Helpful Hints for Printing in Citrix® Using Xerox® Print Drivers
Customer Tip

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Overview

This document is intended to be a resource for typical end users and System Administrators to help troubleshoot the interaction between Citrix® and Xerox® Print Drivers / Xerox® Print Queues.

Helpful Hints & Tips

Below are common behaviors that a typical end user or System Administrator may experience when printing from Citrix through a Xerox® Print Driver. The following list details experienced behaviors, a system configuration confirmation, and the expected outcome or a suggested configuration change.

The Accounting Dialog, Fax Confirmation Dialog or Secure Print Confirmation Dialog, etc., also known as Xerox Print Time, Window Pops Up
Configuration Confirmation: Only the Citrix Universal Print Driver is installed on the Citrix Server Outcome/Suggestion: The Citrix Universal Print Driver cannot display the Xerox specific commands. Please install a Xerox® Print Driver onto the Citrix Server(s). Refer to the Additional Citrix Information section for steps to install a Xerox® Print Driver.

Xerox® Global Print Driver® is in Basic Mode when in a Citrix Session
Configuration Confirmation: Running in a Mixed/Cross Architecture (32 & 64 bit) Environment with **all** of the following: • The Xerox® Print Driver is installed on the Citrix Server • Bi-Di is working when not in a Citrix Session • Printing with an Auto Created Printer Outcome/Suggestion: Session Printers are required in order to pass bi-directional data, and device configurations to sessions in a Mixed Architecture Environment. Refer to the Additional Citrix Information section for a brief description of a Session Printer.

Xerox® Global Print Driver® is in Basic Mode when in a Citrix Session with Device Compatibility Packs Running on the Global Print Driver®

Outcome/Suggestion:

For auto-created print queues administrators must perform the Device Compatibility Pack (DCP) update on client print queues.

For session print queues administrators must perform the DCP update on print server queues.

For both auto-created and session print queues Citrix XenApp servers must also have access to DCP files. Either through the Internet or a DCP file share.

Once Citrix creates a print queue in a hosted session Citrix will cache printer information on the server. Ensure DCP updates are applied before users connect to a Citrix hosted session. DCP updates performed after the user has logged out of their first session will not be applied to any future sessions.

Caution:

DCP updates cannot be performed while in a hosted session. Print queues inside a hosted session exist only for that session. When a user logs out Citrix automatically deletes these print queues.

Traditional/Product Specific Driver does not show the Correct Finishing Options

Configuration Confirmation:

Running in a Mixed/Cross Architecture (32 & 64 bit) Environment with **all** of the following:

- The Xerox® Print Driver is installed on the Citrix Server
- Bi-Di communication is working when not in a Citrix Session
- Printing with an Auto Created Printer

Outcome/Suggestion:

Session Printers are required in order to pass bi-directional data, and device configurations to sessions in a Mixed Architecture Environment.

Refer to the Additional Citrix Information section for a brief description of a Session Printer.

Printing Defaults do not Appear in Citrix Session

Configuration Confirmation:

The Xerox® Print Driver is installed on the Citrix Server and printing with an Auto Created Printer.

Outcome/Suggestion:

This is working as designed. If you require default settings to appear in your session modify the Printing Preferences.

For more information refer to the 'Controlling Printing Settings and User Preferences' Citrix document available at http://support.citrix.com/proddocs/topic/xenapp6-w2k8-admin/ps-controlling-print-settings-v2.html

Saved Settings are Not Pushed Through to the Citrix Session

Configuration Confirmation:

The Xerox® Print Driver is installed on the Citrix Server and printing with an Auto Created Printer.

Outcome/Suggestion:

Create a Saved Setting within a Citrix Session. These settings should be retained each time user(s) logs into the SAME server.

Print Time Accounting Credentials are Not Retained Between Citrix Sessions

Configuration Confirmation:

Xerox® Print Driver is installed within the Citrix environment with printers created with a Session Printer

Outcome/Suggestion:

This is working per design. Print Time Accounting information is not cached and needs to be re-entered when joining a new Citrix session.

Features (such as N-UP, Watermark, Scaling, Fit to New Size, etc..) are Selectable from the Driver UI, However the Output Does not Reflect the Selections.

Configuration Confirmation:

Only the Citrix Universal Print Driver is installed on the Citrix Server.

Outcome/Suggestion:

These Features require Enhanced Metafile (EMF) printing. The Citrix Universal Print Driver does not support EMF through a Xerox® Queue.

If you would like these features to work please install the matching Xerox® Print Driver.

Refer to the Additional Citrix Information section for steps to install a Xerox® Print Driver. This is working per design. Print Time Accounting information is not cached and needs to be re-entered when joining a new Citrix session.

Roaming Profile Information is Not Retained Between Citrix Sessions

Configuration Confirmation:

The Xerox® Print Driver is installed within the Citrix environment and the user has a Roaming Profile successfully configured and working outside of Citrix.

Outcome/Suggestion:

Refer to the following Citrix Articles for additional information on how to create/manage Citrix policies:

User Profile Best Practices for XenApp

http://support.citrix.com/article/CTX120285

Controlling Printing Settings and User Preferences

http://support.citrix.com/proddocs/topic/xenapp6-w2k8-admin/ps-controlling-print-settings-v2.html

Only Auto Created Printers Appear When in a Citrix Session

Configuration Confirmation:

Xerox® drivers and queues are created on a print server and the System Administrator has configured a Citrix Session Printer Policy

Outcome/Suggestion:

System Administrator needs to make sure the Print Server is in the same domain or in a trusted domain with the Citrix server. Controlling Printing Settings and User Preferences

http://support.citrix.com/proddocs/topic/xenapp6-w2k8-admin/ps-controlling-print-settings-v2.html

| **System Administrator cannot see the Xerox® Printer Queues within the Citrix Administration Console** |
| --- |
| Configuration Confirmation:

Xerox® drivers and queues are created on a print server.

Outcome/Suggestion:

System Administrator need to ensure the Print Server is in the same domain or in a trusted domain with the Citrix server.

The System Administrator also needs to validate the policies for Network Session Printers are created and deployed on the Citrix Server. |

Additional Citrix Information

Citrix allows users to remotely run applications such as Microsoft Word, Adobe Acrobat, as well as a full hosted Desktop. To allow users to print from a hosted application or desktop, Citrix creates print queues based on configurations created by a Systems Administrator. There are several methods, and printer connection types, that may be leveraged in a Citrix environment. Xerox recommends using one of the two (2) methods covered in the following section.

Auto Created Printers

These queues are based off of existing print queues on a local client. When the user logs in, Citrix will replicate the client's print queues. This method is ideal for employees that change physical location within a building or move from site to site. When a user prints from a hosted application or desktop with an auto-created print queue, the print job is redirected to the corresponding print queue on the client, therefore enabling the user to print based on location of the local client. In this method printing from a hosted application is seamless, it's like printing from a local application or desktop.

- In Auto Created print queues, Printing Defaults will not be passed to hosted sessions. However, Printing Preferences will be passed, but only on the first login to a Citrix session. Network Session printers must be used if Administrator Defaults, Accounting, or pre-configuration is required.

- By default, Citrix will try to create auto-created print queues each time a user logs in. There are no special policies you need to create on the Citrix server in order to enable auto-created printers. Simply install the print queues you intend to leverage on the client with the add printer wizard. Citrix will automatically create auto-created print queues.
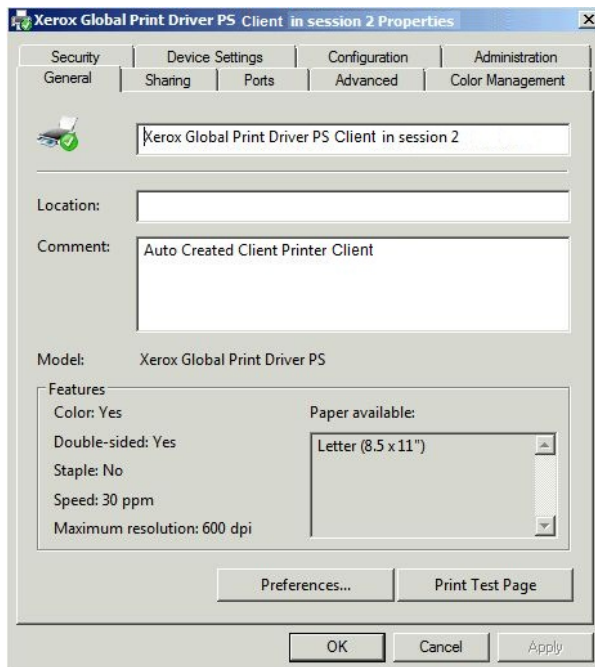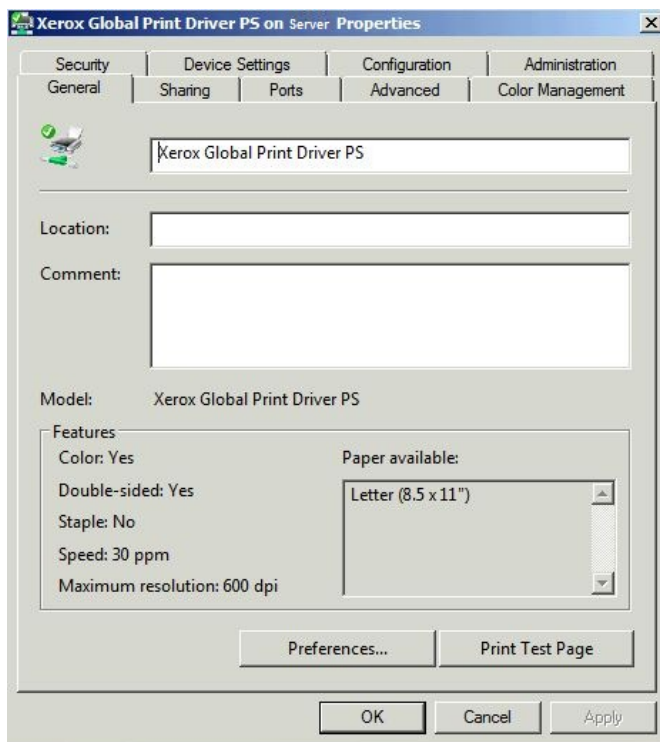

Sample Printer Properties for Auto-Created Printers

Session Printers

Citrix creates these print queues based on policies set by System Administrators. This method requires a pre- defined and configured print server in addition to the XenApp server. When a user logs in to a hosted application or desktop, the print queues are established based on User, Computer, or Group Policy, and an RCP connection is used to send jobs from the Citrix Server to the Print server.

- Session print queues can be created in a Citrix session when the Network Print Server is part of the same domain as the Citrix server or part of a trusted domain as the Citrix server.

- Recommendation is to "add" all print server(s) to the domain in which the Citrix farm resides and then enable network printers, therefore accounting will be present in a cross architecture environments.


Sample Printer Properties for Session Printers

Installing Xerox® print drivers onto a Citrix Server

Xerox® Print drivers must be present on the Citrix server so it can create either auto-created or session print queues.

If the Xerox® print driver is not installed on the Citrix server then the Citrix Universal Printer will be displayed within the Driver drop down list. See image below.
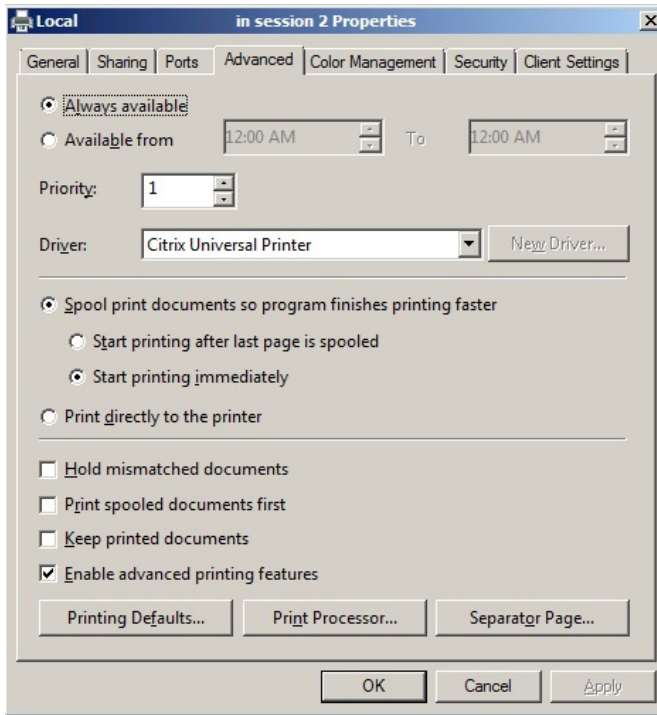
Note: These print queues are not being created on the server. We are only adding the drivers to Print Management Console (PMC) or the Control Panel/Printers.

1. Log into the Citrix server with an admin account.

2. Open Print Management

3. Select the Citrix Server – then select Driver – Right Click Driver

4. Select Add/New

5. Proceed through the driver Wizard.

6. Continue to add Xerox® Print Drivers to the Citrix server until all the print drivers currently in use in your print server environment have been installed.

Note: You will need to use the same print drivers as well as model you installed previously on the Print server.

Citrix Reference Links

Refer to the following links for additional information regarding Citrix including how to create policies and "print queues" within a Citrix Environment.

- Citrix Knowledge Center – Citrix hosted site that includes articles, tools, hotfixes, etc.
  http://support.citrix.com/

- Citrix XenApp™ 6.5 EDOCS
  http://support.citrix.com/proddocs/topic/xenapp/xenapp65-w2k8-wrapper.html

- Xerox® products are Citrix certified on a product by product basis, using both the Xerox® Global Print Driver®, and Product Specific Print Drivers. Visit this site to identify which Xerox® products are Citrix Ready Certified.
  http://www.citrix.com/ready/en/xerox-corporation

- Citrix Policy Management
  http://support.citrix.com/proddocs/topic/xendesktop-7/cds-policies-rules-pm-profile-handling.html

Additional Information

You can reach Xerox Customer Support at http://www.xerox.com or by calling Xerox Support in your country.

Xerox Customer Support welcomes feedback on all documentation - send feedback via e-mail to: USA.DSSC.Doc.Feedback@xerox.com.

Other Tips about Xerox® multifunction devices are available at the following URL: http://www.office.xerox.com/support/dctips/dctips.html.