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Disappearing Epic integration fix
2 messages

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Hi everyone,

Probably by now, most or all of us have experienced the occasional glitch where the Epic integration bar disappears and
won't relaunch. Usually this happens when Epic times out and you're trying to sign back in. Rarely, the Epic integration
just fails to launch after booting up, only showing a window that quickly disappears and won't start even if you relaunch
the integration icon. Until now, my only advice in either case was to just reboot the workstation and try again.
Inconvenient!

After poking around for a bit, I think I've found a better solution. If your Epic integration disappears and won't open after
trying to relaunch the Epic integration icon on the desktop, try this:

Right-click on the Citrix Workspace icon in the taskbar in the bottom right side of the worklist monitor. It looks like a blue
bullseye. If you don't see it in the taskbar, you might have to left-click the little caret "^" button to show the icon. When
the context menu pops up, choose "Connection Center"
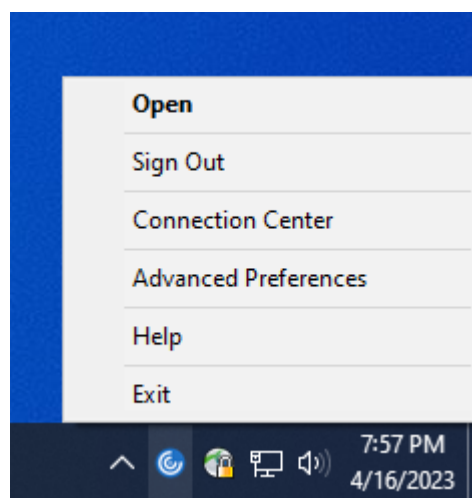
The Connection Center window will look something like this:
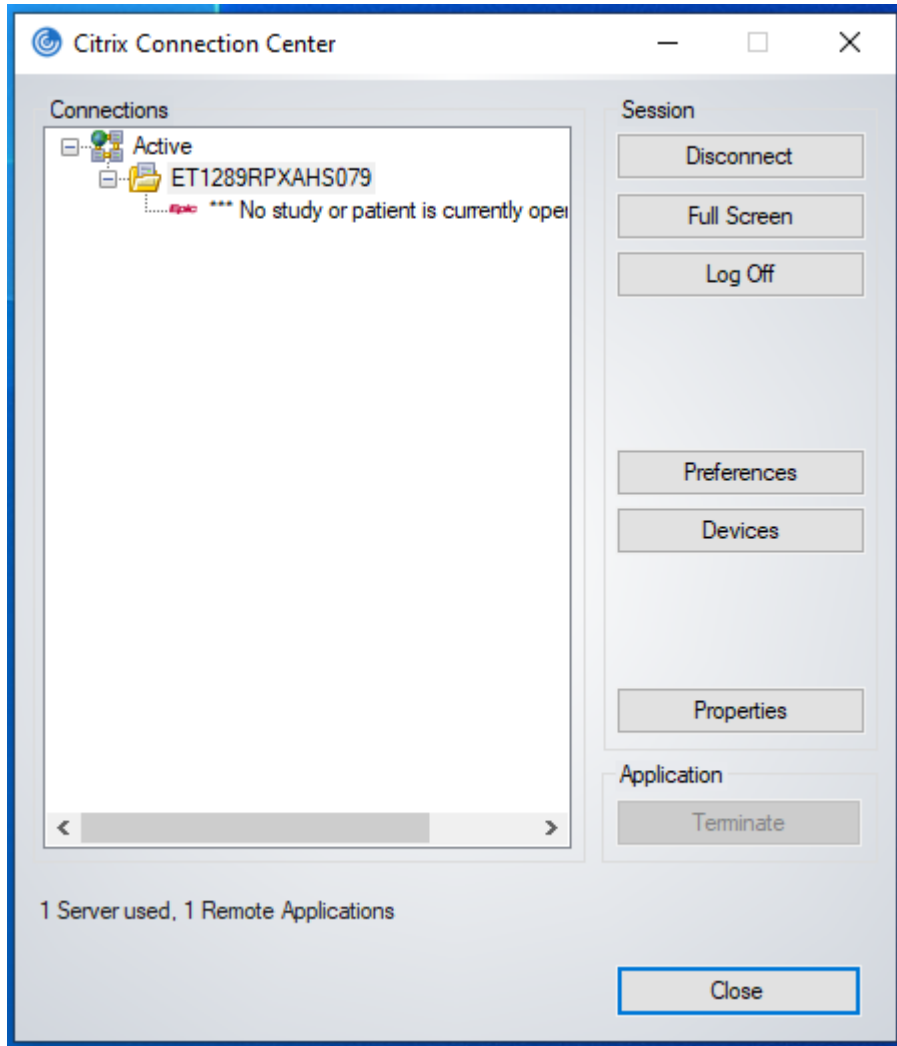
Highlight the "ET1289 *blah blah blah*" folder and click the "Disconnect" button at the top right. Usually after you click the Disconnect button, you'll get an error that looks like this:
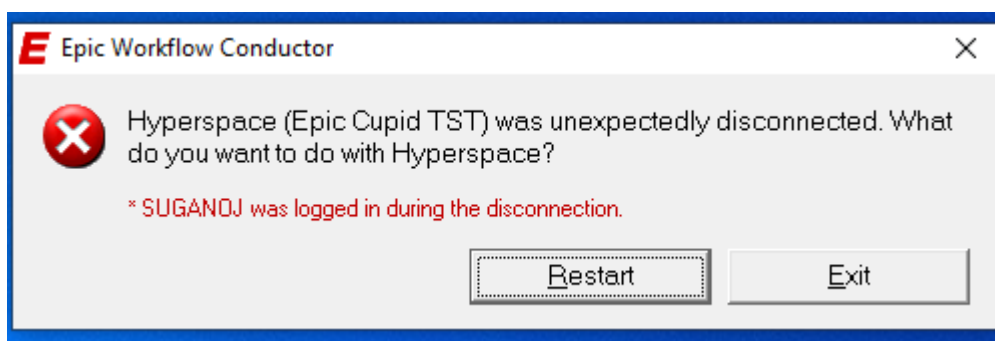
Click the "Restart" button, and the integration should relaunch.

If you don't get this window, and don't have anything after disconnecting the session from the Citrix Connection Center, try double-clicking on the Epic Integration icon on the desktop to restart.

Yeah, I realize this isn't a solution… But it's better than rebooting. Hope this helps!

-jon

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