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## Overview

This article walks through the steps to download, configure, and map drivers/printers with the [Microsoft Remote Desktop](#) app. This is a *free* app available on the Mac App Store that allows users to connect to their **Trail Blazer** database remotely – this is the option we now promote vs. using the *Microsoft Remote Desktop Client Hot Fix v1.2.1* app.

 **Tip:** Not only does this app allow you to connect on devices other than a PC, but you can begin memory intensive processes and allow them to run in the background even if take your device offline.

*\*You will need to be running the Mac computer as an administrator and you'll need an [Apple ID](#) to download this app.*

## Outline

- #1** Downloading the Remote Desktop App
- #2** Create and Configure a New Remote Connection
- #3** Log In and Out of your Remote Connection(s)
- #4** Map Drives and Printers

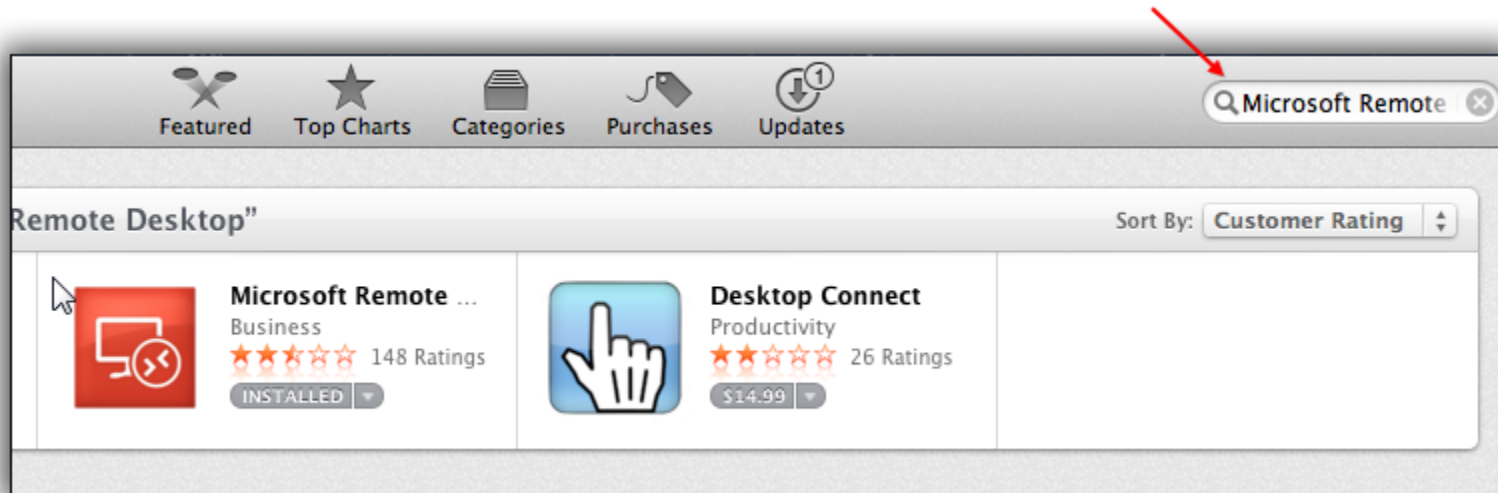
## #5 Related Resources

## #1 Downloading the Remote Desktop App

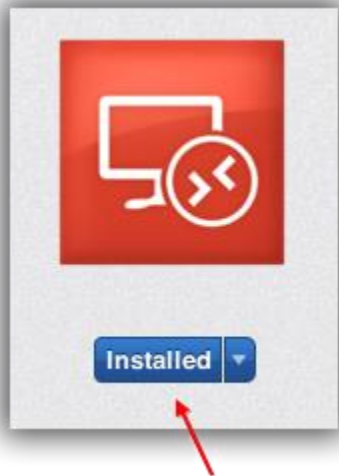
Launch the Mac App Store app.



Run a keyword search for “**Microsoft Remote Desktop**”.



Click the *free* download button. *In my example I already had the app installed.*



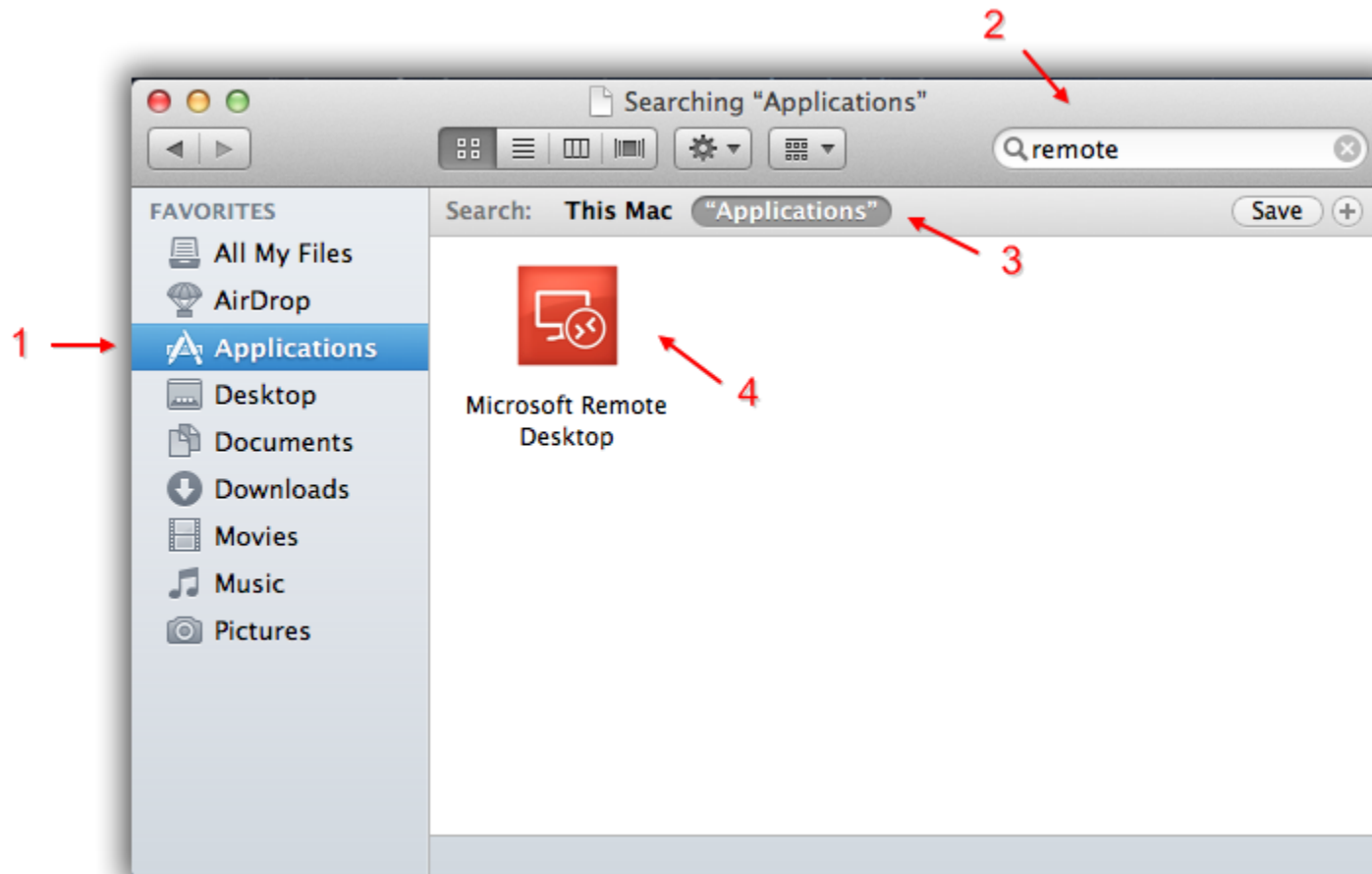
Enter your **Apple ID** and proceed with the download.



Open the **Finder**.



Navigate to **Applications**, search “Remote” in the search box, and double-click on the **Microsoft Remote Desktop App**.



Once the app is launched I would suggest keeping it in your **dock**. Right-click the app > Options > Keep in Dock.



The next section will go through the process to create and configure a new remote connection.

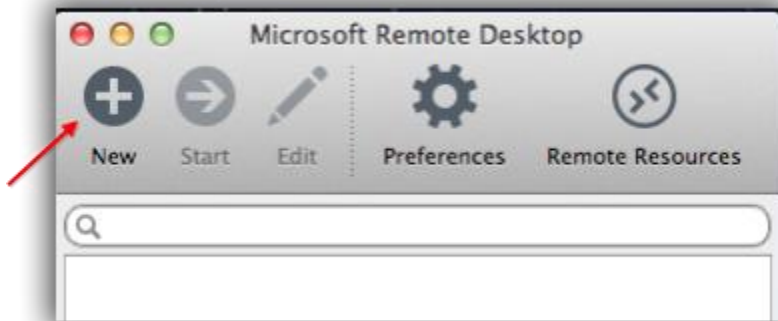
## #2 Create and Configure a New Remote Connection

When you first launch the app it will look like this.



Click the **(+) New** button.





This will open the **General** tab of the **Edit Remote Desktops** – Screen.

This image shows what it looks like by default.



Edit Remote Desktops -

General Session Redirection

Connection name

PC name

Gateway

**Credentials**

User name

Password

Resolution

Colors

Full screen mode

☒ Start session in full screen

☐ Scale content

☒ Use all monitors

The **\*required** information you need to enter here is:

- **Connection name:** Enter a name to remember this connection by.
- **PC name:** appserver1.trailblz.net

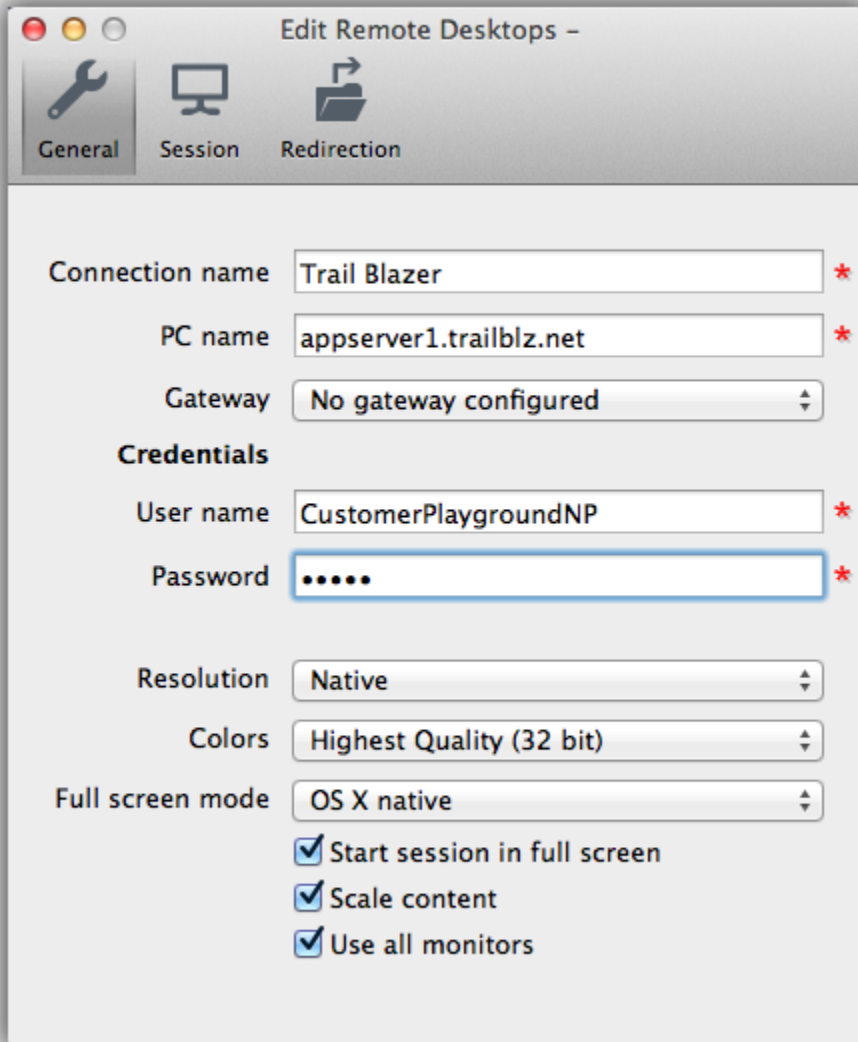
- **User name:** Same as your Database Name
- **Password:** Provided by the **Trail Blazer** data team when your database is first created. Call 866-909-8700 if you need it.

The *optional* information you can configure here is:

- **Gateway**
- **Resolution**
- **Colors**
- **Full screen mode**
- **Start session in full screen**
- **Scale content**
- **Use all monitors**

The image below is an *example* of how I configured the remote session under the **General** tab.

### \*Required fields



**Edit Remote Desktops -**

General Session Redirection

Connection name  \*

PC name  \*

Gateway

**Credentials**

User name  \*

Password  \*

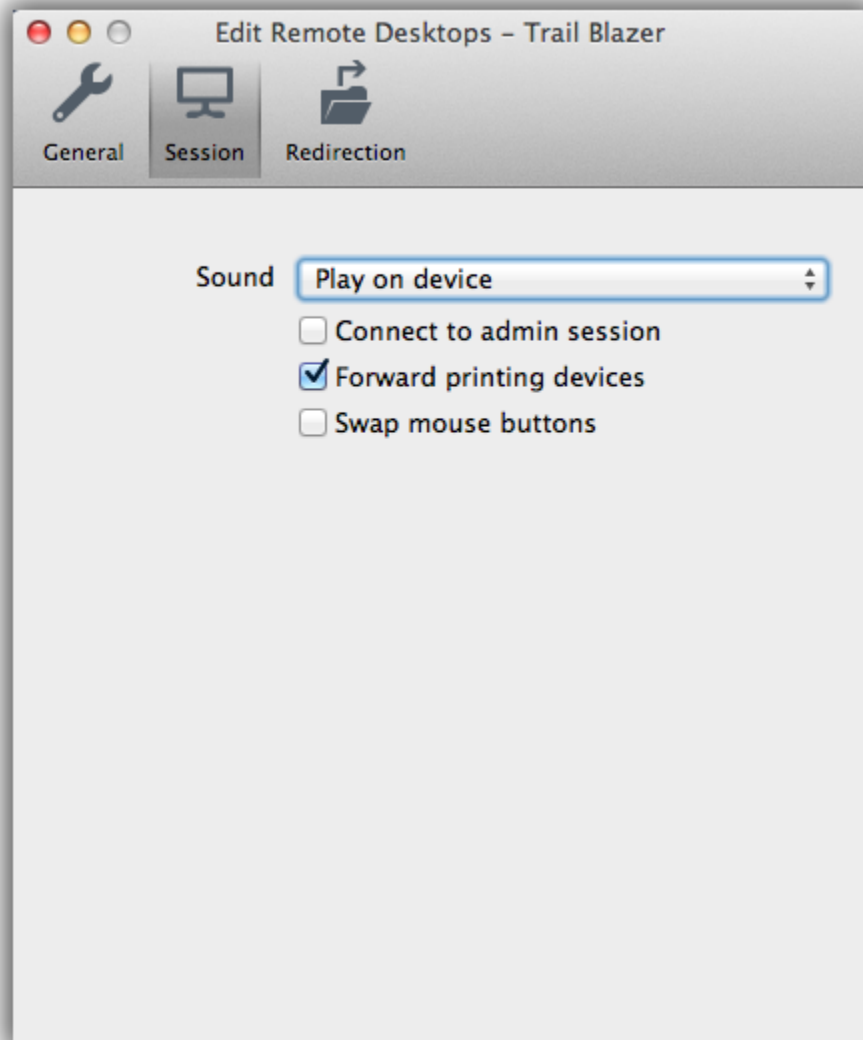
Resolution

Colors

Full screen mode

- ☒ Start session in full screen
- ☒ Scale content
- ☒ Use all monitors

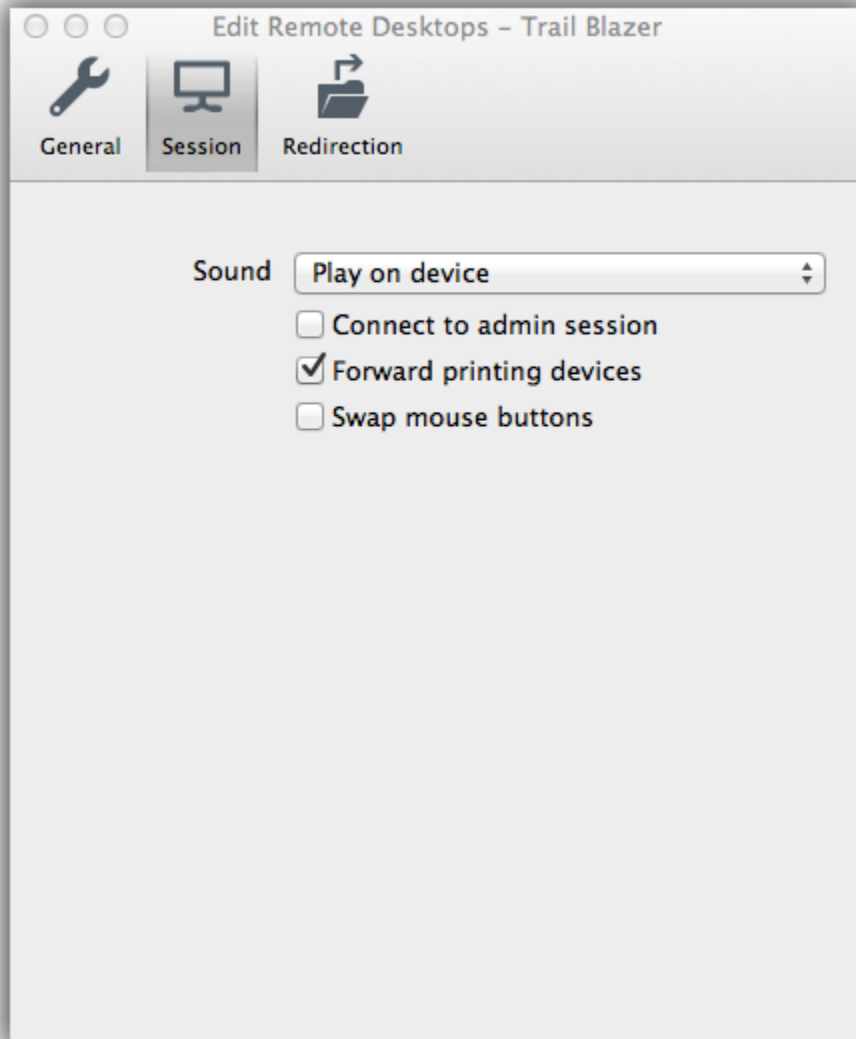
Navigate to the **Session** tab.





**IMPORTANT!** 3 of the 4 configuration options in this tab are *optional*, but to use the MS Remote Desktop app to connect to our server you **CANNOT** check the box for **Connect to admin session**.

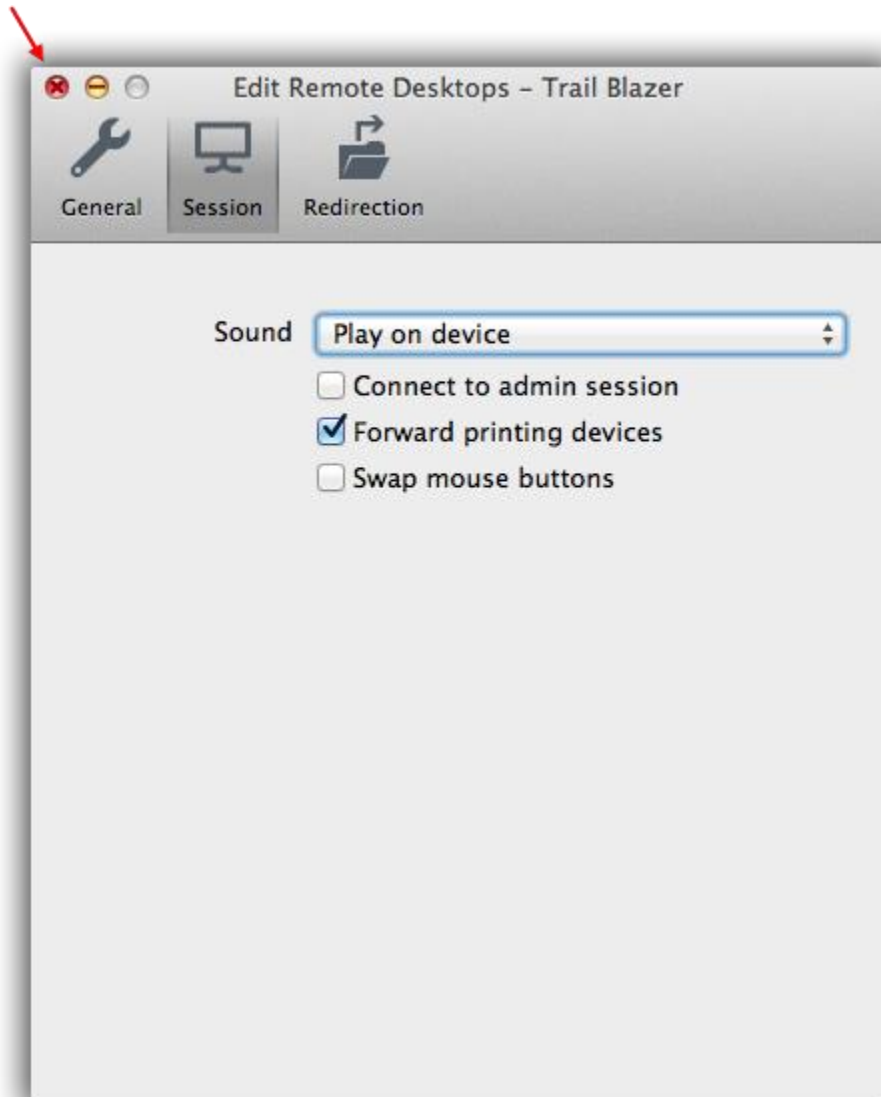
Below is an example of how I configured the **Session**. *I decided to **Forward printing devices** so I can print to my Mac's printers. I chose not to **Swap mouse buttons**, and for **Sound** I chose to **Play on devices**.*



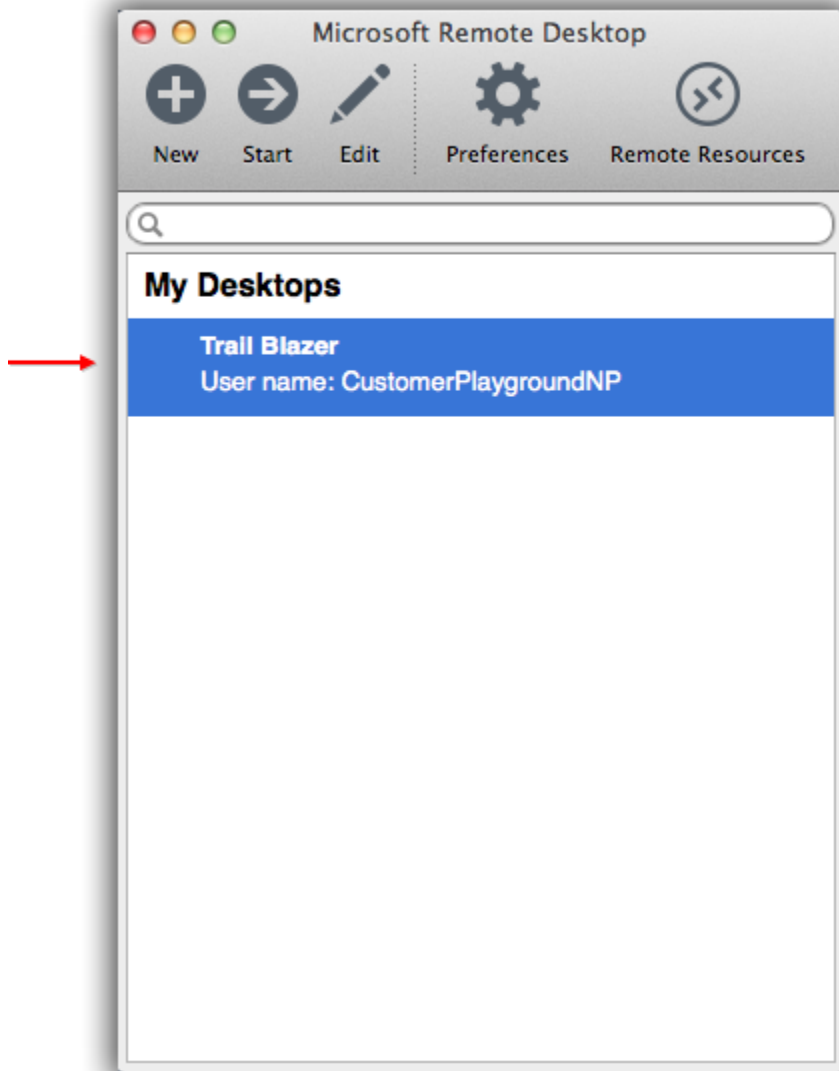
The last tab is **Redirection**, here you can map drives so that you can export from the remote session to your local machine. These configuration instructions are covered in section **#4** of this article.

You can now click the **red** close button in the upper left of the screen to finish adding the new remote connection.



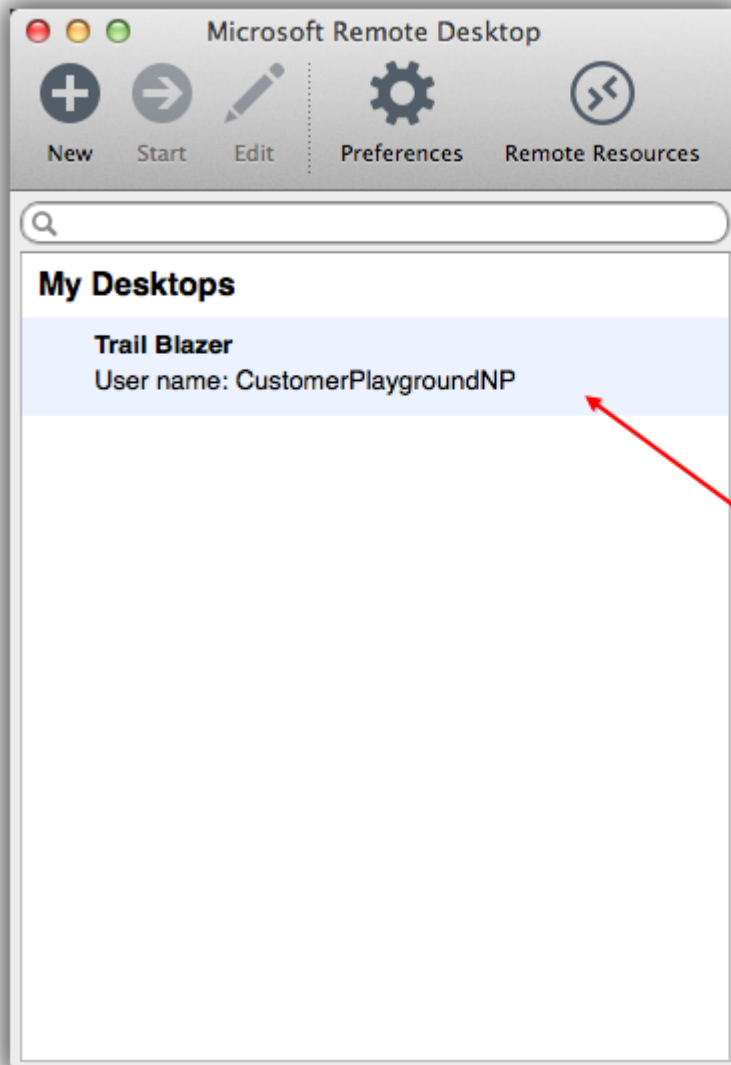


Your new **“Desktop”** will now display.



### #3 Log In and Out of your Remote Connection(s)

Double-click the name of the **Remote Desktop** you want to log into. *In my example I used the desktop created in section #1 of this article called "CustomerPlaygroundNP".*



Double-click

There will be an error message that displays noting that the certificate on the server is not trusted. Click **[Continue]**.




 **Tip:** If you don't want to see this message every time you log in you can expand the **[Show]** certificate button and check the box for **"Always trust Appserver1"** when connecting to **"appserver1.trailblz.net"**, after you do that you can click **[Continue]** (enter your Mac admin password), and click **[Update settings]**. The 3 images below show the steps on what this looks like.

Image 1 of 3 – Show Certificate



Image 2 of 3 – Always Trust Server Certificate

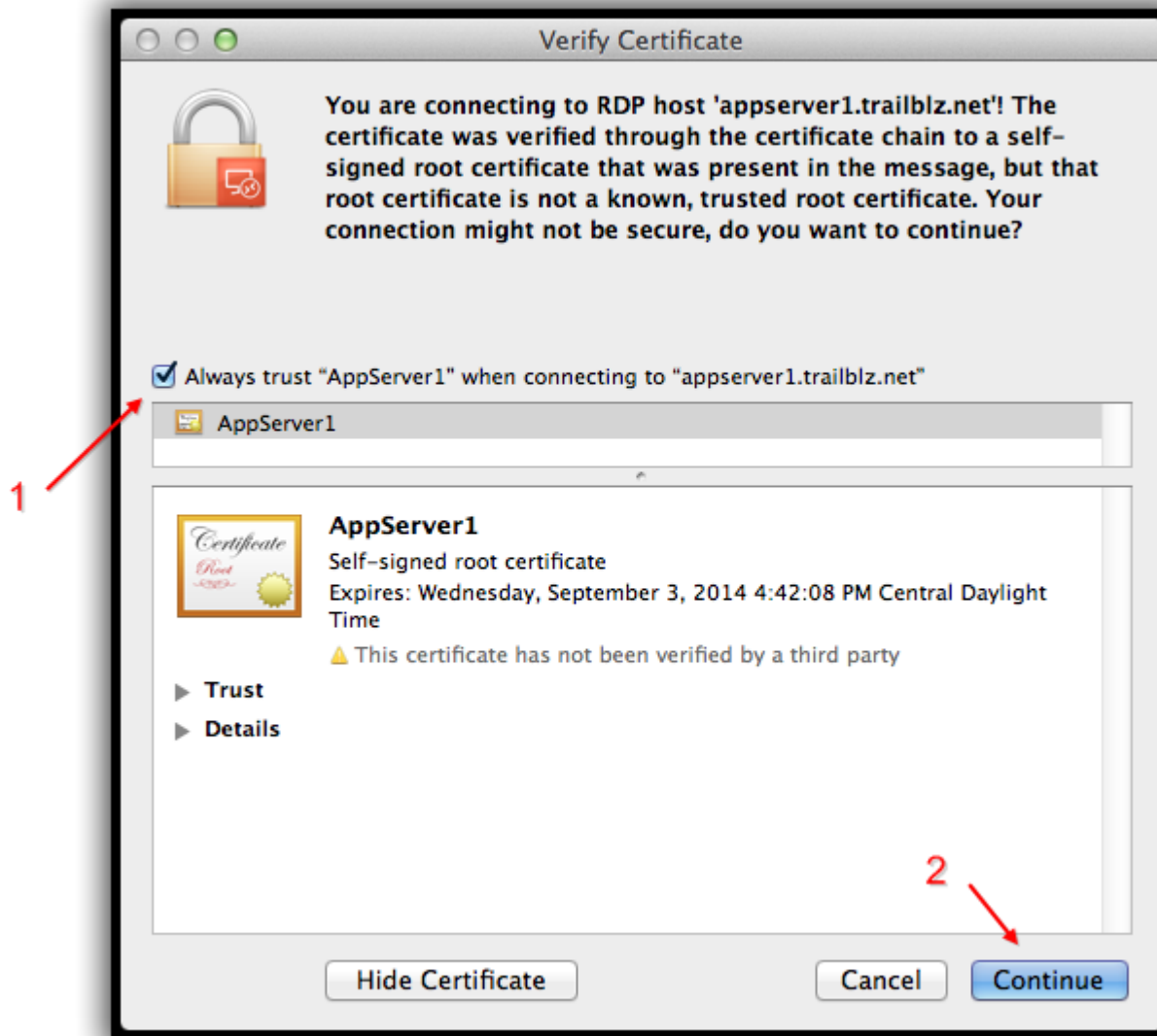



Image 3 of 3 – Update Settings, Enter Admin Password

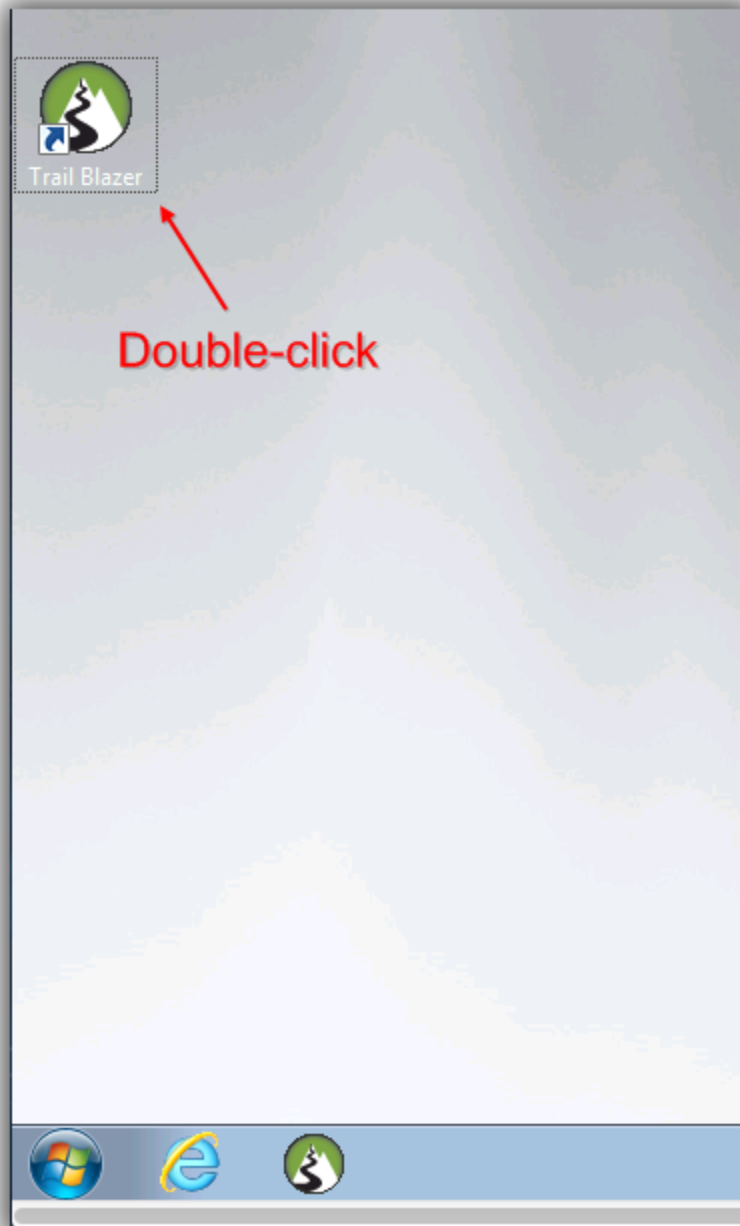


 **IMPORTANT!** Trail Blazer's AppServer1 has not been verified by a 3<sup>rd</sup> party product and if you're concerned about using a remote connection the best option is to run the app natively on a PC or run Microsoft Windows via a partition i.e. [Parallels](#) or [Boot Camp](#).

Once you're logged in you will see a Microsoft desktop.

Double-click the **Trail Blazer** icon to launch the app.

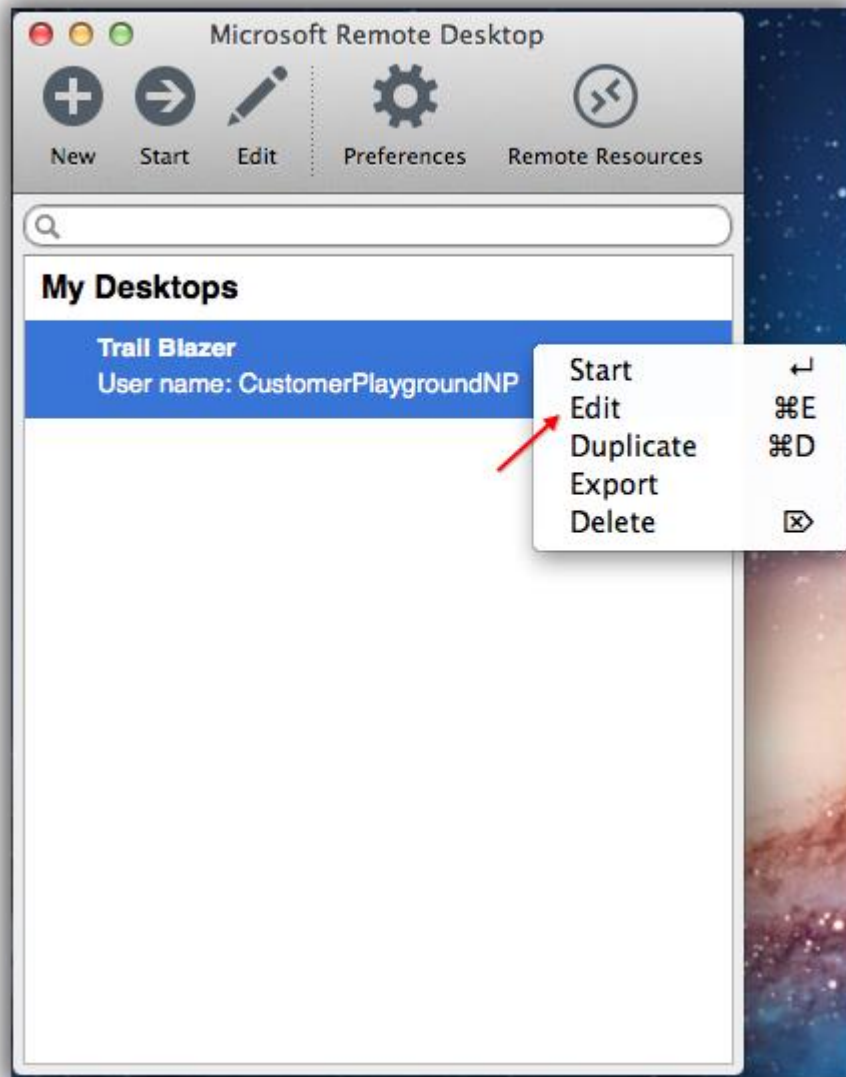




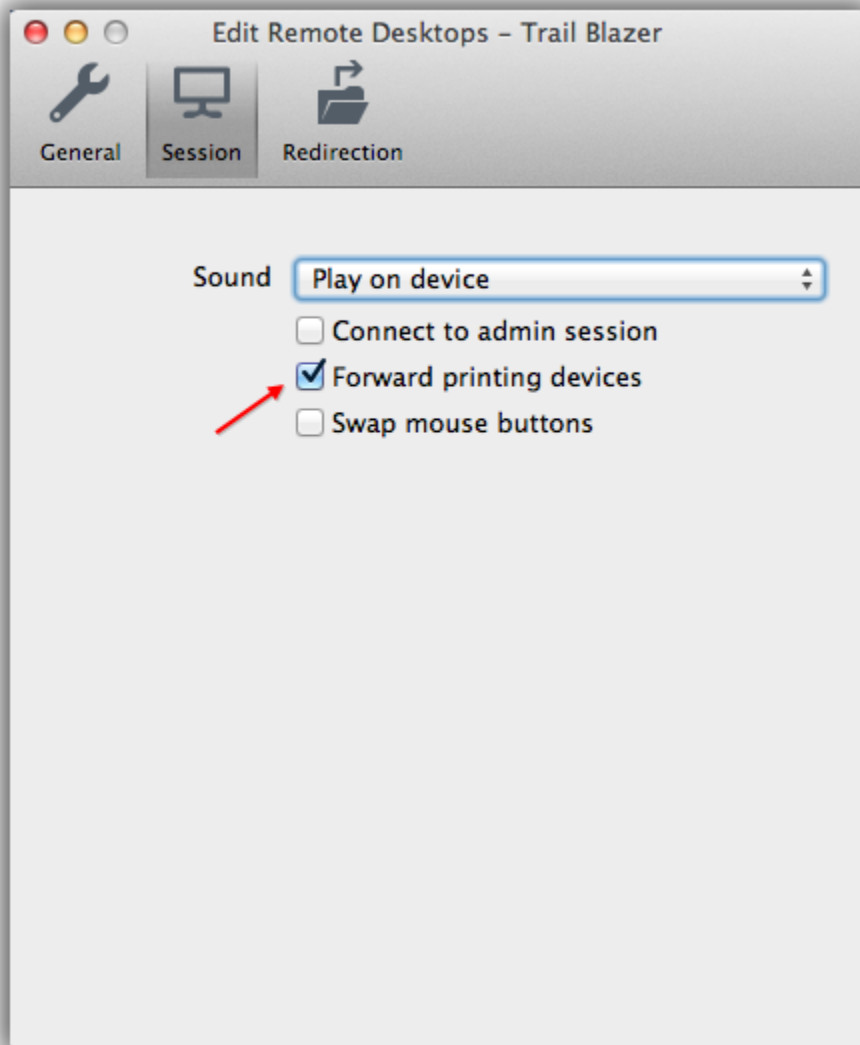
Enter your unique **Trail Blazer** User Name and Password, click **[OK]**. *If you don't have your own credentials you'll need one of your database administrators to set you up as a [user with security access](#).*

## #4 Map Drives and Printers

To print from a remote desktop connection to your local printer(s) right-click on the desktop you want to configure this for and select **Edit**.

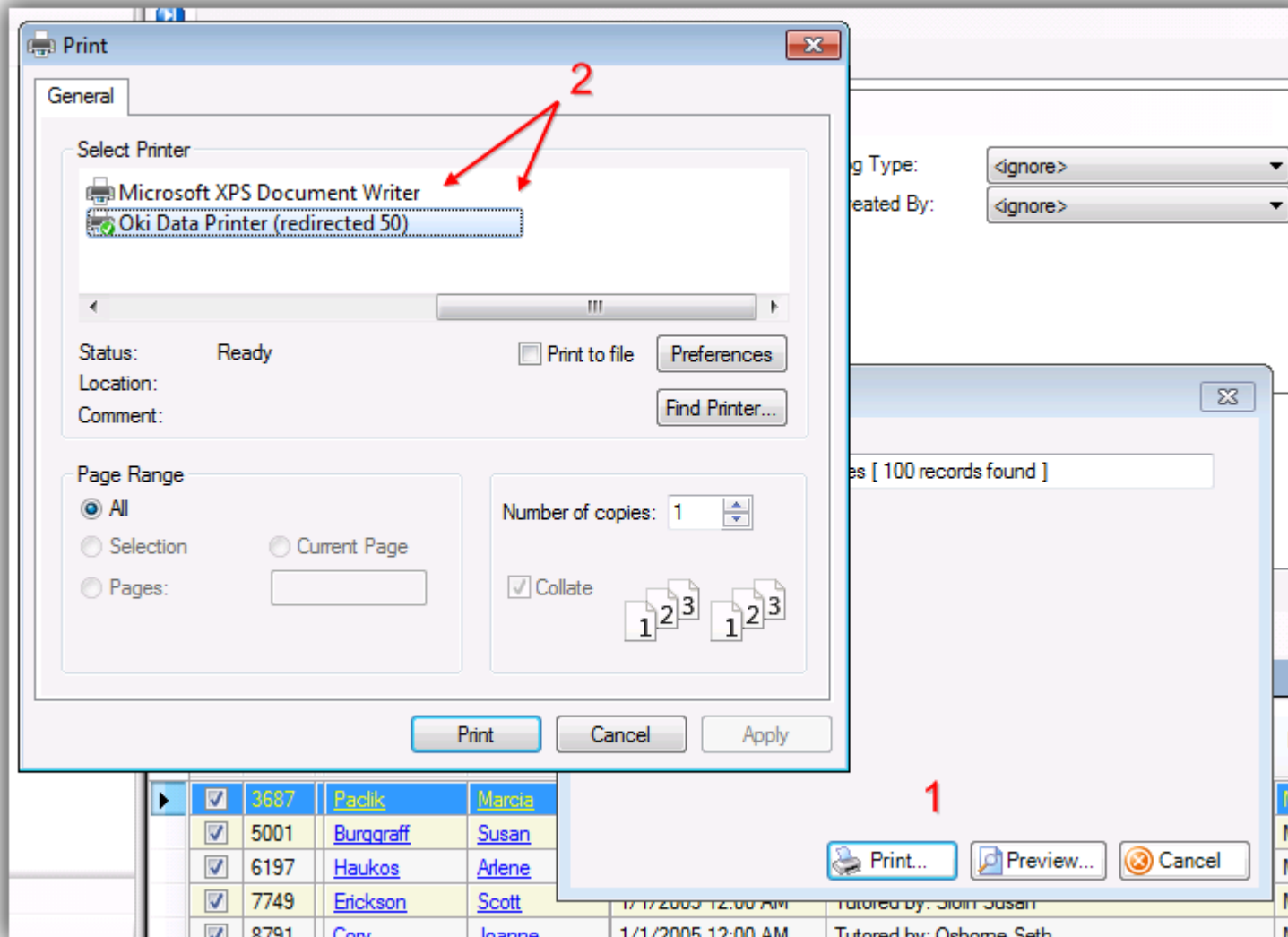


Click on the **Session** tab and check the box for “**Forward printing devices**”.



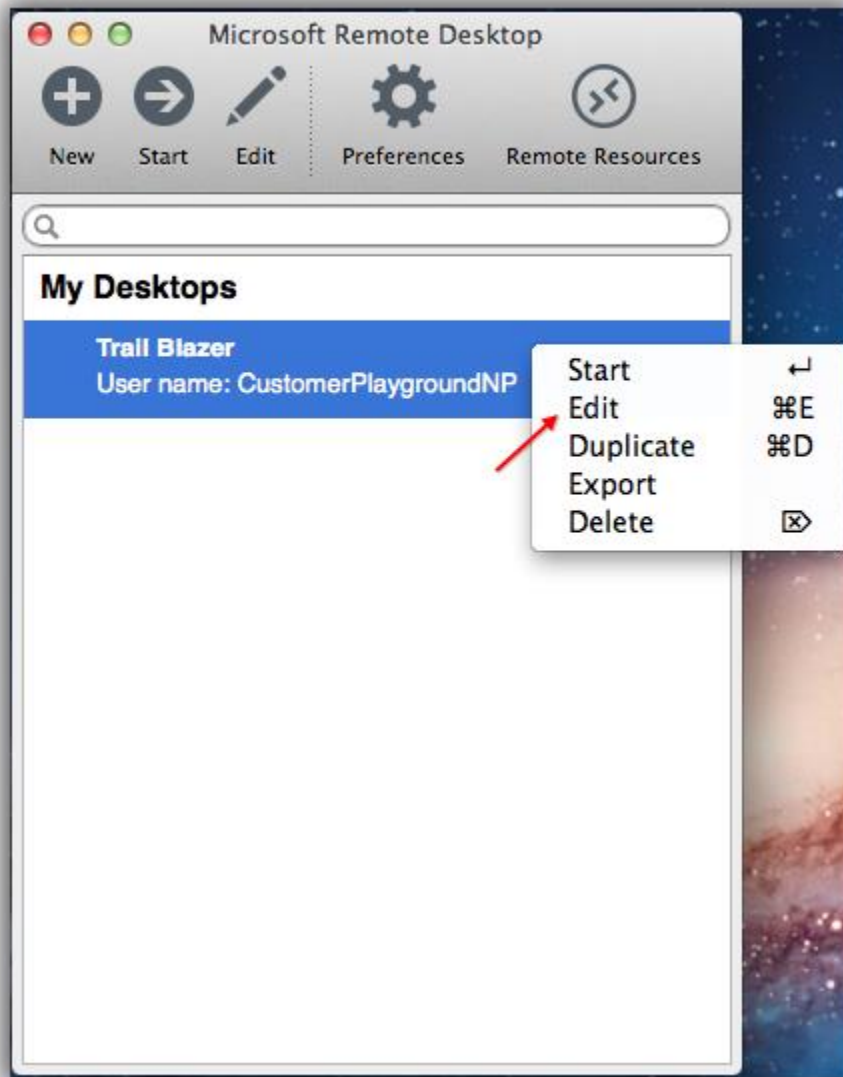
That's all you need to do in order to print from the remote desktop to your local printer(s).

The image below is an *example* print preview from my remote connection showing that I can print to the Mac's **OKI Data & Microsoft XPS Document Writer** printers.



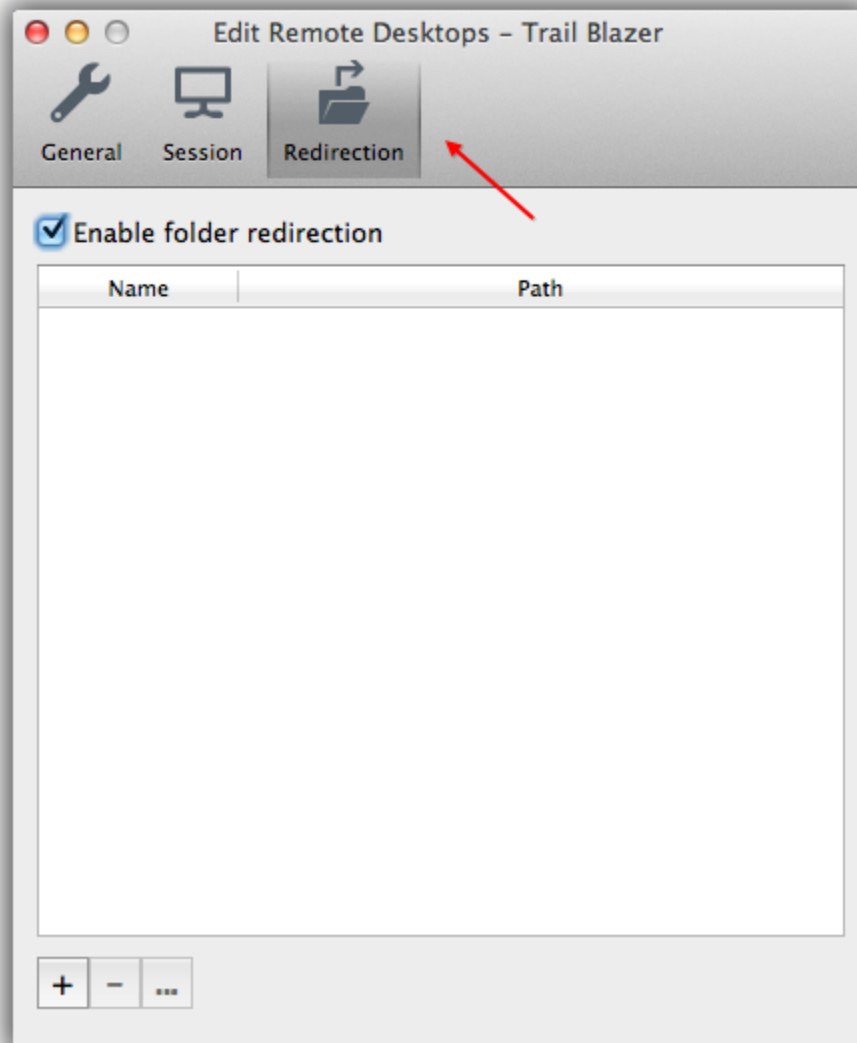
You're now finished mapping printers, the last part of this section covers mapping **Folders**. This is useful so that you can transfer files back and forth between your local environment and your remote desktop.

To map folders for a remote connecting launch the Remote Desktop app and right-click the “**Desktop**” you want to map folders for and click **Edit**.  
*In this example I used the **CustomerPlaygroundNP** connection once again.*

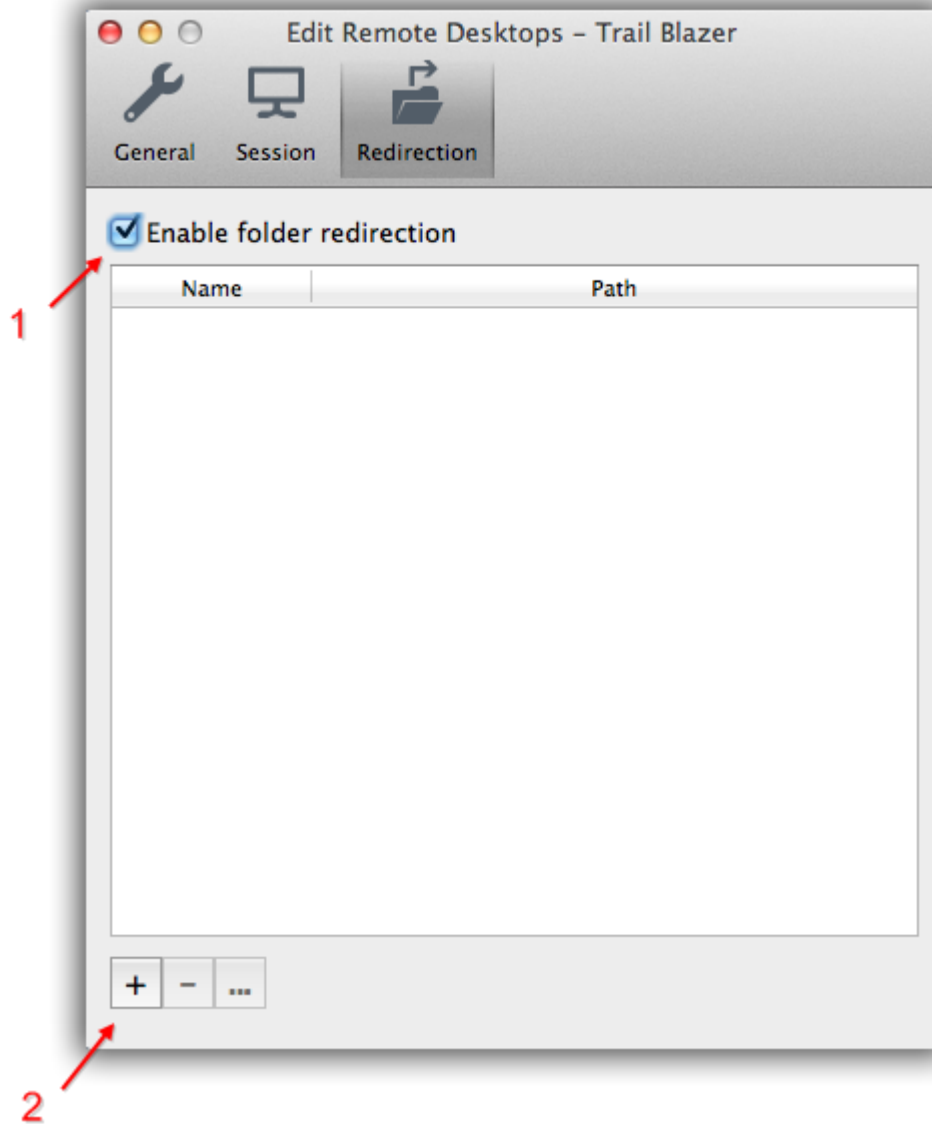


Click on the **Redirection** tab.

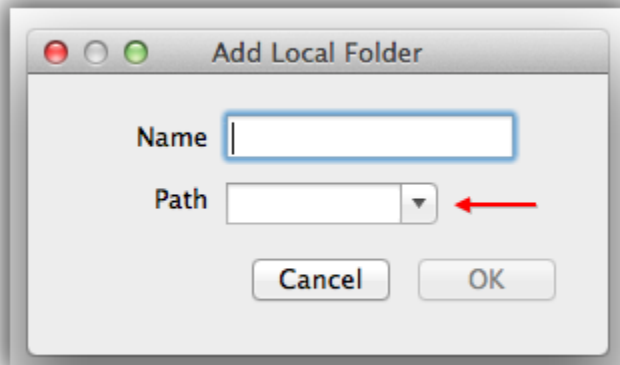




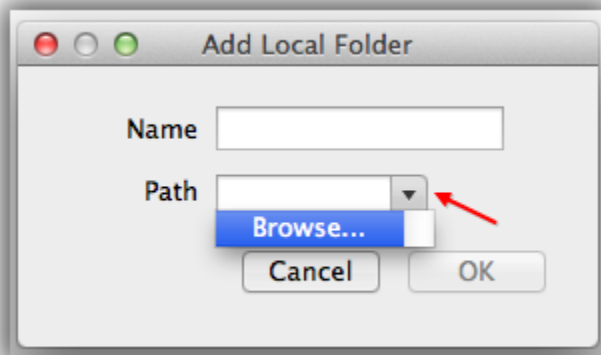
Make sure the box is checked for “**Enable folder redirection**”, and click the **[+]** button in the lower left to begin mapping a new folder.



The **Add Local Folder** screen will pop up.

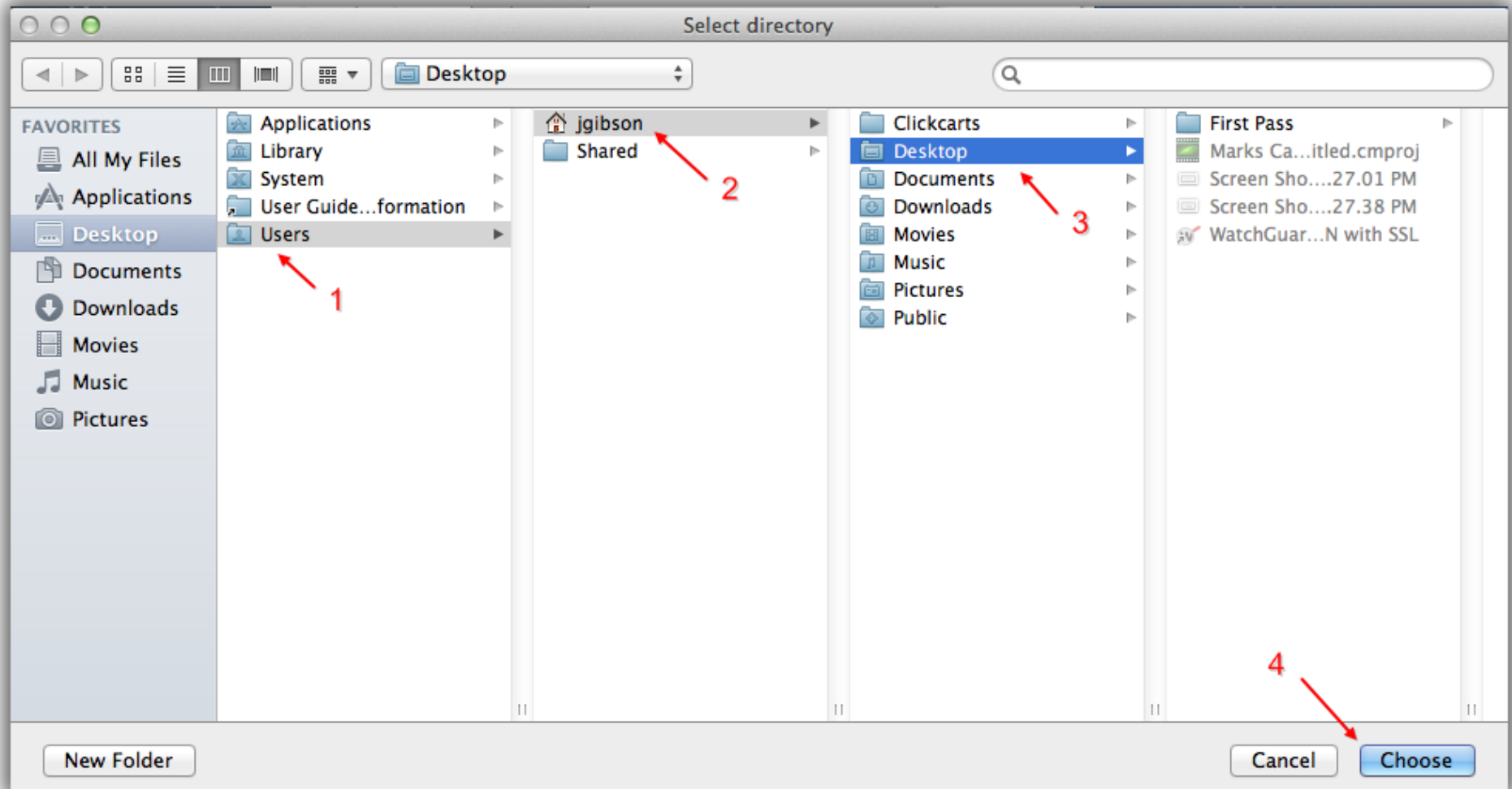


Click the **Path** drop-down menu and select **Browse**.

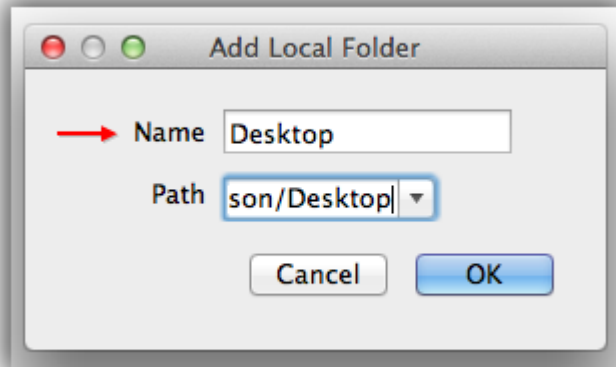


Navigate to the folder you want to map. *In this example I mapped the **Desktop** by following **Users > jgibson > Desktop**.*

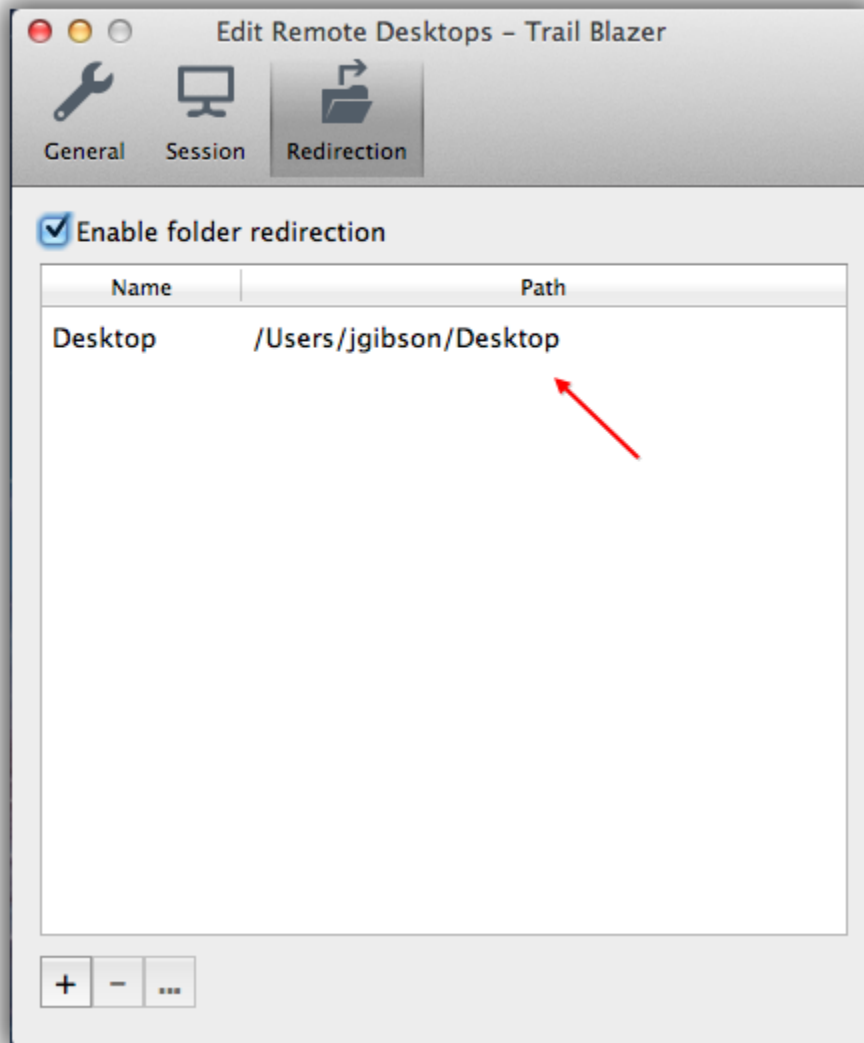
Click **[Choose]** in the bottom right when you're ready.



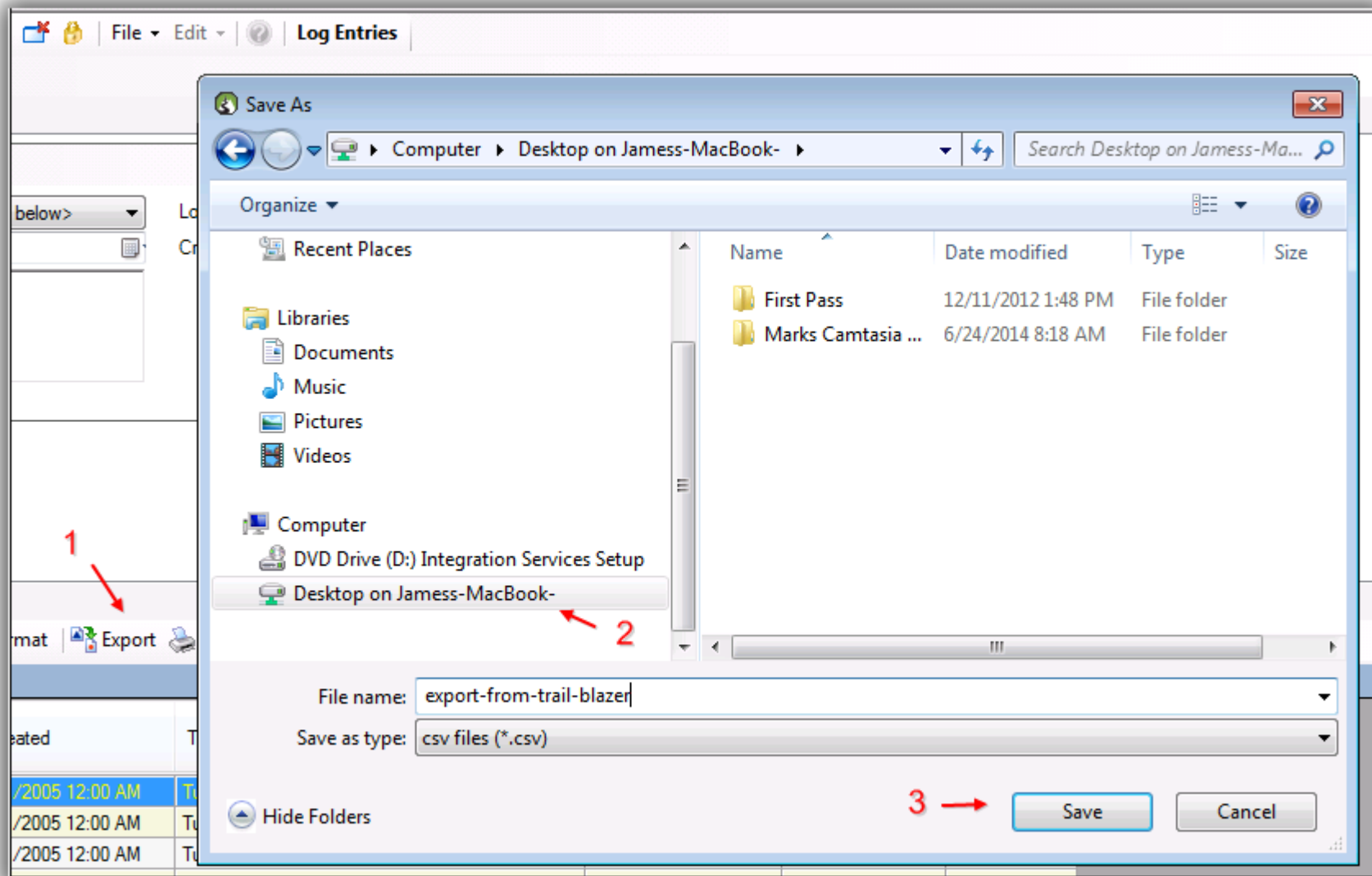
It will automatically enter a **Name** and the **Path**. In this example it set the **Name** as "Desktop" – you can change this name to whatever you want.



Click **[OK]** to finish. The image below is an *example* of how the newly mapped folder will look like in the **Redirection** tab.



When you are exporting from your remote desktop connection in the future you can now choose that folder as an option. *The image below shows what that will look like.*



You're now a Remote Desktop guru. If you have any questions or need a one on one walkthrough please connect with our support team by phone or email. There are many related articles, videos, and third party products below to help make your life easier.



**Trail Blazer™**

- YouTube Channel
- Knowledge Base Articles
- 3rd Party Resources

## Related Resources

**Article:** [Configure 2X Client RDP Connection on your iPad \(or any mobile device\)](#)

**Article:** Printing and Mapping Drives with RDC – Microsoft Remote Desktop Client (*Link after KB is approved*)

**Article:** [How to Run Trail Blazer on Your Macintosh](#)



**Video:** [2X iPad Install and Configure](#)

**3<sup>rd</sup> Party Resource:** [Microsoft Remote Desktop](#)

**3<sup>rd</sup> Party Resource:** [Mac Basics: Using Windows on your Mac with Boot Camp](#)

**3<sup>rd</sup> Party Resource:** [Parallels Desktop 9](#)

## Trail Blazer Live Support

☎ **Phone:** 1-866-909-8700

✉ **Email:** [support@trailblz.com](mailto:support@trailblz.com)

f **Facebook:** <https://www.facebook.com/pages/Trail-Blazer-Software/64872951180>

t **Twitter:** <https://twitter.com/trailblazersoft>

\*As a policy we require that you have taken **Trail Blazer's** intro training class before calling or emailing tech support. [Click Here](#) to view our calendar for upcoming classes and events. After signing up you will receive instructions for how to log into the interactive online webinar.

*\*This service is included in your contract.*

