

How to connect a PC to the printers, Winter 2016

This guide is meant to help users to connect to the shared printers at Chemistry. It is a prerequisite that you are flagged as **staff** at the IT department.

If you are a **student**, and you require access to the printers, write an e-mail to chem@au.dk with your name, AUID, research group affiliation, graduation date and names of the printers in question.

The first part of the guide is for regular connection. However, some common problems may occur – you may find a guide for solving the most common problems below.

1. Open a regular explorer (“stifinder”) window. In the address line, write [\\print.uni.au.dk](http://print.uni.au.dk)
2. Find the printer you want to connect to (i.e. 1511-200-c-1) – the name is printed on the printer.
3. Press enter. The drivers are installed, and you should be able to print from any program.

Problem: When attempting to install the printer (or print), I get “Access Denied” error message.

1. Open your start menu and enter “Credential Manager” (Danish: “legitimationsstyring”) and open the program.
2. On the list of Windows Credentials, look to see if you have one named print.uni.au.dk
3. If you do, click on it, and “remove from vault”.
4. When you are sure you do not have the above credential, add a new one with the “Add a Windows credential” button
5. In the address, write print.uni.au.dk. In the username, write uni\AUID, where AUID is in the form auXXXXXX, and add your password that you usually associate with the ID
6. This should do it – try the steps in the beginning of the guide. If you still get access denied, or cannot open the [\\print.uni.au.dk](http://print.uni.au.dk) address in an explorer window, MAKE SURE the password you entered is correct. This is the most common mistake!

Problem: The printer does not show up on [\\print.uni.au.dk](http://print.uni.au.dk)

The printer has probably not yet been added to the print-server. Contact chem@au.dk or directly call the ST.IT staff for help on 87154010

For other problems, contact the IT service on phone: 87154010 or contact Jens Clausen or Jacob Ramsay at chemistry (or chem@au.dk)