Cannot select network printers when configuring a Global I/O or scheduled task to print a report

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Symptom

Network printers cannot be selected when you configure **Schedule Report** as the action type to be executed by a Global I/O or from Scheduler.

In System Administration, complete the following steps in order to reproduce the issue:

1) From the **Administration** menu, select **Scheduler**, and then click [Add] to open the Add Action Wizard window.

2) (Optional) From the **Access Control** menu, select **Global I/O**.
- Create a new global I/O.
- On the Output Action tab, click [Add] to open the Add Action Wizard window.

3) From the Objects list, select "Schedule Report," and then click [Next]. The Schedule Report Properties window is displayed.

4) On the Schedule Report tab:
- Select the **Send report to printer** radio button.
- Select the **Select printer below** radio button.
- Expand the drop-down. Note there are no network printers available to be selected in this drop-down.

Resolution

To resolve the issue, the LS Linkage Server service needs to be run by a user with sufficient permissions to the desired network printers.

Complete the following steps in order to resolve the issue:

1) On the computer running the LS Linkage Server service, click the Start button, and then select **Run**.

2) Type services.msc in the **Open** field, and then click [OK].

2) In the Windows Services window, right-click on **LS Linkage Server**, and then select **Properties**.

3) In the **Properties** window, select the Log On tab.

4) Select **This account**, and then enter the credentials of a user with sufficient permissions to the desired network printers.

5) Click [Apply], and then [OK] to save the change.

6) Restart the LS Linkage Server service.

At this point, the desired network printers should be available.

Applies To

OnGuard (All versions)

Additional Information

None