Technical Bulletin

Using Remote Desktop Connection

This Technical Bulletin assumes that your computer is part of a network that permits Remote Desktop connections. If you are unsure, consult your system administrator.

If you have a Windows XPe-based print server that does not have the keyboard, monitor, and mouse attached, use Remote Desktop Connection to remotely manage your print server.

The Remote Desktop Connection client software allows a client computer running Windows 98/Me, Windows NT 4.0, Windows 2000, or Windows XP Professional to control your Windows XPe-based print server remotely. With Remote Desktop Connection, you can install patches and updates to your print server using a remote client workstation.

The Remote Desktop Connection client software is available on the Windows XP Professional and Windows XP Home Edition installation CD. It is installed by default on computers running Windows XP Professional and Windows XP Home Edition. For other Windows client computers, install the software directly from the Microsoft web site.

To use Remote Desktop Connection, you need:

- A Windows XPe-based print server with Remote Desktop enabled

   To enable Remote Desktop, see "Enabling Remote Desktop Connection on the print server" on page 2.

- A remote client computer running Windows 98/Me, Windows 2000, or Windows XP Professional.

   Make sure that the client computer has the Remote Desktop Connection software installed. If you do not have Remote Desktop Connection installed on your client computer see "Installing Remote Desktop Connection software on the client computer" on page 3.

- A network connection to control the remote client computer and the print server.

Enabling Remote Desktop Connection on the print server

The patch number "1-E4VH1 (to enable remote desktop)" enables the Remote Desktop feature and allows you to remotely manage the print server using another computer. To obtain this patch, contact your local OEM support center.

You must be logged on with Administrator privileges or be a member of the Administrators group to enable Remote Desktop Connection.

TO ENABLE THE REMOTE DESKTOP FEATURE ON THE PRINT SERVER

1 **Download the patch file "1-E4VH1 (to enable remote desktop)" to the Direct queue using Fiery Downloader or Command Workstation.**

NOTE: After you install the patch, wait at least 60 seconds before rebooting the system. This ensures that the patch file processes completely.

2 **On the print server LCD, select Shutdown, and then select Reboot System.**

3 **When the print server reaches Idle, reboot the system a second time by selecting Shutdown, and then selecting Reboot System.**

NOTE: You must reboot twice for the patch to take effect.

4 **When the print server reaches Idle after the second reboot, print a Configuration page.**

5 **Verify that the Update Info section on the Configuration page contains the patch number 1-E4VH1 (Enable Remote Desktop).**

Installing Remote Desktop Connection software on the client computer

If Remote Desktop Connection is not installed on your client computer, you must install the Remote Desktop Connection software. You must be an Administrator on the client computer to install Remote Desktop Connection software.
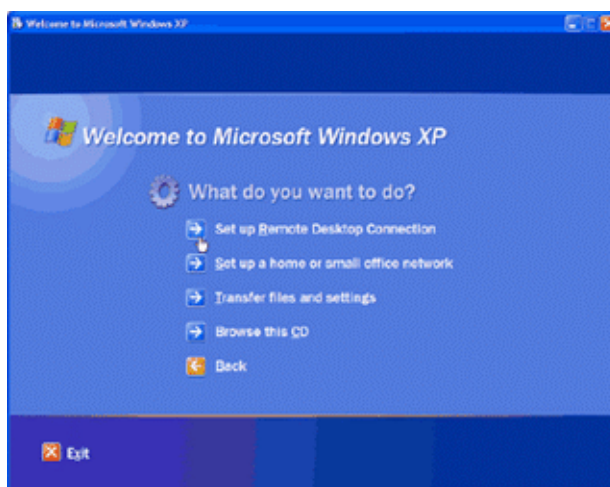
TO INSTALL THE REMOTE DESKTOP CONNECTION SOFTWARE ON A CLIENT COMPUTER

1 **For Windows XP, insert the Windows XP Installation CD into your CD-ROM drive.**

   For other Windows client computers, download the client software utility from Microsoft at http://www.microsoft.com/windowsxp/downloads/tools/rdclientdl.mspx.

   The Welcome page appears.

2 **Click Perform additional tasks and then click Setup Remote Desktop Connection.**

3 **When the Installation Wizard starts, follow the on-screen instructions.**

Creating a new Remote Desktop Connection

Once you enable the Windows XPe-based print server to allow remote connections and install the Remote Desktop Connection software on a Windows client computer, you can use your remote client computer to connect to the print server.
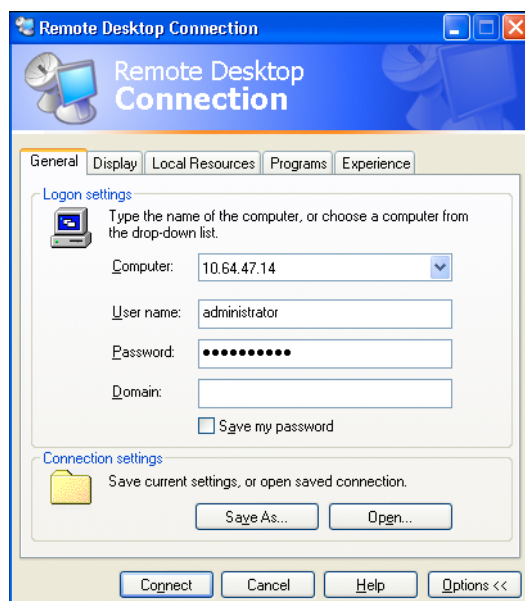
TO CREATE A NEW REMOTE DESKTOP CONNECTION

1 Start Remote Desktop Connection. (Start > Programs or All Programs > Accessories > Communications > Remote Desktop Connection)

2 In the Computer field, type the computer name or IP address of the Windows XPe-based print server.

NOTE: Remote Desktop must be enabled.

3 Click Connect.

The Logon Settings dialog box appears.

In the User Name field, type the Administrator Name.

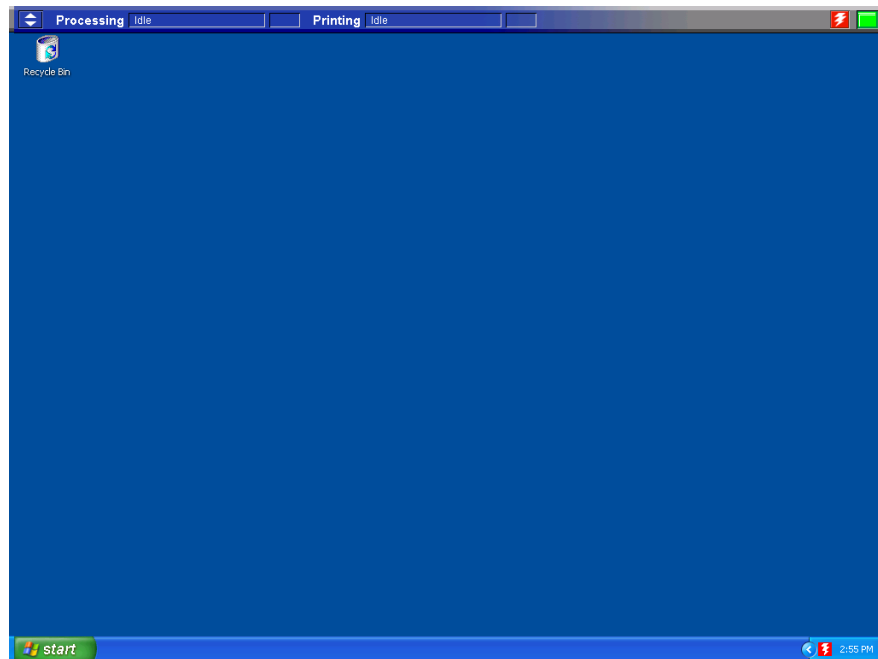In the Password field, type the print server password.

In the Domain field, if required, type the domain information.

NOTE: To change your connection settings, click Options before you connect.

4 Click OK.

The Remote Desktop window opens and desktop settings, files, and programs that are on the print server are displayed.

5 When you finish installing patches or updates, click Start, and then click Shut Down.

The Shutdown dialog box appears.

6 Choose Log Off, and then click OK.

Opening a saved connection

A Remote Desktop file (.rdp) contains all the information for a connection to a remote computer, including all the Options settings that were configured when the file was saved.

You can customize any number of.rdp files, including files for connection to the same computer with different settings.

TO OPEN A SAVED CONNECTION

1 In Windows Explorer, open the Remote Desktop folder in My Documents.

2 Click the.rdp file for the connection that you want to open.

Disabling Remote Desktop

For security purposes, you may want to disable Remote Desktop Connection when you finish downloading updates or patches.

TO DISABLE REMOTE DESKTOP

1 Download the patch file "1-E4VH1-R" to the Direct queue using Fiery Downloader or Command Workstation®.

NOTE: After you install the patch, wait at least 60 seconds before rebooting the system. This ensures that the patch file processes completely.

2 On the print server LCD, select Shutdown, and then select Reboot System.

3 When the print server reaches Idle, reboot the system a second time by selecting Shutdown, and then selecting Reboot System.

NOTE: You must reboot twice for the patch to take effect.

4 When the print server reaches Idle after the second reboot, print a Configuration page.

5 Verify that the Update Info section on the Configuration page contains the patch number 1-E4VH1-R ("R" indicates removal).