

Important Content Update Message

We are currently updating the OP Help Center content for OP 20. We appreciate your patience as we continue to make these updates. To locate the version of your software, navigate to: **Help tab > About**

OP Cloud Printing: Changing the Local Default Browser and Default File Type Associations in Windows

Last Modified on 01/28/2021 1:28 pm EST

The information below is related to the older workflow for Cloud printing which is a 2-step process.

*Please **Update your 2x Client/Parallels Client** to prepare for OP's updated Cloud printing solution.*

If you are attempting to print from the OP Cloud and are unable to load the document into your local browser, you may need to modify your computer's handling or logic for this process. At times non-OP software updates can corrupt local installations of third party programs like Google Chrome, Mozilla Firefox, or Apple Safari. Some computers even come preconfigured with software that you do not need, which can impact OP Cloud printing. These changes could potentially change your default browser or default application for reading the PDFs. To view and change these default settings, follow the sections below:

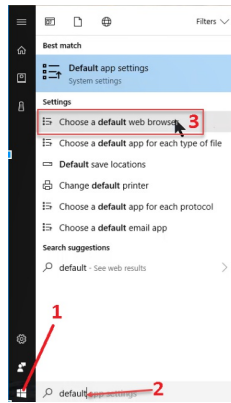
Setting the Default Local Browser (Windows 10)

Note: The supported browsers for Cloud Print Redirection are the following:

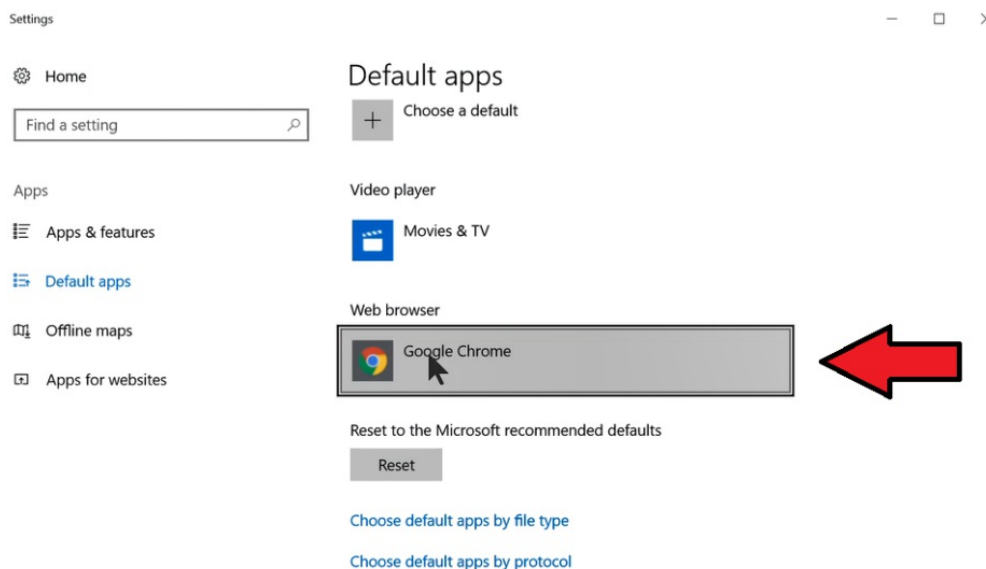
- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

When you try and print from the OP Cloud while using Windows 10, your local browser may not open to display the document that you intended to print. If, after clicking **OK** in the Print dialog box, your local browser does not open to display the document you intended to print, you may need to verify (and change) your local default browser. To verify (and change) your local default browser:

1. Click on the Windows **Start** menu (lower-left corner of Windows by default).
2. In the search box, enter **Default**. Some options should display (as shown below). If you are running an older version of Windows, please refer to "Setting the Default Local Browser (Windows 8 or Earlier)" below.
3. Select **Choose a Default Web Browser**.



4. Change your browser to a secondary internet browser on your computer other than the selected value. Then, re-try printing the document from OP.



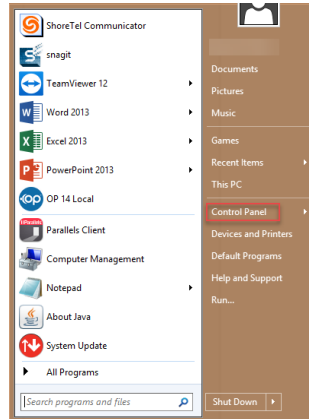
Setting the Default Local Browser (Windows 8 or Earlier)

Note: The supported browsers for Cloud Print Redirection are the following:

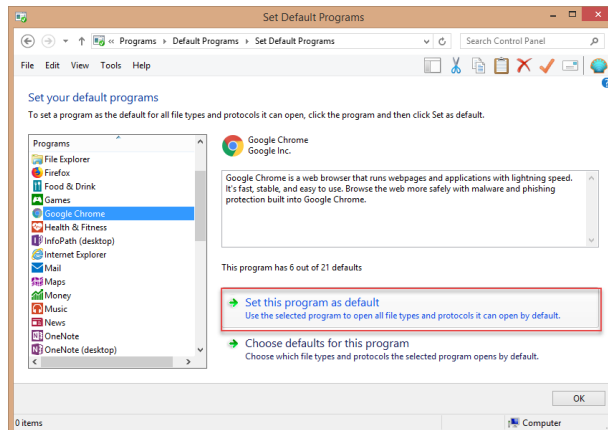
- Google Chrome
- Mozilla Firefox
- Apple Safari
- Microsoft Edge

When you try and print from the OP Cloud while using Windows 8 or earlier, your local browser may not open to display the document that you intended to print. If, after clicking **OK** in the Print dialog box, your local browser does not open to display the document you intended to print, you may need to verify (and change) your local default browser. To verify (and change) your local default browser:

1. Click the Windows **Start** button (lower-left corner of Windows by default).



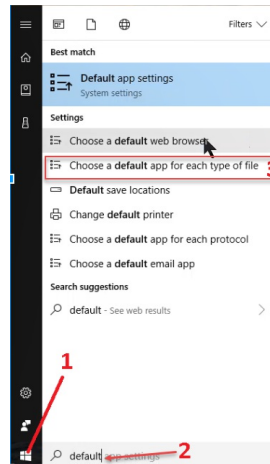
2. Select **Control Panel**.
3. Click **Programs**.
4. Select **Default Programs**.
5. Select **Set your Default Programs**. The Set Default Programs window appears with your list of installed programs.
6. Select the web browser that you wish to use as your default web browser.
7. Select **Set this Program as Default**



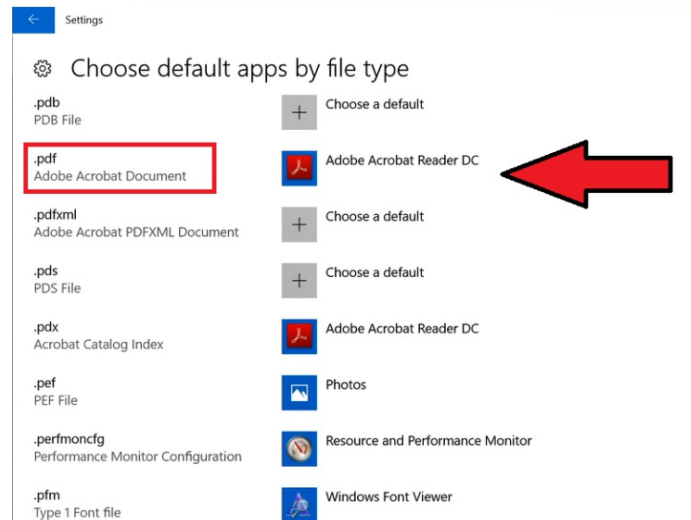
Setting the Default Applications (Windows 10)

When you try and print from the OP Cloud while using Windows 10, your local browser may not display the document that you intended to print. If, after clicking **OK** in the Print dialog box, your local browser does not display the document that you intended to print, you may need to verify (and change) the default application that opens PDFs. To verify (and change) the default application that opens PDFs:

1. Click the Windows **Start** button (lower-left corner of Windows by default).
2. In the search box, type **"Default"** and some options should display as shown below. If you are running an older version of Windows, please refer to "Setting the Default Applications (Windows 8 or earlier)" below.
3. Select **Choose a Default App** to view and change your computer's default application based on file type (in this case the PDF file type).



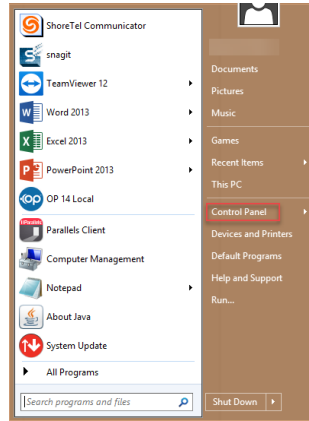
4. Change your computer's default handling for .PDF documents. OP Recommends **Adobe Acrobat Reader DC**. If you do not see Adobe Acrobat reader as an option, please visit Adobe and download and install **Adobe Acrobat Reader DC** with your IT or System Administrators permission. After you have made this change, try reprinting the document again from OP.



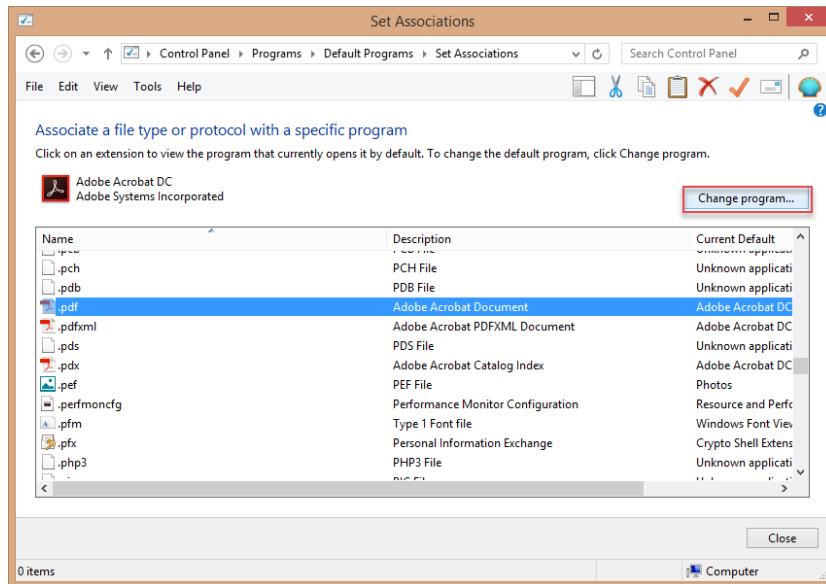
Setting the Default Applications (Windows 8 or earlier)

When you try and print from the OP Cloud while using Windows 8 or earlier, your local browser may not display the document that you intended to print. If, after clicking **OK** in the Print dialog box, your local browser does not display the document that you intended to print, you may need to verify (and change) the default application that opens PDFs. To verify (and change) the default application that opens PDFs:

1. Click the Windows **Start** button (lower-left corner of Windows by default).



2. Select the **Control Panel**.
3. Click **Programs**.
4. Select **Default Programs**.
5. Select **Associate a File Type or Protocol with a Program**. The Set Associations window appears with your list of file extension. This list indicates the programs that opens each file type.
6. Locate and select the PDF extension.
7. Click the **Change Program** button.



8. Choose from the list the programs that you want to use as your default for PDFs. (OP Recommends **Adobe Acrobat Reader DC**).

