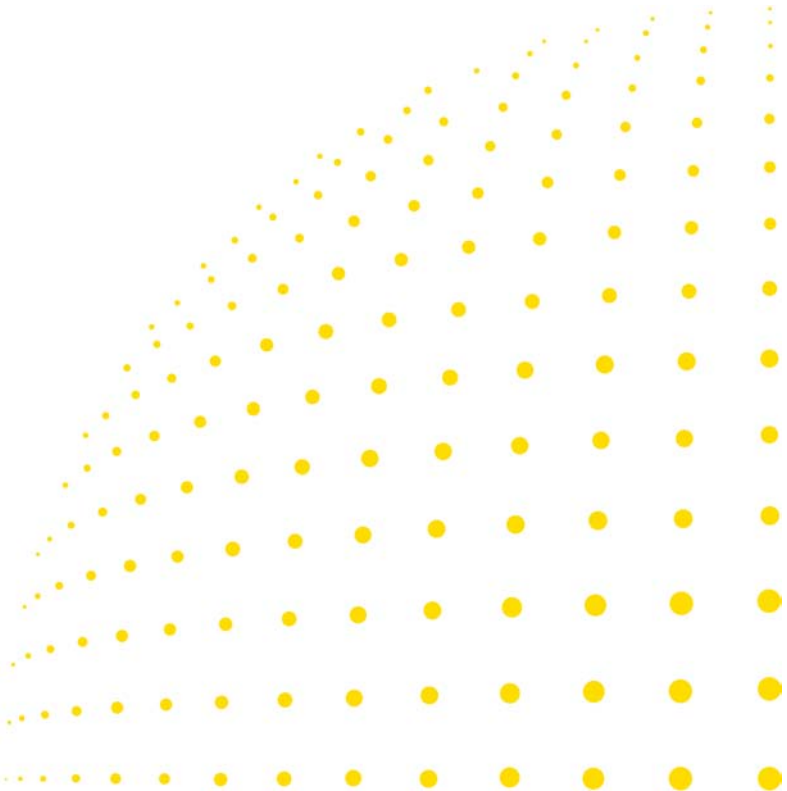
Terminal Server and Citrix Metaframe Support

for

FAX Products



Contents

1 Notice 3
2 Introduction 4
3 General information 4
3.1 Support with EFI 4
3.2 When Using Citrix Universal Print Driver 4
3.3 When Printing with Windows Terminal Service 5
3.4 When Using Auto Creating Printer (Citrix Products) 5
3.5 When Using Printer Driver Replication (Citrix Products) 5
3.6 When Using Citrix XenApp 6.0 5
4 Printer Drivers 6
4.1 Support Types 6
4.2 RPCS driver 6
4.3 PC-Fax 6
4.4 PCL6 driver 6
4.5 PCL5e/c driver 7
4.6 PS driver 7

1 Notice

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2 Introduction

The support outlined in this section is designed to provide information needed when implementing Ricoh Fax Products in a Terminal Server® and/or Citrix® MetaFrame environment.
If you have a Terminal Server®/Citrix® MetaFrame environment, we recommend that you use the latest printer drivers posted within the download section of the Ricoh European Support website.

3 General information

Currently, LAN FAX drivers, Document Solution Products, and Scanner Software/Drivers with Terminal Server/MetaFrame environments are not officially supported.

3.1 Support with EFI

Citrix products are not supported with EFI models as of XenApp 5.0. If there is any requirement for XenApp 6.0 support for EFI models, please contact your Ricoh supplier.

3.2 When Using Citrix Universal Print Driver

The Citrix Universal Print Driver uses EMF data. As a result, various errors can occur depending on the application used to print. These errors include improper character encoding and misaligned graphics. Please be sure to test the application with the Citrix Universal Print Driver before starting regular use.

Some applications do not save changes made to the Citrix UPD's settings. Please connect to the Citrix server to perform a test print after making changes to the local driver settings to verify that the changes have taken effect.

If Point and Print is installed on the local PC, changes made to the Citrix UPD's settings may not take effect.

If an error (improper characted encoding, misaligned images) occurs when printing using the Citrix UPD, please print the document again using the "Preview on client" function. If the preview image contains the error, the error is probably caused by the application or the document data.

3.3 When Printing with Windows Terminal Service

When printing a file containing a large number of bitmap images or fonts, some of the images or font may be lost.

3.4 When Using Auto Creating Printer (Citrix Products)

- Auto Creating Printer function can use logical printer created by copying client's local printer data to the Citrix server.
- Settings for optional equipment such as finisher or large-capacity tray will not be stored in the server after the equipment is detached.
- When printing a large number of bitmap images or when using the server in a WAN environment over dial-up lines such as ISDN, depending on the printing rate, printing may be disabled or a printing error may occur.
- If a printing error occurs on the server and the print job or Auto Creating Client Printer cannot be deleted, we recommend doing the following :

  [MetaFrame XP 1.0 SP1/SP2/SP3/SP4/FR1]
  Please Configure "Delete unfinished printing Jobs" setting in "Printer Properties Management" of the Citrix Management Console.

3.5 When Using Printer Driver Replication (Citrix Products)

- Printer Driver Replication is designed to distribute printer drivers across all servers in server farm.
- When printing a file containing a large number of bitmap images or fonts, some of the images or font may be lost.

3.6 When Using Citrix XenApp 6.0

An error may occur when XenApp attempts to register a network printer using the session printer function on "Citrix XenApp 6.0 for Microsoft Windows Server 2008 SR." If such an error occurs, please restart the XenApp server and disable Session Printer registration. Such devices must be registered manually.

4 Printer Drivers

4.1 Support Types

Support Type 1: MetaFrameXP, MetaFrame PresentationServer3.0
Support Type 2: Citrix PresentationServer 4.0 (32 bit only)
Support Type 3: Citrix PresentationServer 4.5
Support Type 4: Citrix XenApp 5.0
Support Type 5: Citrix XenApp 6.0

Supported Windows Servers are those supported by each Citrix product.

4.2 RPCS driver

RPCS drivers are not officially supported with Terminal Server / Citrix MetaFrame environments.

4.3 PC-Fax

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
FAX	FAX3320L	Yes	Yes	Yes	Yes	Yes
	FAX4430NF	Yes	Yes	Yes	Yes	Yes

4.4 PCL6 driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
FAX	FAX3320L	No	No	No	No	No
	FAX4430NF	No	No	No	No	No

Notes:
Following Citrix environment is supported for PCL6 driver for Universal Print (32bit / 64bit)

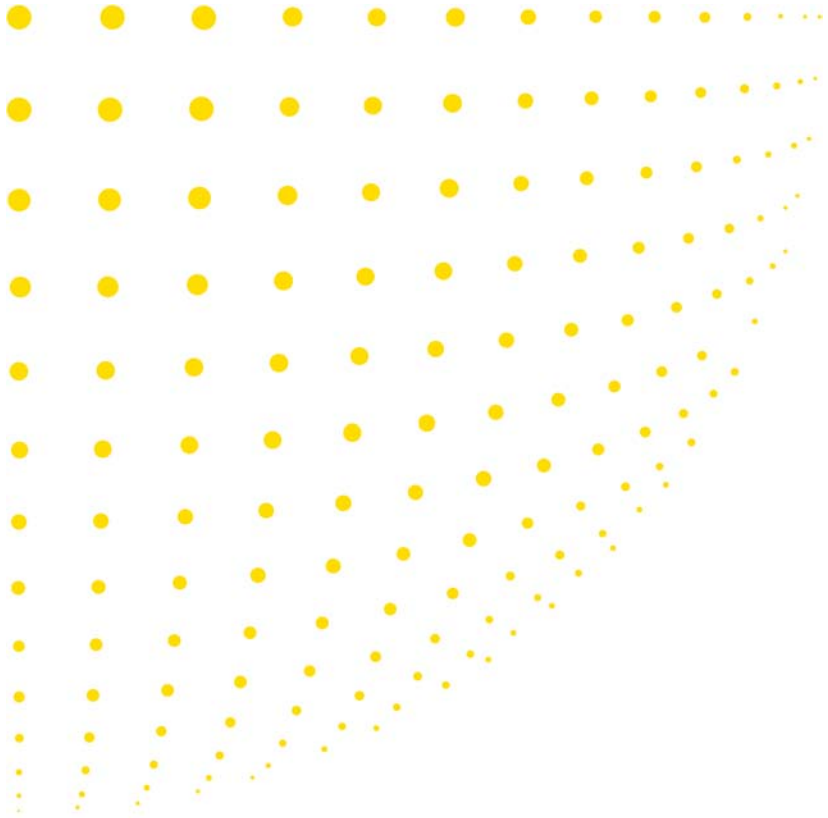
- MetaFrame Presentation Server 3.0
- Citrix PresentationServer 4.0 (32bit only)
- Citrix PresentationServer 4.5 (32bit/64bit)
- Citrix XenApp 5.0
- Citrix XenApp 6.0

4.5 PCL5e/c driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
FAX	FAX3320L	No	No	No	No	No
	FAX4430NF	No	No	No	No	No

4.6 PS driver

	Product	Support Type 1	Support Type 2	Support Type 3	Support Type 4	Support Type 5
FAX	FAX3320L	No	No	No	No	No
	FAX4430NF	No	No	No	No	No

Notes:
Following Citrix environment is supported for PS driver for Universal Print (32bit / 64bit)

- Citrix PresentationServer 4.0 (32bit only)
- Citrix PresentationServer 4.5 (32bit/64bit)
- Citrix XenApp 5.0
- Citrix XenApp 6.0