

Cannot connect to printer after password change.

This guide is for users of **Follow me on <https://webprint.tudelft.nl>** only.

After changing your NetID password you may get a cannot connect to printer type error. You are logging on to your PC with your own username and password but are using your TU Delft NetID and password for printing. If you change the password of your NetID, it is no longer synchronized with the NetID password stored on your PC. When printing the first time after the change, you may get a username-password pop up. Just fill in your new password and you can print again. If you don't get the pop-up you will get an error message like "cannot connect to the printer".

You can easily rectify this in the properties of the printer driver by replacing the saved password with your new one.

1. W10: Go to Start > Settings > Devices > Printers & Scanners > Print Server Properties
W7: Go to Start > Devices and Printers > Choose a printer > Print server properties
Open the Properties of FollowMe on <https://webprint.tudelft.nl>
2. Click on ports
3. Configure Ports => (the connected port is highlighted) and Configure Port....
4. Type your new password and click OK and OK again. Close the Control panel.

Situation Windows 7

The screenshot shows the Windows 7 'Devices and Printers' control panel. The 'Print server properties' link is circled in red and labeled '1.'. The 'Ports' tab is circled in red and labeled '2.'. The 'Configure Port...' button is circled in red and labeled '3.'. The 'Configure Internet Port' dialog box is open, showing the 'Security options' section. The 'Use the specified user account' option is selected. The 'User Name' field contains 'netid' and the 'Password' field contains a series of dots, both circled in red and labeled '4.'. The dialog box title is 'Configure Internet Port' and the URL is 'https://webprint.tudelft.nl/printers/FollowMe/printer'. The 'Security options' section has three radio buttons: 'Use anonymous account', 'Automatically use the Windows logon name and password (and domain if any)', and 'Use the specified user account'. The 'Use the specified user account' option is selected. The 'User Name' field contains 'netid' and the 'Password' field contains a series of dots. The 'Use the same security setting for all users' checkbox is unchecked. The dialog box has 'OK' and 'Cancel' buttons at the bottom.

Port	Description	Printer
PORTPRO...	Local Port	Microsoft XPS Document Writ...
nul:	Local Port	Send To OneNote 2016
IR	Local Port	
Desktop^...	Adobe PDF	Adobe PDF
Documen...	Adobe PDF	Adobe PDF
IR	Adobe PDF	Adobe PDF
https://w...	Internet Port	FollowMe

Situation Windows 10

The image shows a sequence of steps in Windows 10 to configure a printer server. It starts with the Settings app, where 'Printers & scanners' is selected. This leads to the 'Printers & scanners' control panel window. In this window, the 'Ports' tab is active, showing a list of ports. The 'FollowMe' internet port is selected, and the 'Configure Port...' button is clicked. This opens the 'Configure Internet Port' dialog box, where the 'Use the specified user account' option is chosen, and the 'netid' user name and a password are entered.

1. Printers & scanners

2. [Print server properties](#)

3. Configure Port...

4. Password

Port	Description	Printer
PORTPRO...	Local Port	Microsoft XPS Document Writ...
IR	Local Port	
Microsoft...	App Monitor	OneNote
Desktop*	Adobe PDF	
Documen...	Adobe PDF	
IR	Adobe PDF	
https://w...	Internet Port	FollowMe