# Citrix Troubleshooting

June, 2014

## Fixing HDX Failures Caused by Printers

Citrix will try to connect to all your printers when you open Citrix for the first time. If you have a printer with a driver that doesn’t work in the Citrix environment, you may get an HDX Failure which will prevent you from getting into the Citrix environment at all. In that case, begin trouble-shooting the problem by going into the printer settings on a test computer, and remove the printer that is most likely to be incompatible. The Citrix environment includes a universal HP print driver, so most HP printers should be okay. If you’re having problems, you can remove all printers from the test computer and try adding them back one at a time.

With the problem printer removed from your test computer, test that you can open Citrix okay. After you’ve verified that you can get into the Citrix environment, look at options for a printer driver that will work well for your printer in Citrix. In some cases you may need to put in a request to have the printer driver installed in the Citrix environment, but you may also find that you can fix it on your side by changing the printer driver used on your test computer. We removed the connection to the print server, and added a local printer connection directly to the printer’s IP port with a different driver to test for which driver would work best. Once you get it working on your test computer, you can change the driver on your local print server so everyone will have use of the compatible driver. In our case, for a Brother DCP-8110 that was a problem at first, Gary found we could replace the driver we were using (one that installed extras that we did not need) and instead chose a simpler driver that had just an .inf file and worked well with the Generic Citrix Print Driver that was already in the Citrix environment.

You can google your printers and Citrix XenApp compatibility. HP, Ricoh, Brother, and others provide lists of printers that are compatible with Citrix XenApp.

Note: To make the printer work with Citrix, give Administrator privileges to the user before you add the printer. Keep Administrator privileges the first time you open Citrix with the new printer. After that, you can remove the user’s Administrator privileges.