

## 1.0 Printing Issues and Solutions

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Generally speaking, users will only have the option to print to the default printer for the machine they are working from. The available printer is the default printer for that machine. It is machine-specific, not user-specific.

If users experience an issue with printing, they will want to make sure they have a default printer specified on their machine prior to logging into the OnDemand environment.

Some users have overcome printing issues by setting up a default printer and re-downloading and installing the Citrix ICA client from the Blackbaud OnDemand site at <https://apps.blackbaud.com>.

If the users need the option to print to multiple printers, the below link points to a Knowledgebase solution which contains information regarding how to use the Citrix Universal Printer. The Citrix Universal Printer allows the users to preview, and then select to print from any locally configured printers.

<http://www.blackbaud.com/esupport/esupport.asp?resource=&number=0&id=BB556826>

Solution Number: **BB556826**

Solution Title: **What is the Citrix Universal Printer?**

The Citrix Universal Printers allows for our servers to only map the default printer configured on the local machine, but allows for the user to preview using the Citrix Universal printer and then choose from any of the locally configured printers. To use this feature please follow these steps each time you log into an application within the OnDemand environment:

1. Select File, Print Setup from the menu bar.
2. Select Citrix Universal Printer from the Name dropdown menu.
3. The standard action is to automatically send the job to the default printer specified on the Windows client machine. This behavior can be modified to allow printing to any client-defined print device by going to the Preferences of the auto-created Citrix Universal Printer either within the print dialog of the application and choosing "Preview on client."

Note: This option will have to be selected each time a user wants to print.

Once the preview window appears click on the Printer icon to select which printer you would like to print to.

## 2.0 Support

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- Additional CSU East Bay documentation can be found at: [www.csueastbay.edu/training](http://www.csueastbay.edu/training)
- Send questions to the Service Desk via a ticket at: [www.csueastbay.edu/servicedesk](http://www.csueastbay.edu/servicedesk)