

Alma Print uses a WRLC Gmail account to receive and process print jobs. There is a local VM (virtual machine) named **AlmaPrint** that uses Outlook to retrieve those emails and print them through the print server to the BookProc printer.

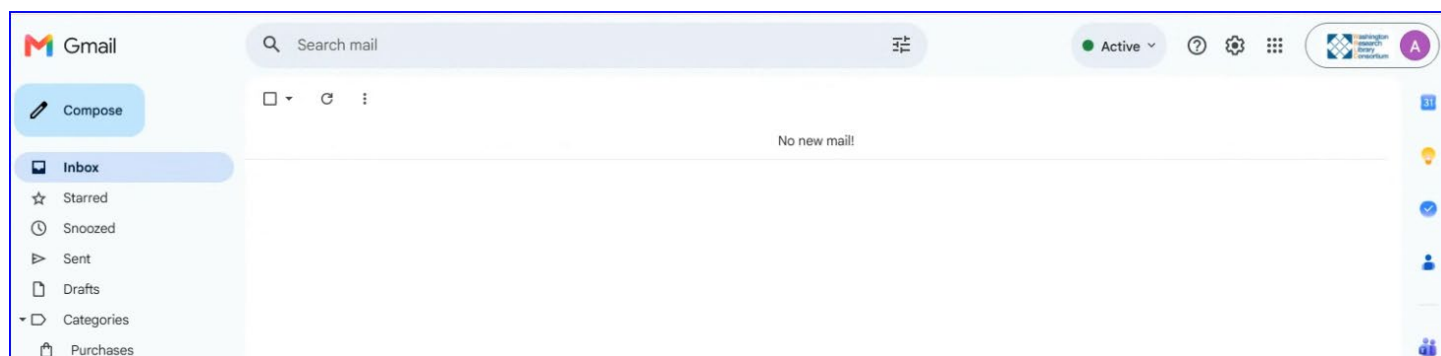
General issues that may occur that may interrupt that process include, but are not limited to:

- Late email delivery
- AlmaPrint VM being offline or unable to retrieve the email
- The printer not being available to print through the print server or a problem with the printer itself (e.g. out of toner)

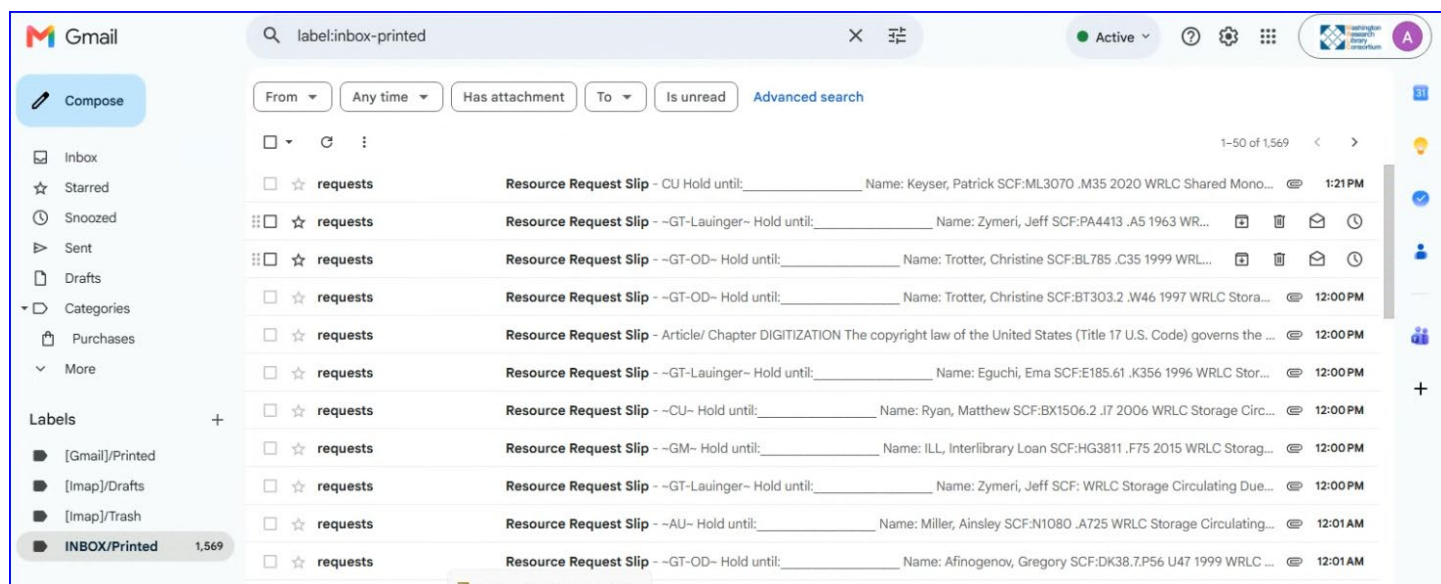
To help resolve these issues, please follow the following steps:

Check email

The Inbox should contain few to no items. Note that it can take the print computer several minutes to retrieve new items, but generally items should not be older than 30 minutes.



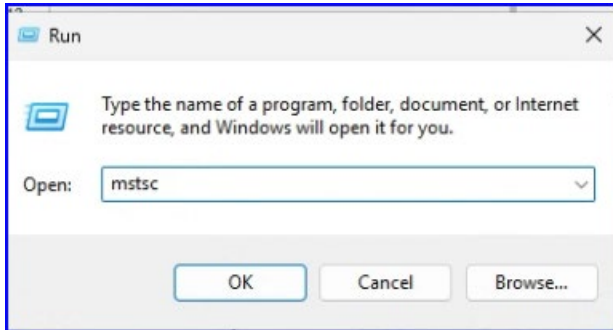
The last item printed should be seen in the **INBOX/Printed** folder. The time received can be seen in the message. Sometime messages may be received after the expected noon batch. In the example below, the message was received after the typical batch at 1:21PM. This may explain some delayed print jobs.



Checking the AlmaPrint VM

If a large number of message still are appearing in the inbox, it may be there is a problem with the AlmaPrint computer. To help resolve these, follow these steps:

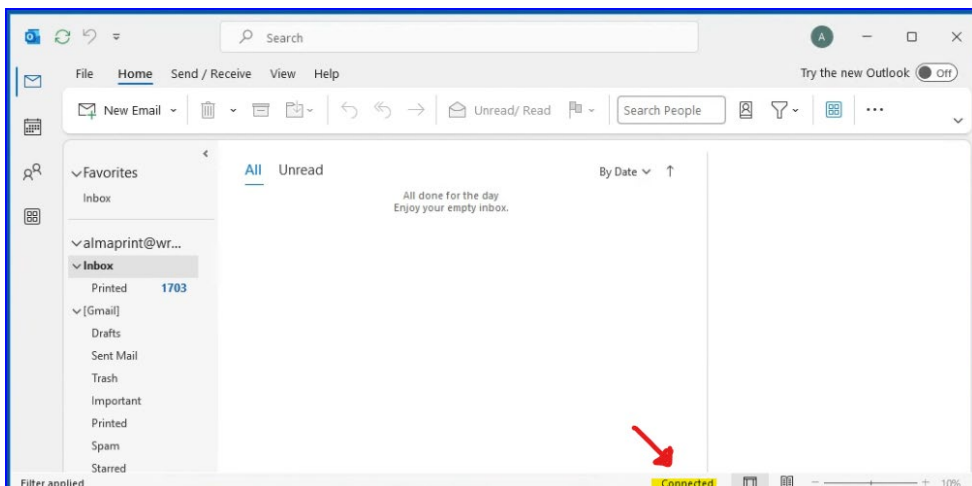
- 1) Log into the Print computer. Open a remote desktop connection by *RIGHT* clicking **Start** (the Windows icon) => **Run** and typing **MSTSC** and hit enter. This will open the Remote Connection dialog.



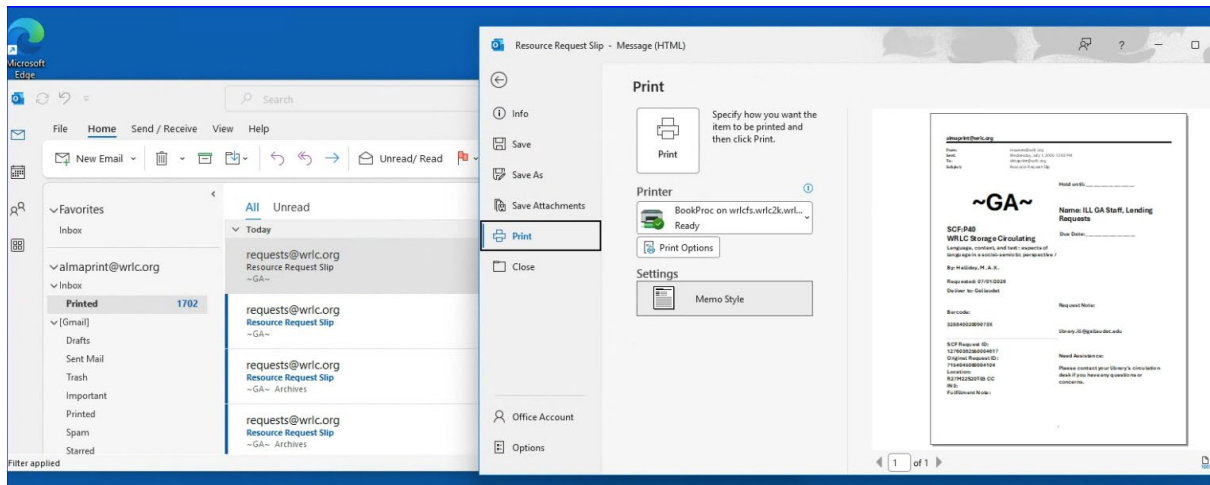
- 2) In the Computer field, enter: **AlmaPrint**



- 3) Login to the computer with the user name: **wrlc2k\almaprint** Use the password supplied separately.
- 4) The computer is setup to automatically login and run Outlook. Look to the lower right to ensure that it is **Connected**. This means that it is connected and able to receive email.



- 5) If Outlook is not showing connected, try restarting Outlook. It could be that there was an interruption in the internet connection.
- 6) If Items are not printing , it could be that the computer has lost connection with the Print server. Please try restarting the AlmaPrint computer. Note that it will close the remote desktop connection and may take a few minutes to reboot. After about 5 minutes, try connecting again.
- 7) Note, any items that have been moved to the Printed folder can be opened and printed again if needed.



- 8) If these steps do not work, please submit a service ticket for further diagnostic.