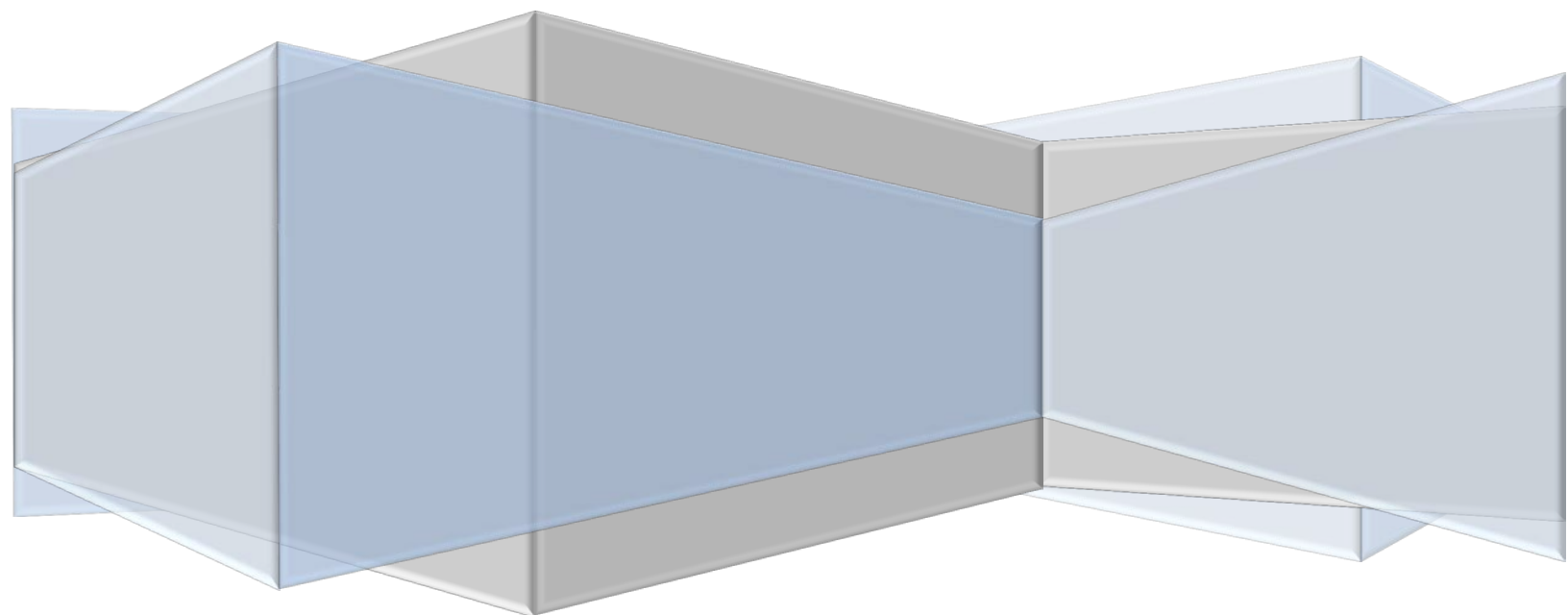


University of Alaska

Hyland Virtual Printer

Training Manual



Virtual Printer

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Part 1: Information about the Virtual Printer

What is it?

The OnBase Hyland Virtual Printer is just like any regular printer except that it is a printer that is built into the computer.

What does it do?

It **changes your documents format into the “appropriate” TIFF image** that is necessary for scanning into OnBase.

How does it work?

It works like any other printer would.

Select “Hyland Software Virtual Printer” and click “Print”

Where can I find my printed documents?

Go to “Start” → “Computer” → “Local Disk (C:) Drive” → “OnBase Printer Spool”

Naming convention is random, so the user will have to rename the document in the Printer Spool.

Part 2: Basic Requirements

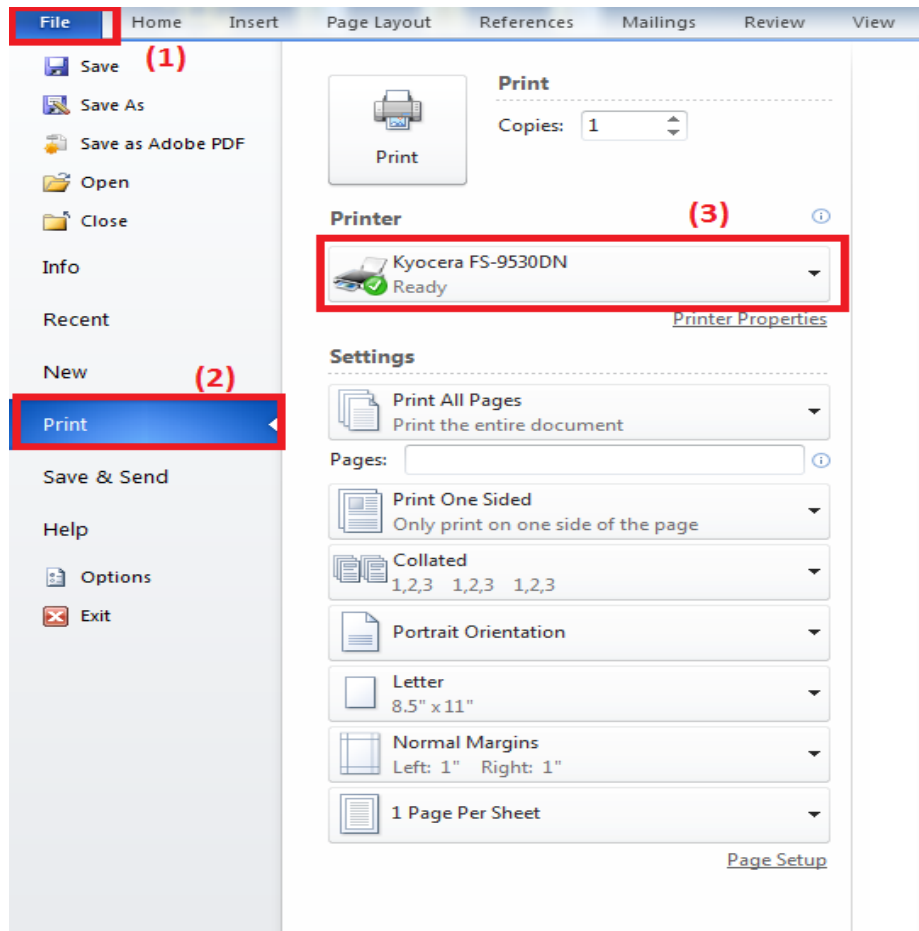
1. Make sure the OnBase Virtual Printer is installed on the user’s computer.
 - Please contact your Office of Information Technology (OIT) help desk at 907-450-8300.
2. Have a document that is ready to print.
3. Being able to use the “print” function.

For example:

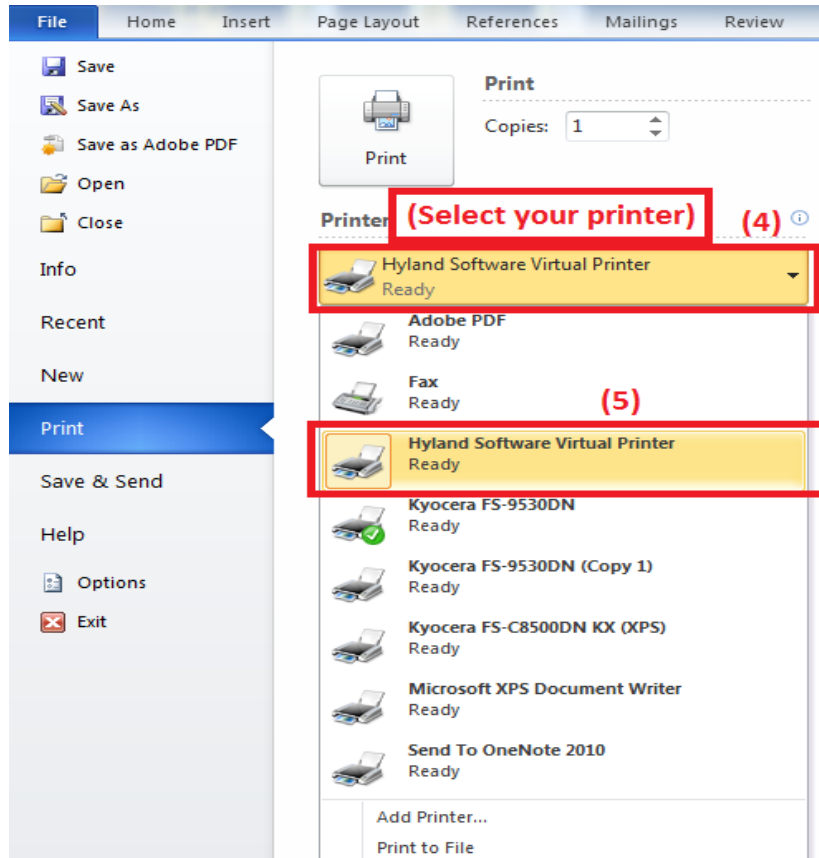
- Using “print” from a word Document.
- Using “print” from a PDF.
- Using “print” from an internet browser.
- Etc. (Doesn’t matter what option is used)

Part 3: Using Hyland Virtual Print Driver

1. Open up the "Print" Window.

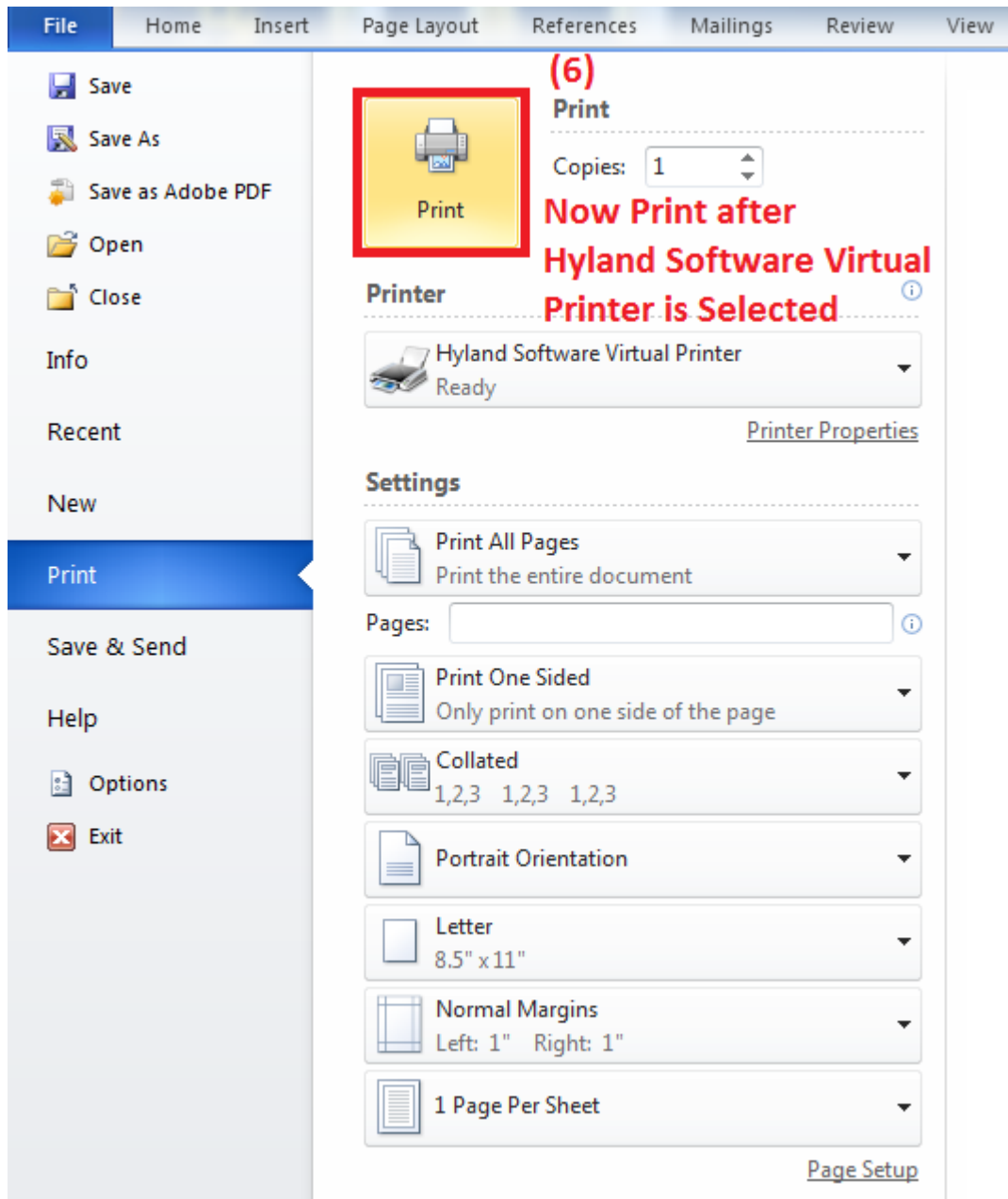


2. Select printer - "Hyland Software Virtual Printer."



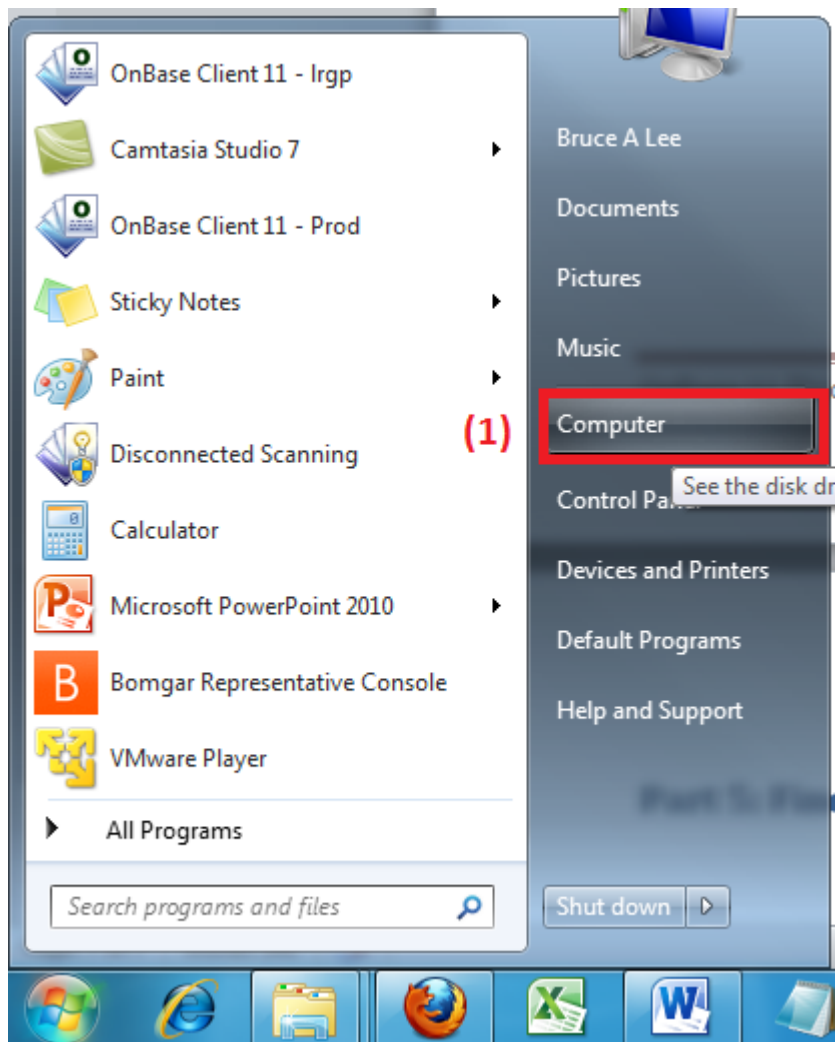
3. All that is left to do is "Print."

- a. Please wait about 10 – 15 minutes for the document to print fully, if there is about 10 or more pages.

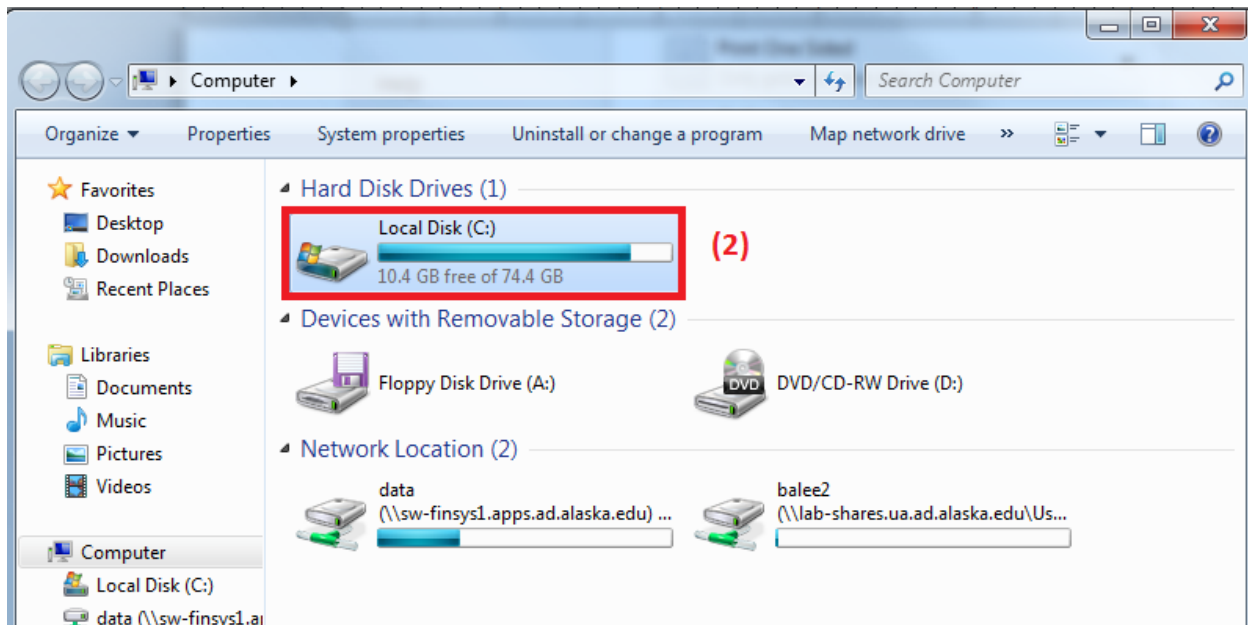


Part 4: Finding the Printed Document

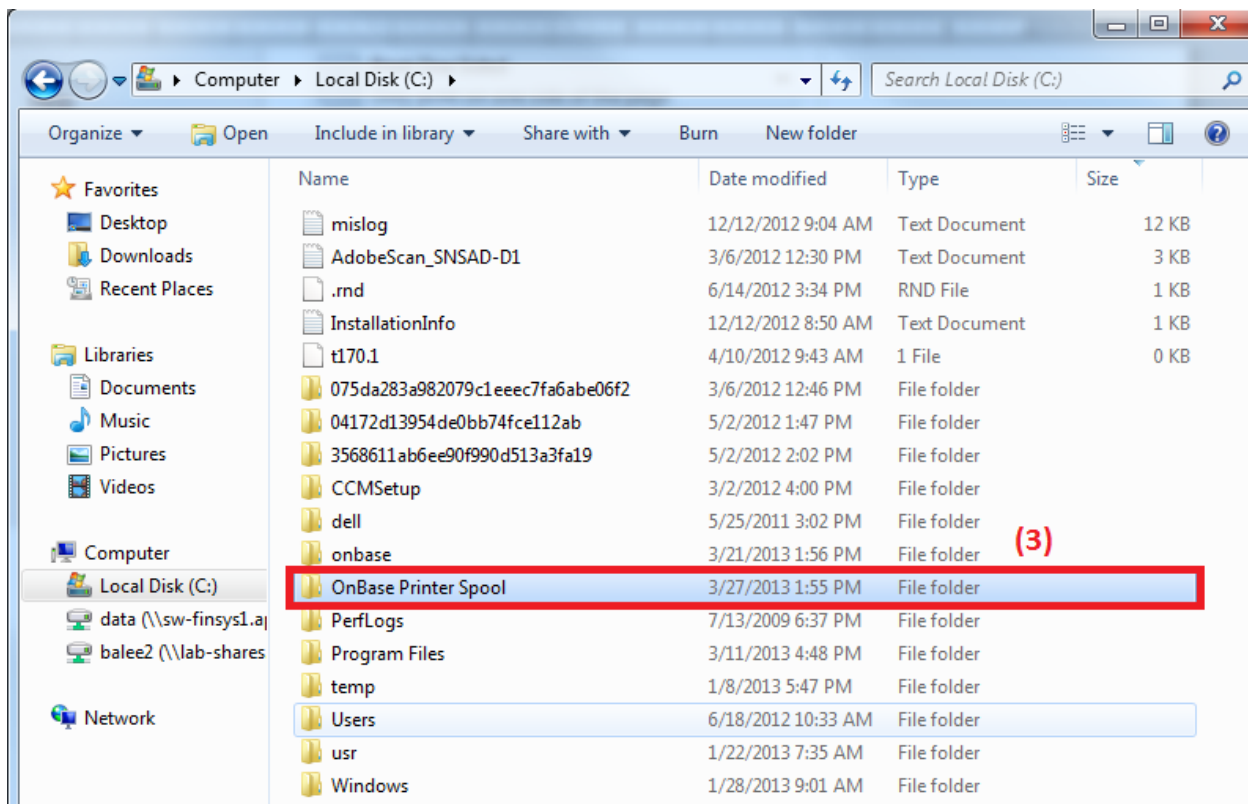
1. Go to "Start" → "Computer"



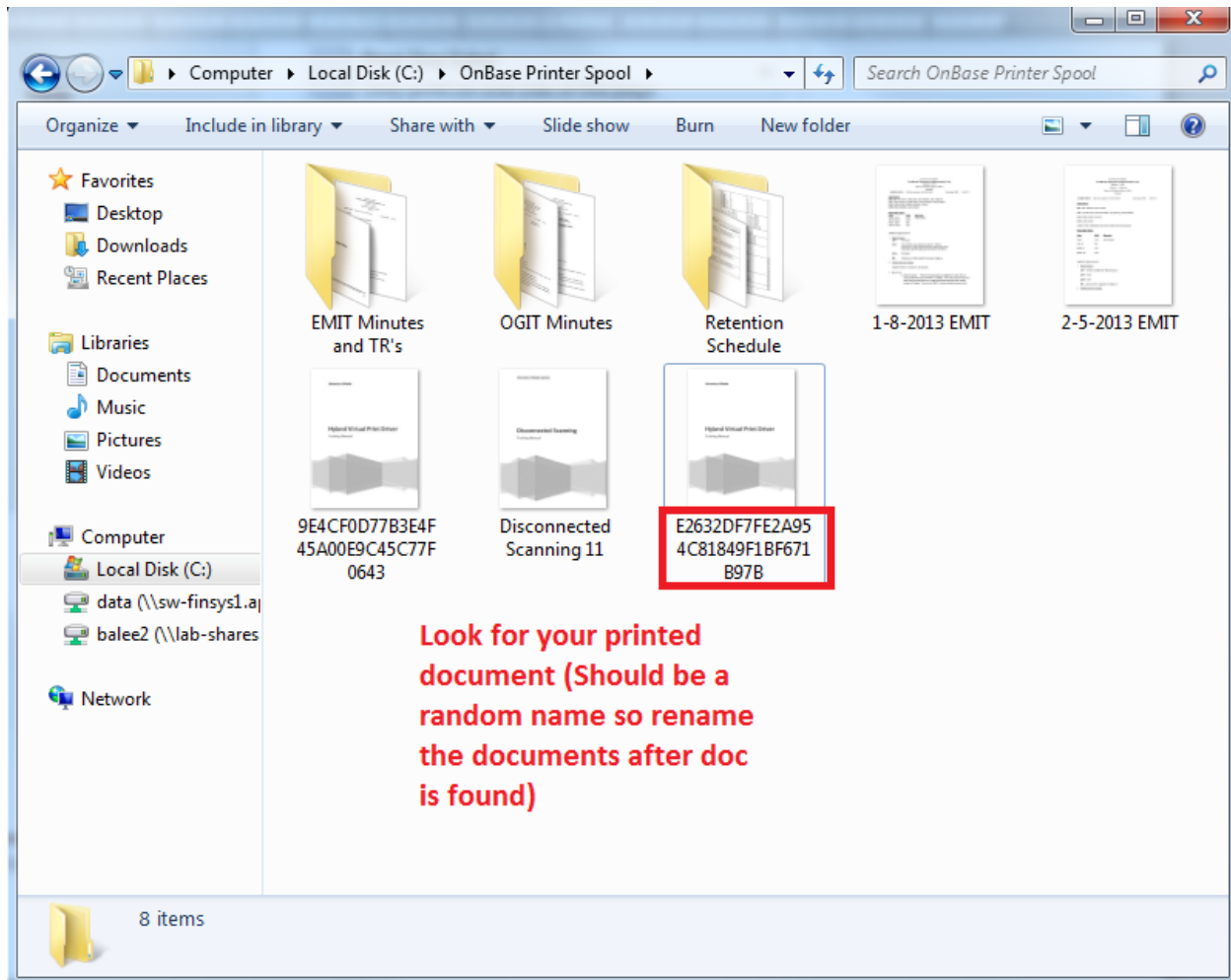
2. After opening “Computer” → “Local Disk (C:)”



3. Find “OnBase Printer Spool”

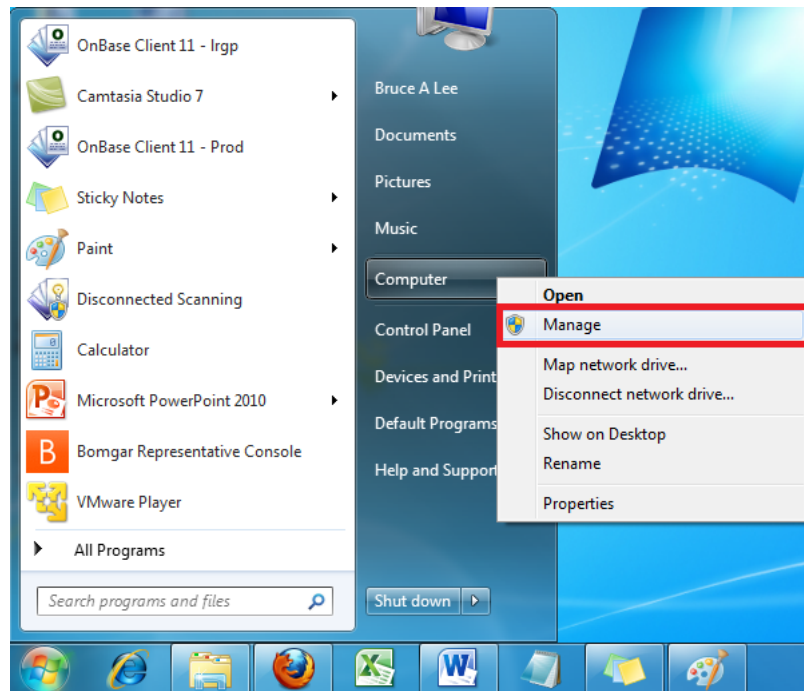


4. Find your document. It should be a randomly named document in TIFF format.

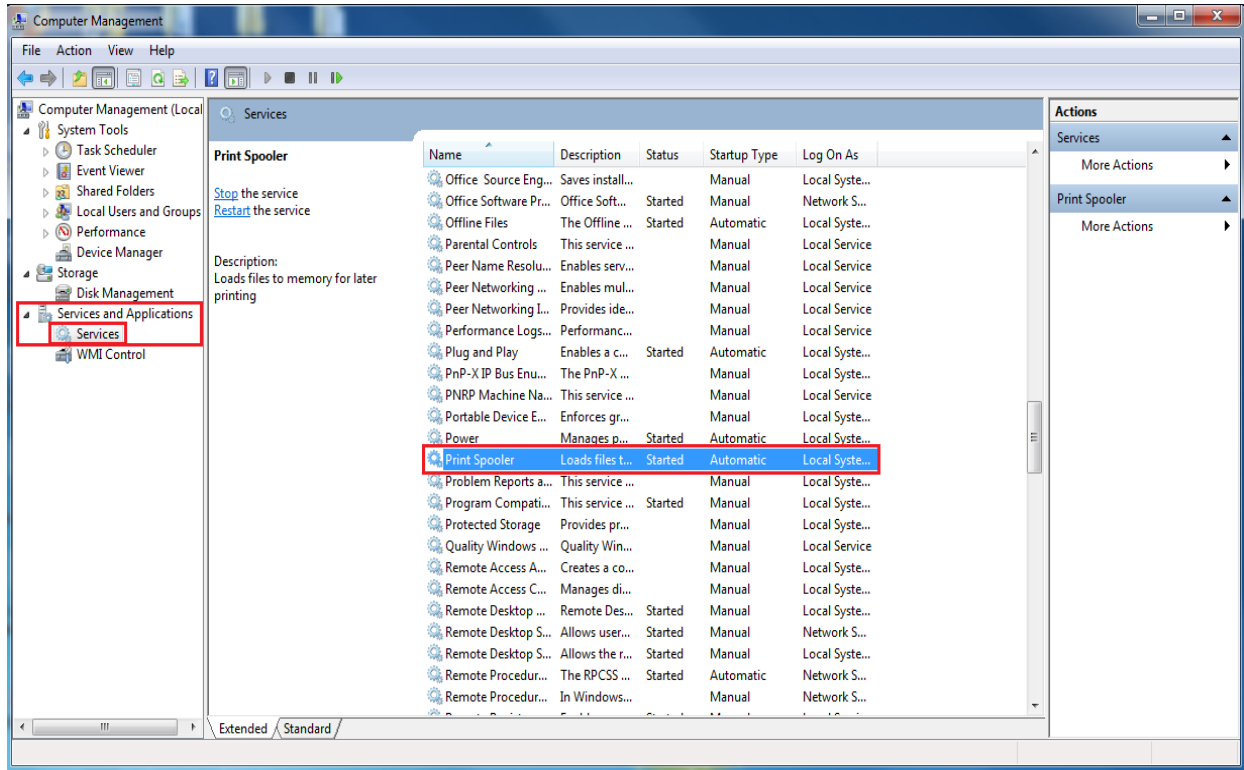


Part 5: Some Notes/Troubleshooting to Consider***

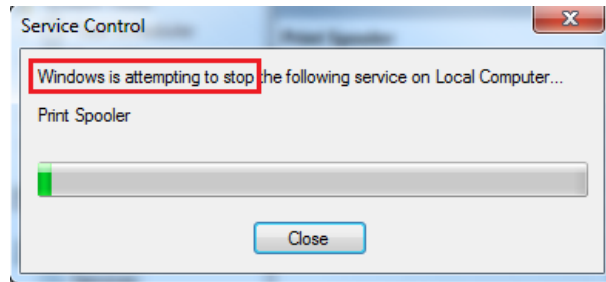
- When using the virtual printer, 2 or 3 pages will print fine without errors.
- Errors may occur when printing 18-20 pages.
 - The user may not print the full amount of pages in your document if the user does not wait long enough.
 - When this happens, print again and wait couple minutes or 15 minutes.
- Sometimes something that is called the "Print Spooler" will not function if the document is printed again while the older one is still printing.
 - This is what allows the user's computer to use the print function.
 - When it fails, go to "Start" → Right-Click "Computer" → Click on "Manage."



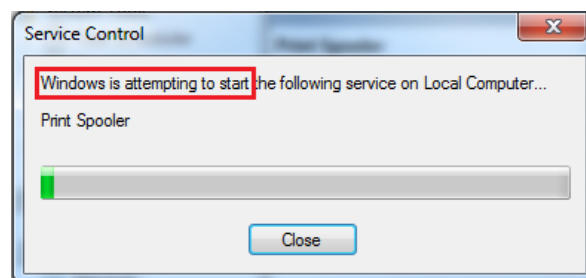
- Go to “Services” under “Services and Applications.”
- Then scroll down to find “Print Spooler.”



- “Stop” the service



- “Start” the service



- Re-print the document and start the process all over till you have all of the pages printed. Continue to stop and start the process if it keeps failing.
- Remember to wait after printing so the computer has time to actually print all of the pages.

***This is the only solution that was figured out when the printer does not work properly. Just keep stopping and starting the service and wait for your printed document to print.

***The Virtual Printer will NOT show the user the progress in how long it takes for it to completely print.