

## General Support Tips etc

1. use QTRemote to view and directly amend templates for a customer. Can also copy/paste via VNC for amending/testing/replacement of templates.
2. Use QTPrinterUtility to test a printer without using LT - useful for a printer installed locally but LT in TS session
3. VES LTdata folders can be viewed/modified by the following method  
EDIT the properties of the RDP client icon used to start the VES session so as to forward local drives (this will not affect the saved RDP properties).  
start a VES session  
go to "My Computer" within the session  
you should see local forwarded drives and the mapped drives, including one which is the relevant LTdata folder (L?)  
you can then delete/replace templates as required, for example.  
Note that after highlighting a file the right click editing options do not work. To delete a file highlight it then use the Delete key. Pasting can be achieved using the Edit/Paste menu option.