

## **RAW printing not working**

- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 18.1
- Parallels Remote Application Server 18.3
- Parallels Remote Application Server 19.0
- Parallels Remote Application Server 19.1
- Parallels Remote Application Server 18.2

## **Symptoms**

- An attempt to print from a published application which prints in RAW format results to incorrect symbols in the printout or does not print at all
- The issue occurs while printing on Mac client
- It is not working on windows in case PDF format selected at client properties
- SavedJob folder either on client or server contains .raw file

## **Cause**

Misconfiguration

## **Resolution**

Legacy applications that are utilizing RAW printing requires additional configuration.

1. Take a note of the executable file of the problematic published app (e.g. ***PrintApp.exe***)
2. On every RDSH/VDI/RemotePC from which the application is published, do the following:
  - Create registry key **HKLM\SOFTWARE\Wow6432Node\Parallels\Memshell** (for 32bit applications, use **HKLM\SOFTWARE\Parallels\Memshell**)
  - Create string **GDIHookApplications** with value that equals the name of application to use (you may specify several apps separated by semicolon e. g. **PrintApp.exe;Application1.exe;Application2.exe;Application3.....**)
3. Check the issue from Parallels Client.

**Note:** No reboot is necessary, to apply the changes, an end user must log off from RAS Session.

