

# Citrix HDX Engine

A reported issue with the upgraded PN Agent (Citrix Client) occurs when users attempt to print from within a Citrix-accessed application, like CONNECTIONS. Once installed, the upgraded PN Agent searches for all printers installed on the PC. If the PN Agent identifies a printer that is no longer connected to the network, the print job will be terminated, and the document cannot be printed. To eliminate this problem, any printer that is no longer actively connected to the network, must be uninstalled from each PC.

The following, outlined steps address this issue. We recommend that users uninstall idle printers before receiving the Citrix Client upgrade to prevent this error from ever occurring. Whether you are currently working with the new Citrix Client or are still waiting to receive the upgrade, you can use the steps listed below to uninstall unused printers on each PC, thereby ensuring future print functionality within applications accessed through Citrix.

**Error.** Citrix HDX Engine has encountered a problem and needs to close. We are sorry for the inconvenience.



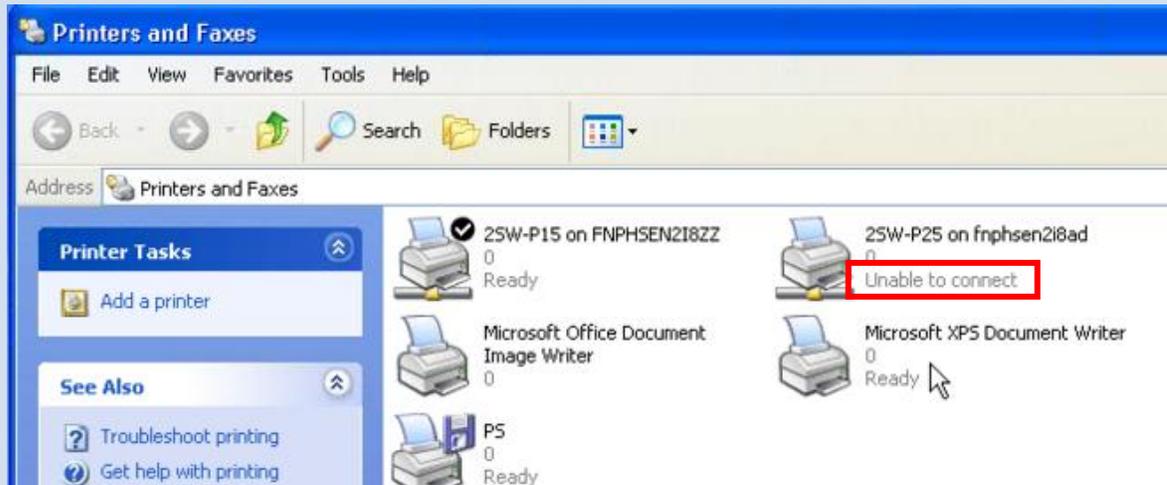
**Issue.** This error message is caused by the Client Device being unable to connect to its mapped printers.

**Resolution.** Delete the problematic printers.

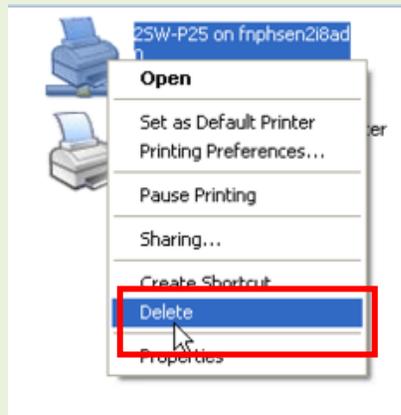
## Steps to Resolve

- 1 On the error message click "Don't Send". If open, close **CONNECTIONS**.
- 2 Navigate to Start > Printers and Faxes. Open "Printers and Faxes".

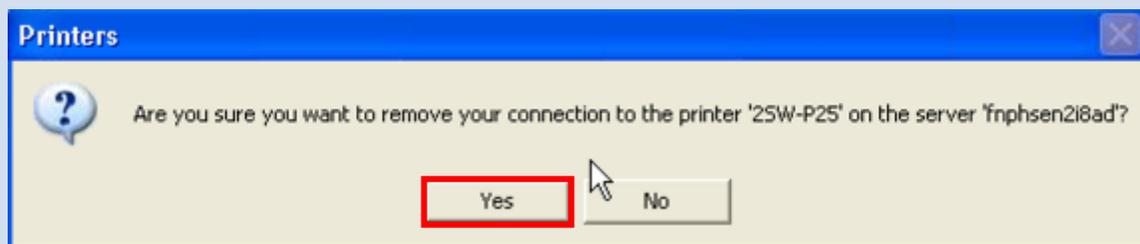
- 3 Examine the printers. Check to see if any are in a state of “Unable to connect” or “Printer cannot be found”



- 4 Right click printer with issue and select “Delete”



- 5 When prompted, confirm you want to remove the connection to the printer by clicking “Yes”



- 6 Launch **CONNECTIONS** and confirm that can print successfully