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" \rightarrow "Computer" \rightarrow "Local Disk (C:) Drive" \rightarrow "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.
- o 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" \rightarrow "Computer"



2. After opening "Computer" \rightarrow "Local Disk (C:)"



3. Find "OnBase Printer Spool"

	► Local Disk (C:) ►	- - - - - - - - - -	Search Local Disk (C:)	Q
Organize 🔻 🗦 Open	Include in library Share with	Burn New folder	8	=
☆ Favorites	Name	Date modified	Туре	Size
📃 Desktop	📄 mislog	12/12/2012 9:04 AM	Text Document	12 KB
〕 Downloads	🗎 AdobeScan_SNSAD-D1	3/6/2012 12:30 PM	Text Document	3 KB
🔚 Recent Places	rnd	6/14/2012 3:34 PM	RND File	1 KB
	InstallationInfo	12/12/2012 8:50 AM	Text Document	1 KB
🧊 Libraries	t170.1	4/10/2012 9:43 AM	1 File	0 KB
Documents	📔 075da283a982079c1eeec7fa6abe06f2	3/6/2012 12:46 PM	File folder	
🌙 Music	🐌 04172d13954de0bb74fce112ab	5/2/2012 1:47 PM	File folder	
Pictures	🐌 3568611ab6ee90f990d513a3fa19	5/2/2012 2:02 PM	File folder	
Videos	\mu CCMSetup	3/2/2012 4:00 PM	File folder	
	퉬 dell	5/25/2011 3:02 PM	File folder	
🖳 Computer	🌗 onbase	3/21/2013 1:56 PM	File folder	
🚢 Local Disk (C:)	🍌 OnBase Printer Spool	3/27/2013 1:55 PM	File folder	
🖵 data (\\sw-finsys1.aj	🍌 PerfLogs	7/13/2009 6:37 PM	File folder	
🖵 balee2 (\\lab-shares	퉬 Program Files	3/11/2013 4:48 PM	File folder	
	퉬 temp	1/8/2013 5:47 PM	File folder	
👊 Network	퉬 Users	6/18/2012 10:33 AM	File folder	
	鷆 usr	1/22/2013 7:35 AM	File folder	
	鷆 Windows	1/28/2013 9:01 AM	File folder	



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."

Computer Management								
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Computer Management (Local	Services							Actions
🎁 System Tools								Services
Task Scheduler	Print Spooler	Name	Description	Status	Startup Type	Log On As	^	More Actions
Event Viewer		Q Office Source Eng	Saves install		Manual	Local Syste		More Actions
Shared Folders	Stop the service	Gffice Software Pr	Office Soft	Started	Manual	Network S		Print Spooler
Eccal Users and Groups	Restart the service	🔍 Offline Files	The Offline	Started	Automatic	Local Syste		More Actions
Performance Device Measure		Parental Controls	This service		Manual	Local Service		
Storage	Description:	Peer Name Resolu	Enables serv		Manual	Local Service		
Dick Management	Loads files to memory for later	Peer Networking	Enables mul		Manual	Local Service		
Services and Applications	printing	Reer Networking I	Provides ide		Manual	Local Service		
Services and Applications		Performance Logs	Performanc		Manual	Local Service		
WMI Control		Relig and Play	Enables a c	Started	Automatic	Local Syste		
and the control		RnP-X IP Bus Enu	The PnP-X		Manual	Local Syste		
			This service		Manual	Local Service		
		Portable Device E	Enforces ar		Manual	Local Syste		
		O Power	Manages p	Started	Automatic	Local Syste	=	
		🔅 Print Spooler	Loads files t	Started	Automatic	Local Syste		
		😪 Problem Reports a	This service		Manual	Local Syste		
		Rogram Compati	This service	Started	Manual	Local Syste		
		Reversed Storage	Provides pr		Manual	Local Syste		
		Quality Windows	Quality Win		Manual	Local Service		
		Remote Access A	Creates a co		Manual	Local Syste		
		Remote Access C	Manages di		Manual	Local Syste		
		Remote Desktop	Remote Des	Started	Manual	Local Syste		
		Remote Desktop S	Allows user	Started	Manual	Network S		
		Remote Desktop S	Allows the r	Started	Manual	Local Syste		
		Remote Procedur	The RPCSS	Started	Automatic	Network S		
		Remote Procedur	In Windows	_10,000	Manual	Network S		
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o "Stop" the service



o "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.