



Step-by-Step Guide on How to Add a Network Printer in C4C

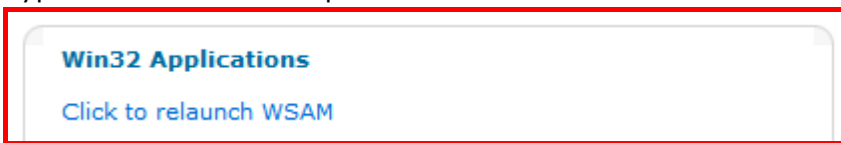
This document is to provide a step-by-step guide on how user can connect to a network printer when using C4C.

Pre-requisites

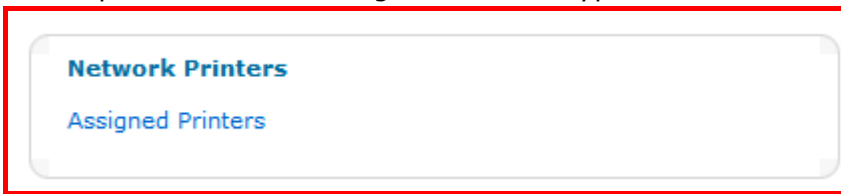
1. First, log in to the C4C access portal.
2. Please ensure that the WSAM icon is on the task bar next to the clock:



3. If your WSAM is not working, re-launch the WSAM program by clicking on the hyperlink from the C4C portal.

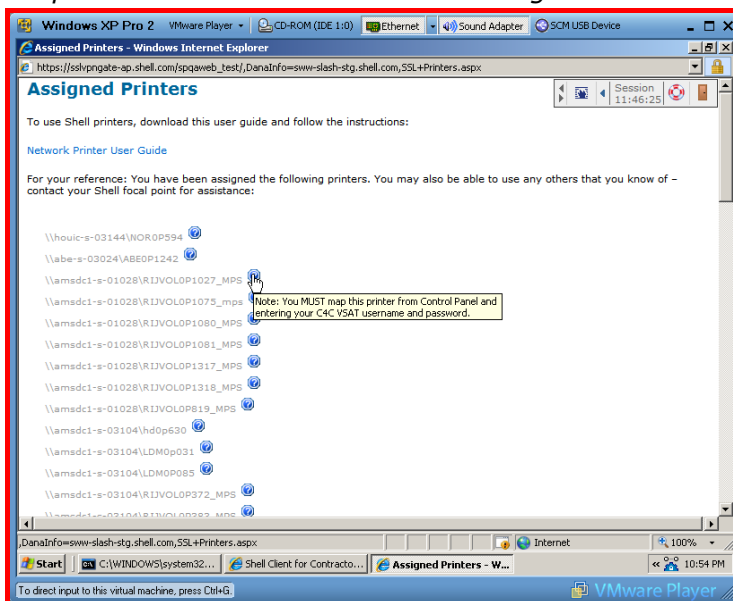


4. To get started in adding your network printer, please browse to Network printers on the portal. Click the Assigned Printers hyperlink



5. You will be presented with a list of printers that have already been assigned to you. You should be able to map any Shell network printer whether it is in your list or not. The list is for simply there as a reference for you to help you map printers accurately.

- a) Note: They are not links; you are required to map the printer via control panel. Please follow the instruction given below.



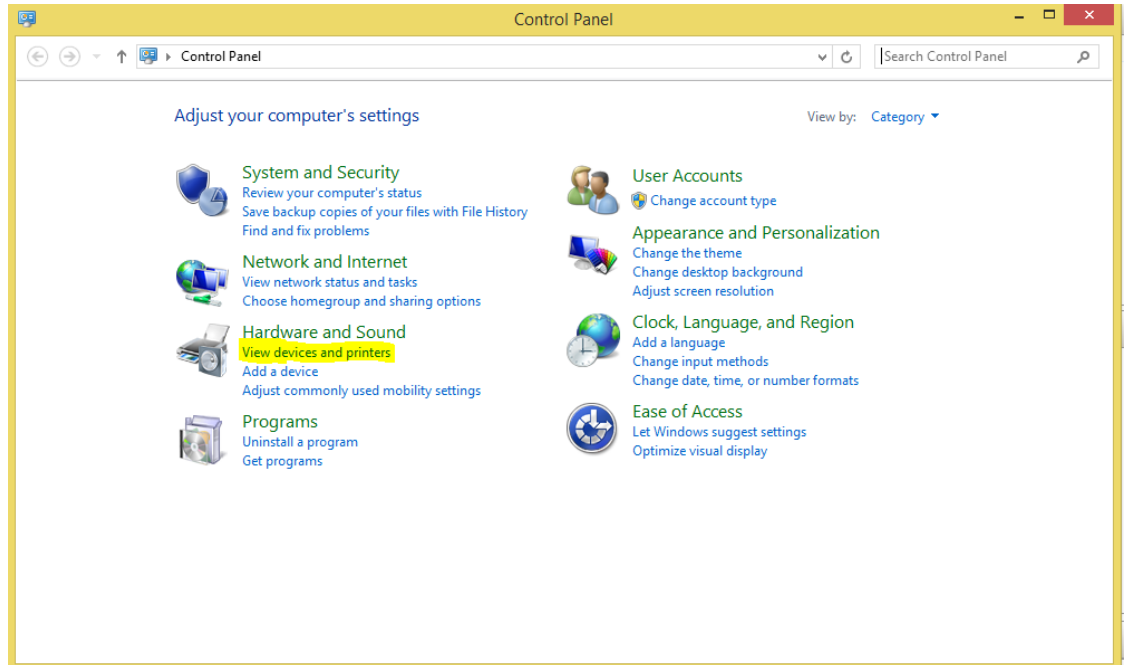


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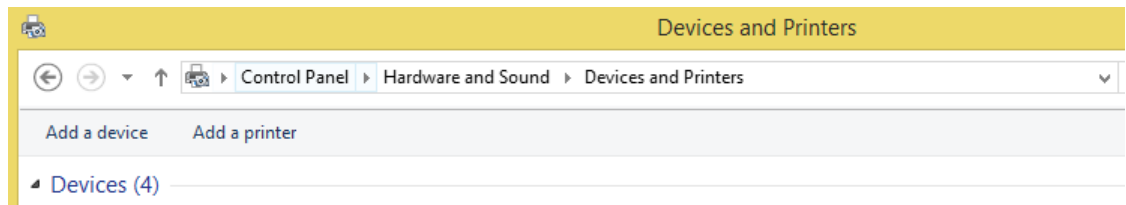
For Windows 8 User

Please follow the following steps:

- a. Click Start > Control Panel > View Devices and Printers



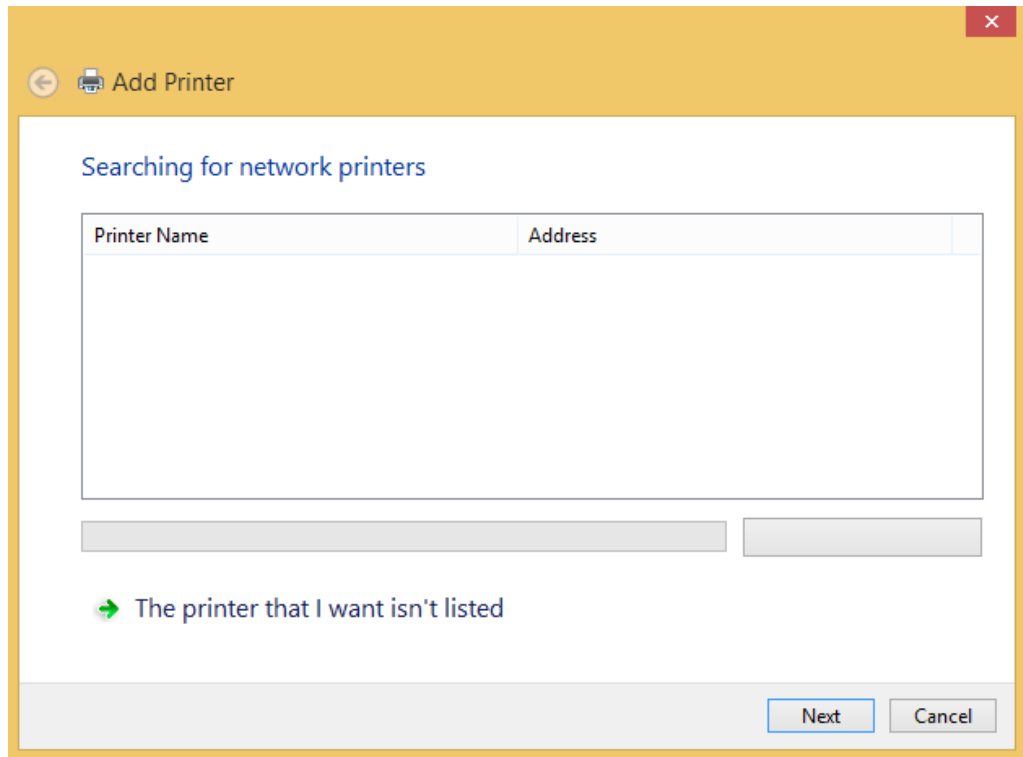
- b. Click on 'Add a printer'





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- c. Click on "The printer that I want isn't listed"



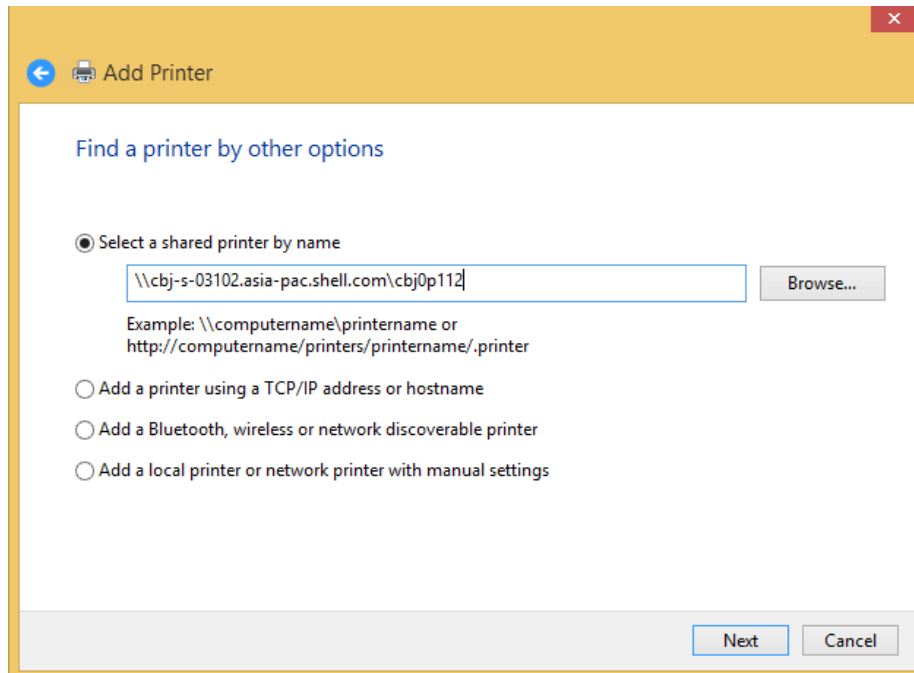


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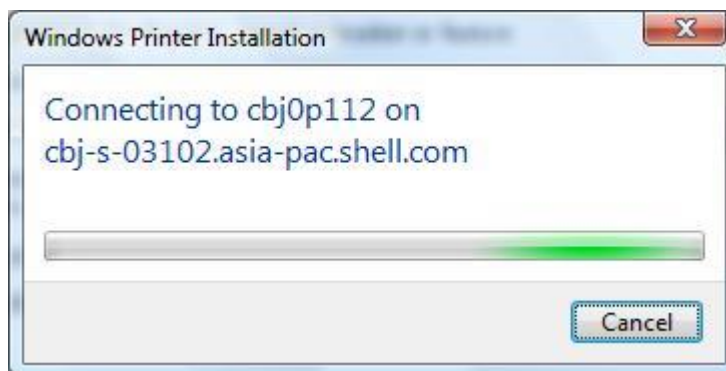
- d. Click on 'Select a shared printer by name' and enter the printer in the following format and click Next.

Format : \\<hostname>\<printer name>

Example : \\cbj-s-03102.asia-pac.shell.com\cbj0p112



- e. A connection with the printer will be established



You may be asked to enter your username and password. Enter your C4C username in the following format. Enter your C4C password, and check the "Remember my password" checkbox below it. Click OK.

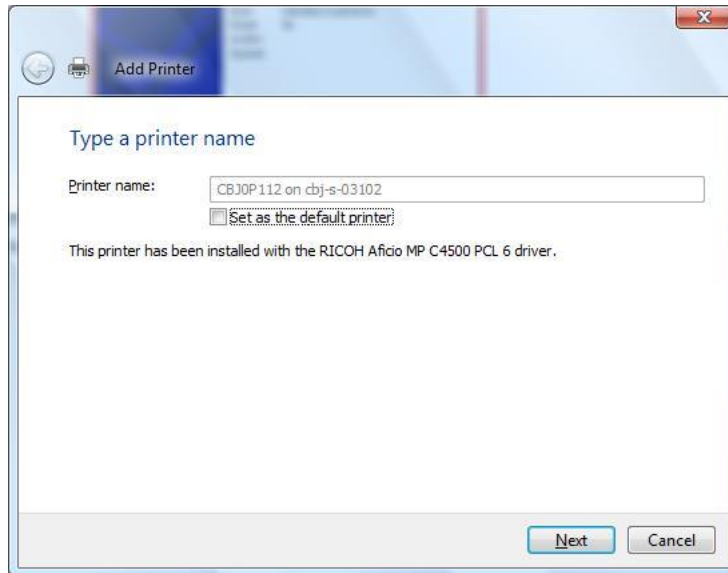
Format : vsat\<C4C username>

Example : vsat\Kylie.Wong-X

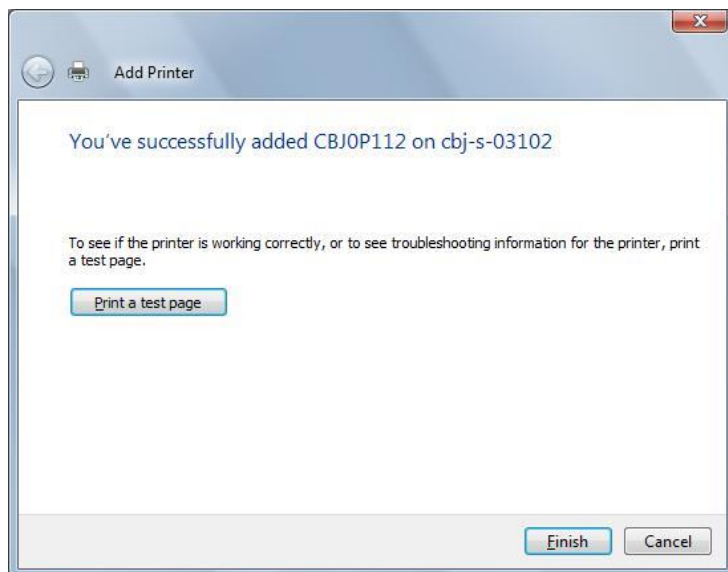


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- f. Once a connection is established, you will see the following screen. Click 'Next'



- g. Click 'Finish' to complete the process



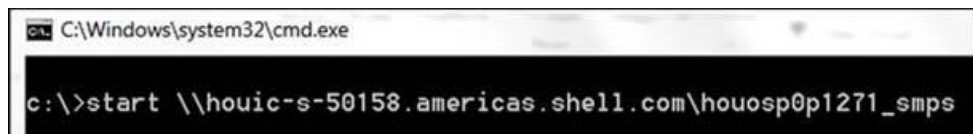


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For Windows 7 user

Please follow the following steps:

- a. To start mapping a network printer, click Start → Search → CMD. Execute the command "start [\\printername](#)". Example - "start [\\houic-s-50158.americas.shell.com\houosp0p1271_smps](#)"



```
C:\Windows\system32\cmd.exe
c:\>start \\houic-s-50158.americas.shell.com\houosp0p1271_smps
```

- b. Enter the C4C username and password when prompted to connect to the Print Server



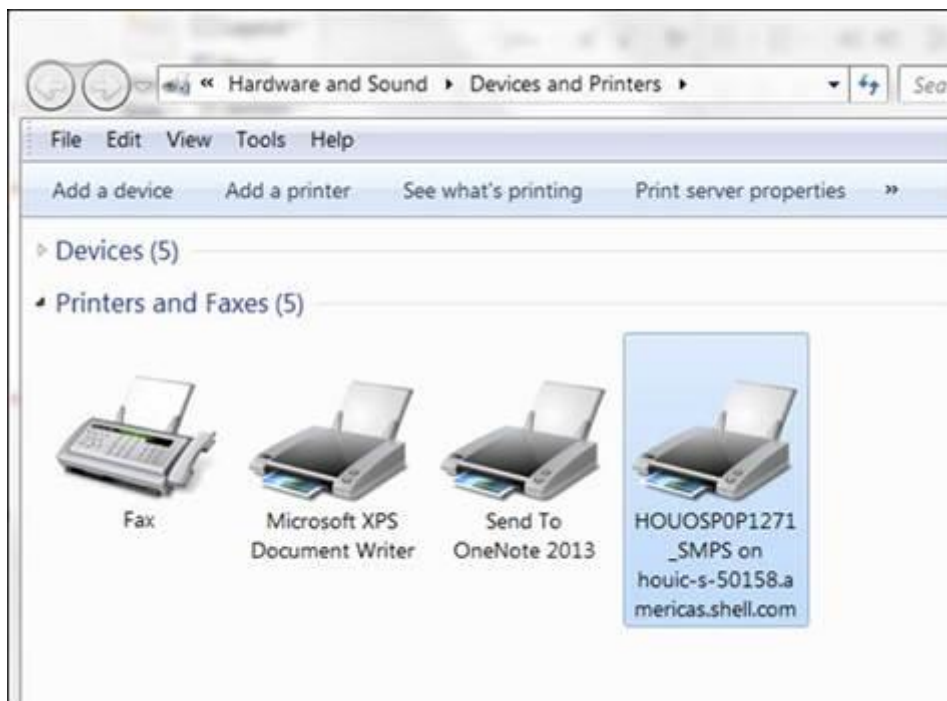


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c. Status of the printer installation as shown below:-



d. List of printers added to the client's machine





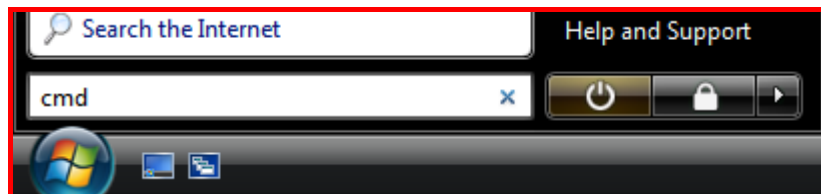
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Steps to do if Assignment Process Fails

If the process fails, you may need to add the printer via the IP address instead of the hostname. If so, you will need to obtain the IP address via a computer that is directly connected to the Shell network.

For Windows Vista, Windows 7 and Windows 8 user

If Windows Vista is installed on this computer, select the Start menu and type 'cmd' in the *Start Search* field.



Run a 'ping /a' command on the hostname as illustrated below. Then, repeat the steps to add the printer again, but use the IP address instead of the hostname, e.g. [\\144.199.182.60\cbj0p112](http://144.199.182.60/cbj0p112)

