

PRINTING TO HGL 206 XEROX MACHINE FROM A PERSONAL (UNMANAGED) PC WINDOWS COMPUTER (October 2021)

Personal (unmanaged) PC Windows computers are currently unable to directly print to 206, until further notice. This is the result of a Windows update that makes your computer no longer trust the driver. Unfortunately, there is no easy solution at this time. If you are experiencing issues, please email the College of Arts and Sciences computer group at consult@cas.syr.edu and include some details about your problem for assistance. However, due to a high volume of requests, it may take some time for a response.

In the meantime, you have three other options:

1. Using a USB Drive

- a. Save your document (only .pdf files will work) to a small (4 or 8 GB, large capacity will not work) thumb drive and plug it directly into the printer. Be sure your document is not in a subfolder. The front desk in 204 has extra USBs if you need one.

2. Remote Desktop System

- a. Via your personal computer, log into the University's Remote Desktop System. Instructions to do so can be found here:
<https://answers.syr.edu/pages/viewpage.action?pageId=105089561>
- b. This method will require you to add the 206 printer, likely, each time you login to the system. To add the printer: Press "Windows + R" to bring up the "Run" dialogue box. Type [\\as-prq-01.ad.syr.edu\as-ear-heroy-206](https://as-prq-01.ad.syr.edu/as-ear-heroy-206) and hit "ok" - it will go through the process of adding the printer.

3. Use the Department Laptop in 206

- a. The last option is to login to the Department laptop that we have put in 206 to the left of the copier, using your SU credentials (you cannot print from the guest account). After logging in, the printer will install itself after a few minutes with no further action required on your part. It will not have to reinstall each time - just the first time.