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## ShipCenter - How to Enable USB Redirect for Remote Desktop

Professional Services - 2025-06-12 - Miscellaneous

The following article provides steps for customer environments wherein ShipCenter users ("shippers") work on a PC with a USB Scale connected to it, and run the ShipCenter application via Remote Desktop client.

In order for the shipper's "local" USB Scale to communicate with ShipCenter via Remote Desktop several changes will need to be performed under **Group Policy Management** on **both** the **local PC** and the **Remote Desktop**.

Additionally, the RDP connection used by the **local** PC will need to be modified *after* completing the Group Policy changes.

Changing the above settings may require elevated permissions and should be done with your organization's IT review and approval.

(These changes can be deployed via Group Policy, please work with your internal IT resources on a deployment strategy fit for your organization, number of local PCs, etc.)

## **Group Policy Management**

1. On the **Remote Desktop hosting ShipCenter**, use Win+R to open to open the Run menu, type **gpedit.msc**, and press **Enter** on the keyboard

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2. Navigate the Group Policy Editor and then drill-down to:

## Administrative Templates [] Windows Components []Remote Desktop Services [] Remote Desktop Connection Client [] RemoteFX USB Device Redirection

With *RemoteFX USB Device Redirection* selected on the left-hand pane, click **Edit Policy Setting** or double-click the **Setting** entry in the right-hand pane of the Group Policy Editor.

Local Group Policy Editor			-	
File Action View Help				
<ul> <li>OOBE</li> <li>Portable Operating System</li> <li>Presentation Settings</li> <li>Push To Install</li> <li>Remote Desktop Services</li> <li>RD Licensing</li> <li>Remote Desktop Session Client</li> <li>Remote Desktop Session Host</li> <li>RSS Feeds</li> <li>Search</li> <li>Search</li> <li>Search</li> <li>Search</li> <li>Search</li> <li>Software Protection Platform</li> <li>Software Protection Platform</li> <li>Software Protection</li> <li>Store</li> <li>Speech</li> <li>Store</li> <li>Store</li> <li>Store</li> <li>Thatk?</li> <li>That Restrictions</li> <li>Test Input</li> <li>Windpests</li> <li>Windpests</li> </ul>	RemoteFX USB Device Redirection     Allow RDP redirection of other     supported RemoteFX USB devices     from this computer     Edit policy setting.     Requirements:     Al least Windows Server 2000 R2     with Service Pack 1     Windows Server 2000 R2     with Service Pack 1     Discription:     This policy setting allows you to     permit RDP redirection of other     supported RemoteFX USB devices     rom this computer. Redirected     RemoteFX USB devices will not be     computer.     If you enable this policy setting,     you can choose to give the ability     to redirect other supported     RemoteFX USB devices work RDP     to all users or only to users who     are in the Administrators group on     the computer.	n Setting Allow RDP redirection of other supported RemoteFX USB de	State Enabled	Comment No
1 setting(s)				

3. **Enable** the policy and set the *RemoteFX USB Redirection Access Rights* Option to **Administrators and Users** and click **OK**.

Allow RDP redired	ction of other supp	oorted RemoteF)	( USB devices from this co	mputer	-		×
Allow RDP redired	ction of other sup	ported RemoteF)	K USB devices from this co	omputer			
Previous Setting	Next Setting						
O Not Configured	Comment:						
<ul> <li>Enabled</li> </ul>							
O Disabled							•
	Supported on:	At least Window Pack 1	ws 7 with Service Pack 1 or	Windows Serve	er 2008 R2 with	Service	*
Options:			Help:				
RemoteFX USB Redire Adminstrators and Us	ction Access Right	is	This policy setting allow supported RemoteFX US Redirected RemoteFX US usage on this computer. If you enable this policy ability to redirect other s RDP to all users or only t group on the computer. If you disable or do not supported RemoteFX US redirection by using any For this change to take e	s you to permit B devices from SB devices will r setting, you ca supported Rem to users who are configure this p B devices are n r user account.	RDP redirection this computer not be available n choose to gir oteFX USB dev e in the Admin policy setting, of not available for t restart Windo	on of oth r. le for loca ive the ices over nistrators other r RDP ows.	er 🔺
				ОК	Cancel	App	y

- 4. Repeat steps 1-3 on all shipper PCs with USB scales connected to them.
- 5. Reboot all effected PCs, including the **Remote Desktop.**

## Modify Remote Desktop Connection(s)

The RDP connection on the shipper **PC(s)** to connect to the **Remote Desktop hosting ShipCenter** will need the following changes made to it:

1. Open the RDP connection and if necessary click **Show Options**, then navigate to the **Local Resources** tab

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X

💀 Remote Desktop Connection — 🗆 🗙	General Display Local Resources Experience Advanced
Remote Desktop Connection         Computer:	Logon settings Enter the name of the remote computer. Computer: User name: You will be asked for credentials when you connect. Allow me to save credentials
Show Options     Connect     Help	Connection settings Save the current connection settings to an RDP file or open saved connection. Save Save As Open

2. Click the More... button under Local devices and resources

- X
Remote Desktop Connection
General Display Local Resources Experience Advanced
Remote audio
Configure remote audio settings.
Keyboard
Apply Windows key combinations:
Only when using the full screen ~
Example: ALT+TAB
Local devices and resources
Choose the devices and resources that you want to use in your remote session.
Printers Clipboard
More
Hide Options     Connect     Help

3. Click the + to

expand the list of entries under *Other supported RemoteFX USB devices*, locate the USB Scale in the list, check the box next to it's entry and click **OK**.

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Sc	cale in the list, check the box next to it's entry and clic Remote Desktop Connection
	Remote Desktop Connection
L	local devices and resources
	Choose the devices and resources on this computer that you want to use in your remote session.
	Smart cards or Windows Hello for Business
	✓ Forts
	Other supported Plug and Play (PnP) devices
	Other supported RemoteFX USB devices

4. On the Remote Desktop Connection **General** tab, click **Save** to save the changes made

Cancel

OK

to the connection file.

5. Repeat these steps on each shipper PC, selecting the appropriate USB Scale entry.

For additional ShipCenter USB Scale functionality, see ShipCenter Supported Scales