rf IDEAS

Technical Support Instructional Guide:

How to Automatically Connect a Reader to a Citrix Environment
My WAVE ID® reader is not recognized when using Citrix XenDesktop.

Citrix does support USB port redirection, however in order for Citrix to redirect a USB device, the device's Vendor ID (VID) as well as other parameters will need to be identified.

Step 1:
Identify the WAVE ID descriptor.

The WAVE ID descriptor information can be found by following the below path:

> Start ➔ Control Panel ➔ System ➔ Device Manager ➔ Human Interface Devices ➔
> USB Input Device ➔ Properties ➔ Driver Details ➔ Hardware IDs

The VID for the WAVE ID reader will be "0C27"

Step 2:
Verify that there is a registry entry on the local machine that the USB device is plugged into and a Citrix policy with the correct Class/PID.

Visit the below link to be taken to the *Citrix Generic USB Redirection Configuration Guide.* The guide provides the details for the redirection of a USB device in a Citrix environment.

http://support.citrix.com/article/CTX137939

If you require additional assistance, please contact our Technical Support team by phone at (847) 870-1723 or through email at TechSupport@RFIDeas.com.