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
   o They may not allow user to print correctly if they are not compatible with Citrix System
   o They may cause print spooler crashed, OR
   o Very rarely, brings down the Citrix server
• REGIS plans to gradually replace Native printer drivers by Citrix Universal printer driver.
   o Users won’t notice any difference. They will still see the same printer name in the printers list.
   o Citrix Universal printer driver should work with most of the current printers.
• If a user has a printer issue, it may be caused by:
   o The existing Native Printer Driver that is not compatible with Citrix (in this case we need to remove the Native driver), OR
   o Citrix Universal printer driver that doesn’t work for the printer (in this case we need to install the missing Native driver)