

# Printer Problems: VPN? Backoffice? TS?

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[http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal\\_services/2006-12/msg00789.html](http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-12/msg00789.html)

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  - *Date:* Fri, 22 Dec 2006 10:43:13 -0800
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Hello all

I have a strange situation here, I'm not sure where the problem lies so I don't know if this will end up being the right group.

I have a computer on a network that connects to a remote VPN for connectivity and then uses RDP for backoffice. This setup worked flawlessly for the last few months, recently another office moved into the building and the IP structure was changed from 192.168.1.xxx to 192.168.123.xxx After this change was put in place a strange thing happened where the network printer worked but it would only recognize tray 1 and it requires the tray be swapped between legal and letter ... now the head office decided to uninstall the VPN client locally and reinstall a new one. Doing this made the NETWORK Printer unavailable when connected to the VPN, even with allow local LAN access checked. So to make it work we reconnected the printer to the LTP port, however we're back to square one. The printer works, but doesn't recognize the trays.

It's an HP Laserjet 4Si running on a windows 2kpro computer. I should mention that when not connected to back office, both trays function fine.

any insite would be great.

Thanks  
-Andre