



REGIONAL GEOGRAPHIC INFORMATION SYSTEM AGENCY

AN AGENCY OF THE GRAND VALLEY METROPOLITAN COUNCIL

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Bandwidth, Network, and Printer Related Recommendations for REGIS Users

Bandwidth and Connection Related:

1. Bandwidth
 - a. REGIS has a bandwidth of 10 Mbps at the Data Center
 - b. It recommended that REGIS users have at least 6 Mbps bandwidth. However, 10 Mbps or higher is highly preferred.
2. Wireless connection is less stable than wired. It's highly recommended that the users access REGIS over a wired network connection.
3. Router/switch Type: Port type: 100/1000 Mbps Gigabit
4. Client settings on a REGIS user's computer (*Users' IT Department or REGIS can help with the items below*):
 - a. Ensure that the latest Citrix Receiver (v4.1) is installed on your computer
 - b. REGIS login page needs to be included in Trusted sites
 - c. LAN setting of IE browser: disable any proxy server setting
 - d. For Windows 7 OS users: run two netsh commands to reset two network parameters:
 - i. Netsh interface tcp set global rss=disabled
 - ii. Netsh interface tcp set global autotuninglevel=disabled

Printer Related:

- Please contact REGIS helpdesk if you have any issues with Printing.
- Currently, we have installed Citrix Universal and Native printer drivers for approximately 35 printers that were in the old system and are supported in our new Windows 2008 R2 operating system.
- However, not all the Native printer drivers work well with Citrix System
 - They may not allow user to print correctly if they are not compatible with Citrix System
 - They may cause print spooler crashed, OR
 - Very rarely, brings down the Citrix server
- REGIS plans to gradually replace Native printer drivers by Citrix Universal printer driver.
 - Users won't notice any difference. They will still see the same printer name in the printers list.
 - Citrix Universal printer driver should work with most of the current printers.
- If a user has a printer issue, it may be caused by :
 - The existing Native Printer Driver that is not compatible with Citrix (in this case we need to remove the Native driver), OR
 - Citrix Universal printer driver that doesn't work for the printer (in this case we need to install the missing Native driver)