

HOSTED SERVICE TIPS & TROUBLESHOOTING

Providing you with the best possible hosted service is a top priority at Tronia – but we need your help by making sure your computer is optimized as well. Here’s how you can improve the performance of agrē on your own machine. Please contact your CSC if you have any questions or need assistance.

What you’ll find:


Accessing the Citrix Login Page	2
Adding/Removing Trusted Sites	2
White Screen with Box When Logging In to Citrix	4
Removing Saved Passwords	5
Troubleshooting Printer Issues	5
Uninstalling & Reinstalling Citrix	8
Turn Off Automatic Updates	9

Accessing the Citrix Login Page

You can access the Citrix Login Page from our [homepage](#) - just click the **Hosted Login** link.



You can also navigate directly to the Citrix Login Page: <https://citrix.tronia.com>. (don't forget the "s" in "https")

A screenshot of the Citrix login page. The background is dark grey. At the top, it says "Please log on" in white. Below that, there are two white input fields: "User name" and "Password". Below the "Password" field is a "Log On" button.

Adding/Removing Trusted Sites

Internet security has become more of a concern and priority, and as a result internet browsers (such as Microsoft Edge, Google Chrome, and Mozilla Firefox) are becoming more locked down and secure with every update. Your browser may restrict access to agrē websites unless you explicitly tell it that is where you really want to go.

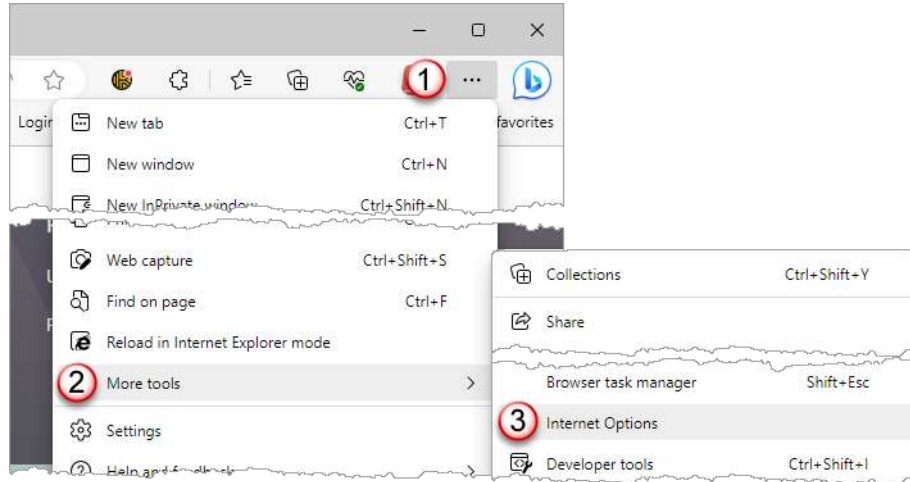
To make sure your browser allows seamless access to Tronia's servers, there are a couple of URLs to add as **Trusted Sites**:

- <https://citrix.tronia.com>
- <https://www.tronia.com>

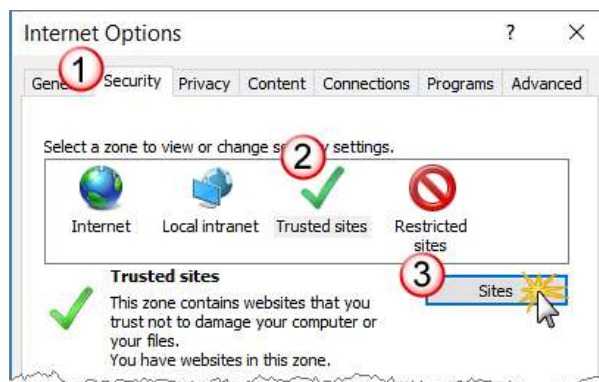
As the menu structure in browsers changes frequently, it's best to search for and follow the instructions provided by the developer (e.g. Google, Mozilla, Apple, etc.).

Microsoft Edge

Go to Settings and More → More tools → Internet Options

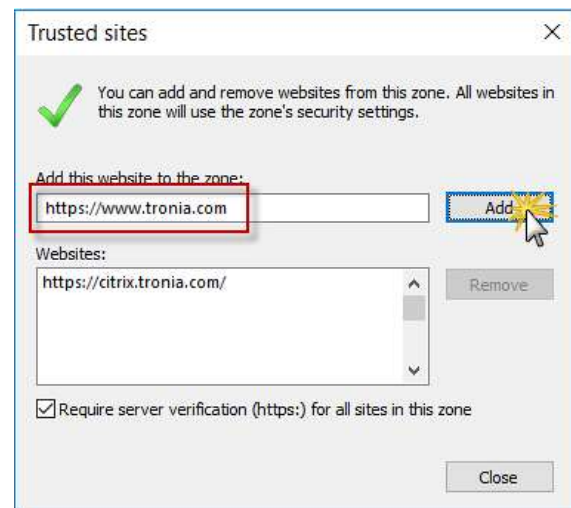
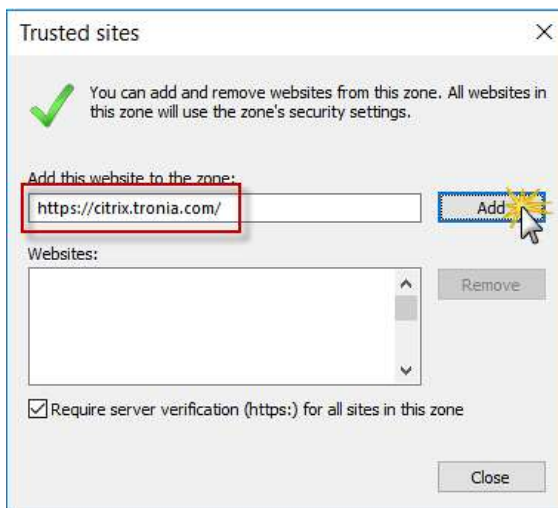


The *Internet Options* window will open. Click on the **Security** tab, then **Trusted Sites**, then **Sites**.



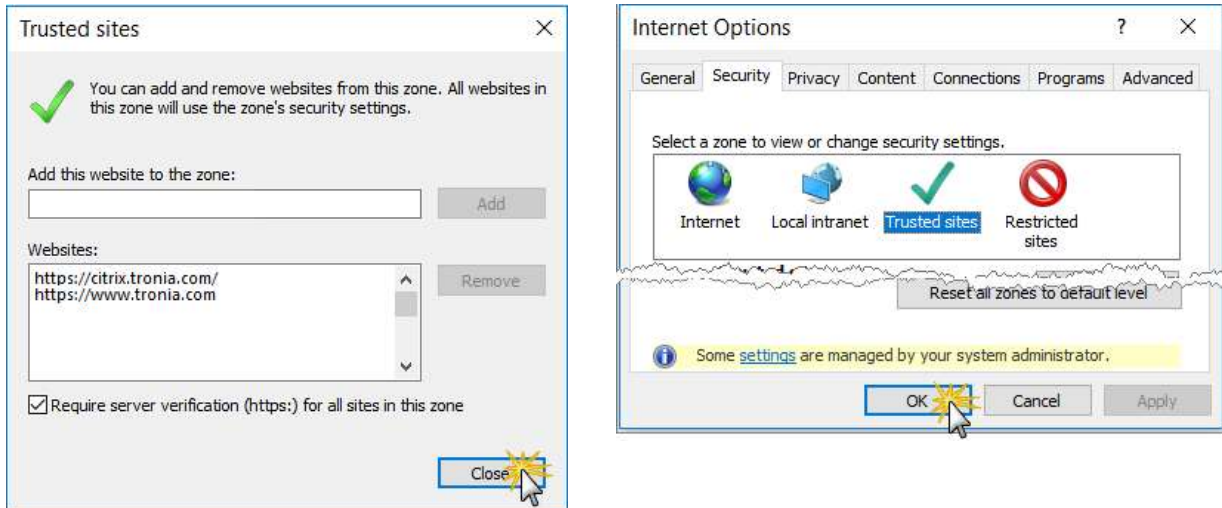
Type in **https://citrix.tronia.com**, then click the 'Add' button.

Add the second trusted site the same way: **https://www.tronia.com**.



to remove a trusted site: highlight the website and click 'Remove'

Close the Trusted Sites window. Click 'OK' to close the Internet Options window.



Google Chrome

Search for “[google chrome add trusted sites](#)” for instructions from Google.

Mozilla Firefox

Search for “[mozilla firefox add trusted sites](#)” for instructions from Mozilla.

White Screen with Box When Logging In to Citrix

The white screen you are seeing is in regards to an expired password and/or an incompatibility issue with the browser. However, you can bypass by clicking into the box and typing a new password and pressing “Submit”. Repeat by typing the new password on the next screen and hit “Submit” again. You will then be logged into Citrix successfully.

Removing Saved Passwords

Internet browsers are notoriously insecure when it comes to keeping your passwords safe. It is *not* a good idea to let Chrome, Edge, Firefox, or any other browser store or ‘cache’ your passwords as anyone with access to your computer and a little knowledge can discover them easily. Cached passwords can also cause issues when you change your password and your browser keeps trying to login automatically with the old one it was told to remember.

If you have cached your passwords in a browser, please remove them. As the menu structure in modern browsers changes frequently, it’s best to search for and follow the instructions provided by them.

Microsoft Edge

Search for “[microsoft edge clear passwords](#)” for instructions.

Google Chrome

Search for “[google chrome clear passwords](#)” for instructions from Google.

Mozilla Firefox

Search for “[mozilla firefox clear passwords](#)” for instructions from Mozilla.

Troubleshooting Printer Issues

Missing Printers

Occasionally after launching a published application like agrē it is possible that your printers may not be available when trying to print. This is caused typically by poor communication between the printers and Tronia’s network at the time the application was launched. Because the Citrix client looks for your printers only during the launch, you will need to close the application and re-launch it to resolve this issue. The same goes if you have added, deleted, or modified the printers *after* the application has launched – you will need to close and reopen the application for the changes to be recognized.

Note	The above information is assuming printers have been installed locally on your workstation.
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If this still doesn’t work...try [uninstalling and reinstalling Citrix](#).

Are you running Windows 8.x?

If you are running Windows 8 or 8.1 you may have accidentally installed the Citrix Workspace client designed for mobile devices (like phones and tablets) from the Microsoft App Store...this is different from the desktop Citrix Receiver Client as the mobile version will not recognize any printers.

Not sure which version you have installed? Check the **Windows Start Menu**.

The icon for the Citrix **mobile** app is **green**.



The icon for the **desktop** version is **blue**.

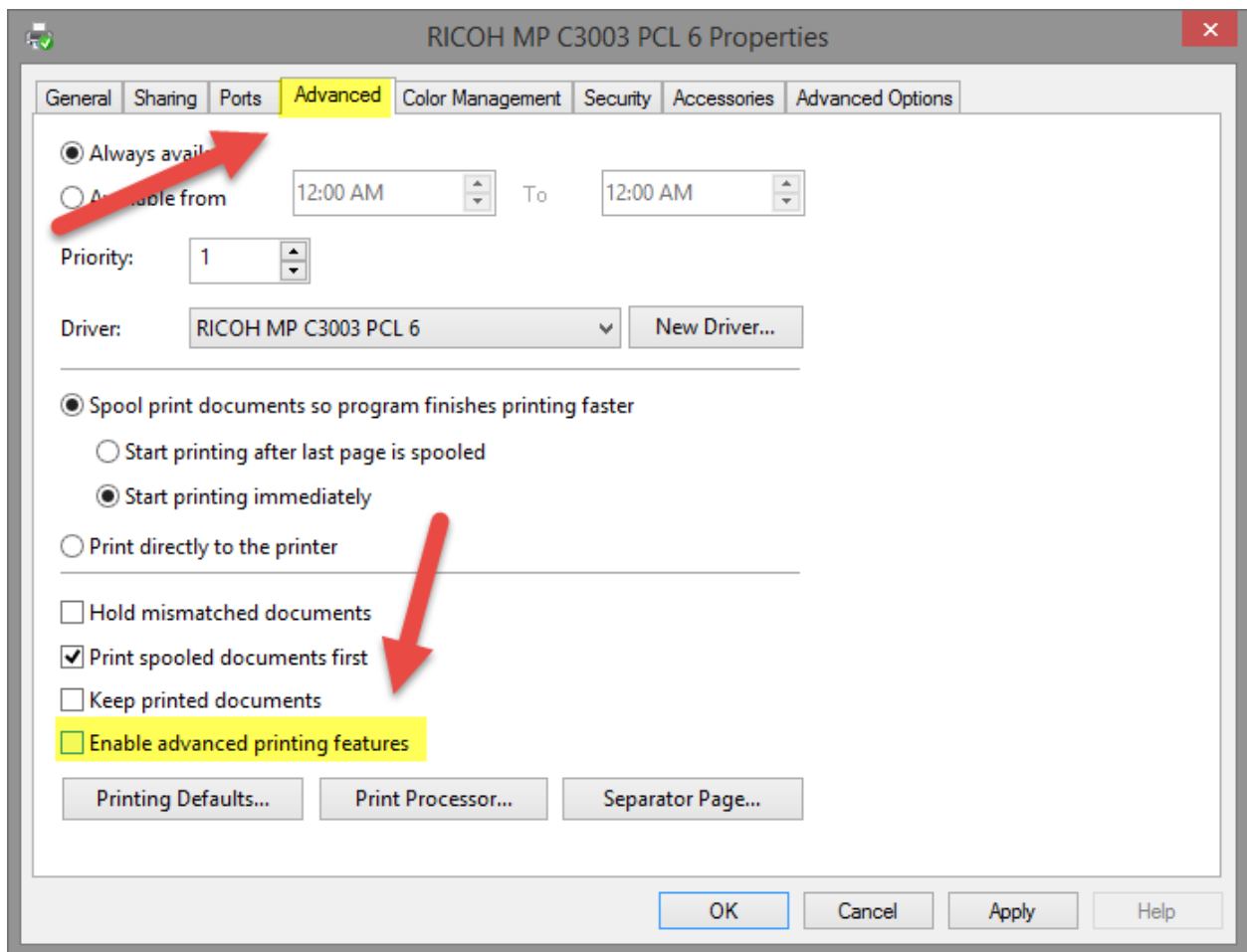


If you've got the green one, uninstall the mobile app (right-click and uninstall), then install the full desktop version of Citrix Workspace following the steps for [uninstalling and reinstalling Citrix](#) further along in this document.

Unable to Print from agrē

This is typically an issue between the installed printer driver and Citrix. The first thing to try is to disable the **Advanced Printing Features** option on the printer as shown below:

- Open the Control Panel in Windows on your local workstation and view your Printers
- Open Printer Properties > Advanced Tab and clear the 'Enable Advanced Printing Features' option.



If this still doesn't work...try [uninstalling and reinstalling Citrix](#).

Uninstalling & Reinstalling Citrix

Sometimes it may be necessary to uninstall and reinstall the Citrix client to address various issues that may come up over time.

These issues include:

- printing in colour when you specified black & white
- printing double-sided when you said to print single
- printing blank pages

If you not able to launch published applications on a workstation that already has the Citrix client installed, it may have become corrupt, so we recommend uninstalling the Citrix client and reinstalling it:

1. Close agrē and Citrix.
2. Run the **Receiver Clean-Up Utility** from this link:
<http://www.tronia.com/downloads/ReceiverCleanupUtility.exe>.
This will uninstall Citrix.
3. Restart your computer
(not just logoff/logon - you need to restart your device or power off/on)
4. Download and install the Citrix Workspace from this link:
<http://www.tronia.com/downloads/CitrixWorkspaceApp.exe>
5. Once the Workspace is installed, and you are prompted to enter an email address / server address enter '<https://citrix.tronia.com>' (without the quotes). Click the '**Add**' button.
(don't forget the "s" in "https")
6. On the next screen you will be prompted for a username & password, this is your Tronia Citrix ID: 'xxxxxx@tronia.com'. Click the 'Log On' button and Citrix will then launch (it might take a moment).
7. Click on agrē and log in with the agrē username and password (this may also take a little longer than usual this time).

Tip

Additional information on how to install Citrix is located in the [Accessing agrē Online](#) white paper (PDF file) in online help (found on the Miscellaneous FAQ page).

Possible Reinstallation Issues

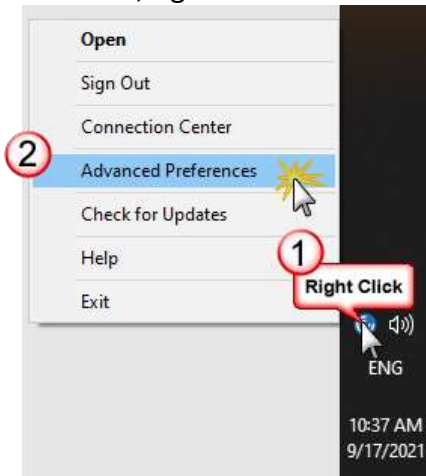
If the Citrix remover tool freezes (or hangs) there is most likely multiple wfica32.exe processes running and there should only be 1 when agrē is running...end task on all – or reboot the computer.

Turn Off Automatic Updates

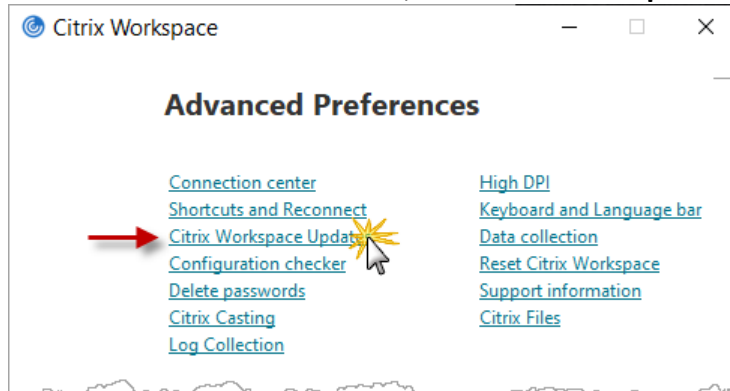
We recommend disabling automatic updates of Citrix, especially if you are using e-signature pads.

e.g. Windows 10

1. On your task bar in the right hand corner (could be found by clicking on > or <) find the **Citrix icon**, right click and select **Advanced Preferences**.



2. Once in Advanced Preferences, click **Citrix Workspace Updates**.



3. In Citrix Workspace updates, select **No, don't notify me** and **Save**.

