A, click "Connect to my computer at work" link.
  - b. Click "Optional Settings" link, and tick options "Enable files or folders to be transferred between the remote computer and this computer" and "Enable documents on the remote computer to be printed on a local printer"
  - c. Select the computer in the list, and click Connect.
2. If the printer is not redirected after the steps above, that may be you do not install the Machine A printer driver on the Machine B.

To redirect local printer to remote computer, we need install the local printer's driver on the remote computer. Please copy Machine A printer's driver to Machine B, and install the driver on it. Then, reconnect the RWW.

Note: You can see Machine C printer on Machine B, may because you had installed the Machine C printer's driver on the Machine B. Or Machine C printer and Machine B printer are the same mode and share driver.

If we cannot resolve the issue after we perform the steps above, please help me collect some information for further investigation:

1. Does the drive redirection work properly? Can you see the Machine A's drives on the Machine B?

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2. Where is the "check box for local drives"?
3. Where is the "connect your local ports to your remote computer"?
4. What's OS of your Machine A, B and C?

I hope these steps will give you some help.

Thanks and have a nice day!

Best regards,

Terence Liu (MSFT)

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<http://www.microsoft.com/communities/newsgroups/en-us/default.aspx>

When opening a new thread via the web interface, we recommend you check the "Notify me of replies" box to receive e-mail notifications when there are any updates in your thread. When responding to posts via your newsreader, please "Reply to Group" so that others may learn and benefit from your issue.

Microsoft engineers can only focus on one issue per thread. Although we provide other information for your reference, we recommend you post different incidents in different threads to keep the thread clean. In doing so, it will ensure your issues are resolved in a timely manner.

For urgent issues, you may want to contact Microsoft CSS directly. Please check <http://support.microsoft.com> for regional support phone numbers.

Any input or comments in this thread are highly appreciated.

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From: "Richard K" <Rkokoski@xxxxxxxxxx>  
Subject: RWW Printer Problems  
Date: Thu, 17 Jul 2008 13:21:42 -0400  
Lines: 24  
X-Priority: 3

RE: RWW Printer Problems

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X-MSMail-Priority: Normal  
X-Newsreader: Microsoft Outlook Express 6.00.2900.3138  
X-RFC2646: Format=Flowed; Original  
X-MimeOLE: Produced By Microsoft MimeOLE V6.00.2900.3198  
Message-ID: <#wzIVGD6IHA.4852@xxxxxxxxxxxxxxxxxxxxxxxx>  
Newsgroups: microsoft.public.windows.server.sbs  
NNTP-Posting-Host: pool-71-179-91-123.bltnmmd.fios.verizon.net 71.179.91.123  
Path: TK2MSFTNGHUB02.phx.gbl!TK2MSFTNGP01.phx.gbl!TK2MSFTNGP03.phx.gbl  
Xref: TK2MSFTNGHUB02.phx.gbl microsoft.public.windows.server.sbs:115686  
X-Tomcat-NG: microsoft.public.windows.server.sbs

I have been trying to RWW into my SBS 2003 R2 network from a remote Win XP machine (Machine A). I go through servername\remote, log in, then connect to a client computer (Machine B). I hit the check boxes to connect local drives and printers and just before it connects I get a warning about connecting local devices. The check box for local drives is enabled and checked but the check box for "connect your local ports to your remote computer" is unchecked AND disabled. when I connect to the client

computer

I don't see ANY of my local printers (printers on Machine A). I only see the printers on the in-office computer (Machine B).

To add to this when I do this same thing but from another machine (Machine

C

remoting into Machine B) then I have no problem and Machine C can see printers for Machine B and Machine C. There is something with Machine B

but

I don't know what to check.

Thanks!

-Richard