Where print and call popups appear

This article describes popup behavior from Print Director 2.5.15. Update PDServer, PDAgent and PDAgentClient together to use this behavior.

Request	Where the popup appears
A print job with an originating workstation	Print Director first tries that workstation. If it accepts the popup, other sessions do not receive it.
The originating workstation cannot accept the popup	Print Director tries every connected session in which the user is authenticated.
Email-to-print or a cloud print workflow	Every connected session in which the user is authenticated, because there is no originating workstation.
A telephone call billing popup	Every connected session in which the user is authenticated. Calls have no originating print workstation.

Concurrent sessions can be on different computers or on the same computer. For example, a user signed in to a desktop and a remote desktop session may receive a call billing popup in both places.

When the user answers or closes a popup, Print Director closes its counterparts in other connected sessions. Releasing or deleting a print job also closes that job's popup. If a window contains several print jobs, removing one job leaves the remaining jobs available. Rule-violation messages for denied jobs remain available to explain why printing was refused.

Cancelling a popup does not start PDAgentClient in a session where it is absent. An originating print request can still start the client when required.

Print Director version at time of publish: 2.5.15.3. Publish date: 30/10/2026.