

Steps to Access agrē and to Resolve Printer Mapping Issues

Logging Out and Back in

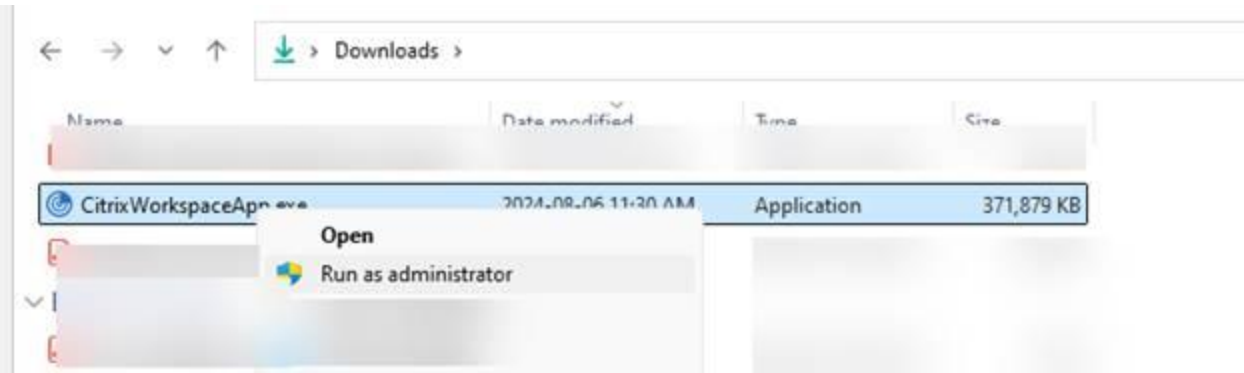
In most instances, accessing agrē and rectifying the agrē printer mapping issue can be resolved by logging out of your agrē & Citrix sessions fully and then back in again. **Try this 2 times.** If this does not restore your printers in agrē, please complete the following steps...

Citrix Workspace Uninstall/Reinstall Process:

1. Close agrē and Citrix
2. Click on the appended link which will download the **Citrix Clean-Up Utility** (This will uninstall Citrix): <http://www.tronia.com/downloads/ReceiverCleanupUtility.exe>
3. Go to your **downloads** folder to find the Clean -Up Utility, right click on the .exe file to 'Run as Administrator' and follow the prompts
4. Restart your computer
5. Click on the appended link <http://www.tronia.com/downloads/CitrixWorkspaceApp.exe> to download and install a new **Citrix Workspace App**
6. Go to your **downloads** folder once again to find the Citrix Workspace App, right click on the .exe file to 'Run as Administrator' and follow the prompts
7. This too may require a reboot of your system
8. Once the Workspace App is reinstalled and you are prompted to enter an email address / server address enter <https://citrix.tronia.com> and click the 'Add' button.
9. On the next screen you will be prompted for a username & password, this is your Tronia Citrix user ID: 'xxxxxx@tronia.com'. Click the 'Log On' button and Citrix will then launch (it might take a moment).
10. Click on agrē and log in with your agrē username and password (this may also take a little longer than usual this time).
11. Confirm you can access agrē.
12. Check your printer mapping in agrē (if you are experiencing printer mapping issues).

****If your system permissions prevent you from using the .exe links noted above; or you are using a version client 2301 or higher, you can perform the same Citrix uninstall/reinstall steps another way from your machine:**

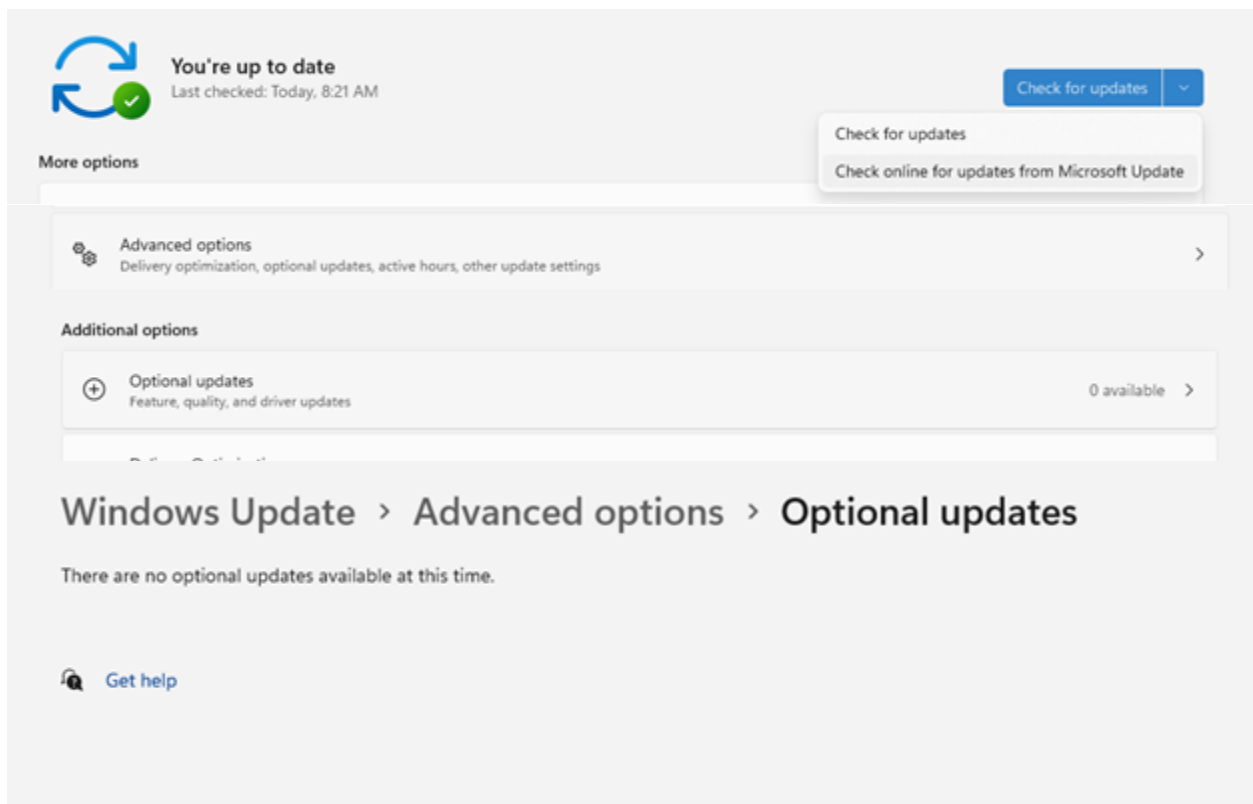
1. Go to Settings > Apps > Installed Apps and search for **Citrix**
2. Here you can select '**Uninstall**' for the Citrix app
3. Restart your computer
4. Go to the Citrix site to get the latest Workspace version
<https://www.citrix.com/downloads/workspace-app/workspace-app-for-windows-long-term-service-release/workspace-app-for-windows-LTSR-Latest.html> 'Run as Administrator' and follow the prompts
5. Re-launch agrē, confirm you can access agrē.
6. Check printers if you are experiencing printer mapping issues.



If the printers are *still* not mapping...

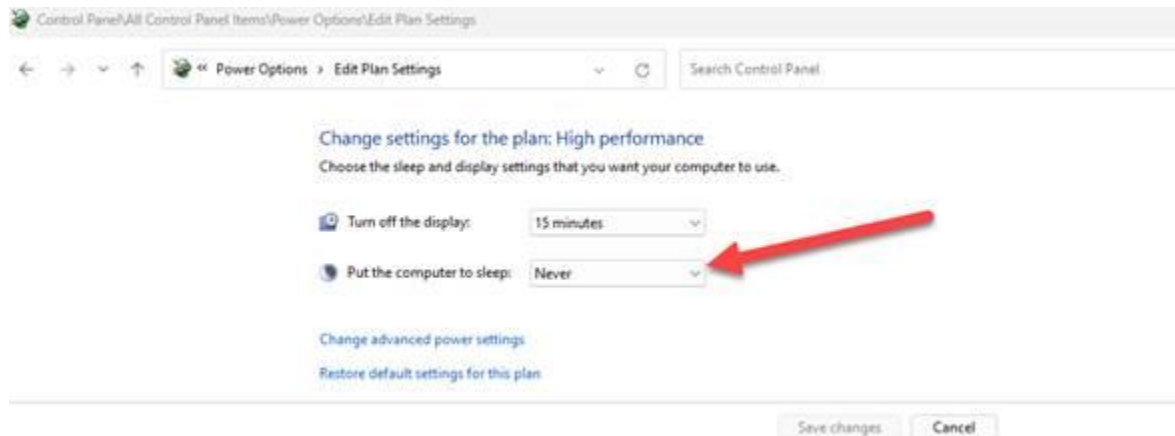
Check your Windows Updates Situation:

1. Go to Settings > Windows Updates > click **Check for Updates** and this will run any outstanding updates
2. Go to Advanced Options > check **Optional Updates** > Run ANY that are Available here as well
3. A reboot may be necessary to install some updates properly



Check Windows Power Options to Disable Sleep Settings:

1. Go to Start > Control Panel > **Power Options**
2. For whatever plan setting you have selected, click on '**Change Plan Setting**' to view/ensure the sleep mode is set to NEVER



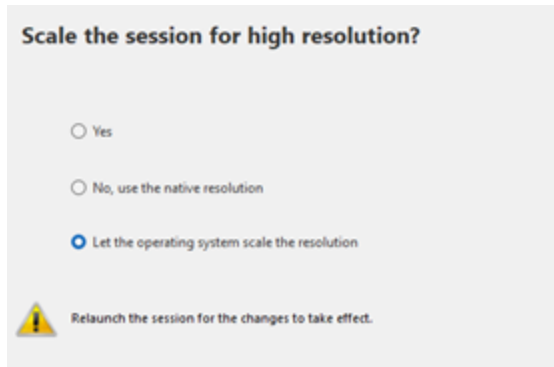
Citrix Workspace Update/Resolution Behavior:

You'll want to configure your Citrix Workspace to discourage non-LTSR Updates and to check DPI and reconnection behavior:

1. Go into the **Advanced Preferences** by right clicking the Citrix icon in your desktop toolbar, typically near the clock
2. Check **High DPI**, and you'll want to let the operating system scale the resolution.



High DPI



Log back into your computer and check printers. Your printers should have now auto-created.

Optional: Adobe Repair

1. Repair Adobe Reader
2. Go to Settings > Apps > **Installed Apps**
3. Search for Adobe and click **Modify** > follow by **Repair**

