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**.

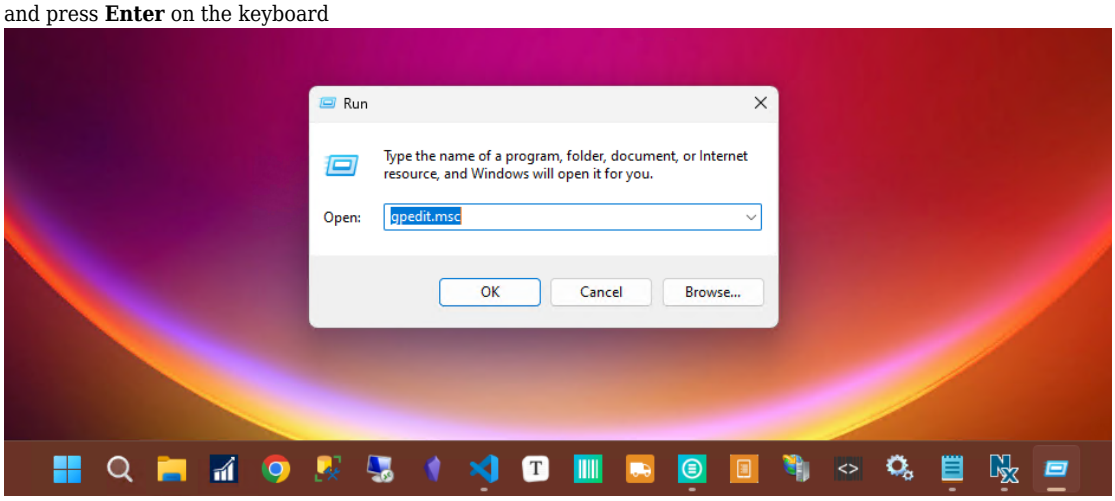
Additionally, the RDP connection used by the **local** PC will need to be modified *after* completing the Group Policy changes.

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

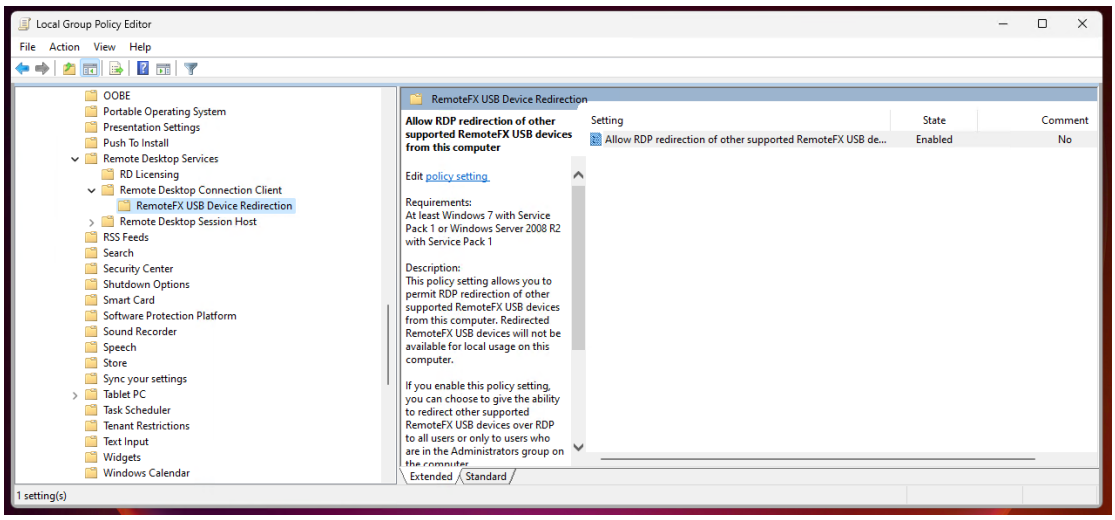
1. On the **Remote Desktop hosting ShipCenter**, use Win+R to open to open the Run menu, type **gpedit.msc**, and press **Enter** on the keyboard



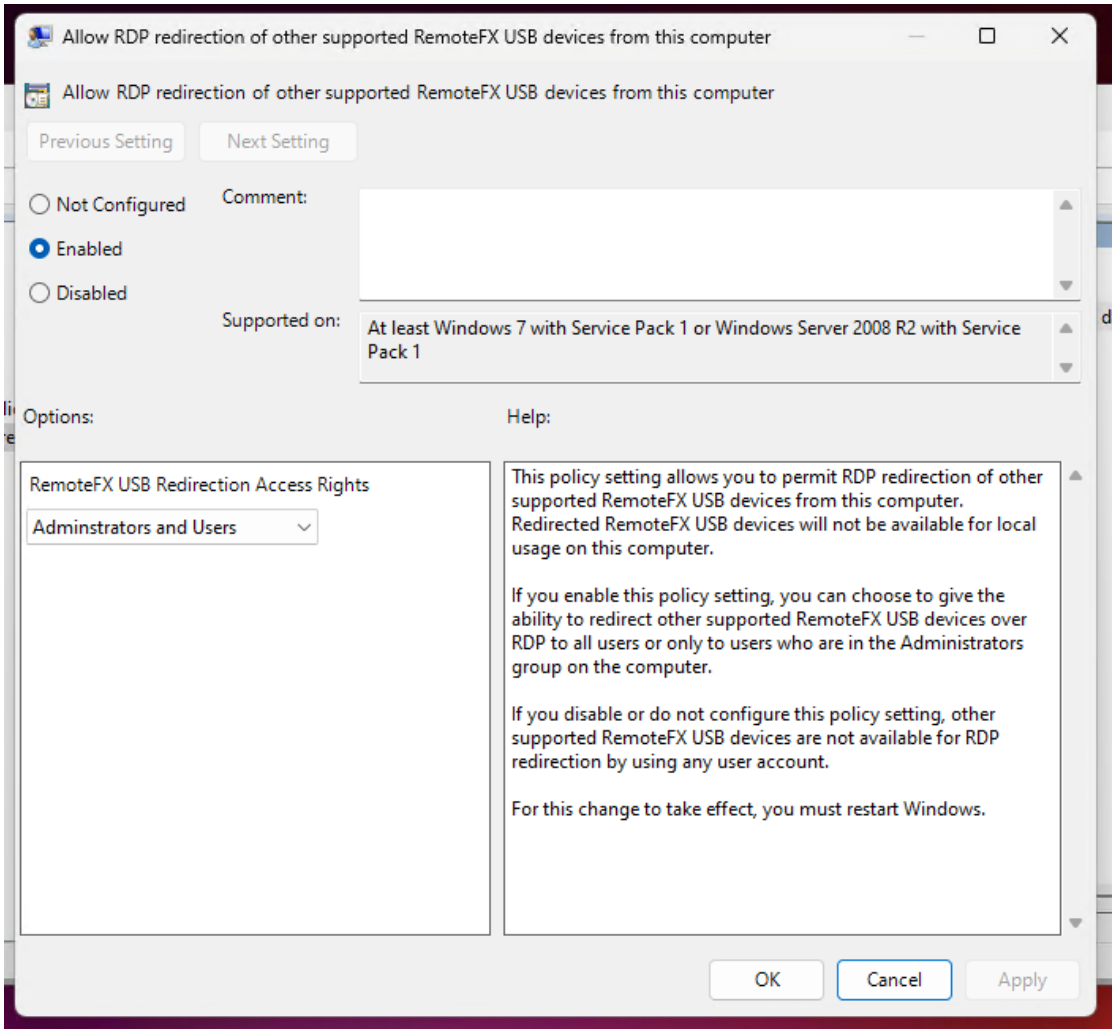
2. Navigate the Group Policy Editor and then drill-down to:

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.



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



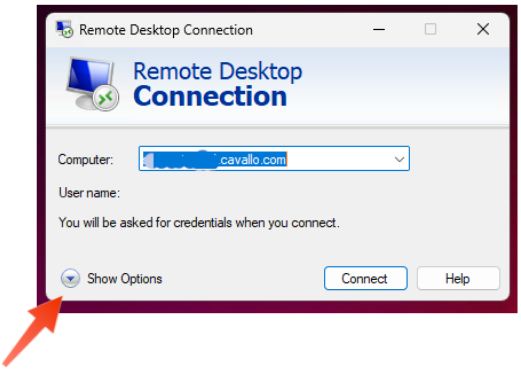
4. Repeat steps 1-3 on all shipper PCs with USB scales connected to them.

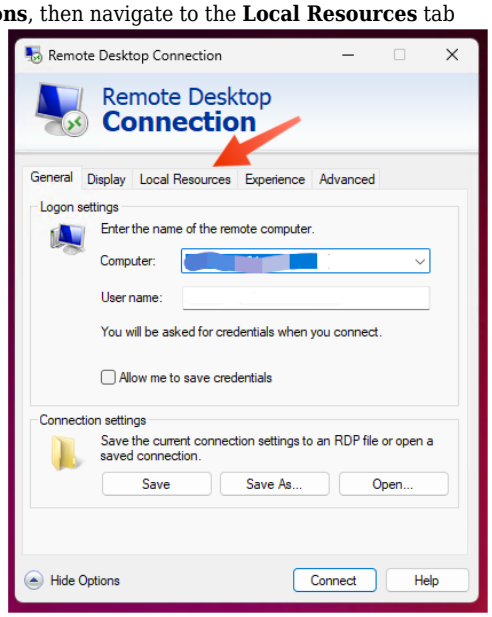
5. Reboot *all* effected PCs, including the **Remote Desktop.**

Modify Remote Desktop Connection(s)

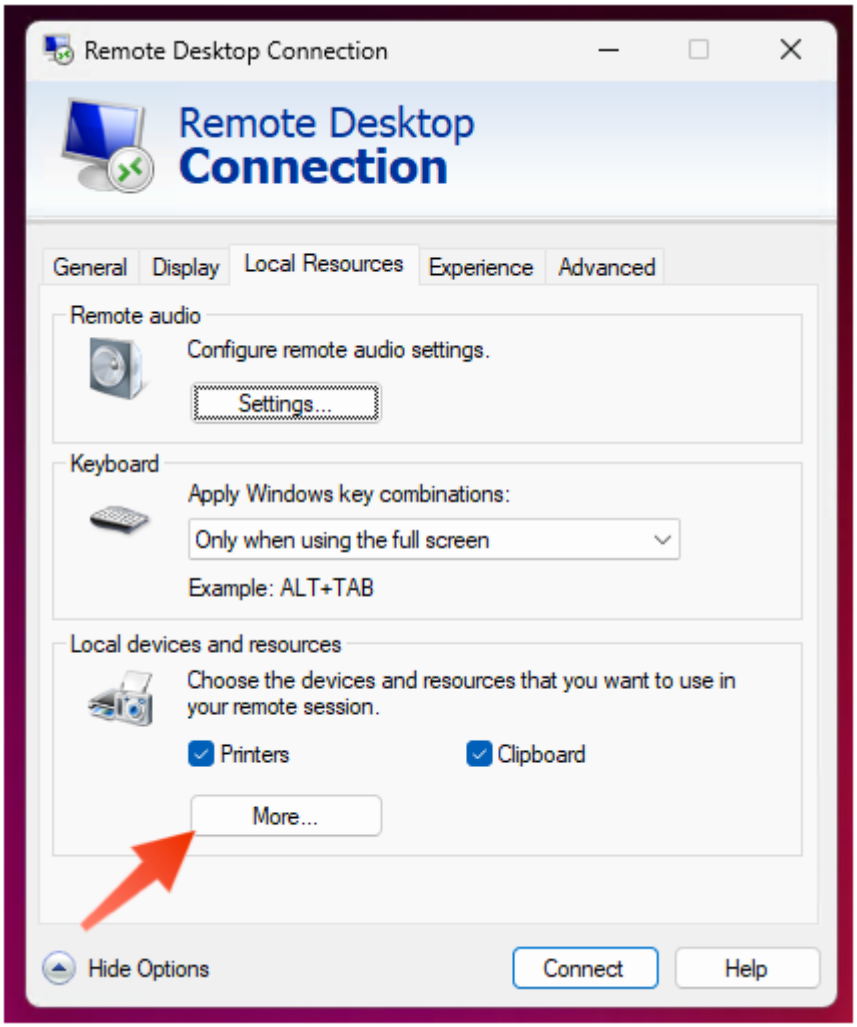
The RDP connection on the shipper **PC(s)** to connect to the **Remote Desktop hosting ShipCenter** will need the following changes made to it:

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



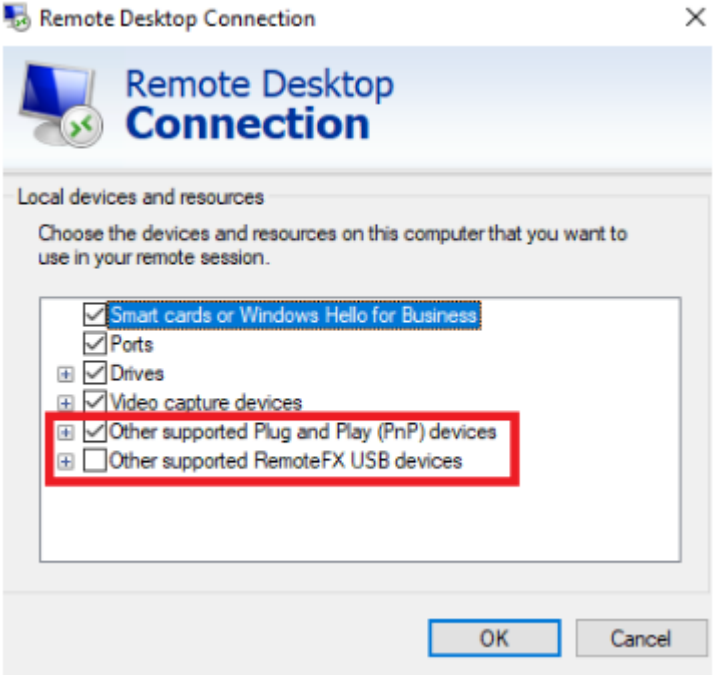


2. Click the **More...** button under *Local devices and resources*



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.**



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