Auto-configure queues to use the PDAgent LPD service

By default, the PDAgent controls a Windows print queue that is matched to a printer by pausing each job in the queue until it is released. This has some drawbacks:

- Windows tells the user their job is *paused*, which confuses users and causes support calls.
- On a print server, other users connected to the same queue can see the waiting jobs, with their document names and user names.
- Some drivers (for example V4 or class drivers) only create the final print data when the job leaves through the port, so the PDAgent cannot add the authentication some tracking methods need (such as Enhanced Server).
- Some Microsoft apps (for example Edge and Photos) print through the XPS print path, with a similar problem.

Sending jobs through the PDAgent's own **LPD service** instead avoids all of these: the queue's port sends each job straight to the PDAgent, which holds it until it is released.

Check the PDAgent

1. In Resource Manager, click **PD Agents**, and double-click the PDAgent (the print server's, or the computer's own).
2. On the **Print services** tab, under **IPP & LPD services**, make sure **Enable LPD** is ticked.
3. Click **OK + Refresh**.

At least one print queue on that computer must be matched to a printer. The PDAgent uses the queue named in each LPR job to know which printer's settings apply; if it cannot find it, it uses the first matched queue.

Change the queues' ports

For all queues matched to a printer

Use this where there is no print server and each computer has its own print queues and PDAgent.

1. In Resource Manager, click **Print Management** > **Shared Devices**, and double-click the printer.
2. Click the **Queue auditing** tab, and set **Port policy** to **Route through local PDAgent using LPR**.
3. Click **OK + Refresh All**.

Every queue matched to the printer whose own **Alter port** setting is **Use matched device setting** (the default) then has its port changed to send jobs to the local PDAgent.

For one queue, with a pool of ports

On a print server that many Windows computers print to through shared queues, give each queue several LPR ports. Windows sends jobs through a port one at a time, so one user with a slow connection could otherwise hold up everyone else's jobs on that queue.

1. In Resource Manager, open the print queue (**Print Management** > **Print Queue Management** > **Installed Queues**).
2. On the **Windows queue** tab, under **Change print queue port**, set **Alter port** to **Change to local LPR (use PDAgent LPD service)**, and in **If altering to LPR: create a pool of**, enter the number of ports, for example 5.
3. Click **OK + Refresh**.

The queue stops being paused, and waiting jobs disappear from it, but they can still be released. You can see them in the PDServer's list of managed jobs, or the PDAgent's list of print jobs.

Related articles

- *How to set up a Mac to print through the PDAgent LPD service*
- *Use Standard TCP/IP port with LPR to send a different username*
- *Shared device settings*

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