

CEM LIMS - Incorrect Printer showing as the Default / Missing Printers in the List

Problem	<p>When client have issues with the wrong printer showing as the default, or with missing printers from the list, this means that the printer mapping within Citrix has not completed.</p> <p>It can take up to 2-5 minutes for this process to complete. If users try to print immediately after logging it LIMS, they will receive these screens when they click on the print icon in LIMS.</p> <p>blocked URL blocked URL</p>
Resolution	<p><u>Please ask client provide us LIMS server name they are connected to (in Citrix).</u> This will help to identify if it's a single server with a problem or a generic issue and get it resolved faster.</p> <p>This can be located by doing the following:</p> <ol style="list-style-type: none">1. Click up arrow by clock to display hidden icons Right Click on the Citrix Agent Icon <p>blocked URL</p> <ol style="list-style-type: none">2. Click on Connection Center <p>blocked URL</p> <ol style="list-style-type: none">3. The Server Name will be displayed under "Active" as shown below <p>blocked URL</p> <p>In order to solve the issue the client will need to close the dialog boxes and wait for a couple of minutes for all of their printers to map within their Citrix session and then try to print again.</p> <p>After a couple of minutes they should see the correct default printer and full list of user printers as shown in the two screens below.</p> <p>blocked URL blocked URL</p> <p>If the Client is still having issues, try one of the following:</p> <ol style="list-style-type: none">1 - Verify that the Default Printer is correct, and have the user shutdown LIMS and log back in. If the user just Logs out and Logs back in, it is not enough. The user must shutdown LIMS and then re-launch from Citrix Add-in <p>blocked URL blocked URL</p> <ol style="list-style-type: none">2 - If the print job is going to a printer other than the (expected) Client's Default Printer, usually it goes to the printer which is first on the list when you go into the Print Setup Window