

Windows – Connecting to and Printing From Remote Desktop Services

To connect and print from a computer connected to Remote Desktop Services (RDS), the computer must meet minimum requirements.

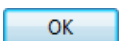
- Windows 7 systems meet the minimum requirements.
- Windows Vista systems: refer to the [Windows Vista – Verify Minimum Requirements](#) section.
- Windows XP systems: refer to the [Windows XP – Verify Minimum Requirements](#) section.

Connecting to Remote Desktop Services

[Windows 8 computers only] Click the **Page tools**  button, and then select **View on the desktop**.

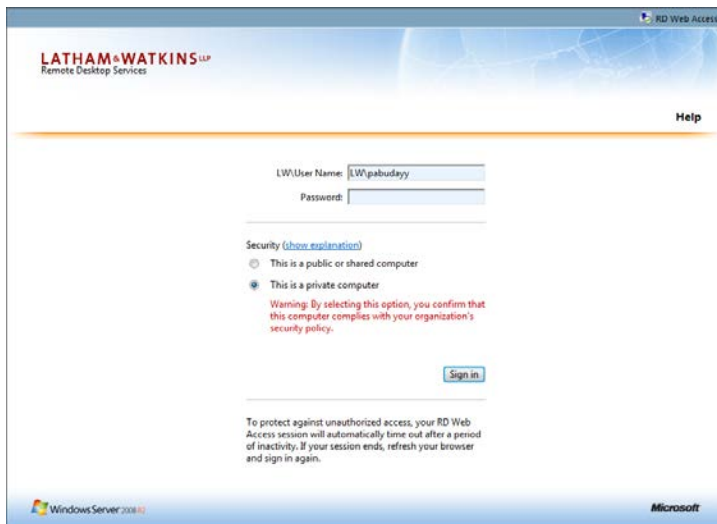
1. Click the **Select Your Office** drop-down arrow and select your home office location.
2. Click **Remote Desktop Services (RDS)**.



3. On the Windows Security dialog box, type your network ID in the *User name* text box and type the RSA passcode in the *Password* text box and then click .


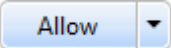
IMPORTANT

When the Windows Security dialog box prompts you for your *User name* and *Password*, use your network ID in the *User name* text box and the RSA passcode in the *Password* text box.




4. On the sign in page, type **LW** followed by your *network ID* in the *LWUser Name* text box.

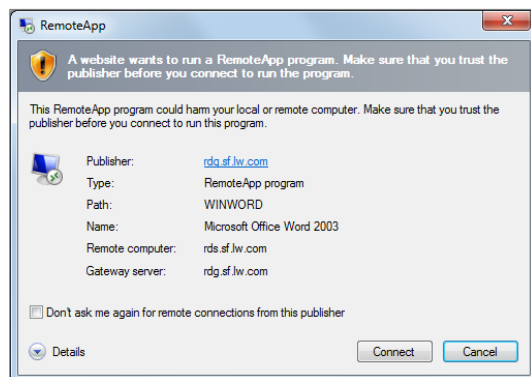
Example: LW\ksmith.

5. Type your network password in the *Password* text box and then click .
6. [Non-firm computers only] The first time you sign in, an ActiveX control message appears, click .

The remote programs appear.

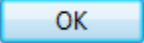
[Windows 8 computers only] If the remote programs do not appear, click the **Compatibility View**  button in the address bar.

7. To start a remote program, click the appropriate button.
Note: Steps 8-9 apply to only non-firm computers.



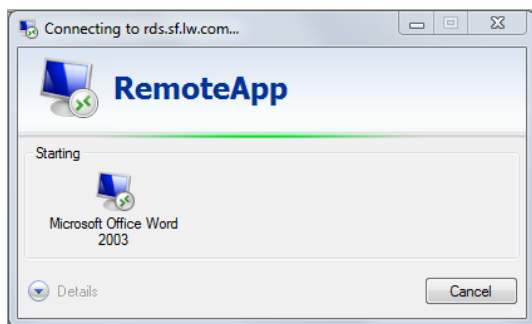
8. On the RemoteApp dialog box, click .



9. If the Window Security dialog box appears,
 - 1) In the *User name* text box, type **LW** followed by your *network ID*.
Example: LW\ksmith
 - 2) In the *Password* text box, type your network password and then click .

IMPORTANT

When *Enter your credentials* appears in a Windows Security dialog box, type **LW** followed by your network ID in the User name text box and your network password in the Password text box.



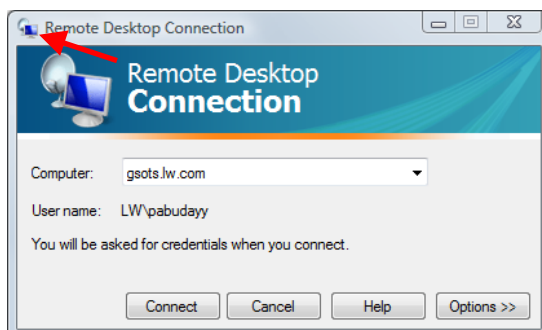
The *Connecting to* dialog box may appear for several seconds and then the program starts.

If you experience issues or need additional assistance, contact Technology Support.

Windows Vista – Verify Minimum Requirements

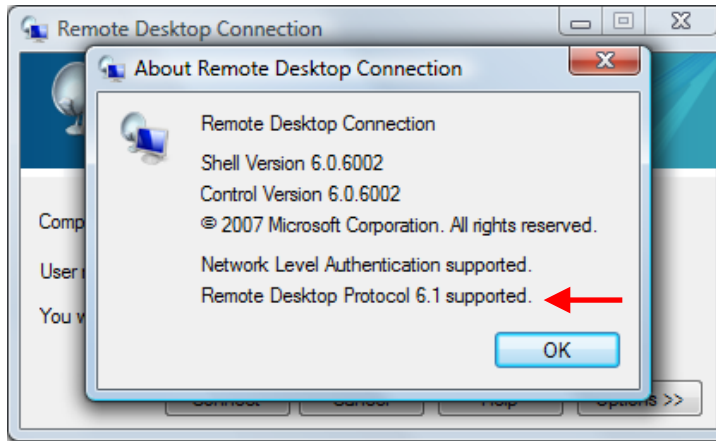
Verify Remote Desktop Protocol

1. Click **Start > All Programs > Accessories > Remote Desktop Connection**.
2. On the Remote Desktop Connection dialog box, click the icon on the left side of the title bar.



3. On the menu, click **About**.

4. Verify that the Remote Desktop Protocol supports version 6.1 or higher.

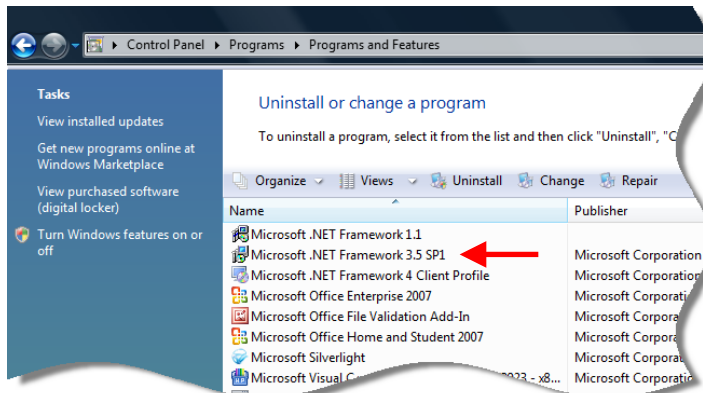


Note: To update Remote Desktop Protocol, click <http://support.microsoft.com/kb/969084>.

Verify Microsoft .NET Framework version

1. Click **Start > Control Panel > Programs > Programs and Features**.
2. On the Control Panel, scroll down to Microsoft .NET Framework and verify that the version is 3.0 Service Pack 1 or higher.

Note: Multiple versions may exist. Verify the highest version.

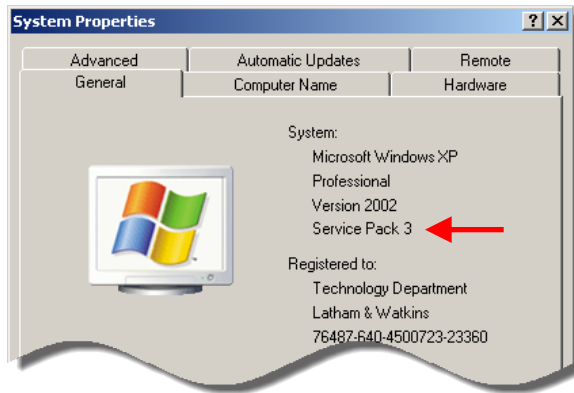


Note: To update Microsoft .Net Framework, click <http://www.microsoft.com/download/en/details.aspx?id=25150>.

Windows XP – Verify Minimum Requirements

Verify Windows XP Service Pack

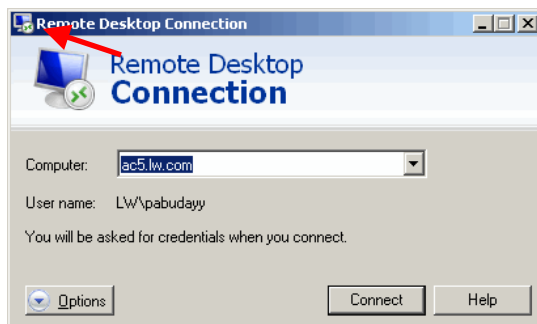
1. Click **Start > Settings > Control Panel** and then double-click **System**.
2. On the System Properties box, click the **General** tab.
3. In the System section, verify that Service Pack 3 appears.



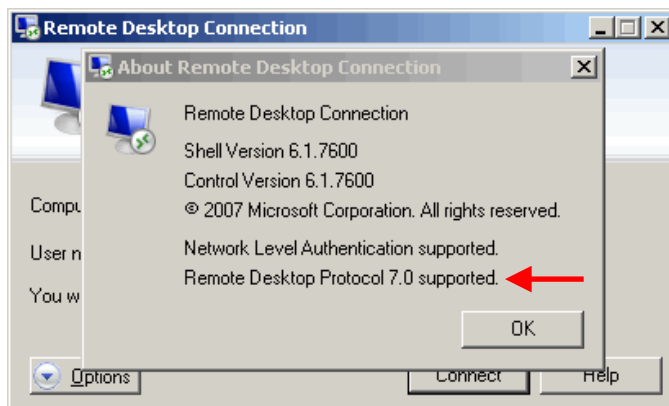
Note: To update Windows XP Service Pack, click <http://support.microsoft.com/kb/322389>.

Verify Remote Desktop Protocol

1. Click **Start > Programs > Accessories > Remote Desktop Connection**.
2. On the Remote Desktop Connection dialog box, click the icon on the left side of the title bar.



3. On the menu, click **About**.
4. Verify that the Remote Desktop Protocol supports version 6.1 or higher.

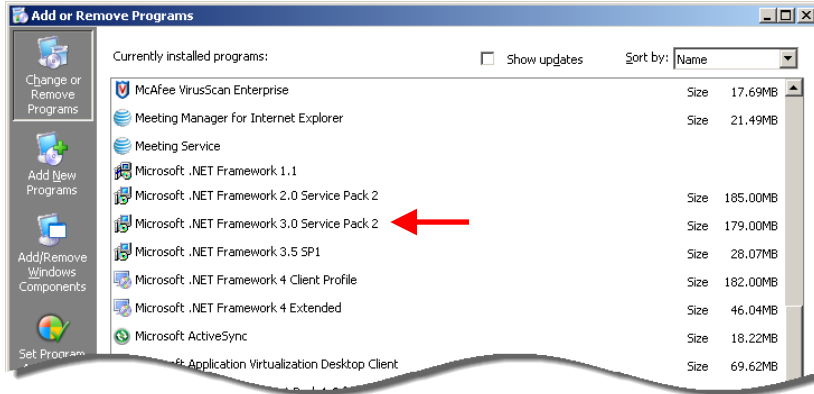


Note: To update Remote Desktop Protocol, click <http://support.microsoft.com/kb/969084>.

Verify Microsoft .NET Framework version

1. Click **Start > Settings > Control Panel**.
2. On the Control Panel, double-click **Add or Remove Programs**.
3. On the Add or Remove Programs box, scroll down to Microsoft .NET Framework and verify that the version is 3.0 Service Pack 1 or higher.

Note: Multiple versions may exist. Verify the highest version.



Note: To update Microsoft .Net Framework, click <http://www.microsoft.com/download/en/details.aspx?id=25150>.

Turn on CredSSP

1. Click <http://support.microsoft.com/kb/951608>.

2. Click  .