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The printing doesn?t occur because a shared printer sends a print job to a wrong tray, thus repors the tray is empty.

- Parallels Desktop for Mac Standard Edition
- Parallels Desktop
- Parallels Desktop for Mac Pro Edition

Symptoms

I have a printer with several paper trays connected to my Mac and used as a shared printer for a Windows virtual machine.

When I try printing on Windows side I get an error message saying there's not enough paper.

Resolution

In order to print from Windows side you need to switch the paper tray:

1) While in the document that you need to print, press Ctrl+P and click on Properties

2) Switch to **Paper/Quality** tab and change **Paper source** to Tray 1 or Tray 2 depending on which really contains paper in your printer

In case it didn't help, try another solution:

- 1. Open Safari and follow this link <u>http://localhost:631/printers/</u>. The browser will show CUPS.org page. If it won't, open Terminal (Finder Applications Utilities Terminal) and execute the following command in it: **cupsctl WebInterface=yes** Then refresh the browser page
- 2. Choose the printer that needs to be set up.
- 3. Find Administration drop-box and choose Set Default Options.
- 4. Change Paper source to Tray 2
- 5. Click Set Default Options.

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