## **Troubleshooting and Resolving Scanning Issues within EPIC**

Sometimes the end user gets a prompt to enable 3<sup>rd</sup> party access remote device when launching EPIC and they select no. When they do this, no USB attached devices will work. Looks like this

USB/Other Devices Security - Citrix online plug-in		
V	A remote application has requested access to a file or information on a device attached to your computer.	
	Do you want to give permission to do this?	
	Yes No	
	Do not ask me again for this site.	

A few ways to fix this...

- 1. Delete the invision profile and let it be recreated. Launch epic and make sure to select yes at the prompt.
- 2. Re-install the citrix receiver. Launch epic and make sure to select yes at the prompt.

3. Launch citrix receiver from the task bar, somewhere in the options it should say **full access** to USB/Other devices.

Citrix Connection Center	
ICA connections	Session
Active	Disconnect
Document 1 [Compatibility Mode] - Mici	Full Screen
	Properties
23	Log Off
	Session Security Files:
	Full Access 🔹
	Microphones/Webcams.
	Full Access 💌
	PDA Devices:
	Full Access 👻
	USB/Other Devices:
	Full Access
	Application
• <u> </u>	Terminate
1 Server used, 1 Remote Applications	Help
	Close