



Collecting Printing information using DumpPrinters utility

- Parallels Remote Application Server

Information

DumpPrinters utility is a troubleshooting tool which is designed to collect all the information about printers in order to troubleshoot issues related to printer redirection and incorrect printout.

When troubleshooting printer redirection issues tool should be executed on the client side only. For incorrect printout issues, tools should be executed on both: client side and in the remote session.

Usage - Client side

1. Start Command Prompt and execute

```
mkdir %userprofile%\Desktop\DumpPrinters
```

As a result **DumpPrinters** folder will be created on your Desktop:

2. Download **DumpPrinters** utility on the local machine and place it in the created **DumpPrinters** folder.
3. In the Command Prompt execute

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml > %userprofile%\Desktop\local_all.xml
```

Note: if you are asked to collect information about specific printer, then use the command below:

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name="<printer_name>"
```

where **<printer_name>** is the name of the printer. Note that tool supports regular expressions. For example, following commands are relevant to collect information about printer named **Generic / Text Only**:

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name=".*+Text"
```

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name=".*+Only"
```

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name="Generic"
```

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name="Generic / Text Only"
```

As a result **local_all.xml** file will be created in the **DumpPrinters** folder on your Desktop:

Open this file and make sure that it is not empty.

4. Compress and send this file to Parallels Support team when it is requested.

Usage - Server side

1. For convenience publish Desktop of the destination resource (RD Session Host, PC Agent or Guest Agent):

- ◆ Open **Remote Application Server Console**.
 - ◆ In the left pane navigate to **Publishing** and click on **Add** button.
 - ◆ Choose **Desktop** and publish the Desktop of required resource (RD Session Host, PC Agent or Guest Agent).
 - ◆ Once Desktop is published in the right pane switch to **Filtering** tab and add only user in question in order to prevent all other users from seeing this published Desktop:
- ◆ Hit **Apply** button in the bottom-right corner to save the changes.
2. On the client side open **Parallels Client** and launch published Desktop.
 3. In the remote session start Command Prompt and execute:

```
control printers
```

Make sure that required printer has been successfully redirected and is available to use.

4. Execute:

```
mkdir %userprofile%\Desktop\DumpPrinters
```

As a result **DumpPrinters** folder will be created on the published Desktop:

5. Download **DumpPrinters** utility and place it in the created **DumpPrinters** folder on the published Desktop.
6. In the Command Prompt execute:

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml > %userprofile%\Desktop\DumpPrinters\remote_all.xml
```

Note: if you are asked to collect information about specific printer, then use the command below:

```
%userprofile%\Desktop\DumpPrinters\DumpPrinters.exe --verbose --all --xml --printer-name="<printer_name>" > %userprofile%\Desktop\DumpPrinters\remote_all.xml
```

where **<printer_name>** is the name of the printer. You may use regular expressions discussed below here as well. As a result **remote_all** file will be created in the **DumpPrinters** folder on the published Desktop:

Open this file and make sure that it is not empty.

7. Copy this file on the local Desktop.
8. Compress and send this file to Parallels Support team when it is requested.