

Peripheral Guidance and How to Connect a Home Printer

In the current COVID-19 telework environment, you may have the need to use your personal printer, monitor or mouse, or even use a headset for a meeting from a NASA computer.

In accordance with NASA Policy Directive NPD 2540.1I Acceptable Use of Government Office Property Including Information Technology section 5, clause (6), “Users shall not connect unauthorized non-NASA devices to GFP (Government Furnished Property) via Universal Serial Bus (USB), Bluetooth, or other connection methods.”

This policy is currently being updated, and the following guidelines should be adhered to:

- **Allowed** non-NASA device categories for wired and wireless connectivity to a GFP computer include a personally owned: monitor, keyboard, mouse, scanner, printer, home network router, headset and headphone.
- **Disallowed** non-NASA device categories for connection to a GFP computer: USB or “thumb drive” external storage device, external hard drive, smart phone/tablet and any device that provides/offers data storage.
- No software shall be installed, or peripheral equipment connected by wired or wireless (including Bluetooth) or device/system used to process NASA data from the following companies or any subsidiary or affiliate of such entities:
 - *Kaspersky Lab*
 - *Hikvision Digital Technology Company*
 - *Huawei Technologies*
 - *Dahua Technology Company*
 - *ZTE Corp.*
 - *Hytera Communications Corp.*

To Install a New Printer

Follow the instructions below to install a new printer. Detailed instructions with screen shots are available in [Knowledge Article KB0018594](#). **Due to a recent policy change, elevated privilege (EP) is not needed for printer installation.**

Important: If the printer is a networked printer at your home location, you will need to disconnect from NASA's VPN before performing the steps below. If the printer is physically attached (wired) to your laptop/workstation, you may not need to disconnect.

Windows

1. Press the **Windows Key** or click **Start** and type **printer**.
2. Click **Printers & scanners**.
3. Click **Add a printer or scanner** and wait while the system searches.
4. Windows should find your printer and install drivers automatically.

If your printer appears in the list but will not print, you may need to download a driver from the printer manufacturer. Refer to [KB0018594](#) for instructions.

Mac

1. Click the Apple logo in the upper-left corner of the screen.
2. Click **System Preferences**.
3. Click **Printers & Scanners**.
4. If your printer is not listed, click the plus symbol (+) to add it.
 - a. If the plus symbol (+) is grayed out, close System Preferences and reconnect to VPN.
 - b. Open **Applications** and double-click the **Self-Service** icon.
 - c. Select **Setup** from the left menu.
 - d. Click **Allow Printer Setup**.
 - e. Disconnect from VPN.
 - f. Click **System Preferences**.
 - g. Click **Printers & Scanners** and you should be able to click the plus symbol (+).
5. After the system finds and gathers information from your printer, click **Add**.
6. The system will set up your printer. Once the printer is set up, you will return to the main printer pane and your printer will appear on the left.

Note: While you are on VPN, any jobs you print will be stored in your print queue. After you disconnect from VPN, you may need to open your print queue and click **Resume Printer**.

If you are unable to set up your home printer, ESD technicians are standing by to help. A technician can assist with loading printer drivers and getting your printer functional.

Please contact ESD or submit a ticket online. For expedited service, include your printer make and model number in your ticket.

For technical assistance, contact the Enterprise Service Desk:

- Website: <https://esd.nasa.gov/esdportal>
- Telephone: 1-877-677-2123 (1-877-NSSC123) Option 2