

Incorrect printer is set as default in a remote session

- Parallels Remote Application Server

Symptoms

Incorrect printer is set as default in a remote session.

Parallels Client is running on Windows 10 or Windows 11.

Cause

Windows 10 and 11 have a feature that automatically sets the default printer to the one used most recently or more often. This can break the default printer control on RD Sessions Hosts, guest VMs, and Remote PCs.

Resolution

Please disable the default printer management on the client side using one of these methods.

1. Using GPO:

- Open the group policy editor.
- Navigate to **User Configuration Administrative Templates Control Panel Printers**.
- Find the **Turn off Windows default printer management** policy and enable it.

- Force the group policy to all client computers.

2. Using GUI (will be applied only to the current user):

- On a Windows 10 or 11 computer, click **Start**, then click the "gear" icon which will open the **Settings** page.
- On the **Printers and Scanners** tab, set the **Let Windows manage my default printer** option to **OFF**.

3. Using the registry editor (will be applied only to the current user):

- Open the registry editor (regedit).
- Navigate to **HKEY_CURRENT_USER\Software\Microsoft\Windows NT\CurrentVersion\Windows**.
- Create a new **DWORD** item and name it **LegacyDefaultPrinterMode**.
- Change the item's Value data to hexadecimal and set the value data to **1**.

In addition to disabling the default printer management, the **Download over metered connections** option should be enabled in **Settings** **Devices** **Printers & Scanners**:

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