

VDI users Print Issue

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Category: {'link':

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Purpose:

Follow this procedure when a user does not see the printer, he/she wishes to use, or gets an error when trying to print.

Required Information to be documented in each Incident:

Contact Name:Contact Number:VDI Name:Screenshot of Issue (Full Desktop Screenshot) :Clinic / Facility Number:Detailed Description of the issue.

Details/Scenarios/Notes

Users of FMC Connect (<https://fmconnect.fmcna.com>) are NOT allowed to print.

Users of Citrix on-premises (<https://fmcapps.corp.ad.fmcna.com>) ARE allowed to print

Users of ECC via Doctor's Corner ARE allowed to print

Troubleshooting Process

1.

There are several possible causes, and therefore several fixes to try:

Citrix should pass through whatever default printer is defined on the user's computer. (This will not happen on a tablet or smartphone, because printers are not mapped to mobile devices from Citrix; nor when using the legacy RAI TIME application, because printers for that application are explicitly defined by Citrix policies.) When users report problems printing, it's usually because they have no default printer defined on their workstation, or there's something wrong with the default printer. Citrix passes print jobs to the client to be printed, so there are no permissions/connectivity concerns between Citrix servers and printers. This also means that if the local machine itself can't print to a given printer, Citrix applications launched from that PC won't be able to, either.If the user is connecting from a tablet or smartphone, he/she will be unable to print.Make sure the user has a default printer defined.Make sure the user's default printer works, by printing something to that printer from another application running on the user's computer.

2.

Pre-Checks user need to perform:

Desktop RDS/L1.5/L2 Team don't have access to Deloitte or personal Laptops so for any local Machine issues like Citrix Workspace application /Browser issue, users will have to contact the local IT first and confirm its not system related issue.

3.

Assign the ticket to Desktop L1.5 Team if the above troubleshooting's are not working.

Incident Classification Requirements

Category

Software & Applications

Subcategory

End User Desktop /Laptop /Citrix VDI Software

Service

Citrix XenDesktop /Xenapp

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

End User Desktop /Laptop /Citrix VDI Software

Resolution Service

Should generally be identical to Service

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating

Escalation Group

DTI-EUX-Desktop - L1.5 / DTI-INF-CAPS Virtualization - L3 (For any P1 Issues)

Published by

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