Cloud Printing

Last Modified on 10/04/2021 8:30 am EDT

Version 20.13

About

OP is transitioning to a new printing solution for OP Cloud Practices. The new solution reduces the steps required to print from OP as well as prevents the recurrence of printing issues that we've been encountering. To ensure your device is properly configured for OP to deploy the new print solution, update your device's 2x Client/Parallels Client version by following the steps **here**.
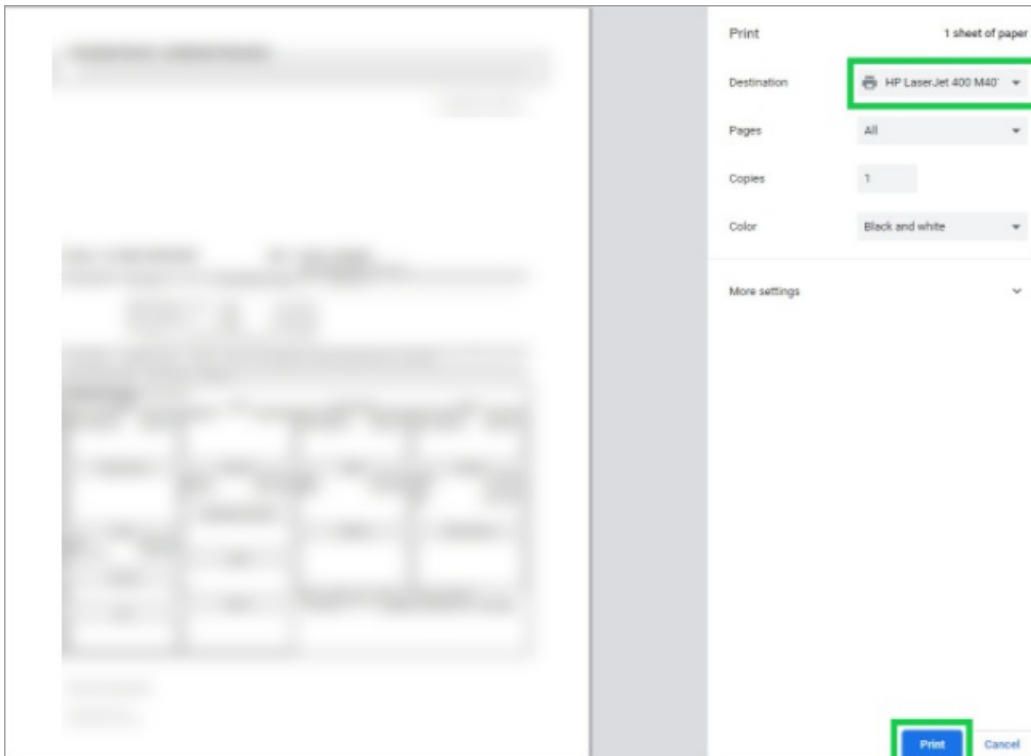
Old Printing Workflow

The older method of printing documents from OP is a 2-step process. This workflow utilizes a redirection application that creates a PDF document in your default web browser. When printing a document, a Print window appears and you will print the document using OP's cloud printer.
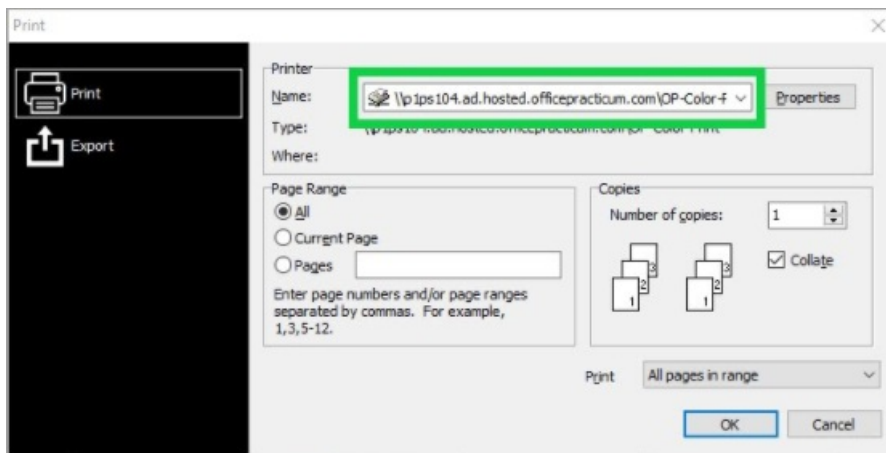
> 📌 **Note**: If you are seeing "**There are no printers connected to your computer**" when trying to print, log off all sessions. For steps to do this, click **here**.

By clicking OK, a PDF of the document you want to print is displayed in your web browser. Print the document from the browser to a physical printer like you would any other web page or document.

New Printing Workflow

When accessing OP Cloud, all of your locally installed printers are redirected into your OP session and will be displayed within the print dialog box.

1. Select the document you want to print and click the **Print** button or **Printer** icon, the Print dialog box displays.
2. Click the drop-down and select the local physical printer or virtual printer such as PDF, XPS, FAX you'd like to print to.
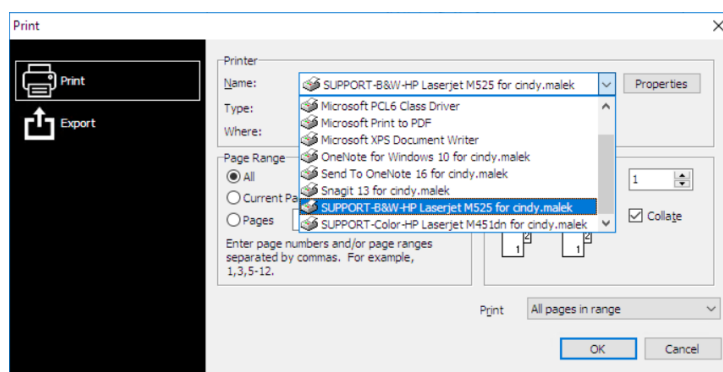
> **Note**: These printers will be named "printername" for "username", where your username is the 10-11 digit number associated with your device, similar to 1234_0000567. If you would like to save a copy of your print job as a PDF, you can select the option within the dialog box for Microsoft Print to PDF for "your username" and it will then prompt you to save the PDF to a location on your local computer.

3. Click the **OK** button.