

Troubleshooting and Resolving Scanning Issues within EPIC

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



A few ways to fix this...

1. Delete the invasion 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.

