

# Reinstalling Citrix Receiver and Screwdrivers

**If your printers are missing when trying to print from Vision or Advantx follow these steps.**

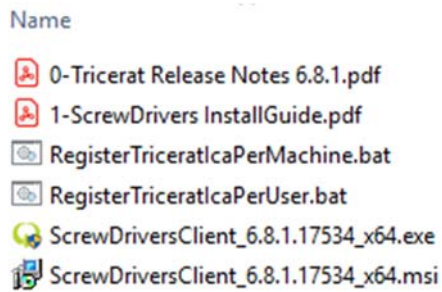
1. Make sure you are using IE or the Native Receiver to access [ondemand.sourcemed.net](http://ondemand.sourcemed.net). You cannot use Chrome, Edge or Firefox.
2. If your application is launching within a browser tab in IE, your printers will not work. Application window must launch outside of the browser.
3. Make sure these batch files have been "Run as administrator"  
C:\Program Files\Tricerat\Simplify Printing\ScrewDrivers Client v6  
RegisterTriceratIcaPerMachine.bat  
RegisterTriceratIcaPerUser.bat
4. Check that the ICA Plugin (sdica32.dll for v6) is installed to:  
For 64-bit: Program Files (x86)\Citrix\ICA Client  
For 32-bit: Program Files\Citrix\ICA Client.  
If it's not there you can copy it from C:\Program Files\Tricerat\Simplify Printing\ScrewDrivers Client v6. If it's not here, skip to Install Screwdrivers.
5. Check that the following key has three subkeys set through the installer. If they are not here, create them.  
Key on 64-bit computer:  
HKLM\Software\Wow6432Node\Citrix\ICAClient\Engine\Configuration\Advanced\Modules  
  
Key on 32-bit computer:  
HKLM\Software\Citrix\ICA Client\Engine\Configuration\Advanced\Modules  
  
Subkey: ICA 3.0  
Valuename: VirtualDriver  
Value: Adds "ScrewDriversFXP" to the list  
  
Subkey (Added): ScrewDriversFXP  
Valuename: DriverNameWin32  
Value: "sdica32.dll"  
  
Subkey: VirtualDriver  
Valuename: ScrewDriversFXP  
Value: ""

**Check to see if your printers are working.**

**If you are still having issues, follow these steps.**

1. Uninstall Citrix Receiver and Screwdrivers from Programs and Features.
2. Open File Explorer and delete any folders that say **Citrix** or **Tricerat** or **ICA Client** from the following locations:
  - 32bit machine – c:\Program Files\
    - c:\Users\Username\appdata\Local (This is a hidden folder that you must view Hidden Files and Folders to see.)
    - c:\Users\Username\appdata\Roaming (This is a hidden folder that you must view Hidden Files and Folders to see.)
  - 64bit machine – c:\Program Files\
    - c:\Program Files (X86)\
    - c:\ProgramData\ (This is a hidden folder that you must view Hidden Files and Folders to see.)
    - c:\Users\Username\appdata\Local (This is a hidden folder that you must view Hidden Files and Folders to see.)
    - c:\Users\Username\appdata\Roaming (This is a hidden folder that you must view Hidden Files and Folders to see.)
3. **Make a backup of your Registry.**
4. Open Regedit and delete any Keys that say **Citrix** or **Tricerat** from the following locations:
  - HKEY\_Current\_User\Software\
  - HKEY\_Current\_User\Software\Wow6432Node if 64bit OS
  - HKEY\_LOCAL\_MACHINE\Software\
  - HKEY\_LOCAL\_MACHINE\Software\Wow6432Node if 64bit OS
5. Make sure the User Account Control setting is set to “Never notify”.
6. Reboot the machine
7. **Log in with the local Administrator account.**
8. Download the ClientPackDownload from [ondemandsupport.sourcemed.net](http://ondemandsupport.sourcemed.net) and extract the file.
9. Right-click and choose “Run as Administrator” on the Citrix Receiver installation file. Take the defaults, DO NOT select “Enable Single Sign-on” Click Finish at the end.
10. If you use the native Citrix Receiver to access your applications go to Step 11.
  - a. Else, if you use IE skip to step 12.
11. Double-click the OnDemandReceiverConfig.cf file and enter your username and password.
12. Right-Click and choose “Run as Administrator” on the Screwdriver Client exe file. Take the defaults through the install.

13. Right-Click on each of the .bat files and run as Administrator.



14. Open Control Panel and look for ScrewDrivers Client v6 x64 or x86.
15. Click to open and choose the Printers Tab. Turn on the Printers you need to use and turn the others off.
16. Click Apply in the upper right-hand corner.
17. Click on the General Tab and choose **Query Printers** at the bottom.
18. Close the Control Panel and you have completed the reinstall.
19. **Test the installation from the local Administrator's profile.** Then log in as the user, set their printers up in Screwdrivers Control Panel and test printing.