KB164890640: ArtiosCAD - Could not connect to the remote server

Summary

When launching an output, the following error pops up:

"**Could not connect to the remote server**".

Symptoms

- When launching an output, the following error pops up: "**Could not connect to the remote server**".
- The communication goes via a virtual Windows printer.
- The plotter table is connected to the ArtiosCAD workstation or at least to another ArtiosCAD station in the LAN.

Solution

1. Go to **Options** > **Defaults** > **Shared** or **User Defaults** (depends where the output was created).
2. Select the concerned output, go to the **Device** tab.
3. In the **CAM Device Name** field, the virtual Windows printer should be selected. If it is empty or the wrong name, click the **...** button and select via **Output Destination** > **System printers**, the corresponding Windows printer.
4. Click **OK** and **Save** the changes in your **Defaults**.
5. Try to run the output again.

For more details on the general setup of a virtual Windows printer for ArtiosCAD, read this article:

- KB79695304: ArtiosCAD - Output to table doesn't work on Windows 7

⚠ An incorrect modification of values and parameters in the ArtiosCAD Defaults can cause critical problems that might lead to severe problems in the correct functioning of the program.

Esko cannot guarantee the proper working of your ArtiosCAD installation due to an incorrect handling of parameters and settings. A reinstall might be mandatory in order to restore the original system state. For this reason, Esko recommends that you take regular backups of the `ServerLib` (Shared Defaults) folder, the database and the FileStore.

Please contact your local Esko Support team in case you need more advice related to backups.

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