Citrix Printing

Printing in Citrix is not guaranteed to work with all the current printers in the state. Through the patience of the test group we hope that most of the issues have been resolved. Please assist us by correctly naming your printer before submitting a request for help so that we can focus attention on users having complex printing problems and difficulties accessing SAP through Citrix.

Citrix Printer Name Requirements:

1. Name must be less than 25 characters in length

2. Name can not include any spaces.

For example, "HP Desk Jet 3200 Series PCL 6", is **not** an acceptable name for the printer. It is 29 characters in length with 6 of those being spaces.

Examples of Good Printer Names:
HP4300
BusGarageLaser
HP3200FrontOffice

I can't change my printer name, what do I do?
Most likely you cannot change it because of security put in place by your IT group. Please contact them, let them know the two requirements above, and ask them to make the change for you.

The printer still isn't working, what do I do?
If you change default printers, or you rename one of your existing printers in Windows, you must log out of SAP and Citrix and back in before the changes will take effect.

At a more technical level it is also not recommended that you use a print server to access printers. It is best to access your printer directly through a standard TCP/IP port or other direct method.

If you have completed the above steps and still have printing problems please report them to contact DPI Transportation Services. Please be sure your printer is named appropriately and that you have tried rebooting your computer before submitting a request as these two things will solve most printing problems.